

## WVDEP Customer Service & Complaint Process

[www.dep.wv.gov](http://www.dep.wv.gov)

### Office of Environmental Advocate:

Toll Free.....1-800-654-5227

Helps people who have information requests or complaints & serves as the starting point for those unfamiliar with the agency. This is a one stop shop for DEP's Customer Service. If you are unsure who to call, call the Advocate.

### Public Information Office:

Toll Free .....1-866-568-6649

This number will take you to DEP's automated answering service, & you can reach any DEP office using this number. The Public Information Office provides Freedom of Information Act (FOIA) requests, environmental information and education to the public and the media.

- FOIA request can be made online: <http://www.dep.wv.gov/pio/Pages/FOIA.aspx>
  - or Mail request to: WVDEP PIO 601 57th Street SE Charleston, WV 25304

Sign up to receive weekly notice of public comment periods, permit application status, and public hearings at:  
<http://www.dep.wv.gov/insidedep/Pages/DEPMailingLists.aspx>

### Filing a Complaint:

DEP has four divisions that issue and enforce pollution control permits. They are the division of Air Quality, Mining & Reclamation, Water & Waste Management, & Office of Oil & Gas. The following is contact information for each office, and a list of questions you may be asked when filing a complaint. Please note that DEP respects your privacy and any complaint can be filed anonymously. If you wish to remain anonymous, be sure to give as much information as possible. A lack of information can seriously hinder the inspector's ability to properly investigate an anonymous complaint. You can provide a call back number and still keep your complaint anonymous.

### Disclaimer:

*"The agency must inform you that the information you give about your identity, such as your name, address, and phone number, will be considered public information unless you request it to be treated as confidential. The information would only be revealed under court order."*

### Quick Guide to the four divisions that issue and enforce pollution control permits:

- Mining & Reclamation: .....304-926-0490
- Air Quality: .....304-926-0475
- Oil & Gas: .....304-926-0450
- Water & Waste: .....304-926-0495

### Helpful Information when reporting any situation:

- Complainant's Name, address & phone number
- Date, time & location of incident (driving directions or GPS coordinates are helpful)
- Suspected Responsible Party & contact information if available
- Nature of Complaint (be specific and include pictures or video when possible)
  - Describe what you see or experience such as, odors, health effects or stream coloration
  - If it is a Spill, call the Emergency Spill Line.....1-800-642-3074
  - Imminent Danger call.....911