



How to document and report problems:

You are the eyes and ears of the community. What you see, hear, smell and feel could be very important signs of problems. If you see something that might indicate an emergency – like a spill of fluids in or around your property, a strong chemical smell or a flaring event – it is important to report those to the following:

- **National Response Center:** 800-424-8802
Be sure to provide your name, address, phone number, date and time of your call and details of what you observed.
<http://www2.epa.gov/emergency-response/forms/contact-us-about-emergency-response>
- **PA DEP:** 412-442-4000
Again, provide your name, address, phone number, date and time of your call and details of what you saw observed. Ask that an inspector be dispatched to the scene and a copy of the inspection report be provided to you.

On-going record keeping:

Take photos! A picture truly is worth a thousand words. Be sure to take photos of all activities, problems and concerns. Be sure to include a date and time stamp.

Keep a Journal: In order to help protect you and your community it is important to keep a journal with records of your observations.

For example – your journal could include the following:

- Date and time
- Weather conditions – wind direction, if you know it
- Annoying noise from traffic, heavy equipment, machinery
- Flaring events – call these into the above numbers and record in your journal
- Anything new and unfamiliar
- Unexplained odors – particularly chemical smells, call those into the numbers above and record in your journal
- Any trembles or shaking of your home or property
- Any changes in water quality: color, smell
- Any changes in water quantity
- Any changes in health of outdoor plants, landscaping or pets
- Make a note of details of any inconveniences or concerns
- Keep records of everyone you speak to about oil and gas activities
- Keep records of everyone you speak to about problems you've reported and any follow up they provide – be sure to include dates and times for each
- **Get business cards for anyone who visits you – keep them in your journal**