

When to File a Report

File a water quality complaint with the Alabama Department of Environmental Management (ADEM) if you observe illegal discharges or indications of poor water quality.

Some indications of poor water quality:

- Dramatic changes in water's appearance
- Unusual color of water or sediment
- Increased or accumulated sediment
- Unpleasant or abnormal color
- Oil, Grease, Foam or Sheen
- Dead or Deformed fish
- Nuisance aquatic plants like algae
- Dead animals
- Floating solids
- Bulldozing down to a creek
- Illness associated with water contact or fish consumption

Be aware of your waterway's conditions and how it is affected by weather changes.

Know the source of discharge pipes in your area and when discharges are allowed. Any discharge not allowed under an ADEM permit is ILLEGAL.

To find permitted facilities, contact ADEM, local groups, or Surf Your Watershed at <http://cfpub.epa.gov/surf/locate/index.cfm>

Important Contacts

Alabama Department of Environmental Management

www.adem.alabama.gov

Ombudsman:
1-800-533-ADEM
1-800-533-2336

Amy Zachary:
334-394-4384
apz@adem.state.al.us

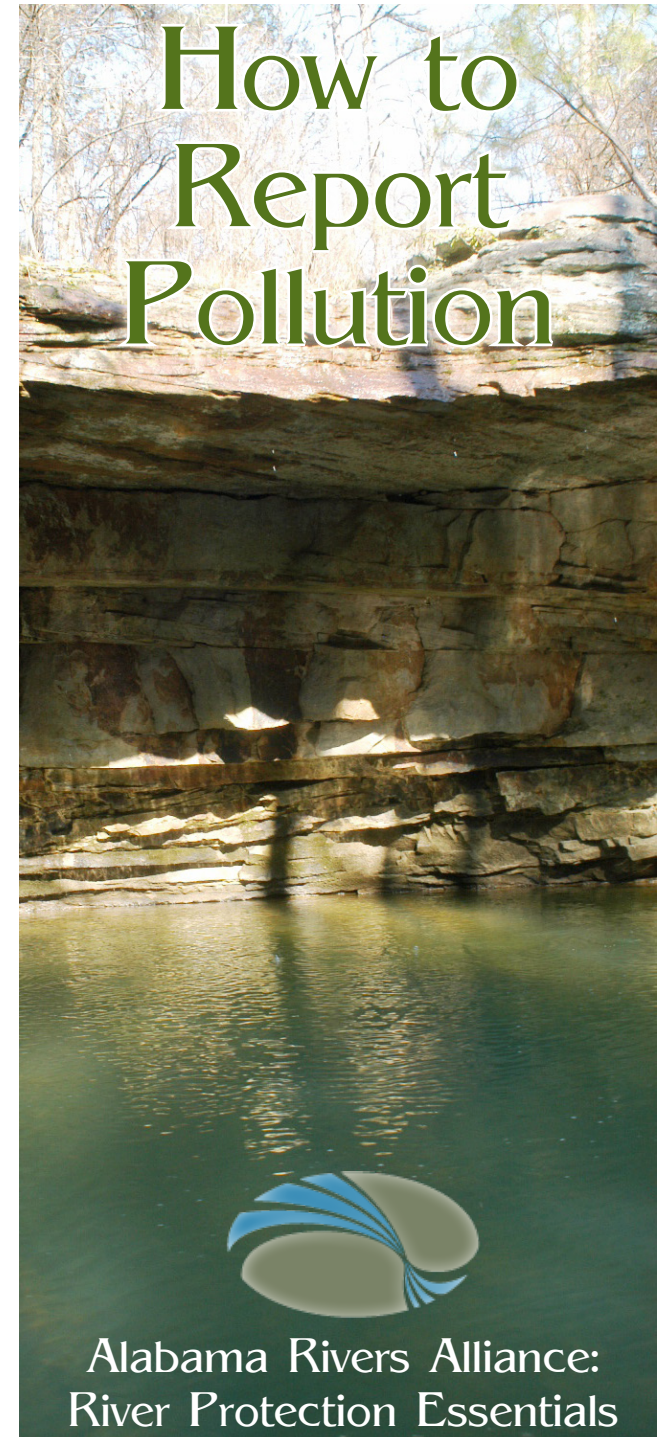
Water Division:
ADEM, Attn: Water Division
Post Office Box 301463
Montgomery, AL 36130-1463
334-271-7823
H2omail@adem.state.al.us



Alabama Rivers Alliance
www.AlabamaRivers.org

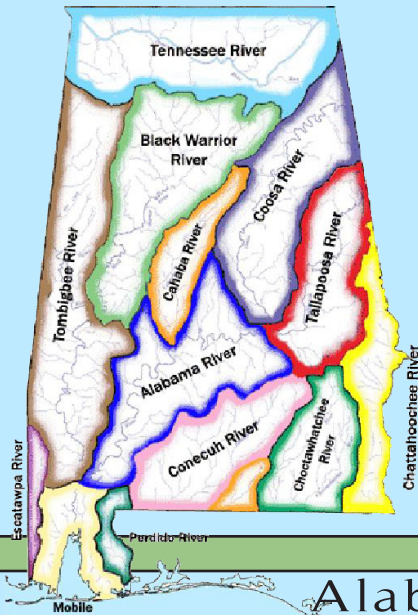
205-322-6395
205-322-6397 fax
877-862-5260 toll free

2027 2nd Avenue North, Suite A
Birmingham, AL 35203



Info Required

- Exact location of site so inspector can easily find the problem.
- Photos, maps, GPS coordinates and road crossings are helpful.
- Driving directions to the site from a known landmark or a major highway intersection.
- Include county in location description.
- Source of the problem, if known or suspected. (i.e. land use, construction site, industry, sewer system, etc.)



How to Report

- Call ADEM ombudsman at 1-800-533-2336 or Water Division Senior Environmental Scientist Amy Zachary at 1-334-394-4384 with the problem.
- You may also email or fax complaints at apz@adem.state.al.us, 334-394-4383 fax.
- You do NOT have to give your name and contact information when reporting a complaint. However, ADEM can't follow up with you without this information.
- If the source of the problem is known, you may consider contacting that facility directly as they may not be aware of the problem. Contact ADEM as well.
- If you are reporting a problem after-hours, leave a DETAILED message.
- For emergency or accidental spills after-hours, call your local Emergency Management Agency (<http://ema.alabama.gov>), or for spills of more than 25 gallons, contact the National Response Center at 800-424-8802.

What to Expect

- When you file the complaint, ADEM enters your complaint into a tracking database to watch the problem.
- At that point, the complaint will be sent to an inspector.
- The inspector will go to the field and examine the site.
- The results of the inspection will be available to you in four to six weeks.
- Calling ADEM back is important because they receive many complaints.
- Allow about 45 days for turnaround for the issue to be addressed.



Alabama Rivers Alliance: River Protection Essentials

*Cover photo: Duck River, Nelson Brooke