

# Who are you going to call?

Citizens can help report violations or problems they notice in their local streams before they cause more damage and pollution. Residents sometimes may be the first to recognize “illicit” discharges being directed into storm sewers or flowing out of storm sewer outfall pipes into streams. “Dry weather flows”- flows from storm sewer outfall pipes after 72 hours or more without rain- should be reported to your municipality for further investigation.

New storm water requirements from the Pennsylvania Department of Environmental Protection (DEP) require that your municipality investigate more thoroughly potential illicit discharges (pollutants) into our storm sewers and streams. You can help by promptly reporting the following events to the authorities listed in the hotline box below. Here are some of the conditions that you should report and to whom they should be reported.

- Sediment leaving a construction site during rain events and other construction violations (your county conservation district- send a photo if possible)
- Observed pollution event or pollutants in stream (DEP)
- Clogged, leaking or overflowing sanitary sewer lines (your municipality or sewer authority)
- Inadequately treated effluent from a sewage treatment plant (your municipality/sewer authority and DEP)
- Spills, hazardous materials (DEP or PEMA hotlines)
- Illegal dumping into water courses or storm sewers (your municipality, DEP)
- Dry weather flows from storm sewer outfall pipes into streams (your municipality)
- Fish kills (Fish Commission, DEP)
- Water main breaks (Aqua PA or Chester Water Authority, DEP)



Water pollution events can also be reported online through the DEP web site, [www.dep.state.pa.us](http://www.dep.state.pa.us) select Environmental Complaints, then Southeast Region.

DEP Water Quality Complaint Hotline – Daytime	484-250-5991 or 5970	Weekdays 8:00 AM to 4:30 PM
DEP 24-Hour Water Quality Hotline	484-250-5900 or 1-866-255-5158 (toll free)	Anytime, including evenings and weekends
Spills and other Emergencies Hotline	PA DEP 484-250-5900	PA Emergency Mgt. Agency 1-800-424-7362
Off site discharge of sediment	Chester Co. Conservation District 610-925-4920	Send photo, full address, and directions
Clogged, leaking, overflowing sewer lines	PA DEP 484-250-5900	After hours call 911; if sewage is entering water courses, also call DEP
Fish kills, Illegal fishing	PA Fish and Boat Commission 717-626-0228	For fish kills, also call DEP at 484-250-5991, 5970 or 5900
Dry weather storm sewer outfall flows	Thornbury Township 610-399-1425	Weekdays during working hours
Broken water mains	Aqua Pennsylvania 610-525-1402	24 hour