

OFFICE OF COMPLIANCE AND INSPECTION ROUTING OF INCOMING TELEPHONE CALLS

EMERGENCY RESPONSE— This program is responsible for responding to emergency spills or releases of oil/petroleum/hazardous chemicals and for the management of the oil pollution control program.

Typical calls:

- Spills related to vehicle accidents, spills at facilities, and calls from homeowners who are reporting a spill related to an oil delivery
- Storage of oil products in above ground storage tanks

AIR— This program is responsible for enforcing some air pollution control regulations.

Typical calls:

- Odors (except septic/sewage-these calls go to OWTS)
- Lead paint
- Dust (particulates)
- Excess emissions (e.g., smoke from factories)
- Open burning

HAZARDOUS WASTE/RCRA— This program is responsible for regulating hazardous waste

Typical calls:

- Improper storage/disposal of hazardous waste
- Improper disposal of waste oil, paint, anti-freeze, or fluorescent light components
- Mismanagement of hazardous waste at a facility or business
- EPA Identification numbers

FRESHWATER WETLANDS — This program is responsible for regulating activities in and around freshwater wetlands (such as swamps, marshes, bogs, ponds, rivers, streams, floodplains, areas subject to flooding and storm flowage).

Typical calls:

- Clearing/cutting of trees and vegetation in freshwater wetlands
- Filling/excavating or depositing debris in freshwater wetlands
- Constructing in freshwater wetlands without a permit or in noncompliance with a permit
- Pumping water into or out of freshwater wetlands
- Draining water out of freshwater wetlands

OWTS (formerly ISDS) — This program is responsible for regulating septic systems/cesspools and laundry discharges from houses and businesses.

Typical calls:

- Sewage overflowing onto the ground or into the street
- Septic/sewage odors
- Laundry water discharging onto the ground or into the street
- Constructing/altering/repairing a septic system without a permit
- Renovating/remodeling a building without an ISDS permit

WATER POLLUTION—This program is responsible for protecting surface waters (rivers, streams, lakes, ponds, wetlands, and coastal waters) and groundwaters from pollution discharges.

Typical calls:

- Sewage or laundry waste coming directly from any pipe that discharges into surface waters or into a stormwater drain or onto the street
- Debris/odors/dicoloration/foaming observed or detected in surface waters
- Rain related runoff from properties causing sediment/oil/debris to enter into surface waters.
- NOTE: reports of fish kills should be referred to the Division of Law Enforcement

SOLID WASTE —This program is responsible for regulating the illegal disposal of solid waste and medical waste.

Typical calls:

- Improper disposal of solid waste
- Illegal automobile salvage yards
- Tire piles
- Landscaping waste (clippings, tree waste, stumps, brush)

DAMS—This program is responsible for regulating dams.

Typical calls:

- Construction work ongoing at or associated with a dam
- No water downstream of dam
- Water in a pond has been lowered or is absent
- Inspection of dam

UST/LUST — This program is responsible for underground storage tanks and leaking underground storage tanks.

Typical calls:

- Illegal removal of an underground storage tank
- Strong gasoline odors where an underground storage tank is known to exist
- Abandoned underground storage tank



Contact Us

Mailing Address

- RI DEM
- 235 Promenade Street
- Providence, RI 02908

- Hours

8:30 a.m. to 4:00 p.m.

* Boating Registration closes at 3:30 p.m.

Telephone Numbers

- General Information: 401-222-6800
- After Hours Emergencies: 401-222-3070
- Deaf/Hard of Hearing Relay Service: 711

Directions

- Foundry Offices
- Parks and Recreation
- Coastal Resources
- Fish and Wildlife

Questions & Complaint Contact Information

- General Information: 401-222-6800
- After Hours Emergencies: 401-222-3070
- **Bay Line** - Report Issues Related to **Narragansett Bay**, Hear Recorded Status Information
222-8888
- Deaf/Hard of Hearing Relay Service: 711

COMPLAINT TYPE	OFFICE	TELEPHONE NUMBER
Air Odors, emissions, exterior lead paint removal, burning, fugitive dust	Compliance & Inspection	222-1360 (after hours) 222-3070
Animal Health Farm Animals, Dog Pounds, Boarding Kennels, Pet Shops	Agriculture	222-2781 (after hours) 222-3070
Bike Paths (Blackstone and East Bay) Operation and Maintenance DOT Bike Path Comment Webpage	Parks & Recreation	667-6200 or dem.riparks@dem.ri.gov
Law Enforcement	Law Enforcement	(24 hours) 222-3070
Boating	Law Enforcement	(24 hours) 222-3070
Dam Safety	Compliance & Inspection	222-1360 (after hours) 222-3070
Dredging (Providence River)	Army Corps of Engineers	978-318-8375 or 978-318-8223
Dumping Improper dumping or disposing of solid waste	Compliance & Inspection	222-1360 (after hours) 222-3070
Emergency Response Oil spills related to accidents, facility spills, homeowner spills, above ground storage tanks	Compliance & Inspection	222-1360 (after hours) 222-3070

COMPLAINT TYPE	OFFICE	TELEPHONE NUMBER
Fishing & Shellfishing Enforcement issues Program issues	Law Enforcement Fish and Wildlife	(24 hours) 222-3070 789-7481 789-0281
Hazardous Waste Improper disposal of any hazardous waste (oil, paint, fluorescent light components), EPA Identification Numbers	Compliance & Inspection	222-1360 (after hours) 222-3070
Hunting Enforcement issues Program issues	Law Enforcement Fish and Wildlife	(24 hours) 222-3070 789-3094
Mosquitoes West Nile Virus, EEE	Agriculture	Al Gettman 789-6280 (after hours) 222-3070
Pesticides Lawn company or lawn application complaints	Agriculture	222-2781 (after hours) 222-3070
Pet Stores	Agriculture	222-2781 (after hours) 222-3070
Rabies	various	check Rabies Contacts page
State Facilities Compliance issues associated with state facilities	Department of Administration	222-5093 Tom Wright/Dave Sheldon
State Park Complaints (Only if Law Enforcement Officers need to respond)	Law Enforcement	(24 hours) 222-3070

COMPLAINT TYPE	OFFICE	TELEPHONE NUMBER
State Park (specific)	Contact State Park directly	
Park complaints (general)	Parks & Recreation	667-6200 or dem.riparks@dem.ri.gov
Underground Storage Tanks also leaking underground storage tanks	Compliance & Inspection	222-1360 (after hours) 222-3070
Wastewater (Sewage) Treatment Facilities Municipal wastewater facilities and collection system bypasses or failures	Water Resources/ Operations & Maintenance	222-6820 (after hours) 222-3070
Water Pollution Septic systems, surface water and coastal waters	Compliance & Inspection	222-1360 (after hours) 222-3070
Web site complaints/issues	Thomas Epstein Tech. & Customer Assistance	222-4700 ext. 7501
Wetlands Swamps, marshes, bogs, ponds, rivers, streams, lakes, floodplains, riverbanks and dams	Compliance & Inspection	222-1360 (after hours) 222-3070
Wild Animal Complaints Response needed Behavior concerns	Law Enforcement Fish and Wildlife	(24 hours) 222-3070 789-7481 789-0281

COMPLAINT TYPE	OFFICE	TELEPHONE NUMBER
Still don't know who to call? Try our ---	Office of Technical & Customer Assistance	222-6800
Have complaints about DEM?	OCTA	

DEM Staff List

Email Webmaster