

## Chester County – Who to Call For Water and Environmental Concerns and Complaints

### Emergencies, including Spill and Fish Kills

Issue	Contact	Availability	Phone Number	Additional Information
Spills and other emergencies should be reported immediately	PA DEP	24 hours 7/365	484-250-5900 or 1-800-541-2050 (866-255-5158 (statewide))	Chester County is in the Southeast Region. Water quality problems are in the DEP Clean Water Program
Environmental complaints including water quality should be reported immediately	PA DEP	Weekdays 8:00a – 4:00p	484-250-5991	Off hours, leave a message
Fish kills (1 <sup>st</sup> call)	PA DEP	24 hours	484-250-5900	Off hours, leave a message
Fish kills (2 <sup>nd</sup> call)	PA Fish and Boat Commission	Weekdays 8:00a – 4:00p	717-626-0228	
Environmental health concerns (harmful env’l exposures, child care locations, natural gas and oil production health concerns, PFAS, lead)	PA Dept. of Health	24 hours 7 days	1-877-PA-HEALTH (1-877-7243)	601 Westtown Rd, West Chester.
Enforcement of violations related to on-lot sewage disposal systems, solid waste disposal	Chester County Dept. of Health	Weekdays 8:30a – 4:30p	610-344-6225  (sewage and water) 610-344-6688, 610-344-6526	<a href="https://www.chesco.org/365/Sewage-Water">https://www.chesco.org/365/Sewage-Water</a>

Non-emergency environmental complaints can be submitted online (“Report An Incident”) at:  
[http://www.depweb.state.pa.us/portal/server.pt/community/southeast\\_regional\\_office/13778/environmental\\_complaints/617089](http://www.depweb.state.pa.us/portal/server.pt/community/southeast_regional_office/13778/environmental_complaints/617089)

### Construction Site and Industrial Issues

Issue	Contact	Availability	Phone Number	Additional Information
Construction site pollution issues including erosion; off-site discharges of mud/sediment, improper or no silt fencing; sediment and	Chester County Conservation District	Weekdays 8:00a – 4:00p	610-925-4920	

stormwater discharges not controlled by BMPs				
Salt piles secured poorly or unsecured, salt runoff should be reported	Public Works Dept. of relevant township	Weekdays		Can provide short film to township, "Salty Streams" by Stroud Water Res Ctr: <a href="https://www.youtube.com/watch?v=DvJ_-Zzz0kQ">https://www.youtube.com/watch?v=DvJ_-Zzz0kQ</a>
Pipeline construction problems, discharge of industrial waste to waters of PA	PA DEP Bureau of Clean Water	Weekdays 8:00a – 4:00p  Emergency: 24 hours 7/365	484-250-5990	Off hours, leave a message

### **Broken Water Mains and other Water Supply Issues**

<b>Issue</b>	<b>Contact</b>	<b>Availability</b>	<b>Phone Number</b>	<b>Additional Information</b>
Broken water mains	Public Works Dept. of relevant township/borough/city	Weekdays		Information from Chester County Water Resources Authority – 610-344-5400
Broken water mains	Aqua Pennsylvania	24/7/365	610-525-1402	
Clogged or leaking sanitary sewer lines	Sewer Dept. or Public Works Dept. of relevant township	Weekdays		
Illegal water main or water pipe discharges into streams, storm drains, ponds	Public Works Dept. of relevant township  Public Water Supplier: Aqua Pennsylvania	Weekdays 8:00a – 5:00p	610-692-3859	713 Tower Lane, West Chester

Contact PA DEP emergency line – 484-250-5900 or 1-800-541-2050 if unable to reach township and problem is urgent.