



It is often difficult for the public to know what agency to call regarding issues that impact their health or quality of life. This document identifies who you should call if you have concerns about air quality and other environmental issues.

How to File An Effective Air Quality Complaint

Air emissions from commercial and industrial operations are regulated by the Air Quality Division (AQD) of the Department of Environment, Great Lakes, and Energy (EGLE). If you would like to file a complaint regarding odors, dust, or other air pollutants being emitted from these operations, please follow these guidelines that will aid AQD staff in directing their investigation.

COMPLAINANT INFORMATION

The complainant should provide their name, address, and phone number in the event that AQD staff need to contact them with questions regarding the complaint. It is important to note that the same Freedom of Information Act that allows access to our records, including complaint information, also allows us to keep the complainant's identity confidential. The complainant must inform AQD staff if they would like their identity to be kept confidential.

SOURCE

Although investigating the source of an environmental problem is ultimately the responsibility of AQD staff, an identification of the potential source or geographic area of a problem helps to narrow down the search, resulting in a quicker investigation (and subsequent action, if appropriate).

LOCATION

The complainant should provide the location of the suspected source of the problem (if the source's address is unknown, simply providing the closest cross streets or the location of the source in relation to the complainant's location is of great help).

DESCRIPTION OF THE PROBLEM

The complainant should describe the nature of the problem. Typically, a complaint falls into one of the following categories:

1. Odors
2. Excess opacity or smoke (typically from a stack or vent or from a storage pile)
3. Fallout of particles (onto complainant's property, street, car, etc.)
4. Burning
5. Dust
6. Suspected health effects

TIME AND DURATION OF THE PROBLEM

The complainant should try to contact someone as soon as possible upon noticing a problem. As the period of time between the problem being noticed and the investigation by EGLE staff increases, it can become more difficult to cite a violation. This is especially true in the case of sporadic problems (non-continuous problems that do not appear to follow a specific pattern in terms of their reoccurrence).

Along these lines, the complainant should attempt to provide information as to the duration of the problem and any patterns they observed. For example, is the problem an ongoing occurrence? Are there days/times when the problem is more likely to occur? For example, the problem always seems to occur at night.

Who To Contact for Environmental Issues

ISSUE	CONTACT
Agricultural odors	Michigan Department of Agriculture Hotline: 517-284-5619, 877-632-1783 or Email: MDA-Right-To-Farm@michigan.gov
Air emissions from industrial and commercial operations located in Livingston County	EGLE Air Quality Division, Lansing District Office, 517-284-6651
Automobile fuel tampering	Michigan Department of Agriculture: 800-632-3835 or U.S. EPA Region 5, Chicago: 800-621-8431
Environmental pollution emergencies such as tanker accidents, pipeline breaks, and releases of reportable quantities of hazardous substances	Pollution Emergency Alerting System (PEAS Hotline): 800-292-4706
State-owned forest issues	DNR Forest, Mineral, and Fire Management: 517-284-5900
Freon releases	U.S. EPA Region 5 at website EPA.gov/tips or send email to ODS-TIPS@epa.gov
Illegal discharge (to sewers, rivers and streams, ground)	PEAS Hotline: 800-292-4706
Illegal dumping	For tires - EGLE Waste Management & Radiological Protection, Lansing District Office: 517-284-6651 For suspected hazardous wastes - PEAS Hotline: 800-292-4706
Indoor air pollution (commercial or industrial)	Michigan Department of Health & Human Services (MDHHS) General: 517-373-3740, Livingston County: 517-548-0200, Livingston County Health Dept. Public Health: 517-546-9850, Environmental Health: 517-546-9858
Indoor air pollution (residential), issues such as mold and radon gas	U.S. EPA Indoor Air Quality Information Clearinghouse Hotline: 800-438-4318, National Safety Council Radon Hotline: 800-557-2366, Livingston County Health Dept. Public Health: 517-546-9850, Environmental Health: 517-546-9858, EGLE Radon Program: 800-723-6642
Noise (e.g., a facility creating a noise problem)	The city or township in which the facility is located (local nuisance ordinance).
Odors from landfills and solid waste transfer stations	EGLE Materials Management Division, Lansing District: 517-284-6651
Odors from oil or gas producing facilities	EGLE Oil, Gas, & Minerals, Lansing District: 517-373-7055
Odors from wastewater treatment facilities and lagoons	EGLE Water Resources, Lansing District: 517-284-6651
Open burning at a private residence (leaves, wood, rubbish)	The city or township in which the burning is taking place. They often have local ordinances addressing open burning. Livingston County: LivGov.com/pages/municipalities.aspx , Pollution Emergency: 800-292-4706, EGLE Environmental Assistance Center: 800-662-9278
Road dust	The county road commission or responsible municipality. Livingston County Road Commission: 517-546-4250
Wetland issues	EGLE Water Resources, Lansing District: 517-284-6651