

All **TCEQ After Hours Complaint** calls will come in on the dedicated line **(888) 777-3186**, and will show on the Caller ID as **TCEQ**. These calls will be received between **1700 CST and 0800 CST**, and on **weekends** and **holidays**. When a call is received, you will generate a **TCEQ report** located in the Chemical Report Manager.

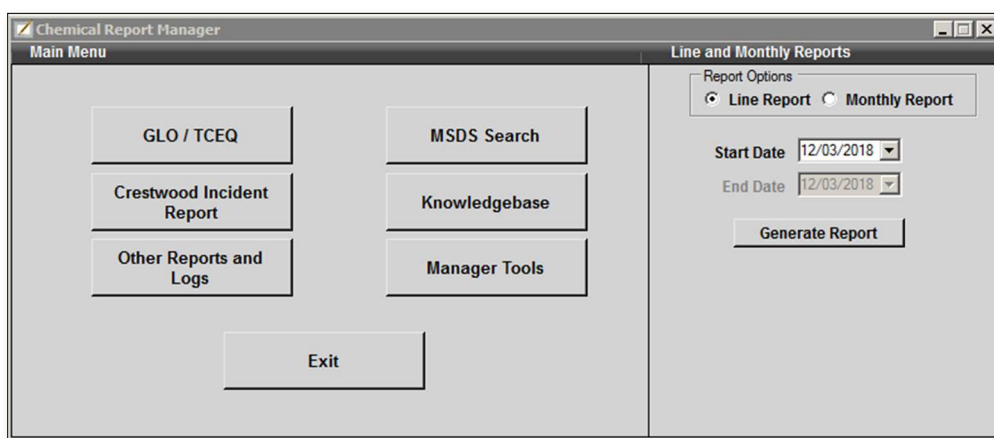
**FYI: For phone outages, etc.:**

- When the *TCEQ After Hour's number* is **not transferred during non-Business hours, on Holidays, does not ring through, or rings to out of order message**.
- Please use the following contacts in order until you reach someone. Please send Anthony Buck an email with details of what occurred and who you spoke to.

Jack Lunday, Emergency Management Liaison	512-605-9651
Terry Sullivan, Emergency Management Liaison	512-426-3016
Anthony Buck, Emergency Management Coordinator	512-563-3935

- **If no verbal contact is made**, send an email to [anthony.buck@tceq.texas.gov](mailto:anthony.buck@tceq.texas.gov)

To open a report, click on the GLO/TCEQ button



Select the TCEQ Report located on the left panel



When you open the report the screen should look like the photo below:

**Prior to taking the report**, ask the caller if they are calling in a **spill** or a **complaint**.

- If they are calling in a spill, please explain to them spills need to come into the correct line and provide them with the phone number for the **GLO Spill Reporting Hotline of 800-832-8224**. You can advise them the call will still come into our call center, to avoid confusion when they call back
- If they are calling in a **complaint proceed with taking this report**

**TO FILE A REPORT- complete the fields as listed below:**

- **Report time** in military format in CST
  - The date will auto fill when the report is opened and cannot be altered
- **Incident date and time** in military format in CST
- **Reported By:** If the caller wants to remain anonymous, tabbing through this field will auto fill the word Anonymous *once the report is submitted*
- **Primary Contact number:** Ask what number the caller can be reached within the next hour and what type of number it is. Ex. cell, home, or office number.
- **Secondary Contact number:** Ask for a number the caller can be reached during normal business hours and what type of number it is Ex. Cell, home, or office number.
- Is this an **EMERGENCY?** Ask the caller if they consider the issue to be deemed an emergency
- Does the caller need an **immediate call back** from a TCEQ Representative?

- This must be a **true emergency**, not just because they want to speak to someone
- **Description of Incident:**
  - **DO NOT** use special characters in this field. The only exception is an apostrophe
  - Indicate at the beginning of this field what type of incident is being reported. Ex. This is a private citizen complaint, or The caller is complaining of...
  - Indicate the Cause, Impact and Response. State what occurred, list all media impacted, and what has been done to correct the issue.
  - **Are there any injuries or fatalities?**
  - **Are there any offsite impacts to the surrounding communities, due to the release?**
    - *Ex. Evacuations, shelter in place, heavy media attention, etc.*
  - **Are there any Federal, State and/or Local Authorities on-site?** If so, specify which ones.
  - If you receive a report of a **significant incident** which could help the TCEQ staff to determine if the report requires **Homeland Security notification**, make sure to notate it in this field. Relay the information to the TCEQ Responder.
    - Examples of Homeland Security significant incidents may include keywords such as:
      - **Bomb Threat**
      - **Explosion**
      - **Unknown Chemical or Toxic Release**
- **Location of Incident:** Obtain an address or general directions to the location. **A railroad marker number is not a location.**
- **County:** Ask what County the incident occurred in
- **Classify the Material:** Utilizing the classification tool
- **Media Affected:** Ask for all media affected; Land, Air, Water. More than one option can be chosen
- **Water Body:** List the receiving water body and amount entered
- **Responsible Party:** List the responsible party's contact information
- **TCEQ responder name:** List the name of the responder notification was made to
- **Notification Time:** in CST

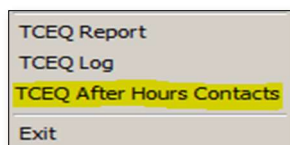
The following are **required fields:**

- Date and time of Incident
- Location of Incident
- County
- Description of Incident
- Media Affected
- Responder Name
- Notification Time

**FYI:** Any remaining fields will autofill if left blank

**TO MAKE NOTIFICATION:**

The TCEQ After Hours Contacts list for notification is located directly above the Exit button on the left panel.



When the county name is selected, the Region and primary number will auto populate as shown in the photo below:

A screenshot of the 'TCEQ Report' form. The 'Caller Information' section includes fields for 'ERS Operator' (COCKRELL), 'Incident Date' (09/16/2018), 'Reported By', 'Report Date / Time' (09/16/2018 07:51), 'Incident Time', 'Contact Number', and 'Other Contact Number'. The 'Incident Information' section has a dropdown for 'Is this an emergency?', a large text area for 'Description of Incident', and a 'Location of Incident' field. The 'County' dropdown is set to 'Harris'. The 'Material Spilled Information' section has a table with columns for Material, CAS /UN Number, Amount Spilled, and Units. The 'Media Affected' section has checkboxes for Air, Water, and Land. The 'Water Body' section has fields for 'Receiving Water', 'Amount', and 'Units'. The 'Party Responsible' section has fields for Company, Street or PO, City, State, Zip Code, Contact Person, and Phone. At the bottom, the 'REGION' is set to '12' and 'CALL TO' is '713-409-0167'. There are also fields for 'Responder Name' and 'Notification Time'.

1. Call the primary contact listed on the **After Hours Contact List** and relay the information. Leave the following message on voicemail if necessary:
  - “This is (SAY NAME) with ChemTel calling to report an incident received on the complaint line. Please call us back at 888-777-3186. Thank you.”
  - Dial the number again to verify the correct number was dialed. A second voicemail is not necessary.
    - **Allow 10 minutes for a call back**
2. If no call back within **10 minutes**, call the secondary contact
3. If no call back from the secondary contact after the allotted time, call the tertiary contact
4. If neither the primary, secondary or tertiary contacts can be reached, call the regional director
5. If no return calls are received from the primary, secondary, tertiary or regional director, call the **TCEQ Headquarters Emergency Management Coordinator at (512) 563-3935**
6. If no answer from the TCEQ Headquarters Emergency Management, call the **Homeland Security Coordinator at (512) 426-6715**
7. If no answer from any of the above, repeat steps **1-6** until a responder is reached
8. Complete the notification portion and email the report per the instructions listed below

### EMAILING THE REPORT:

- Click Submit to email the report.
  - A pop up will appear stating, “Are you sure you want to submit this report?”
    - Select **Yes**
  - A PDF will open, and a second pop up will appear stating: “Report Number: XX, Is the information in the report correct?”
  - If corrections are needed, select **No** and make the necessary changes
    - Be sure to close the PDF prior to making any changes or you will receive an error message stating “The file you are trying to create is currently open. Please, close it and try again. If the file is not open, please contact the IT department to verify that the file is closed.”
  - Select **Update** to re-submit the report, proofread the PDF, then select **Yes** once the pop ups appear again
- Once Updated, a list of TCEQ regions and their email address will appear
  - Select the correct region notification was made to, and click on **Add Email Address**
  - The report is only to be submitted to the region you made notification to
  - If you select the wrong region, you can unclick the selected email, and click on **Add Email Address** again. This will remove the email address.
- Select Submit to email the report
  - A copy will automatically be emailed to ERS and filed in the appropriate TCEQ folder

**FYI:** A copy of the PDF will be stored in the Completed Reports folder under TCEQ

### CORRECTING A REPORT:

To correct a report:

- Open the TCEQ Log and select the report number you want to correct, and click **Revise**
- Once the report opens, make the necessary corrections
- When all corrections are complete, select **Update** and email the report as normal

The screenshot shows the TCEQ Report form and a pop-up window for selecting a TCEQ region for email notification.

**TCEQ Report Form:**

- Case Information:** ERS Operation: JPERFORM, Incident Date: 03/11/2018, Reported By: JAVUL STELLMAN, Report Date / Time: 03/11/2018 06:49, Incident Time: 15:00, Contact Number: (512) 417-3253, Other Contact Number: (512) 417-3253.
- Incident Information:** Is this an emergency? YES. Description of Incident: THE CALLER IS REQUESTING AN IMMEDIATE CALL BACK FROM TCEQ. THE PRIMARY NUMBER IS THE STATE CELL PHONE. CAUSE THEY HAD AN EXPLOSION AT A CROCODILE PLANT. A RESCUE VEHICLE HAD THE TOP BLOW OFF. IMPACT IS THE AIR-AND-LAND. RESPONSE IS THEY ARE CURRENTLY INVESTIGATING THE REASON FOR THE EXPLOSION. EVERYONE FROM THE FACILITY WAS EVACUATED FROM THE AREA. THERE IS ONE FATALITY REPORTED. THREE OR FOUR OTHER INDIVIDUALS WERE TRANSPORTED TO THE HOSPITAL. THE LOCAL POLICE, THE DPT, STATE FIRE MARSHALL AND TEXAS RANGERS ARE ON SCENE. THERE WERE NO OFF-SITE IMPACTS DUE TO THIS EVENT.
- Location of Incident:** 6412 US HWY 288, CANT STAR, TX ZIP CODE UNKNOWN.
- Material Spilled Information:** Material: UNKNOWN, CAS / UN Number: NA.
- Party Responsible:** Company: UNKNOWN, Street or PO: UNKNOWN, City: UNKNOWN, State: UNKNOWN, REGION: 5, CALL TO: (512) 965-2362.

**TCEQ Email Selection Window:**

TCEQ REGION NUMBER : 5

Select	Region	Email Address
<input type="checkbox"/>	Region 1 AMARILLO	Sp101@tceq.texas.gov
<input type="checkbox"/>	Region 2 LUBBOCK	Sp102@tceq.texas.gov
<input type="checkbox"/>	Region 3 ABILENE	Sp103@tceq.texas.gov
<input type="checkbox"/>	Region 4 DALLAS/ FT WORTH	Sp104@tceq.texas.gov
<input checked="" type="checkbox"/>	Region 5 TYLER	Sp105@tceq.texas.gov
<input type="checkbox"/>	Region 6 EL PASO	Sp106@tceq.texas.gov
<input type="checkbox"/>	Region 7 MIDLAND	Sp107@tceq.texas.gov
<input type="checkbox"/>	Region 8 SAN ANTONIO	Sp108@tceq.texas.gov

**Add Email Address**

**To:** Sp105@tceq.texas.gov

**Subject:** TCEQ-3

**Attached:** TCEQ-2

**Message:**