GLO reports must come in on their dedicated line, (800) 832-8224. If it does not, ask the caller **where or who** they *obtained the number from specifically*, or *what number they originally dialed* which lead them to call us? Ask them to disconnect and call back on the correct number.

- When they call right back, **you should be the one to answer that call**
- Complete the report process and make notification
- Email the *information provided to you*, concerning the *origin of the 1st number they dialed*, to both **Principal ERS Operators** and cc: the **ERS Manager**, so it can be *addressed with the appropriate agency/party*

- Provide **(813) 248-0586** to callers without 800 number access

For reporting questions about calls coming into the **GLO Hotline**, and the question is regarding something that falls under **GLO's jurisdiction**. You **MUST** first *verify if they have a spill to report*. If they say yes, but they have questions about reporting it; **you MUST take the report first**. After you finish taking the report, you are to **provide them** the number **512-463-6740**. This number is **referenced** in **GM** as **Reporting Questions**. For *questions regarding* **TCEQ and RRC jurisdiction**, *refer these callers* to the **RRC HQ** or **TCEQ HQ** numbers listed under the Additional Contacts in GM.

DO NOT release ANY GLO report information to **anyone** except GLO, TCEQ or RRC responders

- When asked if a report has been made, or by whom, say, "*I am not authorized to provide that information, but I can provide you with the telephone number to GLO Headquarters,* **(512) 475-1575.**"
    - This number is manned Monday-Friday, 8am-5pm CST
    - **Only** give the GLO HQ Toll Free number if the caller demands one **(800) 998-4456**

REQUESTS FOR COPIES OF GLO REPORTS:
If a company or a citizen requests a copy of a GLO report, we are to provide them with the **HQ's number for the primary agency we notified.**

- The number is listed under the **Additional Contacts Tab only** located in GoldMine.
- We are **NOT to give out** the **Admin office number** for **GLO** from the **main page in GoldMine.**

For **Media** calls:
Obtain enough information to use the Spill Jurisdiction Matrix to refer the caller to the correct agency

- ONLY if the caller is unable to wait until business hours, take the caller's name and number and provide the info to either:

	Office	Cell
D'Anne Stites	(512) 463-6740	(512) 461-4817
Jimmy Martinez	(512) 463-5278	(512) 221-3038

Refer **Water Complaints** including, but not limited to, drought issues, no or low water pressure and water bills to the **TCEQ Complaint Line** at **(888) 777-3186.**

Refer callers reporting they purchased **gas contaminated with water** to contact **The Texas Attorney General - Consumer Protection Hotline at (800)621-0508.**

If you receive a call from a **Federal agency** and they are requesting to speak to a State Responder directly:

- Obtain their name, number, what agency they are with and the county where the incident is, so you can contact the correct **Regional or District** office. You will **generate a GLO report after** you contact the responder and relay what information was provided to you. Include in the report, under the *Description of Incident*, the Federal agent called asking to speak to (**TCEQ, GLO** or the **RRC**) directly and did not have time to provide any other details.

If you receive a call from personnel who are tending to an **extreme emergency** and have **very limited time** to provide all information, obtain the following data and make proper notification:

1. Caller's name, number and affiliation
2. Material(s) released
3. Source/Origin
4. Coastal or Non-coastal (if water is impacted)
5. County

DO NOT generate a GLO Report for:

- **Radiological Incidents**
    - Provide **(512) 458-7460** for the Texas Department of State Health Services Radiation Control Program- 24/7
- **Reportable Quantity Information Requests or General Questions**
    - Obtain enough information to use the Spill Jurisdiction Matrix to refer the caller to the correct Agency HQ
    - **GLO HQ** (512) 475-1575   **TCEQ HQ** (512) 239-0400   **RRC HQ** (512) 463-6954
- **Abandoned Vessels** (NOT including actively sinking vessels):
    - These would be derelict vessels or an eyesore that has been sunk for a while and does not pose a threat of a release
    - GLO has the authority to clean, remove, and fine the owner if they can determine who that is
    - Provide **(512) 475-1575** (Monday-Friday, 8am-5pm CST)

Once you're ready to file a report, open the GLO Report from the Chemical Report Manager, which should resemble the image below:

Tab through all fields in the report to ensure the fields with preprogrammed autofill data properly activates.

Begin asking the caller for all the information on the screen, in tabbing order, and complete the fields in the database as described.

This report requires the content we type to be in all **CAPS**.
- **FYI:** All fields will automatically revert to all caps regardless of if the caps lock is on

DO NOT use the following special characters in <u>any</u> field **# : % " ; @ & ( )**
- **Periods**, **commas** and **hyphens** are the <u>only</u> acceptable punctuations allowed to be used in the *Description of Incident* field and *Incident Location and Directions* field
  - **Apostrophes** can <u>only</u> be used in the *Description of Incident* field
- If a company name has a dot in it, for example PROTECTUSA.NET, it should be typed as PROTECTUSA NET in the *Affiliation* or *Responsible Party for Discharge/ Spill* fields
  - Then, in the *Description of Incident* field, list "The complete company name is PROTECTUSA.NET."
- If the caller provides you with an email address for a point of contact, this information should be listed in the *Description of Incident* field, with the "@" symbol typed out as "at"
  - Example: Ers@ehs.com → ERS at chemtelinc.com

DO NOT make up abbreviations, only use standard abbreviations, e.g. (**N, S, E, W**) for direction, **ALT** for alternate, etc.

- If you are uncertain if the abbreviation you want to use is a standard abbreviation, reference the **Common Abbreviations list** in Scripts and Protocols or Google it

If you need to take control of the call, especially with private citizens, say:

"I'm going to ask you a series of questions in a specific order to get your report properly processed."

- If information has been provided out of order, try to capture the information and verify it is accurate when you tab to the appropriate field: **"*You stated earlier…is this correct*?"**

Each field on the report corresponds with the numbers on the screenshot above, which are in detail below:

Field 1 – Is This a Drill?

- Ask, "*Is this a drill or an actual event?*"
    - Not everyone knows what this means, and you may have to explain it to them by saying **"Is this a drill, like a practice report?"**
- If it **is** a drill, notate "**THIS IS A DRILL.**" at the beginning of the *Description of Incident* field
- A report must be generated or there will not be a record of the call with the State of Texas

Field 2 – Report Number: This field automatically generates the report number and cannot be edited

- If a report number gets skipped it must be used on the same date it skipped, before midnight CST
    - To reuse a skipped report: Open the report form, by entering the report number is the search field at the top and choose Corrected. Change the time the call came in to current. Fill in the

report appropriately. Prior to emailing the report, make sure to remove the word (CORRECTED) from the Subject Line on the email
- If the skipped report does not get used before midnight CST, then follow the protocol under the Line Report section towards the end of this document

Fields 3 and 4 – Report Date and Report Time: This field automatically generates the date and time once the report form is opened, and can be edited.
- **Always** use the **original call-in time** and remember the 1 hour time difference!
    - o This is CRITICAL! GLO will penalize companies $500-$500,000 for late notifications
    - o If a caller inquires whether or not they will be fined, you are to direct them to the appropriate jurisdictional agency

All times should be in **Central Standard Time**

- If the call is in El Paso (they are on MST) verify if the incident time is MST or CST and **enter it as CST**
- If the call **cannot** be taken immediately, due to high call volume:
    - o Obtain the caller's name, company affiliation or if a private citizen, and callback number
    - o Advise you will call back as quickly as possible and you will be *calling from an 813 area code*
- If you are **unable** to reach the caller:
    - o Leave a voicemail and continue attempting to reach them
    - o After **4** failed attempts, contact D'Anne Stites, (512) 463-6740

Field 5 – Agency(s) to be notified – DO NOT ask this question!
- You will notate any agency(s) the caller requests to be notified in this field, if it differs from the jurisdictional agency.
    - o These agencies should only include GLO, TCEQ, RRC
        - ▪ If the caller requests the SERC (State Emergency Response Commission) be notified, TCEQ should be inputted into this field and notification should be made to the correct TCEQ regional office
    - o If the agency requested is not the jurisdictional agency, a **courtesy notification** MUST be made to the requested agency
        - ▪ You will advise the responder a courtesy notification to their agency was requested by the caller
        - ▪ If the caller requests additional agency notifications, other than the agencies already mentioned, advise it is their responsibility to make that notification

Fields 6 & 7 – Incident Date and Incident Time:
- This is the date and time the incident **actually** occurred
- If you are provided with a **discovery or approximate time**, notate "**The incident date and time recorded is when the spill was discovered**" or "**The incident time recorded is approximate**" in the *Description of Incident* field

Fields 8 & 8b – Reported by and Affiliation:
- Record the caller's first and last name, and company affiliation. If the caller is **not with a company** they are always referred to as a **Private Citizen**. Always verify spellings of names, if necessary.
- ***For Anonymous Caller Requests:**

- If the caller already provided their name, instruct them to call back to restart the notification process again.
    - Advise them not to give a name or any information which may identify them. E.g. my neighbor, boss, landlord, cousin (*Yes we have had it*) etc., in order for them to remain anonymous
- Don't assume the caller will not give you a call back number if they want to remain anonymous. Ask, "***In case the Response Officer needs additional information, would you like to provide a call back number?***"

Fields 9 & 10 – Contact Number and Other Contact Number:
- Always read all numbers back for verification
- Notate any extensions after the name in the *Reported By* field
    - E.g. for Contact Number: JOHN DOE EXT 111
    - E.g. for Other Contact Number: JOHN DOE ALT EXT 215
- International Numbers should be listed in the *Description of Incident* field

Field 11 – Material(s):
Note: The *Materials* fields should only be products released, or products which have the potential to be released. The source of the spill should **not** be listed in this field and should only be listed in the *Origin* field. If a car/ vessel sank in the water, the car/ vessel is **not** the material, but the fluids which can potentially release would be.
- Ask "***What is the material that spilled or released?***"
- If the caller is unsure, ask for a description of what they observed to help identify the General Classification
- List the **General Classification** and **Material Type**, separated by a hyphen
    - e.g. REFINED OIL-40 WEIGHT LUBE OIL
- **ALWAYS** ask if any additional materials released
- If the caller is reporting a mixture of **two or more materials** and has a **combined amount**; you may list these on one line. **List the material** with the **greatest hazard first**. e.g., **Crude Oil-Sweet Crude-Diesel-Water Mix**. You **may also list these on more than one line,** with the **amounts listed as UNK. Notate the combined amount** in the **Description of Incident field. (This is necessary if listing them separately)** (*This method is best used when there are more than 2 materials mixed, so they don't cut off on the pdf*.)
- If there is not enough space to list all materials spilled, list any additional materials and their units of measure **in the beginning** of the *Description of Incident* field

- There are **6** choices for the **General Classification:**
    - *CRUDE OIL*– applies to a **non-refined** oil product

    - *REFINED OIL* **–** applies to a **refined** oil product

    - *CHEMICAL* **–** includes materials **not on** the refined oil list or on the crude oil list

    - *OTHER* **–** applies to materials that **cannot** be categorized under *chemical*, *refined oil* or *crude oil*
        - Describe this in the *Description of Incident* field when there is not enough room in the *Material Discharged* field

- o **OIL LIKE SHEEN (from an unknown source)** – applies when an **oil like sheen on the water** has been **observed**, but it is **unknown where it came from**
  - List it as **Oil Like Sheen-*Color of sheen***
    - E.g. **Oil Like Sheen-Red**
    - If there is no color to the sheen, simply list it as **Oil Like Sheen**
  - If there is an **oil like sheen and** they know what type of **oil product** it is:
    - List the classification and product name accordingly
      - o E.g. Refined Oil-Diesel Fuel

- o **UNKNOWN –** should be used as a **LAST RESORT** if the material is completely unknown
  - If the material is **unknown and it creates a sheen:**
    - List it as **Unknown-Mystery Sheen**
    - If there is a color associated with the sheen, list it as **Unknown-Rainbow Sheen**
    - Provide a size and additional description of the sheen in the *Description of Incident* field
  - If the material is **unknown**:
    - List it as **Unknown-*Description of material***
      - o E.g. **Unknown-White Paste**

==*Reference the *__GLO Classification Tool for Materials and Origins__* document for some examples of each.==

When more than one substance is mixed together, utilize the table below to determine the correct material classification.
- E.g. if Crude Oil **(crude)** is mixed with Diesel Fuel **(refined oil)** then the mixture should be listed as Refined Oil on the report. See Below:

MIXTURE TABLE

SUBSTANCE	Crude	Refined	Chemical	Other
Crude	Crude	Refined	Crude	Crude
Refined	Refined	Refined	Refined	Refined
Chemical	Crude	Refined	Chemical	Chemical
Other	Crude	Refined	Chemical	Other

Note: When there are multiple substances reported, this table can also help you determine the primary substance for notification when using the spill jurisdiction matrix.
- E.g. If there is a release of Diesel Fuel (Refined Oil) and Antifreeze (Chemical), you would use the table above to determine what product would be the primary Material Classification to utilize on the spill jurisdiction matrix.

Field 12 – CAS/UN Number:
- If no other information is available ask, "***Do you know the CAS or UN number for this material?***"
  - o Placard numbers are UN numbers and should be listed in this field
- If this is the only information provided, determine the correct classification using the ERG, 49 CFR or an internet search
- If neither are provided, move on to the next field as this information is not required

Fields 13 and 14 – Amount Spilled and Units:
- Enter the <u>total</u> amount spilled/released in **0.00** format and select the unit of measure from the drop down
- When a range is given, select the <u>largest</u> amount reported and notate the range in the *Description of Incident* field
    - E.g. if between 10-25 barrels spilled, "**25 bbls**" is inputted in the appropriate fields and **"The amount released is estimated between 10-25 bbls"** is placed in the beginning of the *Description of Incident* field.
- If the amount released is **unknown:**
    - Enter 0.00 in the amount spilled and choose UNK as the unit of measure
        - Always state in the beginning of *Description of Incident* field **"The amount of the material released is unknown."** or "**The amounts of the release and in the water are unknown**.", if applicable.
    - Ask the caller to estimate the amount by comparing the size to another object, and also notate it at the beginning of the *Description of Incident* field, after the amount is unknown statement
        - E.g. as big as a car, house, etc.

Field 15 – County:
- Select the appropriate county from the drop down. Ask for spelling if necessary
    - E.g. Bexar county is pronounced as Bear county
- When the county name is **unknown**:
    - You <u>must</u> request the name of the city and verify the county online
        - This should provide you with the county associated with the incident city
    - If multiple counties generate for the incident city:
        - Advise the counties generating for the city and give the caller the option of which county to list on the report
        - Advise the responder the caller was unsure of the county and provide them with the counties in question
- If the county is not identified because <u>the spill is in the Gulf of Mexico</u>:
    - Ask for the **nearest** Texas coastal county to the source of the spill
    - If the caller is unsure, ask if the spill is North of or South of Matagorda Bay
        - Choose the appropriate option from the drop down
        - Select **Gulf of Mexico-North** if it is **IN** or **North of Matagorda Bay**
        - Select **Gulf of Mexico-South** if it **is South of Matagorda Bay**

Note: If you need to determine a county for the incident city and there is no internet access, you can utilize the Texas map located in the GLO script binder

Field 16 – Origin:
- Ask, "***What is the source of the release?***"
- Select the appropriate Origin from the drop down. The **only** choices are:
    - **FIXED NON E&P (Exploration and Production) FACILITY –** A catchall category for anything "**fixed**" (not portable) and **DOES NOT** produce crude oil, natural gas or condensate

- o **FIXED E&P (Exploration and Production)** – Any facility associated with exploration and production of crude oil, natural gas, condensate or uses produced water
  - Verify by asking, "*Does this facility produce crude oil, natural gas or condensate?*"
  - Ask the caller for the **block name** and **latitude and longitude** of offshore facilities, if known
  - If the source is a Fixed E&P and it does not require any RRC lease information, state this in the *Description of Incident* field

Note:
- If a **Tank Farm** is at a Fixed Non E&P Facility and it is spilling **Crude Oil** or an **Unknown product**, the source should be listed as **Fixed E&P Facility**.
- If it is **not spilling Crude Oil** or an **Unknown product**, then it should be listed as a **Fixed Non E&P Facility**.

If in doubt, notify **TCEQ** and **RRC**. If the RRC determines it is not their Jurisdiction, they won't respond to it.

- o **TRANSMISSION PIPELINE** (4 inch or larger diameter) **–** Use this option if the caller stated the material released from a pipeline and include the size of the pipeline if they have it or state size unknown Verify by asking, "*Is this a transmission pipeline?*"
  - If **NO**, decide whether or not it is an **E&P Facility** and choose the appropriate option
  - If **UNKNOWN:**
    - Explain transmission pipelines are designed to transport products from city to city
    - They are also **NOT:**
      - o "Piping" at a marine terminal, which is generally used for short distances AND are under three (3) inches in size
      - o "Loading" or "Transfer" lines, which generally go a short distance (like from a dock to a ship)
      - o "Sewer lines" or "Water lines"
  - If **YES**, or **still UNKNOWN** after the above explanations**,** choose **Transmission Pipeline** as the origin

- o **WATER VESSEL –** Use this option only if it is underway or out in the water, but <u>not located at a facility</u>
  - Always include the **name** or **ID number of the vessel** in the *Description of Incident* field or list **vessel, name or ID unknown**.
  - If the vessel **is** located at a facility, then **the type of facility is the source**

- o **HIGHWAY/RAIL VEHICLE/AIRCRAFT –** Use this option only if it is **not** located at a facility
  - If **not** in transit and **at a facility**, then **the type of facility is the Origin**
  - In the *Description of Incident* field always include:
    - The vehicle or aircraft ID Number or the railcar number
    - What part of the vehicle the material is coming from
      - o E.g. reefer, tanker or saddle tank and which saddle tank on 18 wheelers
    - Whether or not there are any road closures and/or on scene responders
      - For road closures specify which lanes and directions
      - For on scene responders specify the specific agencies

- o **DRUMS** – Any container **not associated with** one of the above Origin types

- o **UNKNOWN (Last resort!) –** Only choose this option if you DO NOT know where the material is coming from, and include a description of the source in the *Incident Location* field

*Reference the **GLO Classification Tool for Materials and Origins** document for some examples of each.

Fields 17a-b & 18a-b – Non-Coastal:
- Ask the caller to choose the type of environment affected: **Land, Air, Water or Threat to Land or Water**
  - o Verify by asking "***Is the spill to land only?***"
  - o If **No,** ask "***Has the spill entered or threatened to enter any bodies of water?***"
    - ▪ Bodies of water include lakes, creeks, ditches, etc.
    - ▪ If **in** a water body, you will need to know if it is coastal or non-coastal
      - • Verify by asking ***"Is this a tidally influenced water body?"*** (aka coastal waters)
  - o If not a land or water release, ask "***Is this an air release only?***"
- Choose only **ONE** of the options provided:
  - o **Land Release Only** – Use if the spill has **only** impacted the land or is threat to land, **and** is no threat to any body of water
    - ▪ If the caller states the product is a land release, but is evaporating into the air, Land Release Only should be chosen

  - o **Threatens or Entered Water –** Use if the spill is to non-coastal waters, **OR** to land and has entered non-coastal water, **OR** has the potential to enter non-coastal water.
    - ▪ It **is non-coastal water:**
      - o If the water body is **not** in a coastal county, no matter what the caller advises
      - o If the water body is a **fresh water** body **completely isolated** from a tidally influenced water body (See examples below)

        - o E.g. a fresh water lake, pond, creek or river
        - o E.g. well water, which is an aquafer (a natural underground water body)

  - o **Coastal: Threatens or Entered Water –** Use if the spill has entered **OR** has the potential to enter **ANY** coastal body of water
    - ▪ Verify by asking: "***Is the water body a freshwater body that is isolated from a tidally influenced water body?***"
    - ▪ For GLO notification, it **is coastal water:**
      - o If the water body has high and low tides (**is** tidally influenced)
        - o E.g. Intracoastal and Intercoastal waters
      - o If the water body is **not** a fresh water body **AND** is in a coastal county
      - o When the caller **does not know** if the water is coastal water, but it is in a **coastal county AND** there is **oil in the water**
      - o If the spill is in the Neches River, no matter what the caller advises
      - o If the body of water is reported as a **Turning Basin** and it is in a **coastal county**
      - o If a product is bubbling up through coastal waters

*The determination of non-coastal water versus coastal water is very important for proper agency notification

- o **Air Release: No Impact to Water or Land**– Use if the release **only** impacted the air. This is usually a vapor, mist or odor
  - o If the material hit **land** then **evaporated to the air**, Land would be the correct option to choose
    - ▪ For an air release you will want to ask "***Has this ended or is it ongoing?***", and notate this in the *Description of Incident* field
    - ▪ Notate the time the emissions event ended if no longer ongoing
    - ▪ Also notate any weather conditions that could increase the release

Field 19 – Receiving water:
- Ask what water body the spill has entered or threatened to enter
- If the water body leads to other water body/ies, notate all names in this field
  - o E.g. HOUSTON SHIP CHANNEL-ICW-GULF OF MEXICO
  - o If the names get cutoff on the pdf in the Water Body field, include the complete names in the *Description of Incident* field
    - ▪ E.g. IMPACT IS WATER-HOUSTON SHIP CHANNEL-ICW-GULF OF MEXICO
- Drinking water is **not** considered a water body
- Well water **is** considered a non-coastal water body (It is a natural Aquafer)

Fields 20 and 21 – Amount in Water and Units:

- Enter the amount spilled/released into the water in **0.00** format, and select the unit of measure from the drop down
  - o This amount should be less than or equal to the total amount spilled
- If only a threat to water, leave the *Amount in Water* field as **0.00**, and the *unit of measure* field blank.

Field 22 – Incident Location and Directions:
- Ask, "***What is the complete address of where the incident occurred?***"
  - o Input the complete address including the facility name, coordinates and/or directions as provided by the caller
  - o You should ask for the exact city the incident occurred in
- If unknown, ask for nearest intersection, mile marker, city, or as a last resort, driving instructions and landmarks
  - o Get as much detail unless a Responder is reporting the incident or it is an industrial facility
- If the location is in <u>open water</u>, include **Buoy Numbers** and **Channel Markers** with **GPS coordinates,** if available
  - o Latitudes run *North* and *South*, Longitudes run *East* and *West*
  - o Leave out words Latitude, Longitude, Degrees, Minutes and Seconds
  - o Abbreviate North, South, East and West as N, S, E and W
    - ▪ E.g. **40 25 01N, 120 58 292W**
- ***Always include the city or closest city, state and zip code or zip code unknown***

Fields 23a-d – RRC Lease Number/RRC Lease Name/RCC Field Name/RRC Land Owner:
- Ask for the information for each field **ONLY** if the spill source is an **E&P Facility**
  - o If unknown, enter **UNKNOWN** in all fields to show the information was requested

Field 24 – Description of Incident, Cause, Impact and Response:
- The beginning of this field is reserved for (in order of importance):
    1. Noting "**THIS IS A DRILL**", when applicable
    2. A **Union Pacific report number** to provide the Responder.
        - This information is <u>very</u> important, and should <u>always</u> be obtained
    3. If the amount of the material released is **unknown**
    4. The callers full affiliation if the information cuts off
- List incident details as follows with what caused it, it's impact, and the status of the response
    - **CAUSE IS…**
        - List what caused the incident, if the spill was discovered or reported, and basic details
    - **IMPACT IS…**
        - Use previous information of Land, Air, Water or Threat to water
            - If the water body name cuts off, please copy and paste is directly behind this statement e.g. **Impact is the water-Unnamed Creek-ICW-Houston Ship Channel**.
        - **Do not** notate Coastal or Non-coastal in the *Description of Incident* field
        - **FYI:** Land takes precedence over Air and Water take precedence over land
            - In order of importance from greatest to least threat: Water, Land, Air
    - **RESPONSE IS…**
        - Enter clean-up and containment information
        - Include names of clean-up company(s) and emergency personnel involved
            - List if on-scene or en-route with ETA
- Notate additional incident information pertaining to the questions on the report form, including:
    - Any details for **unknown** answers and any information that was cut off
    - Weather conditions, road closures and travel direction, vessel/plane name and number, vehicle tag number, impact to wildlife, additional materials, pipeline diameter, additional notifications, etc.
        - Notate the details in the order the questions were asked

Field 25 – Others Reporting Party Notified:
- Ask, "***Has the National Response Center been notified?***"
    - **The NRC Information is always listed first in this section**
- Then ask*, "**Have any other agencies been notified***?"
- Obtain **ANY** agencies notified, including Federal agencies, who they spoke to, their locations (which office), and the notification dates and times (CST)
    - If any agency provides a report number, **other than the NRC**, you can place the report number next to the responder name
        - E.g. Mike Miller-1023456
        - If the report number does not fit in this field you should put the information into the *Description of Incident* field at the end of the description.
    - If the caller files an online STEERS report, the information should be inputted as follows:
        - **Agency:** TCEQ, **Who:** Steers-*Report Number*, **Where:** Online, **Date:** Notification Date, **Time:** Notification Time

Field 26 – NRC (National Response Center) Number:
- If NRC notification has not been made yet, leave this field blank and it will autofill with N/A
- There is no need for caller to call ChemTel back again to provide this information if they don't have it
- If the caller requests assistance due to the NRC not answering, advise them to call their local US Coast Guard office

Field 27 – Party Responsible For Discharge/Spill:
- Ask if the caller knows who the Responsible Party for the spill is
- If known, obtain the name, mailing address, and business telephone number
    - If only a 5-digit Zip Code is provided, zeros should be added to the end, 12345-0000
    - If the RP is located out of the country:
        - Enter all available information in the appropriate fields of this section. Any additional information unable to fit, including the country itself, should be entered in the *Description of Incident* field
- If the **Responsible Party** is unknown, tab through the first section to autofill the fields with *Unknown*
    - No field should be left blank
    - If the caller only has part of the Responsible Party's information, tab through the first section to auto fill the fields with Unknown, then go back and update the fields with the information the caller does have

Field 28 – Late Notification Comments:
- **ChemTel is <u>required</u> to verbally notify all proper agencies within <u>15 minutes</u> from the time the call is received**
- **The completed report must also be emailed within <u>30 minutes</u> of the initial time the call came in**
- This field is **ONLY** to notate the reason for late notifications
    - All late notifications statements must start out with the words **Late Notification** or **Late Email Notification**, followed by the reason. (*We query records by these exact words*.)
    - E.g. amount of information requested by responder, long hold time with agency, etc.
    - It is not considered late when waiting the required 10 minutes in between calls for **TCEQ after hours notifications**
- After submitting the report, **email a copy to the ERS Department Supervisor overseeing GLO**
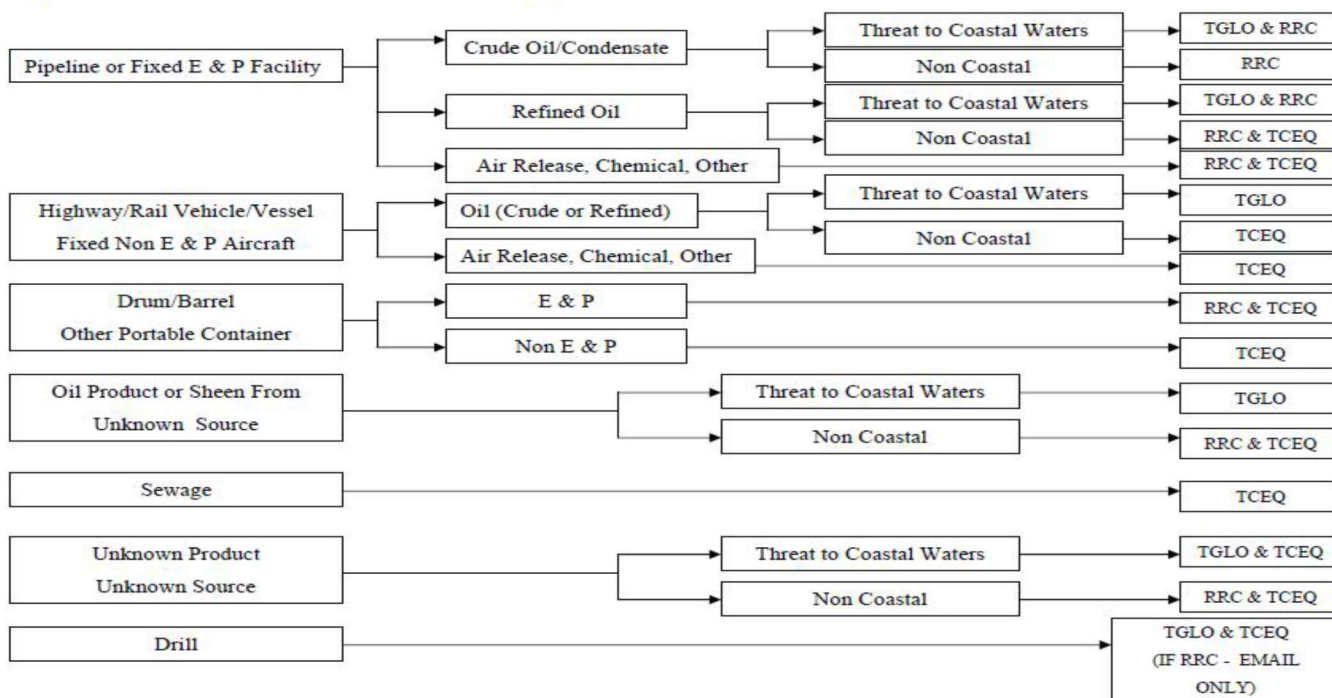
Field 29 – Phone Notification:
- <u>**ALWAYS**</u> refer to the **Spill Jurisdiction Matrix flow chart** and **Field 5** to determine which agency(s) to notify

Note: For notifications involving Drums as the origin: Unless the OWNER of the drum calls in and states with no uncertainty that it is OIL in the drum, it is a TCEQ notification. If it is definitely oil verified by the owner of the container and is a threat or enters coastal waters, then GLO would be the correct agency to notify.
DO NOT reference the Matrix in regards to Drums not located at a facility.

Spill Jurisdiction Matrix (approved by all agencies 11-24-99)

Source	Category	Condition	Agency
Pipeline or Fixed E & P Facility	Crude Oil/Condensate	Threat to Coastal Waters	TGLO & RRC
		Non Coastal	RRC
	Refined Oil	Threat to Coastal Waters	TGLO & RRC
		Non Coastal	RRC & TCEQ
	Air Release, Chemical, Other		RRC & TCEQ
Highway/Rail Vehicle/Vessel Fixed Non E & P Aircraft	Oil (Crude or Refined)	Threat to Coastal Waters	TGLO
		Non Coastal	TCEQ
	Air Release, Chemical, Other		TCEQ
Drum/Barrel Other Portable Container	E & P		RRC & TCEQ
	Non E & P		TCEQ
Oil Product or Sheen From Unknown Source		Threat to Coastal Waters	TGLO
		Non Coastal	RRC & TCEQ
Sewage			TCEQ
Unknown Product Unknown Source		Threat to Coastal Waters	TGLO & TCEQ
		Non Coastal	RRC & TCEQ
Drill			TGLO & TCEQ (IF RRC - EMAIL ONLY)

VERBAL NOTIFICATIONS:

Click on the **Phone button** on the top right corner of your report to open a dialog box with the phone numbers to the regions or districts you may need to contact

- **Contact each agency** based on the **Spill Jurisdiction Matrix**, with any courtesy notifications listed last
    - If the caller is with GLO, and are with the region notification is to be made to, list them in the notifications section and use the time the call came in. Verbal notification is not required to the GLO.
    - If the caller is with GLO, but GLO notification is not required, list them last
- Obtain the **complete name** of who notification was made to, the **Region or District** they are with, and the **date and time** you spoke to them.

Please see specific instructions for each agency listed below.

County Phone Numbers

County Code and Name
County Code: 123
County Name: Jefferson

GLO Numbers
If GLO voice number is N/A, call 409-727-5557.
GLO Phone #: 409-727-5557
GLO Region #: 1
GLO City: Nederland
Alt. Phone #: 409-720-9571

RRC Numbers
If RRC voice number can not be reached for 10 minutes, call 512-463-6788. If still no response, see step 5 for RRC notification procedures.
RRC Phone #: 713-869-5001
RRC District #: 3
RRC City: Houston

TCEQ Numbers
TCEQ voice numbers are from 9AM - 6PM EST. On after hours or holiday, use the TCEQ Call Roster in the Script.
TCEQ Phone #: 409-898-3838
TCEQ Region #: 10
TCEQ City: Beaumont

Close

- **If the incident involves *well water***

DO NOT call TGLO:
- **If the spill is *not in a coastal county***
- **If the spill does not involve a *refined oil, crude oil or mystery sheen***
- **If the incident is an *air release only***

DO call TGLO:
- **If a sheen is IN coastal water**
- **If the spill is *off shore***

During business hours ONLY, if TCEQ Region 12 does not answer, a voicemail may be left.

NOTIFYING THE TEXAS GENERAL LAND OFFICE – GLO:
Note: *If the caller requests GLO to be notified and the spill is not in a coastal county, you will notify GLO Reg.1*
This also goes for any questionable reports. The Region 1 duty officer will take responsibility in contacting the appropriate state responder.

1. Immediately notify the Texas General Land Office Regional office designated by the location of the spill

REGION 1 (Nederland)	(409) 727-5557
REGION 2 (La Porte)	(281) 470-6599
REGION 3 (Corpus Christi)	(361) 687-6220
REGION 4 (Brownsville)	(956) 504-2602
REGION 5 (Port Lavaca)	(361) 552-7984

If necessary, leave a voicemail and **allow 10 minutes for them to call back.**
- *"This is (*SAY NAME*) with ChemTel calling to report a Drill/Spill. Please call us back at 800-832-8224. Thank you."*
- Dial the number again to verify the correct number was dialed. A second voicemail is not necessary.

2. If no call back within the allotted time (5 minutes for pager or 10 minutes for call), call the secondary list of numbers, leaving a voicemail if needed. Be sure to dial the number again to verify you did not misdial.
   Allow 10 minutes for a call back.

REGION 1	(409) 284-1660
REGION 2	(832) 837-9497
REGION 3	(361)438-4928
REGION 4	(956) 455-8012
REGION 5	(361) 746-8391

3. **If there is no response to the primary and secondary numbers above, call**:

	Office	Cell
D'Anne Stites	(512) 463-6740	(512) 461-4817
Jimmy Martinez	(512) 463-5278	(512) 221-3038

4. Repeat steps **1-3** until a **GLO** representative has been reached

5. Default to reading the whole report to the **GLO** representative, unless otherwise stated

6. Complete the notification portion and email the report to the following email addresses:

Core GLO:	
Texas General Land Office	Spills@glo.texas.gov
Texas Parks and Wildlife	rpspills@tpwd.texas.gov
Texas Department of Health	Kirk.wiles@dshs.state.tx.us
Barry Bray	laporte.le-communications @tpwd.texas.gov
Austin LE Communications	le.communications@tpwd.texas.gov
SOC	soc@tdem.texas.gov
Spill00	spill00@tceq.texas.gov
Additional E-Mail addresses for specific regions:	
Regions 01, 02, 03, & 05 MSO Corpus	**To be determined by D'Anne Stites**
Regions 03, 04, & 05 MSSO Port Lavaca	**To be determined by D'Anne Stites**

GENERAL LAND OFFICE REGIONS BY COUNTY

County Name	GLO Primary	GLOReg	City	GLO Secondary
Gulf of Mexico N	(409) 727-5557	1	*Nederland	(409) 284-1660
Gulf of Mexico S	(361) 687-6220	3	*Corpus	(361)438-4928
Aransas	(361) 687-6220	3	Corpus	(361)438-4928
Brazoria	(281) 470-6599	2	La Porte	(832) 837-9497
Calhoun	(361) 552-7984	5	Port Lavaca	(361) 746-8391
Cameron	(956) 504-2602	4	Brownsville	(956) 455-8012
Chambers	(281) 470-6599	2	La Porte	(832) 837-9497
Galveston	(281) 470-6599	2	La Porte	(832) 837-9497
Harris	(281) 470-6599	2	La Porte	(832) 837-9497
Jackson	(361) 552-7984	5	Port Lavaca	(361) 746-8391
Jefferson	(409) 727-5557	1	Nederland	(409) 284-1660
Kenedy	(361) 687-6220	3	Corpus	(361)438-4928
Kleberg	(361) 687-6220	3	Corpus	(361)438-4928
Matagorda (West)	(361) 552-7984	5	Port Lavaca	(361) 746-8391
Nueces	(361) 687-6220	3	Corpus	(361)438-4928
Orange	(409) 727-5557	1	Nederland	(409) 284-1660
Refugio	(361) 687-6220	3	Corpus	(361)438-4928
San Patricio	(361) 687-6220	3	Corpus	(361)438-4928
Victoria	(361) 552-7984	5	Port Lavaca	(361) 746-8391
Willacy	(956) 504-2602	4	Brownsville	(956) 455-8012

Gulf of Mexico N = North of and including Matagorda Bay
Gulf of Mexico S = South of Matagorda Bay

NOTIFYING THE RAILROAD COMMISSION OF TEXAS– RRC:

Note: **Email notification is acceptable for RRC Drill Notifications ONLY (***The Notification time should be listed as the time the report is being emailed in CST***).**

1. Immediately notify the RRC District office designated by the location of the spill

DISTRICTS 1 & 2 (San Antonio)	(210) 227-1313 Ext 42031
DISTRICT 3 (Houston)	(713) 869-5001
DISTRICT 4 (Corpus Christi)	(361) 242-3113
DISTRICT 5 & 6 (Kilgore)	(903) 984-3026
DISTRICT 7B (Abilene)	(325) 677-3545
DISTRICT 7C (San Angelo)	(325) 657-7450
DISTRICT 8 & 8A (Midland)	(432) 684-5581
DISTRICT 9 (Wichita Falls)	(940) 723-2153
DISTRICT 10 (Pampa)	(806) 665-1653

2. If you reach an automated system during regular business hours, **select 0** for an operator
   - For District 03, **select 1**
   - **Afterhours, holidays, and weekends**, the calls automatically rollover to the district office answering service
     - The answering service will provide the phone number of the **RRC** "on call" district staff member, or connect you to them directly

3. If unable to reach the district office or the district answering service as described in Step 2, call the Austin RRC 24-hour emergency notification number **(512) 463-6788**

4. If unable to contact the district office, district office answering service, or Austin 24-hour answering service, please call the following RRC HQ personnel in the order listed below:

	Office	Home	Cell
Clay Woodul	(512) 463-7037	737-230-2955	512-773-4860

5. Repeat steps **1-4**, until a **RRC** representative or answering service staff member has been reached

6. Default to reading the whole report to the **RRC** representative, unless otherwise stated

7. Complete the notification portion and email the report to the following email addresses:
   - **FYI:** If notification to the RRC (**for drills only**) is past 15 minutes from the time the call came in, but before the 30 minute time limit, it is **NOT** considered late notification.

Note: *Some of the email addresses are Region specific*.

Railroad Commission of Texas (headquarters)	OG_SPILL@rrc.texas.gov
Core GLO:	
Texas General Land Office	Spills@glo.texas.gov
Texas Parks and Wildlife	rpspills@tpwd.texas.gov
Texas Department of Health	Kirk.wiles@dshs.state.tx.us
Austin LE Communications	le.communications@tpwd.texas.gov
Barry Bray	laporte.le-communications@tpwd.texas.gov
SOC	soc@tdem.texas.gov
Spill00	spill00@tceq.texas.gov
Additional E-Mail addresses for specific regions:	
District 03 (MSO Corpus)	**To be determined by D'Anne Stites**
RRC District in which the incident occurred:	
District 01 & 02	san_antonio@rrc.texas.gov
District 03	houston@rrc.texas.gov
District 04	corpus_christi@rrc.texas.gov
District 05 & 06	kilgore@rrc.texas.gov
District 07B	abilene@rrc.texas.gov
District 07C	san_angelo@rrc.texas.gov
District 08 & 08A	midland@rrc.texas.gov
District 09	wichita_falls@rrc.texas.gov
District 10	pampa@rrc.texas.gov

RAILROAD COMMISSION DISTRICTS BY COUNTY

County Name	RRC Voice	RRCDist.	RRCDistrictCity
GOM-North of and including Matagorda Bay	(713) 869-5001	3	Houston
GOM-South of Matagorda Bay	(325) 677-3545	4	Corpus
Anderson	(903) 984-3026	6	Kilgore
Andrews	(432) 684-5581	8	Midland
Angelina	(903) 984-3026	6	Kilgore
Aransas	(361) 242-3113	4	Corpus Christi
Archer	(940) 723-2153	9	Wichita Falls
Armstrong	(806) 665-1653	10	Pampa
Atascosa	(210) 227-1313 Ext 42031	1	San Antonio
Austin	(713) 869-5001	3	Houston
Bailey	(432) 684-5581	8	Midland
Bandera	(210) 227-1313 Ext 42031	1	San Antonio
Bastrop	(210) 227-1313 Ext 42031	1	San Antonio
Baylor	(940) 723-2153	9	Wichita Falls
Bee	(210) 227-1313 Ext 42031	1	San Antonio
Bell	(210) 227-1313 Ext 42031	1	San Antonio
Bexar	(210) 227-1313 Ext 42031	1	San Antonio
Blanco	(210) 227-1313 Ext 42031	1	San Antonio
Borden	(432) 684-5581	8	Midland
Bosque	(903) 984-3026	5	Kilgore
Bowie	(903) 984-3026	6	Kilgore
Brazoria	(713) 869-5001	3	Houston
Brazos	(713) 869-5001	3	Houston
Brewster	(432) 684-5581	8	Midland
Briscoe	(806) 665-1653	10	Pampa
Brooks	(361) 242-3113	4	Corpus Christi
Brown	(325) 677-3545	7	Abilene
Burleson	(713) 869-5001	3	Houston
Burnet	(210) 227-1313 Ext 42031	1	San Antonio
Caldwell	(210) 227-1313 Ext 42031	1	San Antonio
Calhoun	(210) 227-1313 Ext 42031	1	San Antonio
Callahan	(325) 677-3545	7	Abilene
Cameron	(361) 242-3113	4	Corpus Christi
Camp	(903) 984-3026	6	Kilgore
Carson	(806) 665-1653	10	Pampa
Cass	(903) 984-3026	6	Kilgore
Castro	(806) 665-1653	10	Pampa
Chambers	(713) 869-5001	3	Houston
Cherokee	(903) 984-3026	6	Kilgore
Childress	(806) 665-1653	10	Pampa
Clay	(940) 723-2153	9	Wichita Falls
Cochran	(432) 684-5581	8	Midland
Coke	(325) 657-7450	7	San Angelo
Coleman	(325) 677-3545	7	Abilene
Collin	(903) 984-3026	5	Kilgore

County	Phone	District	City
Collingsworth	(806) 665-1653	10	Pampa
Colorado	(713) 869-5001	3	Houston
Comal	(210) 227-1313 Ext 42031	1	San Antonio
Comanche	(325) 677-3545	7	Abilene
Concho	(325) 657-7450	7	San Angelo
Cooke	(940) 723-2153	9	Wichita Falls
Coryell	(325) 677-3545	7	Abilene
Cottle	(432) 684-5581	8	Midland
Crane	(432) 684-5581	8	Midland
Crockett	(325) 657-7450	7	San Angelo
Crosby	(432) 684-5581	8	Midland
Culberson	(432) 684-5581	8	Midland
Dallam	(806) 665-1653	10	Pampa
Dallas	(903) 984-3026	5	Kilgore
Dawson	(432) 684-5581	8	Midland
De Witt	(210) 227-1313 Ext 42031	1	San Antonio
Deaf Smith	(806) 665-1653	10	Pampa
Delta	(903) 984-3026	5	Kilgore
Denton	(940) 723-2153	9	Wichita Falls
Dickens	(432) 684-5581	8	Midland
Dimmit	(210) 227-1313 Ext 42031	1	San Antonio
Donley	(806) 665-1653	10	Pampa
Duval	(361) 242-3113	4	Corpus Christi
Eastland	(325) 677-3545	7	Abilene
Ector	(432) 684-5581	8	Midland
Edwards	(210) 227-1313	1	San Antonio
El Paso	(432) 684-5581	8	Midland
Ellis	(903) 984-3026	5	Kilgore
Erath	(325) 677-3545	7	Abilene
Falls	(903) 984-3026	5	Kilgore
Fannin	(903) 984-3026	5	Kilgore
Fayette	(713) 869-5001	3	Houston
Fisher	(325) 677-3545	7	Abilene
Floyd	(432) 684-5581	8	Midland
Foard	(940) 723-2153	9	Wichita Falls
Fort Bend	(713) 869-5001	3	Houston
Franklin	(903) 984-3026	6	Kilgore
Freestone	(903) 984-3026	5	Kilgore
Frio	(210) 227-1313 Ext 42031	1	San Antonio
Gaines	(432) 684-5581	8	Midland
Galveston	(713) 869-5001	3	Houston
Garza	(432) 684-5581	8	Midland
Gillespie	(210) 227-1313 Ext 42031	1	San Antonio
Glasscock	(432) 684-5581	8	Midland
Goliad	(210) 227-1313 Ext 42031	1	San Antonio
Gonzales	(210) 227-1313 Ext 42031	1	San Antonio
Gray	(806) 665-1653	10	Pampa

County	Phone	District	City
Grayson	(940) 723-2153	9	Wichita Falls
Gregg	(903) 984-3026	6	Kilgore
Grimes	(713) 869-5001	3	Houston
Guadalupe	(210) 227-1313 Ext 42031	1	San Antonio
Hale	(432) 684-5581	8	Midland
Hall	(806) 665-1653	10	Pampa
Hamilton	(325) 677-3545	7	Abilene
Hansford	(806) 665-1653	10	Pampa
Hardeman	(940) 723-2153	9	Wichita Falls
Hardin	(713) 869-5001	3	Houston
Harris	(713) 869-5001	3	Houston
Harrison	(903) 984-3026	6	Kilgore
Hartley	(806) 665-1653	10	Pampa
Haskell	(325) 677-3545	7	Abilene
Hays	(210) 227-1313 Ext 42031	1	San Antonio
Hemphill	(806) 665-1653	10	Pampa
Henderson	(903) 984-3026	5	Kilgore
Hidalgo	(361) 242-3113	4	Corpus Christi
Hill	(903) 984-3026	5	Kilgore
Hockley	(432) 684-5581	8	Midland
Hood	(325) 677-3545	7	Abilene
Hopkins	(903) 984-3026	5	Kilgore
Houston	(903) 984-3026	6	Kilgore
Howard	(432) 684-5581	8	Midland
Hudspeth	(432) 684-5581	8	Midland
Hunt	(903) 984-3026	5	Kilgore
Hutchinson	(806) 665-1653	10	Pampa
Irion	(325) 657-7450	7	San Angelo
Jack	(940) 723-2153	9	Wichita Falls
Jackson	(210) 227-1313 Ext 42031	1	San Antonio
Jasper	(713) 869-5001	3	Houston
Jeff Davis	(432) 684-5581	8	Midland
Jefferson	(713) 869-5001	3	Houston
Jim Hogg	(361) 242-3113	4	Corpus Christi
Jim Wells	(361) 242-3113	4	Corpus Christi
Johnson	(903) 984-3026	5	Kilgore
Jones	(325) 677-3545	7	Abilene
Karnes	(210) 227-1313	1	San Antonio
Kaufman	(903) 984-3026	5	Kilgore
Kendall	(210) 227-1313 Ext 42031	1	San Antonio
Kenedy	(361) 242-3113	4	Corpus Christi
Kent	(432) 684-5581	8	Midland
Kerr	(210) 227-1313 Ext 42031	1	San Antonio
Kimble	(325) 657-7450	7	San Angelo
King	(432) 684-5581	8	Midland
Kinney	(210) 227-1313 Ext 42031	1	San Antonio
Kleberg	(361) 242-3113	4	Corpus Christi

County	Phone	District	City
Knox	(940) 723-2153	9	Wichita Falls
La Salle	(210) 227-1313 Ext 42031	1	San Antonio
Lamar	(903) 984-3026	5	Kilgore
Lamb	(432) 684-5581	8	Midland
Lampasas	(325) 677-3545	7	Abilene
Lavaca	(210) 227-1313 Ext 42031	1	San Antonio
Lee	(713) 869-5001	3	Houston
Leon	(903) 984-3026	5	Kilgore
Liberty	(713) 869-5001	3	Houston
Limestone	(903) 984-3026	5	Kilgore
Lipscomb	(806) 665-1653	10	Pampa
Live Oak	(210) 227-1313 Ext 42031	1	San Antonio
Llano	(210) 227-1313 Ext 42031	1	San Antonio
Loving	(432) 684-5581	8	Midland
Lubbock	(432) 684-5581	8	Midland
Lynn	(432) 684-5581	8	Midland
Madison	(713) 869-5001	3	Houston
Marion	(903) 984-3026	6	Kilgore
Martin	(432) 684-5581	8	Midland
Mason	(210) 227-1313 Ext 42031	1	San Antonio
Matagorda (East)	(713) 869-5001	3	Houston
Matagorda (West)	(713) 869-5001	3	Houston
Maverick	(210) 227-1313 Ext 42031	1	San Antonio
McCulloch	(325) 657-7450	7	San Angelo
McLennan	(903) 984-3026	5	Kilgore
McMullen	(210) 227-1313 Ext 42031	1	San Antonio
Medina	(210) 227-1313 Ext 42031	1	San Antonio
Menard	(325) 657-7450	7	San Angelo
Midland	(432) 684-5581	8	Midland
Milam	(210) 227-1313 Ext 42031	1	San Antonio
Mills	(325) 677-3545	7	Abilene
Mitchell	(432) 684-5581	8	Midland
Montague	(940) 723-2153	9	Wichita Falls
Montgomery	(713) 869-5001	3	Houston
Moore	(806) 665-1653	10	Pampa
Morris	(903) 984-3026	6	Kilgore
Motley	(432) 684-5581	8	Midland
Nacogdoches	(903) 984-3026	6	Kilgore
Navarro	(903) 984-3026	5	Kilgore
Newton	(713) 869-5001	3	Houston
Nolan	(325) 677-3545	7	Abilene
Nueces	(361) 242-3113	4	Corpus Christi
Ochiltree	(806) 665-1653	10	Pampa
Oldham	(806) 665-1653	10	Pampa
Orange	(713) 869-5001	3	Houston
Palo Pinto	(325) 677-3545	7	Abilene
Panola	(903) 984-3026	6	Kilgore

County	Phone	District	City
Parker	(325) 677-3545	7	Abilene
Parmer	(806) 665-1653	10	Pampa
Pecos	(432) 684-5581	8	Midland
Polk	(713) 869-5001	3	Houston
Potter	(806) 665-1653	10	Pampa
Presidio	(432) 684-5581	8	Midland
Rains	(903) 984-3026	5	Kilgore
Randall	(806) 665-1653	10	Pampa
Reagan	(325) 657-7450	7	San Angelo
Real	(210) 227-1313 Ext 42031	1	San Antonio
Red River	(903) 984-3026	6	Kilgore
Reeves	(432) 684-5581	8	Midland
Refugio	(210) 227-1313 Ext 42031	1	San Antonio
Roberts	(806) 665-1653	10	Pampa
Robertson	(903) 984-3026	5	Kilgore
Rockwall	(903) 984-3026	5	Kilgore
Runnels	(325) 657-7450	7	San Angelo
Rusk	(903) 984-3026	6	Kilgore
Sabine	(903) 984-3026	6	Kilgore
San Augustine	(903) 984-3026	6	Kilgore
San Jacinto	(713) 869-5001	3	Houston
San Patricio	(361) 242-3113	4	Corpus Christi
San Saba	(325) 677-3545	7	Abilene
Schleicher	(325) 657-7450	7	San Angelo
Scurry	(432) 684-5581	8	Midland
Shackelford	(325) 677-3545	7	Abilene
Shelby	(903) 984-3026	6	Kilgore
Sherman	(806) 665-1653	10	Pampa
Smith	(903) 984-3026	6	Kilgore
Somervell	(325) 677-3545	7	Abilene
Starr	(361) 242-3113	4	Corpus Christi
Stephens	(325) 677-3545	7	Abilene
Sterling	(432) 684-5581	8	Midland
Stonewall	(325) 677-3545	7	Abilene
Sutton	(325) 657-7450	7	San Angelo
Swisher	(806) 665-1653	10	Pampa
Tarrant	(903) 984-3026	5	Kilgore
Taylor	(325) 677-3545	7	Abilene
Terrell	(325) 657-7450	7	San Angelo
Terry	(432) 684-5581	8	Midland
Throckmorton	(325) 677-3545	7	Abilene
Titus	(903) 984-3026	6	Kilgore
Tom Green	(325) 657-7450	7	San Angelo
Travis	(210) 227-1313 Ext 42031	1	San Antonio
Trinity	(713) 869-5001	3	Houston
Tyler	(713) 869-5001	3	Houston
Upshur	(903) 984-3026	6	Kilgore

Upton	(325) 657-7450	7	San Angelo
Uvalde	(210) 227-1313 Ext 42031	1	San Antonio
Val Verde	(210) 227-1313 Ext 42031	1	San Antonio
Van Zandt	(903) 984-3026	5	Kilgore
Victoria	(210) 227-1313 Ext 42031	1	San Antonio
Walker	(713) 869-5001	3	Houston
Waller	(713) 869-5001	3	Houston
Ward	(432) 684-5581	8	Midland
Washington	(713) 869-5001	3	Houston
Webb	(361) 242-3113	4	Corpus Christi
Wharton	(713) 869-5001	3	Houston
Wheeler	(806) 665-1653	10	Pampa
Wichita	(940) 723-2153	9	Wichita Falls
Wilbarger	(940) 723-2153	9	Wichita Falls
Willacy	(361) 242-3113	4	Corpus Christi
Williamson	(210) 227-1313 Ext 42031	1	San Antonio
Wilson	(210) 227-1313 Ext 42031	1	San Antonio
Winkler	(432) 684-5581	8	Midland
Wise	(940) 723-2153	9	Wichita Falls
Wood	(903) 984-3026	6	Kilgore
Yoakum	(432) 684-5581	8	Midland
Young	(940) 723-2153	9	Wichita Falls
Zapata	(361) 242-3113	4	Corpus Christi
Zavala	(210) 227-1313 Ext 42031	1	San Antonio

NOTIFYING THE TEXAS COMMISSION ON ENVIRONMENTAL QUALITY (TCEQ) During Normal Business Hours:
Normal Business Hours (Monday-Friday 0800-1700 CST)

FYI: Strictly for phone outages ONLY for TCEQ:

- 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

You must give the report verbally to someone (except Region 12, see note below)

1. Immediately notify the TCEQ Regional office designated by the location of the spill.
   - If a receptionist answers the line, ask to speak to the spill responder on duty
   - If the responder is not immediately available or it goes to voicemail, press **0** to reconnect to the receptionist. Advise the call went to voicemail and you need to speak with a responder directly to relay the information. The receptionist can also take the information themselves.

See the county list below for determining appropriate regional office.

			Fax
REGION 1	ARMARILLO	(806) 353-9251	(806) 358-9545
REGION 2	LUBBOCK	(806) 796-7092	(806) 796-7107
REGION 3	ABILENE	(325) 698-9674	(325) 692-5869
REGION 4	DFW	(817) 588-5800	(817) 588-5700
REGION 5	TYLER	(903) 535-5100	(903) 595-1562
REGION 6	EL PASO	(915) 834-4949	(915) 834-4940
REGION 7	MIDLAND	(432) 570-1359	(432) 561-5512
REGION 8	SAN ANGELO	(325) 655-9479	(325) 658-5431
REGION 9	WACO	(254) 751-0335	(254) 772-9241
REGION 10	BEAUMONT	(409) 898-3838	(409) 892-2119
REGION 11	AUSTIN	(512) 339-2929	(512) 339-3795
REGION 12	HOUSTON	(713) 767-3563	(713) 767-3561
REGION 13	SAN ANTONIO	(210) 490-3096	(210) 545-4329
REGION 14	CORPUS CHRISTI	(361) 881-6900	(361) 980-3101
REGION 15	HARLINGEN	(956) 425-6010	(956) 412-5059
REGION 16	LAREDO	(956) 791-6611	(956) 791-6716

2. During <u>normal business hours</u>, if there is no answer or the call goes to voicemail, for **ALL regions, except Region 12,** you <u>must</u> call **TCEQ Headquarters** at (512) 239-1510 to make notification. When the receptionist answers the line, ask to speak to the **Emergency Management Support Team.**

If necessary, leave the following voicemail:
- *"This is* **(**SAY NAME**)** *with ChemTel calling to report a Drill/Spill. Please call us back at 800-832-8224. Thank you."*
- Dial the number again to verify the correct number was dialed. A second voicemail is not necessary.
- If no answer: revert to calling the After Hour's Contact list to make notification to the correct Region.

Note for Region 12:
Spill-Response staff monitors a dedicated spill reporting phone line for the TCEQ Region 12 office in Houston.

If the call goes to voicemail, leave the following message:
- *"This is* **(**SAY NAME**)** *with ChemTel calling with report number _____. Thank you."*
    - This adequately concludes the notification to TCEQ Region 12
- If a receptionist answers the line, ask to speak to the spill responder on duty. If you are transferred to voicemail, you may leave a message.
- If we have been notified **Region 12 is closed**, during regular business hours, (other than holidays or weekends), please use the **afterhours call list to make notification** and email the report as normal.

*** **If you reach a message for Region 12 stating the voicemail has not been set up or is full, at any given time: Please contact Belma Trevizo: Monday through Friday 8:00 AM- 5:00 PM at 713-767-3591. All other hours please contact her at 713-540-1735 to make notification*****

3. Repeat steps **1-2** until a TCEQ representative has been reached

4. Default to reading the whole report to the **TCEQ** representative, unless otherwise stated

5. Complete the notification portion and email the report to the following email addresses:

Note: Some of the email addresses are Regional specific

Core GLO:	
Texas General Land Office	Spills@glo.texas.gov
Texas Parks and Wildlife	rpspills@tpwd.texas.gov
Texas Department of Health	Kirk.wiles@dshs.state.tx.us
Barry Bray	laporte.le-communications@tpwd.texas.gov
Austin LE Communications	le.communications@tpwd.texas.gov
SOC	soc@tdem.texas.gov
Spill00	spill00@tceq.texas.gov
Additional E-Mail addresses for all regions:	
EPA Spill Reports R-6	Spillreports.r6@epa.gov
Region 12 MSO Corpus	**To be determined by D'Anne Stites**

TCEQ Region in which the incident occurred:	
Region 01	spill01@TCEQ.texas.gov
Region 02	spill02@TCEQ.texas.gov
Region 03	spill03@TCEQ.texas.gov
Region 04	spill04@TCEQ.texas.gov
Region 05	spill05@TCEQ.texas.gov
Region 06	spill06@TCEQ.texas.gov
Region 07	spill07@TCEQ.texas.gov
Region 08	spill08@TCEQ.texas.gov
Region 09	spill09@TCEQ.texas.gov
Region 10	spill10@TCEQ.texas.gov
Region 11	spill11@TCEQ.texas.gov
Region 12	spill12@TCEQ.texas.gov
Region 13	spill13@TCEQ.texas.gov
Region 14	spill14@TCEQ.texas.gov
Region 15	spill15@TCEQ.texas.gov
Region 16	spill16@TCEQ.texas.gov

TCEQ REGIONS BY COUNTY (use the phone #s and region list provided by TCEQ)

County Name	TCEQ Voice Number	Region Number	City
Gulf of Mexico N	(409) 898-3838	10	Beaumont
Gulf of Mexico S	(361) 825-3100	14	Corpus Christi
Anderson	(903) 535-5100	5	Tyler
Andrews	(432) 570-1359	7	Midland
Angelina	(409) 898-3838	10	Beaumont
Aransas	(361) 881-6900	14	Corpus Christi
Archer	(325) 698-9674	3	Abilene
Armstrong	(806) 353-9251	1	Amarillo
Atascosa	(210) 490-3096	13	San Antonio
Austin	(713) 767-3563	12	Houston
Bailey	(806) 796-7092	2	Lubbock
Bandera	(210) 490-3096	13	San Antonio
Bastrop	(512) 339-2929	11	Austin
Baylor	(325) 698-9674	3	Abilene
Bee	(361) 881-6900	14	Corpus Christi
Bell	(254) 751-0335	9	Waco
Bexar	(210) 490-3096	13	San Antonio
Blanco	(512) 339-2929	11	Austin
Borden	(432) 570-1359	7	Midland
Bosque	(254) 751-0335	9	Waco
Bowie	(903) 535-5100	5	Tyler
Brazoria	(713) 767-3563	12	Houston
Brazos	(254) 751-0335	9	Waco

Brewster	(915) 834-4949	6	El Paso
Briscoe	(806) 353-9251	1	Amarillo
Brooks	(956) 425-6010	15	Harlingen
Brown	(325) 698-9674	3	Abilene
Burleson	(254) 751-0335	9	Waco
Burnet	(512) 339-2929	11	Austin
Caldwell	(512) 339-2929	11	Austin
Calhoun	(361) 881-6900	14	Corpus Christi
Callahan	(325) 698-9674	3	Abilene
Cameron	(956) 425-6010	15	Harlingen
Camp	(903) 535-5100	5	Tyler
Carson	(806) 353-9251	1	Amarillo
Cass	(903) 535-5100	5	Tyler
Castro	(806) 353-9251	1	Amarillo
Chambers	(713) 767-3563	12	Houston
Cherokee	(903) 535-5100	5	Tyler
Childress	(806) 353-9251	1	Amarillo
Clay	(325) 698-9674	3	Abilene
Cochran	(806) 796-7092	2	Lubbock
Coke	(325) 655-9479	8	San Angelo
Coleman	(325) 698-9674	3	Abilene
Collin	(817) 588-5800	4	DFW (Arlington)
Collingsworth	(806) 353-9251	1	Amarillo
Colorado	(713) 767-3563	12	Houston
Comal	(210) 490-3096	13	San Antonio
Comanche	(325) 698-9674	3	Abilene
Concho	(325) 655-9479	8	San Angelo
Cooke	(817) 588-5800	4	DFW (Arlington)
Coryell	(254) 751-0335	9	Waco
Cottle	(325) 698-9674	3	Abilene
Crane	(432) 570-1359	7	Midland
Crockett	(325) 655-9479	8	San Angelo
Crosby	(806) 796-7092	2	Lubbock
Culberson	(915) 834-4949	6	El Paso
Dallam	(806) 353-9251	1	Amarillo
Dallas	(817) 588-5800	4	DFW (Arlington)
Dawson	(432) 570-1359	7	Midland
De Witt	(361) 881-6900	14	Corpus Christi
Deaf Smith	(806) 353-9251	1	Amarillo
Delta	(903) 535-5100	5	Tyler
Denton	(817) 588-5800	4	DFW (Arlington)
Dickens	(806) 796-7092	2	Lubbock
Dimmit	(956) 791-6611	16	Laredo
Donley	(806) 353-9251	1	Amarillo
Duval	(956) 791-6611	16	Laredo
Eastland	(325) 698-9674	3	Abilene
Ector	(432) 570-1359	7	Midland

Edwards	(210) 490-3096	13	San Antonio
El Paso	(915) 834-4949	6	El Paso
Ellis	(817) 588-5800	4	DFW (Arlington)
Erath	(817) 588-5800	4	DFW (Arlington)
Falls	(254) 751-0335	9	Waco
Fannin	(817) 588-5800	4	DFW (Arlington)
Fayette	(512) 339-2929	11	Austin
Fisher	(325) 698-9674	3	Abilene
Floyd	(806) 796-7092	2	Lubbock
Foard	(325) 698-9674	3	Abilene
Fort Bend	(713) 767-3563	12	Houston
Franklin	(903) 535-5100	5	Tyler
Freestone	(254) 751-0335	9	Waco
Frio	(210) 490-3096	13	San Antonio
Gaines	(432) 570-1359	7	Midland
Galveston	(713) 767-3563	12	Houston
Garza	(806) 796-7092	2	Lubbock
Gillespie	(210) 490-3096	13	San Antonio
Glasscock	(432) 570-1359	7	Midland
Goliad	(361) 881-6900	14	Corpus Christi
Gonzales	(361) 881-6900	14	Corpus Christi
Gray	(806) 353-9251	1	Amarillo
Grayson	(817) 588-5800	4	DFW (Arlington)
Gregg	(903) 535-5100	5	Tyler
Grimes	(254) 751-0335	9	Waco
Guadalupe	(210) 490-3096	13	San Antonio
Hale	(806) 796-7092	2	Lubbock
Hall	(806) 353-9251	1	Amarillo
Hamilton	(254) 751-0335	9	Waco
Hansford	(806) 353-9251	1	Amarillo
Hardeman	(325) 698-9674	3	Abilene
Hardin	(409) 898-3838	10	Beaumont
Harris	(713) 767-3563	12	Houston
Harrison	(903) 535-5100	5	Tyler
Hartley	(806) 353-9251	1	Amarillo
Haskell	(325) 698-9674	3	Abilene
Hays	(512) 339-2929	11	Austin
Hemphill	(806) 353-9251	1	Amarillo
Henderson	(903) 535-5100	5	Tyler
Hidalgo	(956) 425-6010	15	Harlingen
Hill	(254) 751-0335	9	Waco
Hockley	(806) 796-7092	2	Lubbock
Hood	(817) 588-5800	4	DFW (Arlington)
Hopkins	(903) 535-5100	5	Tyler
Houston	(409) 898-3838	10	Beaumont
Howard	(432) 570-1359	7	Midland
Hudspeth	(915) 834-4949	6	El Paso

Hunt	(817) 588-5800	4	DFW (Arlington)
Hutchinson	(806) 353-9251	1	Amarillo
Irion	(325) 655-9479	8	San Angelo
Jack	(325) 698-9674	3	Abilene
Jackson	(361) 881-6900	14	Corpus Christi
Jasper	(409) 898-3838	10	Beaumont
Jeff Davis	(915) 834-4949	6	El Paso
Jefferson	(409) 898-3838	10	Beaumont
Jim Hogg	(956) 425-6010	15	Harlingen
Jim Wells	(361) 881-6900	14	Corpus Christi
Johnson	(817) 588-5800	4	DFW (Arlington)
Jones	(325) 698-9674	3	Abilene
Karnes	(210) 490-3096	13	San Antonio
Kaufman	(817) 588-5800	4	DFW (Arlington)
Kendall	(210) 490-3096	13	San Antonio
Kenedy	(956) 425-6010	15	Harlingen
Kent	(325) 698-9674	3	Abilene
Kerr	(210) 490-3096	13	San Antonio
Kimble	(325) 655-9479	8	San Angelo
King	(806) 796-7092	2	Lubbock
Kinney	(956) 791-6611	16	Laredo
Kleberg	(361) 881-6900	14	Corpus Christi
Knox	(325) 698-9674	3	Abilene
La Salle	(956) 791-6611	16	Laredo
Lamar	(903) 535-5100	5	Tyler
Lamb	(806) 796-7092	2	Lubbock
Lampasas	(254) 751-0335	9	Waco
Lavaca	(361) 881-6900	14	Corpus Christi
Lee	(512) 339-2929	11	Austin
Leon	(254) 751-0335	9	Waco
Liberty	(713) 767-3563	12	Houston
Limestone	(254) 751-0335	9	Waco
Lipscomb	(806) 353-9251	1	Amarillo
Live Oak	(361) 881-6900	14	Corpus Christi
Llano	(512) 339-2929	11	Austin
Loving	(432) 570-1359	7	Midland
Lubbock	(806) 796-7092	2	Lubbock
Lynn	(806) 796-7092	2	Lubbock
Madison	(254) 751-0335	9	Waco
Marion	(903) 535-5100	5	Tyler
Martin	(432) 570-1359	7	Midland
Mason	(325) 655-9479	8	San Angelo
Matagorda (East)	(713) 767-3563	12	Houston
Matagorda (West)	(713) 767-3563	12	Houston
Maverick	(956) 791-6611	16	Laredo
McCulloch	(325) 655-9479	8	San Angelo
McLennan	(254) 751-0335	9	Waco

McMullen	(956) 791-6611	16	Laredo
Medina	(210) 490-3096	13	San Antonio
Menard	(325) 655-9479	8	San Angelo
Midland	(432) 570-1359	7	Midland
Milam	(254) 751-0335	9	Waco
Mills	(254) 751-0335	9	Waco
Mitchell	(325) 698-9674	3	Abilene
Montague	(325) 698-9674	3	Abilene
Montgomery	(713) 767-3563	12	Houston
Moore	(806) 353-9251	1	Amarillo
Morris	(903) 535-5100	5	Tyler
Motley	(806) 796-7092	2	Lubbock
Nacogdoches	(409) 898-3838	10	Beaumont
Navarro	(817) 588-5800	4	DFW (Arlington)
Newton	(409) 898-3838	10	Beaumont
Nolan	(325) 698-9674	3	Abilene
Nueces	(361) 881-6900	14	Corpus Christi
Ochiltree	(806) 353-9251	1	Amarillo
Oldham	(806) 353-9251	1	Amarillo
Orange	(409) 898-3838	10	Beaumont
Palo Pinto	(817) 588-5800	4	DFW (Arlington)
Panola	(903) 535-5100	5	Tyler
Parker	(817) 588-5800	4	DFW (Arlington)
Parmer	(806) 353-9251	1	Amarillo
Pecos	(432) 570-1359	7	Midland
Polk	(409) 898-3838	10	Beaumont
Potter	(806) 353-9251	1	Amarillo
Presidio	(915) 834-4949	6	El Paso
Rains	(903) 535-5100	5	Tyler
Randall	(806) 353-9251	1	Amarillo
Reagan	(325) 655-9479	8	San Angelo
Real	(210) 490-3096	13	San Antonio
Red River	(903) 535-5100	5	Tyler
Reeves	(432) 570-1359	7	Midland
Refugio	(361) 881-6900	14	Corpus Christi
Roberts	(806) 353-9251	1	Amarillo
Robertson	(254) 751-0335	9	Waco
Rockwall	(817) 588-5800	4	DFW (Arlington)
Runnels	(325) 698-9674	3	Abilene
Rusk	(903) 535-5100	5	Tyler
Sabine	(409) 898-3838	10	Beaumont
San Augustine	(409) 898-3838	10	Beaumont
San Jacinto	(409) 898-3838	10	Beaumont
San Patricio	(361) 881-6900	14	Corpus Christi
San Saba	(254) 751-0335	9	Waco
Schleicher	(325) 655-9479	8	San Angelo
Scurry	(325) 698-9674	3	Abilene

Shackelford	(325) 698-9674	3	Abilene
Shelby	(409) 898-3838	10	Beaumont
Sherman	(806) 353-9251	1	Amarillo
Smith	(903) 535-5100	5	Tyler
Somervell	(817) 588-5800	4	DFW (Arlington)
Starr	(956) 425-6010	15	Harlingen
Stephens	(325) 698-9674	3	Abilene
Sterling	(325) 655-9479	8	San Angelo
Stonewall	(325) 698-9674	3	Abilene
Sutton	(325) 655-9479	8	San Angelo
Swisher	(806) 353-9251	1	Amarillo
Tarrant	(817) 588-5800	4	DFW (Arlington)
Taylor	(325) 698-9674	3	Abilene
Terrell	(432) 570-1359	7	Midland
Terry	(806) 796-7092	2	Lubbock
Throckmorton	(325) 698-9674	3	Abilene
Titus	(903) 535-5100	5	Tyler
Tom Green	(915) 655-9479	8	San Angelo
Travis	(512) 339-2929	11	Austin
Trinity	(409) 898-3838	10	Beaumont
Tyler	(409) 898-3838	10	Beaumont
Upshur	(903) 535-5100	5	Tyler
Upton	(432) 570-1359	7	Midland
Uvalde	(210) 490-3096	13	San Antonio
Val Verde	(956) 791-6611	16	Laredo
Van Zandt	(903) 535-5100	5	Tyler
Victoria	(361) 881-6900	14	Corpus Christi
Walker	(713) 767-3563	12	Houston
Waller	(713) 767-3563	12	Houston
Ward	(432) 570-1359	7	Midland
Washington	(254) 751-0335	9	Waco
Webb	(956) 791-6611	16	Laredo
Wharton	(713) 767-3563	12	Houston
Wheeler	(806) 353-9251	1	Amarillo
Wichita	(325) 698-9674	3	Abilene
Wilbarger	(325) 698-9674	3	Abilene
Willacy	(956) 425-6010	15	Harlingen
Williamson	(512) 339-2929	11	Austin
Wilson	(210) 490-3096	13	San Antonio
Winkler	(432) 570-1359	7	Midland
Wise	(817) 588-5800	4	DFW (Arlington)
Wood	(903) 535-5100	5	Tyler
Yoakum	(806) 796-7092	2	Lubbock
Young	(915) 698-9674	3	Abilene
Zapata	(956) 791-6611	16	Laredo
Zavala	(956) 791-6611	16	Laredo

NOTIFICATION PROCEDURES FOR THE TEXAS COMMISSION ON ENVIRONMENTAL QUALITY (TCEQ) AFTER HOURS, HOLIDAYS AND WEEKENDS
The left pane of the Chemical Report Manager has a hyperlink to the TCEQ Afterhours Contacts

TCEQ Regional Emergency Response and Central Office Contact List

REGION	Primary Contact	Secondary Contact	Tertiary Contact	Regional Director iPhone/cell	Email Address
Region 1 AMARILLO	806-674-0911	806-674-0207	806-215-1303	806-316-9883	Spill01@tceq.texas.gov
Region 2 LUBBOCK	806-252-1103	806-252-1104	806-543-2801	806-252-4792	Spill02@tceq.texas.gov
Region 3 ABILENE	325-232-3213	325-280-0934	325-280-0933	325-261-2071	Spill03@tceq.texas.gov
Region 4 DALLAS/ FT WORTH	817-692-8911	817-692-8912	817-692-7957	817-360-6124	Spill04@tceq.texas.gov
Region 5 TYLER	512-965-2382	903-780-5039	903-780-7147	903-355-1549	Spill05@tceq.texas.gov
Region 6 EL PASO	915-838-4119	915-838-4120	915-497-5719	915-345-8829	Spill06@tceq.texas.gov
Region 7 MIDLAND	432-638-2789	432-770-3529	432-638-3034	915-345-8829	Spill07@tceq.texas.gov
Region 8 SAN ANGELO	325-812-8341	325-340-2743	325-227-1312	325-261-2071	Spill08@tceq.texas.gov
Region 9 WACO	254-744-6699	254-744-4742	254-716-0451	512-633-6593	Spill09@tceq.texas.gov
Region 10 BEAUMONT	409-781-9330	409-791-7257	409-291-0723	409-273-1123	Spill10@tceq.texas.gov
Region 11 AUSTIN	512-965-2746	512-632-0193	512-970-3102	512-633-6593	Spill11@tceq.texas.gov
Region 12 HOUSTON	713-409-0167	512-965-2717	713-540-1735	512-466-8378	Spill12@tceq.texas.gov
Region 13 SAN ANTONIO	210-287-3624	210-291-2212	210-294-0043	210-776-6339	Spill13@tceq.texas.gov
Region 14 CORPUS CHRISTI	361-537-7911	361-537-7918	361-442-7243	361-533-3652	Spill14@tceq.texas.gov
Region 15 HARLINGEN	956-571-3608	956-778-5423	956-367-5696	956-244-6879 956-534-6893	Spill15@tceq.texa.gov
Region 16 LAREDO	956-763-7130	956-792-6321	956-792-6281	956-244-6879	Spill16@tceq.texas.gov

1. **DO NOT** dial the phone number listed on the Phone tab for TCEQ afterhours notifications

2. Obtain the Region number listed on the Phone tab and use the **Afterhours Call List** to make notification

Reminder If you reach a message for Region 12 stating the voicemail has not been set up or is full, at any given time: Please contact Belma Trevizo: Monday through Friday 8:00 AM- 5:00 PM at 713-767-3591. All other hours please contact her at 713-540-1735 to make notification

3. Call the primary contact listed and leave the following message on voicemail if necessary:
   - *"This is* **(**SAY NAME**)** *with ChemTel calling to report a Drill/Spill. Please call us back at 800-832-8224. 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**

4. If no call back within **10 minutes**, call the secondary contact
5. If no call back from the secondary contact after the allotted time, call the tertiary contact

6. If neither the primary, secondary or tertiary contacts can be reached, call the regional director

Note: If any of the numbers are forwarded to a pager, **please allow 15 minutes** for a callback before making the next call.

7. **If no return calls** are received from the **primary, secondary, tertiary** or **Regional Director:**
    a. Contact the **TCEQ Headquarters Emergency Management Coordinator** first at **(512) 563-3935**
    b. If no answer, call the **Homeland Security Coordinator** at **(512) 426-6715**

8. If no answer from any of the above, repeat steps **3-7** until a responder is reached
9. Complete the notification portion and email the report per the instructions listed below

EMAILING THE REPORT:

Note: Record all attempts to make notification, including the time, and the name of the person answering for the TCEQ, in addition to the date and time of contact, and record all the notification information in the appropriate fields on the form (Field 29).

Validate and Submit:

GLO Report Control Panel

Search Options
Search [_____]   Correct   Update

Please click the "Validate Data" button to make sure the required fields have been entered before clicking "Submit".

1   2
Validate Data   Submit   Phone   Close

Report Information and Caller Information

Is this a Drill? [▼]
Report Number [20152701]
Report Date [07/25/2015 ▼]   Report Time [12:53]
Agency(s) to be Notified [_____]

Incident Date [07/25/2015 ▼]   Incident Time [__:__]
Reported By [_____]   Affiliation [_____]
Contact Number [(000) 000-0000]   Other Contact Number [(000) 000-0000]

Material(s) Discharged and Discharge or Spill Location

Material	CAS / UN Number	Amount Spilled	Units
		0.00	▼
		0.00	▼
		0.00	▼
		0.00	▼
		0.00	▼

NON-COASTAL
○ Land Release Only
○ Threatens or Entered Water
○ COASTAL: Threatens or Entered Water
○ Air Release: No Impact to Water

County [_____ ▼]
Origin [_____ ▼]
Receiving Water [N/A]
Amount in Water [0.00]
Units [____ ▼]

Incident Location / Driving Directions, Description of Incident, Cause, Impact, and Response, and RRC Information

Incident Location and Directions [   ]
Description of Incident, Cause, Impact, and Response [   ]
NRC Number [N/A]

RRC Lease # [N/A]
RRC Lease Name [N/A]
RRC Field Name [N/A]
RRC Land Owner [N/A]

Others Reporting Party Notified and Party Responsible for Discharge / Spill

Agency	Who	Where	Date	Time
N/A ▼			/_/_	00:00
N/A ▼			/_/_	00:00
N/A ▼			/_/_	00:00

Party Responsible for Discharge / Spill
Firm or Municipiliaty [_____]
Street or PO [_____]
City [_____]   State [____]   Zip Code [____-____]
Contact Person [_____]   Phone [(__) ___-____]

Phone Notification and Late Notification Comments

Agency	Who	Where	Date	Time
N/A ▼			/_/_	00:00
N/A ▼			/_/_	00:00
N/A ▼			/_/_	00:00

Late Notification Comments [   ]

Select **Validate Data** to ensure all fields are correct

- A pop up will appear stating all of the data for the report is correct, unless a specific section is missing information
    - Once validated, select the **Submit** button.
        - This will open a pop up asking if you are sure you want to submit the report.
            - Select **Yes**
        - A second pop up will appear stating the report was submitted
            - Select **Ok**
- Once you select Ok, a PDF form of the report will open, and a pop up will appear asking if the information in the report is correct
    - This is an opportunity for you to review all information on the report
        - If any changes need to be made, select **No**, which will allow you to go back and revise the original report
        - To submit, repeat the appropriate steps above
        - If no changes need to be made, select **Yes,** and the notification box will appear to select the emails
    - If you realize you have made a mistake on the report and already reached the email notification form, you can close out of the email window **without** hitting submit, and re-open the report following the steps listed below for *Correcting a Report.*
        - Make any necessary corrections
        - When you get to the email selection screen, **remove the word "CORRECTED"** from the subject line before sending

Email Notifications:

- As in the photo above, the program automatically lets you know who to email based on the information entered in the "**Phone Notifications**" field.
    - If the incorrect Region or District number is entered, you will be prompted to email the wrong Region/District
    - In the example below TCEQ Reg. 14 and GLO Reg. 03 were notified:
        - Click TCEQ Reg. 14 and you will be asked **"Do you want the group?"**
        - For **all** reports, select "**Yes**" for the Primary Agency you notified
        - Select "**No**" for the Secondary and Tertiary Agencies, <u>UNLESS</u> that agency is the GLO
            - They were notified in your first selection (Group) and do not need to be selected again
        - If you select the wrong region or group, click the "**Clear Emails**" button and start over
        - Once the correct email addresses have been added, click **Send** to submit the report

CORRECTING AND UPDATING A REPORT:

Operators **are not allowed** to send out corrected reports, **without the authorization** of a **Supervisor** or the **Manager**. If the error is not a big error and you are working overnight, it can wait until the next day to be sent corrected, if needed. (*Please do not call the on-call Supervisor overnight, unless the problem keeps you from doing your job*.) Please send an email to the supervisor scheduled to work the next day and cc: the Manager, so it can be taken care of. (*Any corrections should be caught and corrected, during the proofreading process*.) (*Accuracy is more important than speed*.)

- The **ONLY EXCEPTION** to this rule is: if a **GLO**, **TCEQ** or **RRC** agency asks you to correct and resend a report. (*This type of request requires a Corrected report, NOT an Updated report.*)

ACCEPTABLE GUIDELINES FOR CORRECTING AND/OR RESENDING REPORTS-(SUPERVISORS/MANAGERS ONLY):

- Names which are totally incorrect (*Not just slight spelling errors; operators should be made aware of this if they continue to spell the same words wrong*)
- Incorrect/Missing Required Info: Phone numbers, Incident/Notification times-Dates, Agency Names, etc
- Incorrect format of spilled amounts
- Misspelled Material/Chemical names (*Misspelled chemical names can make it a different chemical altogether*)
- Wrong/Missed Notification (*The corrections should be sent the same day or the next day, anything later than that should not be sent unless an agency requests it.*)
- Incorrect classification of a Material/Source (*Only if it changes the required notification*)
- Missing information, causing a required field to be blank (*e.g. If the zip code is not entered with the additional 4 digits on the end, the pdf will be blank for the zip code. These don't necessarily need to be resent; however, will need to be corrected in the database, so the GLO Bi-Monthly report is consistent.*)
- If there is an amount and/or a unit of measure for the material, but there is no spill (*This is misleading/confusing*)
- Special characters and punctuation, in unauthorized fields must be removed from the reports. (These must be corrected in the system, but they don't have to be resent.)

Note: If a caller needs to update a report and **TCEQ** was the **ONLY** agency notified, provide the caller with the TCEQ Regional office phone number, as we do not take TCEQ updates. Advise them if they reach a voicemail to leave the report number and the information they are updating, along with their contact information.
- We take updates for **all other** agencies

Enter the report number to be corrected or updated in the **Search Box**, and follow the steps below for the appropriate choice:
- **Correct Button**: To be used if an operator made a mistake and any changes need to be made to a previously sent report
  - This will open a pop up asking if you wish to cancel the new report
    - Select **Yes** to close the report and open the original report needing correction
  - Make all necessary corrections
  - Select **Validate Data** to ensure all fields are correct
    - A pop up will appear stating all of the data for the report is correct, unless a specific section is missing information
  - Once validated, select the **Submit** button and email the report to **GLO HQ only**
    - You do not need to email the agencies that were originally notified

- **Update Button:** To be used if the **ORIGINAL** caller and/or company wants to update **ANY** of the previously reported information
  - The updated report will include the information listed on the original report
    - An updated GLO report will always generate a new report number
  - The beginning of the *Description of Incident* field will automatically list the following statement: "**This is an update from report number _____.**"
    - The details from the original report taken will also be listed after this statement
  - List the updated information after the first statement, and before the original information, in the *Description of Incident* field
  - Update the report with the updated information in its appropriate field as well, if applicable
    - E.g. If the amount of the material released changed, list this in the *Description of Incident* field, **and** in the amount released section
  - Because this is an update, you will need to make notification to **all** necessary agencies
  - Select **Validate Data** to ensure all fields are correct
    - A pop up will appear stating all of the data for the report is correct, unless a specific section is missing information
  - Email the report as normal

<u>Note:</u> If TCEQ or RRC calls stating the notification we made to them was wrong and should have notified another agency, you are to do the following:
- Ask them what determined the change in notification
- Open the report under **Corrected,** and make the necessary changes on the report
- Notate who requested the notification change, what time you spoke to them, and what changes were made at the end of the *Incident of Description* field
- Make notification to the correct agency, per the Matrix, and enter the new notification information in place of the old notification fields.
- Email the corrected report to the Agency only if they have not already received it, and to GLO HQ as normal

MANUALLY EMAILING A REPORT:
You will manually email a GLO report when:
- The Chemical Report Manager is not working and a responder requests us to resend a report and the report was not previously emailed. (***Please see the instructions below***.)

1. **When the Chemical Report Manager is not working:**
   - Locate a copy of the original report in the Completed Reports folder
   - Open the report, click on the envelope icon, and select **"Send To - Mail Recipient"**
   - Change the **From** email address to **ers@ehs.com**
   - Leave the body of the email empty, and follow the email process below*****
2. **When the Incident Details are cut off on the PDF:**
   If any information is cutoff on the PDF, the responders will not be able to see it on the report
   - Close the PDF and select **No** when asked, *"Is the information in the report correct?"*
   - Copy and paste the complete **Incident Details** into a blank Word document
   - Save the word document to your desktop in pdf format and name it "Complete Description for GLO *report XXXXXXXX*"
     - E.g. **COMPLETE DESCRIPTION FOR GLO REPORT 20160001**

ATTACHING ADDITIONAL DOCUMENTS TO THE EMAIL:
- While in the email page, select Browse and search under your desktop and locate the document you want to attach to the email
- Double click on the pdf you want to attach to the email
- Verify the attachments are there, by looking at the file names in the field next to "**Browse**" and/or underneath the "**Attachments**" buttons, prior to sending it. (There should be more than one file name listed in this field.)
- You should now have multiple documents attached to your email:
  - As in the case listed above; you will have the original report **and** the complete description
- Follow the email process below*****

Please see the example below:

The email screen should appear something like this when there is more than one attachment:

- As you can see under the Attachments, there are 2 file names
- Verify your sent email contains both the report and the additional documents you want included on the sent email
- If it does not you will have to resend it; please ask for help if you have any questions

Please see the example below:
The sent email should look similar to this:
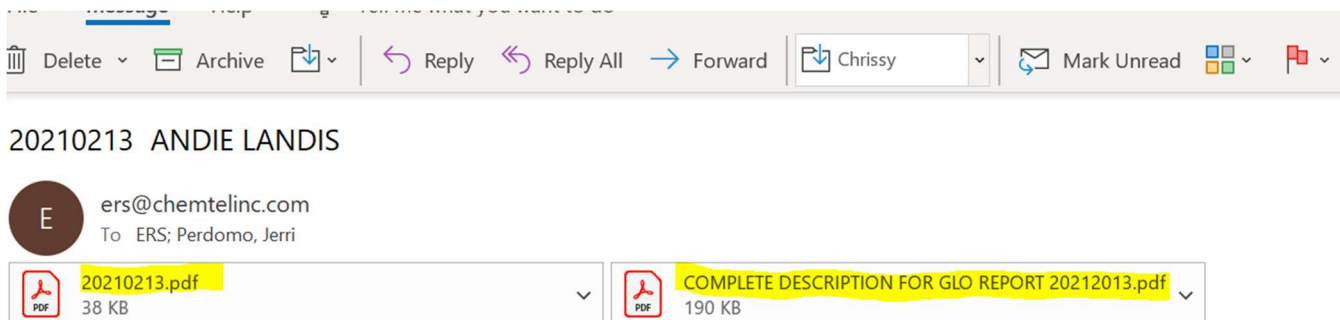
When a responder requests a report to be resent:
- Pull up the report by entering the report number in the Search field and pull it up as "**Corrected**"
    - Submit the report as normal
    - Select the appropriate Region or District to send to
    - **Remove** the word **Corrected** from the **Subject Line**
    - Click "**Send**"
- If you **cannot** locate the originally sent email:
    - During normal business hours, have a supervisor locate and send the original email from the archives
    - During non-business hours, locate the report in the Completed Reports folder, and send it to the requesting party if the original email is not needed
        - If the caller needs proof of the originally sent email, advise them the request will be processed the next business day
        - If the responder needs proof of the original email sent and it has been archived, then contact the person in charge of the GLO, if available or contact the Manager or IT Director to retrieve it for you and you can email it out.

*To manually email a GLO Report:
- Once the file(s) are attached in a new email, fill in the subject line:
    - The report number, primary responder's name in **ALL CAPS**, with (DRILL) and/or (CORRECTED) at the end, if applicable
        - E.g. 20160001 JOHN DOE (CORRECTED)
        - E.g. 20060000 JOHN DOE (DRILL)
- Input ers@ehs.com in the "**To**" field
    - This will ensure your email is filed properly in the **Sent Incident Reports** folder in the **ERS Inbox**
- You will have to manually enter the specific email address, which are in the GLO script book.

**Hints:
    - All GLO reports go to the Core Email addresses
    - Some agencies require more emails than others
    - When sending to the USCG emails, some Regional and/or District offices require one or more USCG emails. This depends on which Region number you made notification to.

**Note: Be very careful when selecting the emails

- Each agency you notify has it's own specific email addresses to send to, in addition to the Core emails

  - Locate the agency you notified **first** in the Script Book
  - Enter them manually or copy and paste them into the "**To**" field (Always verify the address is correct, by comparing what was entered to what is listed in the Script Book.

    - Enter the Core email addresses in every report sent
    - Enter the additional emails to the specific agency/ies, per the Region or District Offices

  - When two or more agencies are notified, for the second and third agency notified
    - **Do not select** the **Core** email addresses again. (*They only need the email once*.)
    - If the second or third agency is the GLO you will not have to enter the Core emails, but you will have to add the additional agencies, if they have not been included already, under the Primary agency notified. (Don't forget to check if there is more than one USCG email to choose for that specific Region number, as some Regional offices require 2 USCG emails.)

  - After selecting the correct contacts:
    - Proofread your email and attachments once more
    - Click **"Send"** and submit the email
    - Close the report

To convert a Word Document to a PDF:
- Click on "**File**" in the top left hand corner of the document
- Select "**Save As**"
- Select "**Desktop**" from the left panel menu
- Name the file accordingly in the *File Name* field
  - E.g. Complete Description for GLO Report 20161234
- From the *Save as Type* drop down menu, select "**PDF (*.PDF)**" and click Save

TEXAS GENERAL LAND OFFICE DAILY LINE REPORT:
The **Line Report** is required to be sent **after 0000 CST or 0100 EST** daily.
The Monthly and Bi-Monthly Reports are only sent by the Supervisor

Please process the Line Report between the hours of 0030 and 0100 CST AKA 0130 and 0200 EST.

Note: If there are any issues sending the line report:
- Advise the relief operator of the issue so they can attempt to send it, or address any issues that are preventing it from going out
- An email should be sent to the Supervisor overseeing GLO advising them what happened
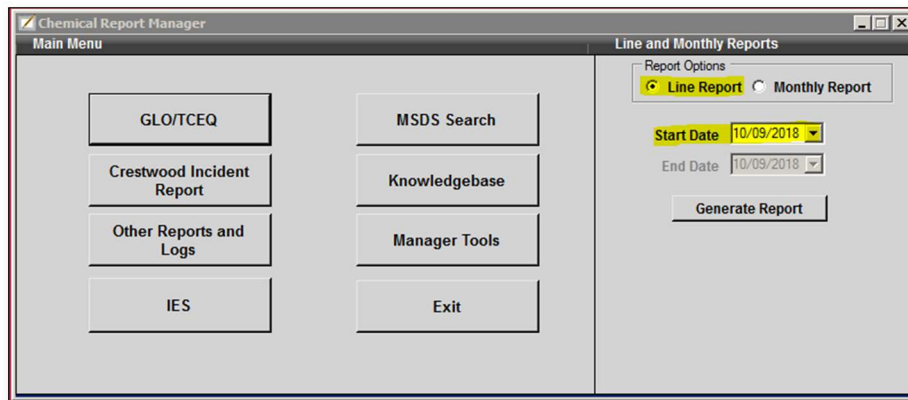
To generate the **Line Report**:
- Open the **Chemical Report Manager**
- Select the **bubble** to the **left** of **Line Report**
- Select the date for the **Line Report** you are generating. It should always be the date for the day before the current date.

Select **Generate Report** and a pdf copy of the report will open

The Line Report will look something like this:

When reviewing the line report be observant of the following:

- Make sure the amounts of the release are in the proper format
  - There should be at least **one digit before** the decimal and **no more than two digits after**
  - E.g. 0.00
- Make sure there are no special characters used
  - This can make the Bi-Monthly report reject
- Check there are no letters typed in a number field
- If any of the above mentioned details are not correct, then the report needs to be corrected and resent to GLO HQ, **before** generating the Line Report
- Make sure all of the reports for the day are listed on the pdf, **in order**
  - If a **report number is missing**, either the **date the call came in on was inadvertently changed** OR a **report was skipped**
    - If a report was skipped
      - **Do Not** send the Line Report. Close it out and send an email to the Principle ERS Operators, the Department Manager and the IT Department
    - *If a report was skipped and you need to access the next report number*, you may type Void in all required fields on the skipped report and submit it to the system without emailing it. (*Close out the email box and the report will be saved*) By doing this the next report number can be accessed.

- The report will have to be **voided** through the system by a Principle ERS Operator, the Department Manager or the IT Department **before** the Line Report can be sent
- If it is due to a bad date:
  - You will have to close out the pdf and reopen the missing report under **Corrected** through the **Chemical Report Manager**
    - Change the date on the report to reflect the **date the call came in** and send it **Corrected** to **GLO HQ**
  - Regenerate the **Line Report** after all the corrections are made
    - Review the pdf again to make sure all reports are listed
    - Close out the pdf and the email form will open
      - The **Subject Line** should read **GLO LINE REPORT 10-05-17** (**This will auto generate with the correct date**)
    - The Line Report gets emailed by clicking on "**A GLO Line Report**", contact through the **Chemical Report Manager (See below)**

The email screen should appear something like this:

The Line report should be sent to the following email addresses:

Core GLO:	
Texas General Land Office	Spills@glo.texas.gov
Texas Parks and Wildlife	rpspills@tpwd.texas.gov
Texas Department of Health	Kirk.wiles@dshs.state.tx.us
Barry Bray	laporte.le-communications@tpwd.texas.gov
Austin LE Communications	le.communications@tpwd.texas.gov
SOC	soc@tdem.texas.gov
Spill00	spill00@tceq.texas.gov
Additional E-Mail address:	
OG Spills	OG_SPILL@rrc.texas.gov
TCEQ Regions	
Region 01	spill01@TCEQ.texas.gov
Region 02	spill02@TCEQ.texas.gov
Region 03	spill03@TCEQ.texas.gov
Region 04	spill04@TCEQ.texas.gov
Region 05	spill05@TCEQ.texas.gov
Region 06	spill06@TCEQ.texas.gov
Region 07	spill07@TCEQ.texas.gov
Region 08	spill08@TCEQ.texas.gov
Region 09	spill09@TCEQ.texas.gov
Region 10	spill10@TCEQ.texas.gov
Region 11	spill11@TCEQ.texas.gov
Region 12	spill12@TCEQ.texas.gov
Region 13	spill13@TCEQ.texas.gov
Region 14	spill14@TCEQ.texas.gov
Region 15	spill15@TCEQ.texas.gov
Region 16	spill16@TCEQ.texas.gov