

## Air Quality Incident Reporting Guide for St. James Parish

To file an incident report **call 225-219-3640** M-F from 8:00AM - 4:30PM **or** fill out the reporting form using the QR code to the right. The most critical information to report is **what** you observed, and **where** and **when** the incident occurred.



**Now, you are ready to report!** For more details, see the information below.

### What should I report and why?

Our government is responsible for protecting our environment which means keeping our land, air, and water clean. However, here in Louisiana, it's often up to citizens to take the lead by reporting incidents of pollution to the Louisiana Department of Environmental Quality (LDEQ), when we see, smell, or hear something.

For example, we should report:

- Chemical odor or fumes
- Smoke or flaring from an industrial facility
- Smoke from burning agriculture fields blowing into community
- Dust blowing from loading/unloading facility

*(Source: Louisiana Environmental Action Network. Learn more about the reporting process with LEAN's [reporting guide](#).)*

Although reporting an incident does not always mean the problem will get resolved, a high number of reports on a specific facility may encourage DEQ to increase facility inspections or ask the company to make additional information about its operations publically available. Additionally, when a specific facility is identified in a complaint, investigators have more authority to enter and inspect. Finally, this information can be useful for geographic analysis and data collection. Remember, the most important information is **what, when** and **where**.

### How do I report:

**Step 1: Gather the information.** To report, you will need:

- Identify the facility, by **name** and **physical location or address**. If unsure, please estimate where the issue is coming from using the map provided below. Addresses of many facilities can be found in the table below.
- **Date** and **time frame** of incident. For the online reporting, you can type "ongoing" in the start and end time boxes to state that the incident is ongoing,

or “not applicable” if you are unsure of the date or time.

- **Media** (is the pollution going into the soil, air, or water?)
- **Description of complaint**
  - *Describe this in as much detail as possible!* Include sights, smells, sounds, and physical health symptoms, if any.
  - You may also choose to include an Agency Interest (AI) number in the description of your complaint. The AI # (or “Agency Interest number” is the identification number LDEQ assigns to the facilities it regulates)
    - *Please pinpoint the facility or facilities where possible. If unsure please **estimate** where the issue is coming from using the **map** below.*
    - *Name the specific source onsite, like the sulfur pile, loader, flare, or smokestack, if known.*
    - *You may see or smell pollution from multiple plants at the same time. In this case, include all nearby facilities in the report.*
    - *Note: on LDEQ’s online form, include AI number in the “description of complaint.”*
- You don’t need to include **directions to the site**, unless you have some specific information like “The smell is coming from the pit at the corner of Main and 3rd by the big tree”
- Remember, you can report from *anywhere* and you do not have to report while you are witnessing an incident or even on the same day, just try to report as soon as you can!
- Take pictures for your own records, if possible.

## Step 2: Report

- Online
  - LDEQ Website: [FILE A CITIZEN COMPLAINT](#) or access the website using the QR code at the top of the previous page.
  - Complete the questions in the online portal using the information you have collected.
  - **Please prioritize online reporting where accessible.**
  - Refer to the last page of this guide for an example reporting form.
- Phone call: **225-219-3640**
  - *Make sure to have all of the information listed above on hand. The LDEQ employee who takes your call will ask the same questions as those listed in the online portal.*

## **Addresses and AI Numbers of Facilities:**

If possible, include the AI number associated with the facility where you believe the incident is occurring. The following list includes facility name, location, and AI number.

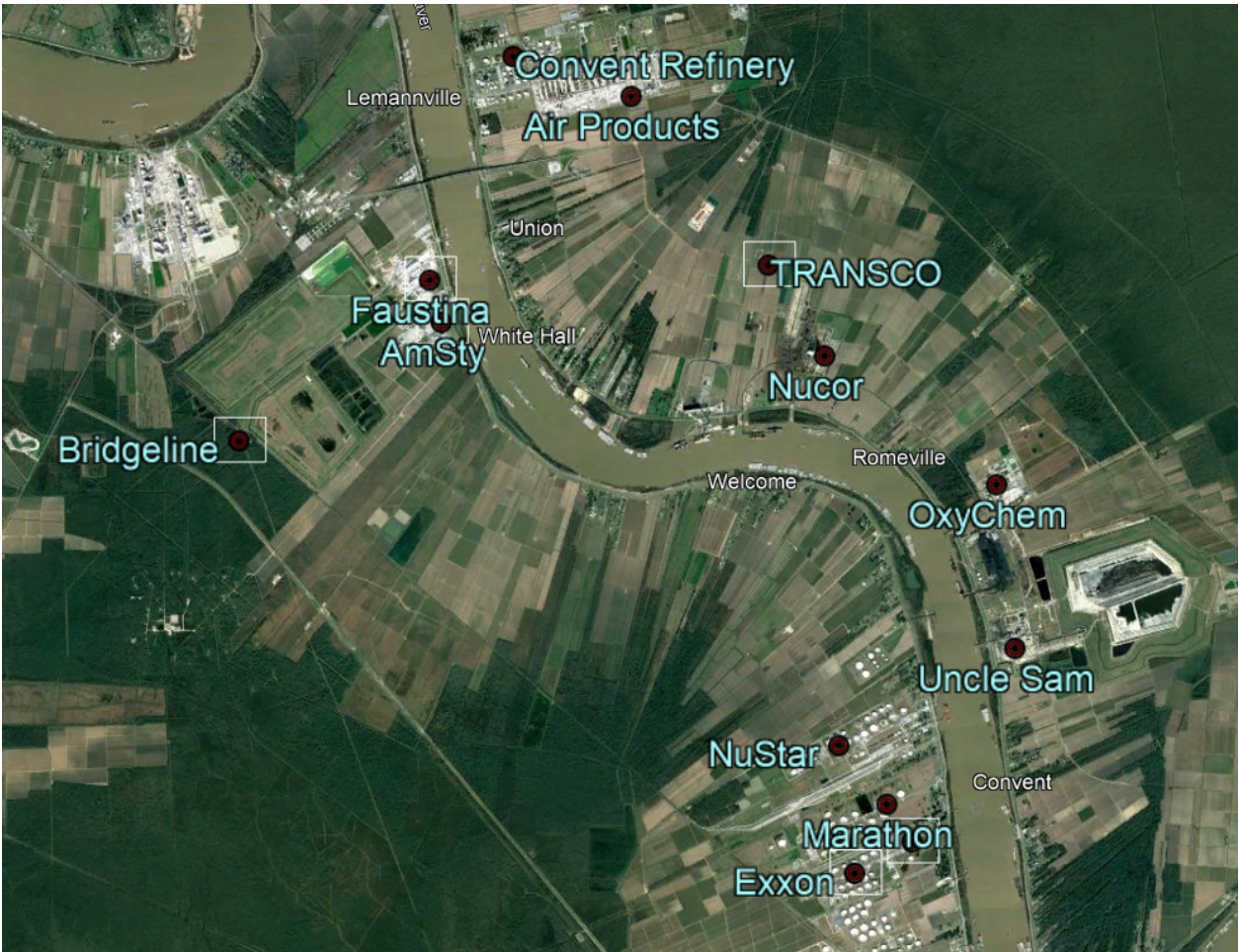
<b>Name</b>	<b>AI Name</b>	<b>AI Number</b>	<b>Address</b>
Faustina	Mosaic Fertilizer LLC - Faustina Plant	2425, 200116 *	<a href="#">9959 Hwy 18 (portion of) St. James, LA 70086</a>
Convent Refinery	Equilon Enterprises LLC dba Shell Oil Products US - Convent Refinery	2719, 24076 *	<a href="#">10700 Hwy 44 Convent, LA 70723</a>
Uncle Sam	Mosaic Fertilizer LLC- Uncle Sam Plant	2532	<a href="#">7250 Hwy 44 Uncle Sam, LA 70792</a>
AmSty	Americas Styrenics LLC - St James Plant	2384	<a href="#">9901 Hwy 18 St. James, LA 70086</a>
Nucor	Nucor Steel Louisiana LLC - Direct Reduced Iron Facility	157847	<a href="#">9901 Hwy 18 St. James, LA 70086</a>
Air Products	Air Products & Chemicals Inc - Convent Hydrogen Plant	120995	<a href="#">10759 Convent Way Rd Convent, LA 70723</a>
NuStar	NuStar Logistics LP - St James Terminal	36538	<a href="#">7167 Koch Rd St. James, LA 70086</a>
OxyChem	Occidental Chemical Corporation - Convent Facility	3544	<a href="#">7377 Hwy 3214 Convent, LA 70723</a>
Exxon	ExxonMobil Pipeline Co - Sugarland Pipeline Station/Terminal	32798	<a href="#">6525 Dept of Energy Rd, St. James, LA 70086</a>
Marathon	Marathon Pipe Line LLC - St James Capline Station	9292	<a href="#">6770 Hwy 18 St. James, LA 70086</a>

\*Include both AI numbers, in the case that two are listed

Find more facility information here:

[LDEQ Data on Air Sources within 5-miles of Welcome](#)

See a map of these sources below:



**Additional resources:**

- Louisiana Environmental Action Network
  - [Environmental Incident Reporting Form](#) (PDF)
  - Citizens Guide, [LEAN: Reporting Environmental Incidents](#)
  - Call LEAN: 225-928-1315
- Tulane Environmental Law Clinic: [My Guide](#)

Example of a completed complaint form:

**FILE A CITIZEN COMPLAINT**

**Caller Information**

\* First Name

\* Last Name

\* Phone Number

Email (Email must be provided to receive confirmation email)

Mailing Address

City

State

Zip

I request a follow-up on inspector findings

**Site Information**

Alleged Violator

\* Physical Location/ Address

\* City

\* State

Zip

Date of Discharge

Noticed Time Began

Noticed Time Ended

\* Parish of Occurrence

Media Affected

If water, name the nearest water body

Description of complaint

Directions for reaching the site