

**PPG Update as of 5/12/21:**

EPD received two complaints about this facility within the last six months. The first one was received on December 22, 2020 and handled by the Air Branch, and the second one was received on January 6, 2021 and handled by the Mountain District Office. Both complaints have been investigated and the investigations are now complete.

Complaint ID 95252: The Air Branch received a complaint on December 22, 2020. In response, Air Branch staff reviewed the VOC emissions and dust collector maintenance records and determined that the facility appeared to be in compliance with its permit emissions limits.

Complaint ID 95338: The District Office received a complaint on January 6, 2021. In response, the District Office initiated an investigation that lasted through March and is now closed. The investigation included an area investigation and a review of the facility's permit records in early March. The investigation determined that the facility appeared to be in compliance with its permit limits.

The complaint and information about each step of the investigation can be found on EPD's public Complaint Tracking System at: <https://cts.gaepd.org/> by searching the complaint ID in the Public Inquiry Portal.

The Environmental Protection Division (EPD) of the Georgia Department of Natural Resources is the state agency charged with protecting Georgia's air, land, and water resources. EPD works with many partners, including local governments and federal agencies, to ensure clean air, land, and water. One important partner is the local community, who may observe something that causes concern.

### **How does EPD protect environmental quality?**

EPD protects air, land, and water quality through permitting, planning, and monitoring programs that were developed to implement the Georgia Water Quality Control Act, the Georgia Air Quality Act, the Georgia Surface Mining Act, and the Georgia Comprehensive Solid Waste Management Act, among others. These permits require various actions to protect environmental quality, including monitoring, maintenance, and inspections. To ensure compliance with environmental regulations, EPD staff routinely inspect these facilities, review required reports, and respond to community complaints.

### **What should you do when you have an environmental complaint?**

For general environmental questions or complaints, please email [askEPD@gaepd.org](mailto:askEPD@gaepd.org). Please be prepared to provide specific information, including whether the complaint is regarding air, land, water, or a combination; the location of the issue; and a description of the issue. If you prefer to not use email, you can also call the appropriate EPD Branch or District Office directly. The Branch main telephone lines are listed below:

Air Protection Branch: 404-363-7000

Land Protection Branch: 404-362-2537

Watershed Protection Branch: 404-463-1511

To find your local EPD District Office, please visit EPD's "Find a Statewide District Office" webpage and enter your county in the search bar: <https://epd.georgia.gov/locations/statewide-district-offices>.

Construction site runoff: If you have a complaint about runoff and erosion from a construction site, the best point of contact will be the Local Issuing Authority (LIA), if one exists in your area. LIAs are municipalities, counties, or water and sewer authorities that have been certified by EPD and can issue and enforce permits for land disturbing activities. If you do not know whether an LIA exists in your area, you can download the full list of LIAs, along with their contact information, from EPD's Erosion and Sedimentation webpage: <https://epd.georgia.gov/watershed-protection-branch/erosion-and-sedimentation>. If no LIA exists in your area, please contact the local EPD District Office.

Spills: If you have a complaint about a spill from the sewer system or at a municipal wastewater treatment plant, call your local EPD District Office or the Watershed Protection Branch and ask for the Municipal Compliance Unit, or email [askEPD@gaepd.org](mailto:askEPD@gaepd.org).

If you want to report a serious spill, such as a chemical or fuel spill, a spill that is killing fish, a spill that is an immediate threat to human health, or a significant after-hour spill, call EPD's 24-hour Emergency Response number at 800-241-4113.

### **How does EPD respond to a complaint?**

EPD investigates every complaint it receives, and the investigation may include communication with the facility, document reviews, and site visits, depending on the nature of the complaint. Each complaint is logged, assigned to an inspector, and tracked until the complaint can be closed.

### **How can you get more information about a complaint investigation?**

If you have questions about a closed complaint investigation, you can find detailed information in the Complaint Tracking System Public Portal (CTS), available at <https://cts.gaepd.org/Public>. You can search for specific complaints or look at the complaint history in a county or city going back to 1998. Complaints are posted publicly only after they are closed, so if you have questions about an ongoing complaint investigation, please follow up with the Branch or District Office directly.

### **How can you get more information about a specific facility?**

The United States Environmental Protection Agency tracks compliance information for some air and water permits, including NPDES permits, through the Enforcement and Compliance History Online database: <https://echo.epa.gov/>. You can search by location or facility name and see up to five years of inspection, violation, and compliance history.

EPD's Georgia EPD Online System (GEOS) allows the public to view permit applications, final permits, and required reports online. You can search for facilities using the GEOS public inquiry portal: [https://geos.epd.georgia.gov/GA/GEOS/Public/Client/GA\\_GEOS/Public/Pages/PublicApplicationList.aspx](https://geos.epd.georgia.gov/GA/GEOS/Public/Client/GA_GEOS/Public/Pages/PublicApplicationList.aspx) EPD launched GEOS in 2014, with permits added to the system over time. All Air Quality Permits issued by EPD since 1999 and the narratives that explain the requirements of those permits are available at <https://permitsearch.gaepd.org/>. If you are interested in reviewing older permit files, or files not available through GEOS, please email [askEPD@gaepd.org](mailto:askEPD@gaepd.org) to request records. Please note that not all records will be available electronically.