

# AT YOUR SERVICE

## A Phone Directory of Our Services

Available through the Missouri Department of Natural Resources @ [dnr.mo.gov/pubs/pub2433.pdf](http://dnr.mo.gov/pubs/pub2433.pdf)



**MISSOURI**  
DEPARTMENT OF  
NATURAL RESOURCES

## At Your Service ...

The Missouri Department of Natural Resources has a range of services available to help Missourians protect the air, land and water resources that we all share. The department also provides Missourians opportunities to learn more about Missouri's natural and cultural history at our state parks and historic sites.

By working together, we can protect the quality of our natural resources while also supporting our state's economy. It takes the full participation of Missouri's businesses, local governments, schools and citizens to make this happen. The first step is to educate yourself about this effort.

At Your Service, organized alphabetically by topic, serves as a guide for those interested in obtaining more information about these services. This guide also provides contact information for many of the department's partners. Whether you're interested in reporting illegal dumping, finding out about open burning regulations, learning how to reduce your transportation costs or simply hearing about what's happening this weekend in a state park near you, the contact information you need can be found in this guide. **If you're still not sure who to call, contact the department toll-free at 800-361-4827.** We look forward to supporting your efforts to protect the environment.



**MISSOURI**  
**DEPARTMENT OF**  
**NATURAL RESOURCES**

## **Abandoned Mine Lands**

(See Land Reclamation Program.)

## **Acid Rain**

**573-751-4817**

Emissions from certain facilities can contribute to acid rain problems in other parts of the country.

(See Air Pollution Control Program)

## **Air Emissions**

**573-751-4817 FAX 573-751-2706**

(See Air Pollution Control Program)

## **Air Pollution Control Program**

**573-751-4817 FAX 573-751-2706**

**[dnr.mo.gov/env/apcp](http://dnr.mo.gov/env/apcp)**

The department's Air Pollution Control Program can provide information about the following subjects. Some information is also available from the department's regional offices.

- acid rain.
- air quality data.
- air quality modeling.
- air quality standards.
- asbestos removal.
- certification of asbestos removal contractors.
- Clean Air Act amendments.
- construction and operating permits.
- emissions inventory.
- incineration.
- lead and ozone nonattainment areas.
- open burning permits.
- stack testing.
- Stage I and II gasoline vapor recovery.
- toxic air emissions.
- vehicle emission testing (see Gateway Vehicle Inspection Program).

## **Agricultural Energy Efficiency**

**800-361-4827 or 573-751-2254**

Call for information on converting animal manure to energy.

## **Agricultural Erosion Control and Soil Conservation**

**573-751-4932**

(See also Soil and Water Conservation Program)

Programs are available to help agricultural/farm landowners install soil erosion control measures.

## **Alternative Fuel Infrastructure Tax Credit** **800-361-4827 or 573-751-2254**

For more information about this program, contact the department's Division of Energy.

**Animal Wastes** **573-751-1300**

Call for information about the proper treatment of waste from hogs, cattle, poultry, sheep, goats, horses and other animals.

**Appliances** **800-361-4827 or 573-751-5401**

(See Landfill Disposal Bans)

**Archaeology** **800-334-6946 or 573-751-7858**

(See State Historic Preservation Office)

**Arrow Rock Satellite Office** **660-837-3130**

For assistance with environmental issues in the Saline County area, contact the department's Arrow Rock Satellite Office.

**Asbestos** **573-751-4817**

Asbestos-containing materials, including siding, shingles, tile flooring and pipe insulation, must be removed by a certified contractor. Call for a list of contractors.

**Asphalt Plant Permits** **573-751-4817**

For information on asphalt plant permits, contact the department's Air Pollution Control Program.

**Assessments** **573-526-8913**

The department's Brownfields/Voluntary Cleanup Program offers Brownfields site-specific assessments of properties for public entities such as cities, counties and quasi-governmental entities, as well as for not-for-profit organizations. Applications available at [missouribrownfields.com](http://missouribrownfields.com).

**Automobile Inspection and Maintenance** **314-416-2115 or 573-751-4817**

(See Gateway Vehicle Inspection Program)

**Backflow Prevention** **800-361-4827 or 573-751-5331**

For more information on backflow prevention, contact the department's Public Drinking Water Branch or visit the department's website at [dnr.mo.gov/env/wpp/backflow](http://dnr.mo.gov/env/wpp/backflow).

**Batteries** **573-751-5401**

(See Landfill Disposal Bans)

**Biodiesel** **800-361-4827 or 573-751-3443**

For information about biodiesel fueling locations and other biodiesel fuel issues, contact the department's Division of Energy.

**Biomass Energy** **800-361-4827 or 573-751-2254**

For information about energy and fuel from biomass sources, contact the department's Division of Energy.

**Boil Orders** **573-751-5331**

(See Public Drinking Water Branch)

**Brownfields** **573-526-8913**

For information on Missouri's Brownfields/Voluntary Cleanup Program, contact the department's Hazardous Waste Program or visit [missouribrownfields.com](http://missouribrownfields.com).

**Burials (Unmarked)** **800-334-6946 or 573-751-7858**

(See State Historic Preservation Office)

**CAFOs** **573-751-1300**

(See Concentrated Animal Feeding Operations)

**Camping** **800-334-6946 or 573-751-2479**

For more information about camping in Missouri state parks, call the Division of State Parks or visit [mostateparks.com](http://mostateparks.com).

**Camping Reservations** **877-422-6766**

To make camping reservations in Missouri state parks, call toll free or go to [mostateparks.com](http://mostateparks.com).

**Cape Girardeau County  
Satellite Office** **573-651-3008 (phone and FAX)**

For assistance with environmental issues in the Cape Girardeau area, contact the department's Cape Girardeau County Satellite Office.

**Carbon Sequestration** **573-368-2143**

For information about carbon sequestration, contact the department's Geological Survey Program.

**Certified Local Government** **800-334-6946 or 573-751-7858**

(See State Historic Preservation Office)

**Clandestine Drug Lab  
Collection Stations** **800-361-4827 or 573-526-3315**

For information on Missouri's clandestine drug lab collection stations, contact the department's Environmental Services Program.

**Communicable Diseases** **866-628-9891**

For information on communicable diseases, call the Missouri Department of Health and Senior Services.

## Commission and Board Meetings

Call the numbers below to find out when commission meetings are scheduled or for a calendar of events on the Web visit [dnr.mo.gov/calendar/search.do](http://dnr.mo.gov/calendar/search.do)

Air Conservation Commission	573-751-4817
Clean Water Commission	573-751-1300
Hazardous Waste Management Commission	573-751-3176
Land Reclamation Commission	573-751-4041
Missouri Advisory Council on Historic Preservation	573-751-7858
Missouri Energy Policy Council	573-751-2254
Missouri State Park Advisory Board	573-751-9392
Missouri Trails Advisory Board	573-751-3442
Petroleum Storage Tank Insurance Fund Board of Trustees	573-522-2352
Small Business Compliance Advisory Committee	800-361-4827 or 573-751-4817
Safe Drinking Water Commission	573-751-5331
Soil and Water Districts Commission	573-751-4932
Solid Waste Advisory Board	573-751-5401
State Inter-Agency Council for Outdoor Recreation	573-751-0848
Unmarked Human Burial Consultation Committee	573-751-7858

## Communications Office

**800-361-4827 or 573-751-3443**

**FAX 573-751-8084**

**[dnr.mo.gov/pubs/communications.htm](http://dnr.mo.gov/pubs/communications.htm)**

The department's Communications Office supports department public information efforts. Contact the Communications Office for information on the following

- Media assistance.
- *Missouri Resources* magazine.
- Public information assistance.
- Special events, conferences and meetings.

## Compact Fluorescent Lamps

**800-361-4827**

**[dnr.mo.gov/env/hwp/enf/florbulbs.htm](http://dnr.mo.gov/env/hwp/enf/florbulbs.htm)**

For more information on the proper disposal of compact fluorescent lamps contact the Hazardous Waste Program at 573-751-3176, the Solid Waste Management Program at 573-751-5401, the Division of Energy at 573-751-2254 or see Household Compact Fluorescent Lamp Use and Disposal, Fact Sheet – [dnr.mo.gov/pubs/pub2273.pdf](http://dnr.mo.gov/pubs/pub2273.pdf).

## Complaints and Concerns

**800-361-4827**

An Environmental Report Form is available on the department's website at [dnr.mo.gov/concern.htm](http://dnr.mo.gov/concern.htm).

## Composting

**800-361-4827 or 573-751-5401**

Call for a free guide to composting yard waste or for information on building compost bins, or visit [dnr.mo.gov/env/swmp/composting/compost1.htm](http://dnr.mo.gov/env/swmp/composting/compost1.htm).

## **Computer and Electronic Recycling**

Most electronic devices, including cell phones, televisions and computers, can be recycled. For more information on electronic recycling in Missouri contact e-cycle Missouri. (see e-cycle Missouri)

## **Concentrated Animal Feeding Operations (CAFOs) 573-751-1300 [dnr.mo.gov/env/wpp/cafo.htm](http://dnr.mo.gov/env/wpp/cafo.htm)**

For information on concentrated animal feeding operations, contact the department's Water Pollution Control Branch or your local regional office. For information on odors from CAFOs, contact the department's Air Pollution Control Program at 573-751-4817 or your local regional office. For certification of CAFO waste management operators, see Operator Training and Certification.

## **Construction and Demolition Waste 573-751-5401 (solid waste) 573-751-3176 (hazardous waste) 573-751-4817 (asbestos) [dnr.mo.gov/env/cdwaste.htm](http://dnr.mo.gov/env/cdwaste.htm)**

For information on the regulation of construction and demolition waste, contact the department's Solid Waste Management Program at 573-751-5401 or see Managing Construction and Demolition Wastes, Fact Sheet – PUB2045 pdf. For more information on proper hazardous disposal contact the department's Hazardous Waste Program at 573-751-3176. For more information on proper disposal of asbestos containing materials, contact the department's Air Pollution Control Program at 573-751-4817 or see Asbestos: What is it and why is it a concern? Fact Sheet – PUB2077 pdf.

## **Consumer Confidence Reports for Drinking Water Systems 800-261-4827 or 573-751-5331**

Each year, by July 1, public water supplies are required to make Consumer Confidence Reports available to their customers. These reports provide consumers with the following information:

- The lake, river, aquifer or other source of the drinking water.
- A brief summary of the susceptibility to contamination of the local drinking water source, based on the source water assessments.
- How to get a copy of the water system's complete source water assessment.
- The level (or range of levels) of any contaminant found in local drinking water, as well as the federal health-based standard (maximum contaminant level) for comparison.
- The likely source of that contaminant in the local drinking water supply.
- The potential health effects of any contaminant detected in violation of health standards and an accounting of the system's actions to restore safe drinking water.
- The water system's compliance with other drinking water-related rules.
- An educational statement for vulnerable populations about avoiding Cryptosporidium.

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- Educational information on nitrate, arsenic, or lead in areas where these contaminants are detected above 50 percent of federal standards.
- Phone numbers of additional sources of information, including the water system and the Department of Natural Resources.

**Contaminated Soil Disposal** **573-751-3176**

Call for information about correct disposal methods and procedures.

**Cross-connection Control Information** **573-751-5331**

Call to learn more about precautions that will prevent contamination in connecting water supply lines.

**Cultural Resource Inventory** **800-334-6946 or 573-751-7858**

(See State Historic Preservation Office)

**Dead Farm Animal Disposal** **573-751-5608**

The Department of Agriculture regulates disposal of dead farm animals. The Department of Natural Resources' Division of Geology and Land Survey – 573-368-2100 – conducts site evaluations for mass burials and will work with farmers in advance to develop animal mortality plans for mass disposal. The department's Solid Waste Management Program consults when needed.

**Disaster Resources** **573-751-3443 or 800-361-4827**  
**[dnr.mo.gov/disaster](http://dnr.mo.gov/disaster)**

The department has disaster resources documents and fact sheets available on its website at [dnr.mo.gov/disaster](http://dnr.mo.gov/disaster). The publications are designed to help communities and citizens in cleaning up homes and communities that have been affected by severe weather, floods and other natural disasters.

**Discovery Center** **800-361-4827 or 816-759-7313**

4750 Troost Ave., Kansas City, MO 64110-1728.

**Drilling** **573-368-2143**

For information about subsurface drilling, contact the department's Geological Survey Program.

**Drinking Water** **573-751-5331**

(See Public Drinking Water Branch)

**Drinking Water Analysis** **573-751-5331**

Tests are performed on public water supplies. Test results are available at this number.

**Drug Lab Collection Stations** **573-751-3315**

(See Clandestine Drug Lab Collection Stations)

## **Dry Cleaners**

**800-361-4827 or 573-751-3176**

**[dnr.mo.gov/env/hwp/dert/hwpvcp-dryclean.htm](http://dnr.mo.gov/env/hwp/dert/hwpvcp-dryclean.htm)**

The Dry Cleaner Remediation Unit is administered by the department's Brownfields/Voluntary Cleanup Section. The Missouri Dry Cleaner Environmental Response Trust Fund was established to provide money for investigation, assessment and remediation of releases of solvents from dry cleaning facilities. All dry cleaning facilities that use chlorinated solvents, including coin-operated dry cleaners, are subject to the requirements of this statute. Prisons, government entities, hotels, motels and industrial laundries are specifically exempt.

## **Earthquakes**

**800-361-4827 or 573-368-2100**

For information about earthquake, sinkhole and landslide hazards, contact the department's Geological Survey Program.

## **Energy, Division of**

**800-361-4827 or 573-751-2254**

The Division of Energy helps Missourians become more energy efficient, advances the use of renewable energy resources and provides information about energy prices and supplies. Check with the department's Division of Energy about the following subjects:

- Alternative Fuel Infrastructure Tax Credit.
- Biodiesel.
- Biomass energy.
- Building operator certification.
- Energy building codes.
- Energy-efficiency information.
- Energy-efficiency loans.
- Energy prices and supplies.
- Ethanol.
- Home Energy Auditor certification.
- Home Performance with ENERGY STAR® residential efficiency program.
- Net Metering.
- Renewable energy.
- Solar energy.
- State and federal incentives for energy efficiency and renewable energy.
- State Fleet Fuel Efficiency and Alternative Fuels.
- Weatherization Assistance Program.
- Wind energy.
- Wood Energy Tax Credit.

## **e-cycle Missouri**

**573-751-3176 or 800-361-4827**

**[ecyclemo.org](http://ecyclemo.org) and [ecyclemo@dnr.mo.gov](mailto:ecyclemo@dnr.mo.gov) (email)**

For more information on recycling electronics in Missouri, including a listing of electronic recyclers and electronic recycling events across Missouri visit [ecyclemo.org](http://ecyclemo.org).

## **Energy Efficiency Information**

**800-361-4827 or 573-751-6508**

For information about energy efficiency for your residence, office, business, school or transportation, contact the department's Division of Energy.

**Energy Efficiency Loans****800-361-4827 or 573-526-6508**

For information about low-interest loans for energy efficiency projects at city and county governments, public school districts and public colleges and universities, contact the department's Division of Energy.

**Energy – Oil, Gas, Coalbed Methane and Coal****573-368-2143**

For more information about oil, gas, coalbed methane and coal potential in Missouri, contact the department's Geological Survey Program.

**Energy Prices****800-361-4827 or 573-751-2254**

For information about prices of gasoline, diesel fuel, propane, natural gas, ethanol, biodiesel and home heating oil, contact the department's Division of Energy.

**Energy Resources****800-361-4827 or 573-368-2100**

For information about Missouri's oil, natural gas and coal resources, contact the Division of Geology and Land Survey.

**Energy Supplies****800-361-4827 or 573-751-2254**

For information about supplies of transportation fuels, heating fuels and electricity, contact the department's Division of Energy.

**Environmental Audits****573-751-4187**

Audits are often required when property changes hands. Although department employees do not conduct audits, the state maintains a listing of properties where hazardous waste contamination has been confirmed.

**Environmental Education****800-361-4827 or 573-751-3443****[dnr.mo.gov/education/](http://dnr.mo.gov/education/)**

Contact the Environmental Education Office for educator resources and current list of programs.

**Environmental Emergencies****573-634-2436**

Call this number to report an environmental emergency. Local officials can also obtain technical assistance. This number is answered 24 hours a day, seven days a week.

An online database, developed by the Missouri Department of Natural Resources, allows residents to search for information on environmental emergencies worked by the department's environmental emergency response team since 1993. The information, which can be searched by county, cause, date, type of spill or kind of property involved, is available on the department's website at [dnr.mo.gov/env/esp/meerts.htm](http://dnr.mo.gov/env/esp/meerts.htm).

**Environmental Quality, Division of**

**800-361-4827 or 573-751-6892**

**FAX 573-751-9277**

**[dnr.mo.gov/env](http://dnr.mo.gov/env)**

The Division of Environmental Quality administers the department’s technical environmental programs. See expanded descriptions in this publication about the DEQ programs listed below.

Air Pollution Control Program . . . . .	573-751-4817
Environmental Services Program . . . . .	573-526-3315
Hazardous Waste Program . . . . .	573-751-3176
Land Reclamation Program . . . . .	573-751-4041
Public Drinking Water Branch . . . . .	573-751-5331
Operator Certification . . . . .	573-751-1300
Solid Waste Program . . . . .	573-751-5401
Water Pollution Control Branch . . . . .	573-751-1300

**Environmental Services Program**

**573-526-3315 FAX 573-526-3350**

**[dnr.mo.gov/env/esp](http://dnr.mo.gov/env/esp)**

The department’s Environmental Services Program is located at 2710 W. Main St., Jefferson City. The program includes the state environmental laboratory and field staff assigned to emergency response, air monitoring, air quality assurance, water monitoring and hazardous waste site sampling. Contact the department’s Environmental Services Program for more information on the following topics:

- Environmental emergencies.
- Identifying hazardous substances.
- Hazardous materials response planning.
- Clandestine drug lab chemical management and disposal.

**Envirothon**

**800-361-4827 or 573-751-4932**

Missouri Envirothon: Call for educational materials for teaching soil and water conservation in the classroom.

**Erosion and Soil Conservation**

**573-751-4932**

(See also Soil and Water Conservation Program)

Programs are available to help landowners install soil erosion control measures.

**Ethanol**

**800-361-4827 or 573-751-2254**

For information about E85 fueling locations and other ethanol fuel issues, contact the department’s Division of Energy

**Federal Facilities**

**573-751-3907**

Call to find out more about environmental cleanups at current or previously owned sites operated by the Department of Defense, Department of Energy, Department of Agriculture or the General Services Administration.

## **File and Record Searches**

Contact the various programs or regional offices to make an appointment to review files on regulated facilities.

Air Pollution Control Program .....	573-751-4817
Hazardous Waste Program .....	573-751-3043
Land Reclamation Program .....	573-751-3043
Public Drinking Water Branch .....	573-751-5331
Soil and Water Conservation Program .....	573-751-3043
Solid Waste Management Program .....	573-751-3043
Kansas City Regional Office .....	816-622-7000
Northeast Regional Office .....	660-385-8000
St. Louis Regional Office .....	314-416-2960
Southeast Regional Office .....	573-840-9750
Southwest Regional Office .....	417-891-4300
Water Pollution Control Branch .....	573-751-1300

## **Financial Assistance Center**

**573-751-1300 or 800-361-4827**

**FAX 573-751-9396**

**[dnr.mo.gov/env/wpp/srf/index.html](http://dnr.mo.gov/env/wpp/srf/index.html)**

Contact the department's Financial Assistance Center for information about these water and wastewater infrastructure financing issues. (Also see Grants and Loans)

- Rural sewer grants.
- Rural water grants.
- State revolving funds.
- Stormwater grants and loans.
- Wastewater grants and loans.
- Drinking water grants and loans.

## **Fish Advisories**

**800-392-0272**

Fish advisories are issued by the Missouri Department of Health and Senior Services.

## **Fish Kills**

**573-634-2436 or 573-882-9880**

Report fish kills by calling the Department of Natural Resources' environmental emergency number. This number is answered 24 hours a day. Fish kills may also be reported to the Missouri Department of Conservation's Environmental Services at 573-882-9880.

## **Fluorescent Lamps/Bulbs**

**573-751-3176 or 800-361-4827**

For more information on the proper disposal methods for fluorescent lamps call the department's Hazardous Waste Program at 573-751-3176 or the Solid Waste Management Program at 573-751-5401 or visit the department's website at [dnr.mo.gov/env/hwp/enf/florbulbs.htm](http://dnr.mo.gov/env/hwp/enf/florbulbs.htm).

**Franklin County Satellite Office**                      **573-860-4308 FAX 573-438-5051**

For assistance with environmental issues in Franklin County, contact the department's Franklin County Satellite Office.

**Formerly Utilized Sites Remedial Action Program (FUSRAP)**

**Federal Facilities Field Office**                      **314-877-3047 or 314-877-3251**  
**FAX 314-877-3254**

917 N. U.S. Highway 67, Ste. 104, Florissant, MO 63031-2939.

The department provides oversight and assistance to the U.S. Army Corps of Engineers in the cleanup of sites located in downtown St. Louis, Hazelwood and Berkley that were involved in the development and production of nuclear weapons.

**Gasoline Prices and Supply**                      **800-361-4827 or 573-751-2254**

For information on gasoline prices and supplies, contact the department's Division of Energy.

**Freedom of Information Act (FOIA)**

(See Missouri Sunshine Law)

**Gateway Vehicle Inspection Program**                      **888-OBD-TEST (888-623-8378)**

**GatewayVIP.com**

Call the Gateway Vehicle Inspection Program for information on vehicle emissions testing in the St. Louis region.

**Geology and Land Survey, Division of**                      **800-361-4827 or 573-368-2100**

**FAX 573-368-2111**

**[dnr.mo.gov/geology](http://dnr.mo.gov/geology)**

The Division of Geology and Land Survey has responsibility for Missouri's land and mineral resources and their protection, potential use and development. The division interprets the state's geological setting, defines hazardous areas such as those subject to earthquake or catastrophic collapse. The division also develops and provides information required for the accurate and economical location of property boundaries in Missouri, and restores land survey monuments.

Geological Survey Program .....	573-368-2143
Land Survey Program .....	573-368-2300
Geologic resources .....	573-368-2143
Environmental geology .....	573-368-2143
Geologic hazards .....	573-368-2143
McCracken Core Library and Research Center .....	573-368-2143
Missouri Mine Map Repository .....	573-368-2143
Post-Earthquake Technical Information Clearinghouse .....	573-368-2143
Ed Clark Museum of Missouri Geology .....	573-368-2100
Land records repository and distribution .....	573-368-2300

## **Geological Survey Program**

**800-361-4827 or 573-368-2143**

**FAX 573-368-2111**

**[dnr.mo.gov/geology/geosrv](http://dnr.mo.gov/geology/geosrv)**

The Geological Survey Program investigates the state's geology and provides geologic and hydrologic information and expertise to assist with economic and environmental decisions relating to natural resource occurrence and development; environmental protection, subsurface investigations and geologic hazards. The program also determines the quantity and quality of the state's energy and mineral resources. The program is administered by DNR's Division of Geology and Land Survey.

### **Geological Resources Section**

The Geological Resources Section fulfills the traditional role of a state geological survey by collecting, interpreting and providing geologic information.

- Geologic mapping.
- Industrial minerals.
- Metallic minerals.
- Geologic hazards (sinkholes, landslides and earthquakes).
- Mine map repository.
- Core library and research center.
- Stratigraphy/paleontology.
- Energy (oil, gas, coalbed methane, coal).
- Carbon sequestration.

### **Environmental Geology Section**

The Environmental Geology Section applies geologic and hydrologic information to the protection of Missouri citizens and the environment from wastes and hazardous materials.

- Groundwater contamination.
- Geophysics.
- Metallic minerals.
- Environmental Geology (wastewater treatment, landfills, hazardous waste).
- Karst geology.
- Geohydrology.
- Subsurface drilling.

### **Wellhead Protection Section**

The Wellhead Protection Section protects Missouri's vast underground water supply from contamination due to improper construction and abandonment of wells by ensuring any new private water well and irrigation monitoring, and heat pump well drilled in Missouri is constructed to minimum standards as set by state regulations. The section also regulates proper plugging of these wells.

- Water, heat pump and monitoring wells.

## **Grants and Loans**

**800-361-4827 or 573-751-3443**

Call for a free booklet detailing the department's financial assistance opportunities. For specific information call 800-361-4827 or contact the following:

Air pollution control equipment sales tax exemption . . . . .573-751-4817

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Drinking water treatment facilities . . . . .	573-751-5331
Energy conservation and efficiency grants and loans . . . . .	573-751-2254
Historic preservation grants . . . . .	573-751-7858
National environmental education . . . . .	573-751-3443
Nonpoint source grants . . . . .	573-751-1300
Sewage treatment facilities . . . . .	573-751-1300
Soil and water conservation . . . . .	573-751-4932
Scrap tire material grants . . . . .	573-751-5401
Stormwater system grants and loans . . . . .	573-751-1300
Trail and outdoor recreation . . . . .	573-751-0848

For more information about financial assistance opportunities from the department, visit [dnr.mo.gov/financial/htm](http://dnr.mo.gov/financial/htm).

**Gravel Mining Permits** **573-751-4041**

Contact the department's Land Reclamation Program for information.

**Groundwater Contamination**

To report suspected groundwater contamination, call your nearest regional office.

**Hazardous Materials** **573-526-3349**

Call for information about reporting or identifying hazardous substances.

**Hazardous Materials Incident Reports** **573-526-3349**

(See Environmental Emergencies)

**Hazardous Substance Emergencies** **573-634-2436**

To report a release of a hazardous substance, call the department's Environmental Emergency Response spill reporting number.

**Hazardous Waste Generators** **573-751-3176**

(See Hazardous Waste Program)

**Hazardous Waste Program** **573-751-3176 FAX 573-751-7869**

[dnr.mo.gov/env/hwp](http://dnr.mo.gov/env/hwp)

The Hazardous Waste Program administers regulations involving the treatment, storage, disposal and transportation of wastes that are classified as hazardous. Call the number above for information on the following topics. Some information is also available at the regional offices. Email address: [hazwaste@dnr.mo.gov](mailto:hazwaste@dnr.mo.gov).

- Above and underground storage tanks.
- Brownfields/Voluntary Cleanup Program.
- Disposal information.
- Drycleaners.
- Federal facilities.
- Generator identification numbers.
- Hazardous waste fees.

– continued from previous page

- Hazardous waste permits.
- Hazardous waste transporters.
- Illegal disposal (contact a regional office).
- Transporter used oil shipment record forms (call 800-361-4827 or 573-751-2032, or [dnr.mo.gov/forms/780-1449-f.pdf](http://dnr.mo.gov/forms/780-1449-f.pdf)).
- Permit requirements.
- Permitted facilities.
- Superfund.
- Transportation.
- Treatment, storage or disposal permits.
- Waste generators.
- Waste minimization.

**Hematite Radioactive Site Field Office**

**314-810-3300 ext. 330**

3300 State Road P, Festus, MO 63028.

Department staff is providing state oversight, in conjunction with the Nuclear Regulatory Commission, at this former nuclear fuel plant that left radioactive and hazardous waste materials from past production processes. The plant is located on approximately 200 acres in Jefferson County.

**Herculaneum Cleanup**

**800-361-4827 or 573-751-3443**

**[dnr.mo.gov/env/herc/index.html](http://dnr.mo.gov/env/herc/index.html)**

Citizens of Herculaneum can call the department to ask health and environmental questions concerning high lead levels in the town. The line is staffed Monday through Friday from 8 a.m. to 5 p.m. Citizens may leave a message at the numbers after-hours and on weekends.

**Historic Preservation**

**800-334-6946 or 573-751-7858**

(See State Historic Preservation Office)

**Historic Sites**

**800-334-6946 or 573-751-2479**

For information about state historic sites, call the department's Division of State Parks or visit [mostateparks.com](http://mostateparks.com).

**Household Hazardous Waste**

**800-361-4827 or 573-751-3176**

**DNR 24-hour Spill Line 573-634-2436**

Call for information about disposing of automotive products, used motor oil, home improvement products, cleaners, pesticides, personal care products, other household chemicals, waste oil and to obtain a list of household hazardous waste collection facilities. Visit [dnr.mo.gov/env/swmp/hhw/hhw.htm](http://dnr.mo.gov/env/swmp/hhw/hhw.htm) for more information.

**Howell County Satellite Office**

**417-469-0025 (phone and FAX)**

For assistance with environmental issues in the Willow Springs and surrounding area, contact the department's Howell County Satellite Office.

**Hydraulic Fracturing****573-368-2143**

For more information about hydraulic fracturing, contact the department's Division of Geology and Land Survey.

**Illegal Dumping****573-751-5401**

Report illegal dumping using an environmental report form available on the department's website at [dnr.mo.gov/concern.htm](http://dnr.mo.gov/concern.htm).

**Individual Home Treatment System****800-361-4827 or 573-751-6095**

(See Septic Tanks.)

**Information Service****800-361-4827**

To inquire about any of Missouri's environmental quality issues call this toll-free number or send an email to [contact@dnr.mo.gov](mailto:contact@dnr.mo.gov).

**Jasper County Lead Cleanup****800-361-4827**

(See Lead)

**Jefferson County Satellite Office****314-931-5200 FAX 636-931-5204**

For assistance with environmental issues in Jefferson County, contact the department's Jefferson County Satellite Office.

**Kansas City Plant Federal Facilities Field Office****816-997-5790****FAX 816-997-3261**

Bannister Road (95th Street) and Troost Avenue, Kansas City, MO 64142-0202.

This Department of Energy site, a government-owned facility operated by Honeywell International Inc., produces non-nuclear parts for nuclear weapons.

The department provides independent oversight and public information at an office at this otherwise restricted site.

**Kansas City Regional Office****816-622-7000 FAX 816-622-7044**

500 NE Colbern Road, Lee's Summit, MO 64086-4710.

The department's Kansas City Regional Offices provide field inspections, complaint investigation, frontline troubleshooting and problem solving, and technical assistance on environmental issues and emergencies for the following:

- Air pollution complaints.
- Animal waste.
- Hazardous waste complaints.
- Open burning permits.
- Public drinking water system complaints.
- Public water system construction and operating permits.
- Scrap tires.
- Solid waste complaints.
- Subdivision water and sewage.
- Technical assistance for public water supplies, wastewater treatment, solid waste management and hazardous waste management.

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- Water pollution complaints.
- Water and wastewater operator training and certification.

### **Karst Geology**

**573-368-2143**

For information about karst geology in Missouri, contact the department's Geological Survey Program.

### **Kirksville Satellite Office**

**660-785-4610**

For assistance with environmental issues in the Kirksville area, contact the department's Kirksville Satellite Office.

### **Lake of the Ozarks Satellite Office**

**573-348-2442**

For assistance with environmental issues in Camden, Miller and Morgan counties, contact the department's Lake of the Ozarks Satellite Office.

### **Land Disturbance Permits**

Developers or landowners who are developing land within Missouri need to apply for a land disturbance stormwater permit. There are two types of stormwater permits.

- Land Disturbance of one acre or more by a government authority (General Permit MOR100).
- Land Disturbance of one acre or more by a non-governmental entity (General Permit MORA). The general permit MORA can be applied for online at [dnr.mo.gov/env/wpp/epermit.htm](http://dnr.mo.gov/env/wpp/epermit.htm) starting in June 2012.

### **Landfills**

**573-751-5401**

Call this number for information about regulations governing solid waste landfills.

### **Landfill Disposal Bans**

**800-361-4827 or 573-751-5401**

(See also Regional Offices)

Call for technical assistance and alternative disposal methods for the following solid waste materials that are banned from disposal in landfills:

- Lead-acid batteries.
- Major appliances.
- Waste oil.
- Whole tires.
- Yard waste.

### **Land Reclamation Program**

**573-751-4041 FAX 573-751-0534**

**[dnr.mo.gov/env/lrp](http://dnr.mo.gov/env/lrp)**

The department's Land Reclamation Program regulates all surface mining and oversees reclamation of abandoned coal mines that qualify because of health, safety or environmental problems. Contact the department's Land Reclamation Program for information on the following topics:

- Abandoned mine lands.

– continued from previous page

- Land reclamation.
- Mining permits for coal, industrial minerals or metallic minerals.
- Sand and gravel.

**Land Survey Program 800-361-4827 or 573-368-2300 FAX 573-368-2379**  
**[dnr.mo.gov/geology/landsurvey](http://dnr.mo.gov/geology/landsurvey)**

The Land Survey Program develops and provides information required for the accurate and economical location of property boundaries in Missouri. The program is responsible for restoring and maintaining the U.S. Public Land Survey System in Missouri and it serves as a repository for the state’s land survey records. The program is administered by the department’s Division of Geology and Land Survey.

- Cadastral surveys.
- Geodetic surveys.
- Document repository and distribution.
- State and county boundaries.
- State park boundaries.

**Landslides 573-368-2143**

For information about landslides, contact the department’s Geological Survey Program.

**Lead 800-361-4827 or 573-526-5873 or 573-526-6102**

(See also Air Pollution Control Program, Public Drinking Water Branch and Underground Storage Tanks)

The Missouri Department of Health and Senior Services has information about the health hazards of lead and requirements for the removal of lead-based paint in buildings. The Department of Natural Resources has information about the following:

- Lead in drinking water .....573-751-5331
- Disposal of materials contaminated with lead .....573-751-7560
- Lead emissions to the air .....573-751-4817
- Removing lead-based paint from bridges .....573-751-7560
- Removing lead-based paint from water towers .....573-751-5331
- Lead at brownfield sites .....573-526-8913

For information about indoor lead, contact the Missouri Department of Health and Senior Services at 573-751-6400.

**Lead-Acid Batteries 800-361-4827 or 573-751-3176**

(See Landfill Disposal Bans)

**Lead Mining 800-361-4827 or 573-751-4041**

Contact the department’s Land Reclamation Program.



# Missouri Department of Natural Resources Regional and Satellite Offices



Names and addresses of departmental offices

## KANSAS CITY AREA

**1** **Kansas City Regional Office**  
500 NE Colbern Rd.  
Lee's Summit, MO 64086-4710  
816-622-7000  
FAX: 816-622-7044

**2** **Northwest Missouri Satellite Office**  
Northwest Missouri State University  
Environmental Services Building,  
800 University Dr.  
Maryville, MO 64468-6015  
660-562-1876 or 660-562-1877  
FAX: 660-562-1878

**3** **Truman Lake Satellite Office**  
Harry S Truman State Park  
28761 State Park Road West  
Warsaw, MO 65355  
660-438-2321 or 660-438-2605  
FAX: 660-438-5271

## NORTHEAST AREA

**4** **Northeast Regional Office**  
1709 Prospect Drive  
Macon, MO 63552-2602  
660-385-8000  
FAX: 660-385-8090

**5** **Kirkville Satellite Office**  
Truman State University Magruder Hall,  
Room 3068  
100 E. Normal St.  
Kirkville, MO 63501  
660-785-4610

**6** **Arrow Rock Satellite Office**  
702 Van Buren  
Arrow Rock, MO 65320  
660-837-3130

**7** **Department Central Offices**  
P.O. Box 176  
Jefferson City, MO 65102-0176  
573-751-3443  
[dnr.mo.gov/shared/map-jeffcity.htm](http://dnr.mo.gov/shared/map-jeffcity.htm)

## SOUTHEAST AREA

**8** **Southeast Regional Office**  
2155 North Westwood Blvd.  
Poplar Bluff, MO 63901  
573-840-9750  
FAX: 573-840-9754

**9** **Cape Girardeau County Satellite Office**  
2007 Southern Expressway  
Cape Girardeau, MO 63701  
573-651-3008 (phone and FAX)

**10** **Howell County Satellite Office**  
700 W. Main St.  
Willow Springs, MO 65793  
417-469-0025 (phone and FAX)

**11** **Madison County Satellite Office**  
120 W. Main St.  
Fredericktown, MO 63645  
573-783-2385  
FAX: 573-783-6294

**12** **Rolla Satellite Office**  
111 Fairgrounds Rd.  
Rolla, MO 65402  
573-368-3625  
FAX: 573-368-3912

## SOUTHWEST AREA

**13** **Southwest Regional Office**  
2040 W. Woodland  
Springfield, MO 65807-5912  
417-891-4300  
FAX: 417-891-4399

**14** **Lake of the Ozarks Satellite Office**  
5570 Osage Beach Parkway  
Osage Beach, MO 65065  
573-348-2442  
FAX: 573-348-2568

**15** **Newton County Satellite Office**  
Crowder College  
601 Laclede, Smith Hall, Room 201  
Neosho, MO 64850  
417-455-5180 or 417-455-5158  
FAX: 417-455-5157

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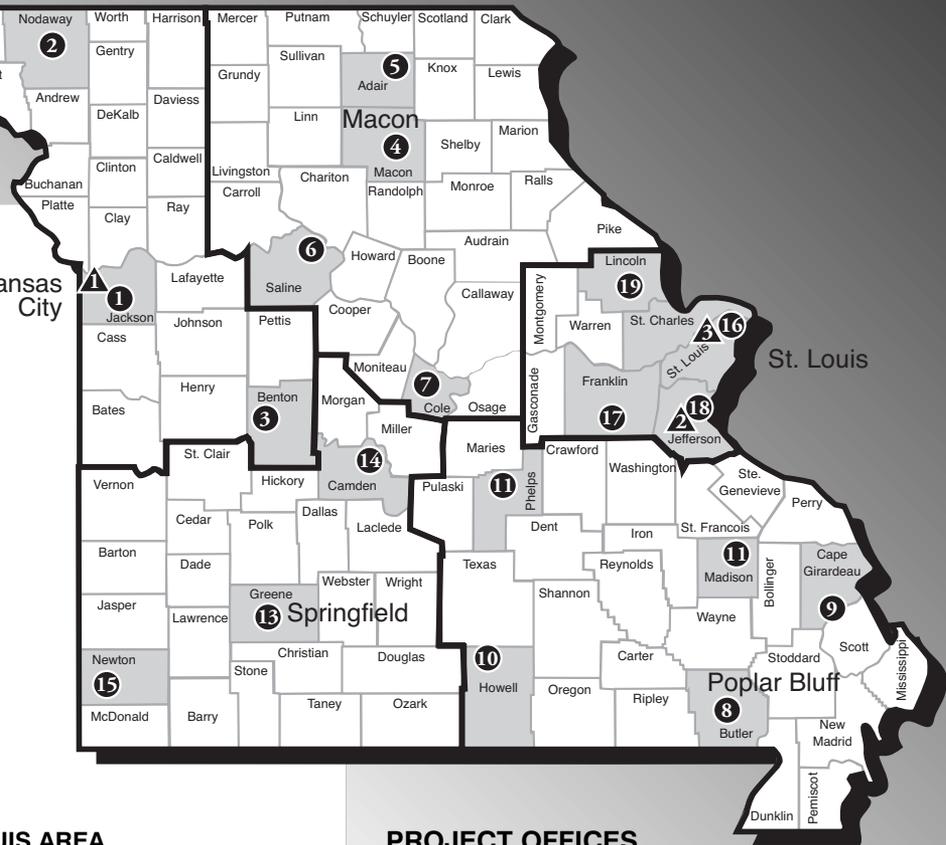
ST. LOU

**16** **St. Lo**  
7545 S  
St. Lo  
314-4  
FAX:

**17** **Frank**  
115 M  
Sulliva  
573-8  
FAX:

**18** **Jeffers**  
Easter  
2901  
Festus  
636-9  
FAX:

**19** **Lincol**  
Cuivre  
678 S  
Troy, I  
636-5  
FAX:



**MISSOURI AREA**

**St. Louis Regional Office**  
 S. Lindbergh, Ste 210  
 St. Louis, MO 63125  
 Phone: 314-2960  
 Fax: 314-416-2970

**Clinton County Satellite Office**  
 Leramec Park Drive  
 Clinton, MO 63080  
 Phone: 660-4308  
 Fax: 660-573-438-5051

**Madison County Satellite Office**  
 District Parks Office  
 Hwy. 61  
 Florissant, MO 63028  
 Phone: 314-5200  
 Fax: 314-536-931-5204

**Washington County Satellite Office**  
 River State Park  
 State Rt. 147  
 Washington, MO 63379  
 Phone: 660-28-4779  
 Fax: 660-536-528-8362

**PROJECT OFFICES**

- 1 Kansas City Plant Federal Facilities Field Office**  
 Bannister Road (95th Street) and Troost Avenue  
 Kansas City, MO 64141-0202  
 Phone: 816-997-5790  
 Fax: 816-997-3261
- 2 Hematite Radioactive Site**  
 3300 State Road P  
 Festus, MO 63028  
 Phone: 314-810-3300 ext. 330
- 3 Florissant Field Office**  
 917 N. Hwy 67, Ste. 104  
 Florissant, MO 63031  
 Phone: 314-877-3250 or 3252  
 Fax: 314-877-3254

**Long-Term Stewardship of Remediated Hazardous Waste Sites  
With Residual Contamination**

573-526-8913

[dnr.mo.gov/env/hwp/lts.htm](http://dnr.mo.gov/env/hwp/lts.htm)

**Leaking Petroleum Storage Tanks** 800-361-4827 or 573-751-6822

Call for information about closing above and underground tanks that have leaked. Guidance documents on closing tanks are available for a small fee.

**Lincoln County Satellite Office** 636-528-4779 FAX 636-528-8362

**Loans** 800-361-4827 or 573-751-3443

(See Grants)

For assistance with environmental issues in Lincoln County, contact the department's Lincoln County Satellite Office.

**Low-Income Weatherization** 800-361-4827 or 573-751-6630

(See Weatherization Assistance Program)

**Madison County Satellite Office** 573-783-2385 FAX 573-783-6294

For assistance with environmental issues in Madison County, contact the department's Madison County Satellite Office.

**Media Contacts** 573-751-1010 or 800-361-4827

[dnr.mo.gov/contacts.htm](http://dnr.mo.gov/contacts.htm)

Contact the department's Communications Office.

**Mercury** 800-361-4827

[dnr.mo.gov/env/mercury](http://dnr.mo.gov/env/mercury)

The Missouri Department of Natural Resources and other state and federal agencies are working to prevent or reduce mercury releases to the environment. For information on mercury visit the department's website at [dnr.mo.gov/env/mercury](http://dnr.mo.gov/env/mercury). For larger mercury spills, please contact the department's 24-hour Environmental Emergency Response hotline at 573-634-2436.

**Methyl Tertiary Butyl Ether (MTBE)** 800-361-4827 or 573-751-3443

[dnr.mo.gov/mtbe/](http://dnr.mo.gov/mtbe/)

(See also Air Pollution Control Program, Public Drinking Water Branch and Underground Storage Tanks)

The Missouri Department of Natural Resources routinely monitors about 2,000 community public drinking water wells for MTBE and more than 100 other potentially harmful compounds at least once every three years. Public water suppliers are required to report problems to customers.

**Minerals****573-368-2143**

For information relating to limestone, clay, sandstone, barite, granite, sand and gravel resources in Missouri.

**Missouri Resources Magazine****800-361-4827 FAX 573-522-6262****[dnr.mo.gov/magazine/](http://dnr.mo.gov/magazine/)**

*Missouri Resources* is published three times a year by the Missouri Department of Natural Resources to inform readers about important natural resource issues and how they are being addressed. Any correspondence should be directed to the *Missouri Resources* editor at the Department of Natural Resources, PO Box 176, Jefferson City, MO 65102-0176 or email [moresdnr@dnr.mo.gov](mailto:moresdnr@dnr.mo.gov).

**Missouri Risk-Based Corrective Action, or MRBCA****573-751-3176****or 800-361-4827**

For information on risk-based corrective action in Missouri, contact the Hazardous Waste Program or visit the department's websites at [dnr.mo.gov/env/hwp/mrbca/mrbca.htm](http://dnr.mo.gov/env/hwp/mrbca/mrbca.htm) or [dnr.mo.gov/env/hwp/tanks/mrbca-pet/mrbca-pet-tanks.htm](http://dnr.mo.gov/env/hwp/tanks/mrbca-pet/mrbca-pet-tanks.htm).

**Missouri Sunshine Law****573-522-1181**

To submit a sunshine request related to the Department of Natural Resources, visit the department's Sunshine Request website at [dnr.mo.gov/sunshinerequests.htm](http://dnr.mo.gov/sunshinerequests.htm).

**MTBE****800-361-4827 or 573-526-6667**

(See Methyl Tertiary Butyl Ether)

**National Priorities List****573-751-4187**

Several sites in Missouri that have been contaminated with hazardous waste are on the national cleanup list, also known as the National Priorities List. These sites are listed online at [dnr.mo.gov/env/hwp/sfund/npl.htm](http://dnr.mo.gov/env/hwp/sfund/npl.htm).

**National Register of Historic Places****800-334-6946 or 573-751-7858**

(See State Historic Preservation Office)

**Natural Resource Damage Assessments****573-522-1347**

The department's Natural Resource Damages Program, based primarily upon authority vested in the federal Superfund law, is charged with assessing injuries to and restoring public natural resources that have been injured by environmental hazards such as oil discharges and hazardous substances releases.

**Native American Burial Sites****800-334-6946 or 573-751-7858**

(See State Historic Preservation Office)

**Natural Gas Prices and Supply****800-361-4827 or 573-751-2254**

For information about natural gas prices and supplies, contact the department's Division of Energy.

**Net Metering****800-361-4827 or 573-751-2254**

For information about net metering for renewable energy generation, contact the department's Division of Energy.

**Newton County Satellite Office****417-455-5180 or 417-455-5158****FAX 417-455-5157**

For assistance with environmental issues in the Neosho and Joplin area, contact the department's Newton County Satellite Office.

**Northeast Regional Office****660-385-8000 FAX 660-385-8090**

1709 Prospect Dr., Macon, MO 63552-2602.

The department's Northeast Regional Office in Macon provides field inspections, complaint investigation, frontline troubleshooting and problem solving and technical assistance on environmental issues and emergencies for the following:

- Air pollution complaints.
- Animal waste.
- Hazardous waste complaints.
- Open burning permits.
- Public drinking water system complaints.
- Public water system construction and operating permits.
- Scrap tires.
- Solid waste complaints.
- Subdivision water and sewage.
- Technical assistance for public water supplies, wastewater treatment, solid waste management and hazardous waste management.
- Water pollution complaints.
- Water and wastewater operator training and certification.

**Northwest Missouri Satellite Office****660-562-1876 or 660-562-1877****FAX 660-562-1878**

For assistance with environmental issues in northwest Missouri, contact the department's Northwest Missouri Satellite Office.

**Odors**

Contact your nearest regional office to report odor concerns. See pages 18-19 for regional office contact information.

**Open Burning Permits**

Contact your nearest regional office or local fire marshal for current, seasonal information about open burning. See pages 18-19 for regional office contact information.

**Operator Certification**

**800-361-4827 or 573-751-1600**

Call for information about operator training opportunities and certification requirements for operators of drinking water, wastewater, waste management and concentrated animal feeding systems. Visit the website at [dnr.mo.gov/env/wpp/opcert/oprtrain.htm](http://dnr.mo.gov/env/wpp/opcert/oprtrain.htm).

**Ozone**

**800-361-4827 or 573-751-4817**

(See Air Pollution Control Program)

Missouri’s ozone season occurs from April 1 through Oct. 31. For more information, contact [dnr.mo.gov/env/apcp/ozone.htm](http://dnr.mo.gov/env/apcp/ozone.htm)

**Parks**

**800-334-6946 or 573-751-2479**

For more information on Missouri state parks and historic sites, contact the department’s Division of State Parks or visit [mostateparks.com](http://mostateparks.com).

**Parks, Soils and Water Sales Tax**

**573-751-4932**

For more information, contact the department’s Soil and Water Conservation Program or the Division of State Parks at 573-751-2479.

**PCBs**

**573-751-7560**

Polychlorinated biphenyls must be managed according to certain regulations.

**Permits**

For a complete packet describing the division’s permits, call your nearest regional office or contact these programs:

- Air Pollution Control .....573-751-4817
- Hazardous Waste .....573-751-3553
- Land Reclamation (mining) .....573-751-4041
- Public Drinking Water Branch .....573-751-5331
- Solid Waste Management .....573-751-5401
- Water Pollution Control Branch .....573-751-1300

**Pesticides**

**573-751-5504**

The Missouri Department of Agriculture regulates pesticides and pesticide applicators. The Department of Natural Resources handles the following:

- Bulk storage .....573-751-1300
- Proper disposal .....573-751-7560
- Container recycling .....573-751-7560
- Pesticides in drinking water .....573-751-5331
- NPDES permits for pesticides applied to surface waters .....573-751-1300

**Petroleum Storage Tanks**

**800-361-4827 or 573-751-6822**

(See also Leaking Petroleum Storage Tanks) Call to register a petroleum tank.

**Petroleum Storage Tank****Insurance Fund****573-522-2352 or 800-765-2765**

Call for information about underground storage tank insurance.

**Propane Prices and Supply****800-361-4827 or 573-751-2254**

For information about propane prices and supplies, contact the department's Division of Energy.

**Public Drinking Water Branch****573-751-5331 FAX 573-751-3110  
[dnr.mo.gov/env/wpp/dw-index.htm](http://dnr.mo.gov/env/wpp/dw-index.htm)**

The department's Public Drinking Water Branch administers regulations that help ensure public sources of drinking water are safe. Call for information on the following topics:

- Backflow prevention and cross-connection control.
- Boil orders.
- Construction permits.
- Consumer confidence reports.
- Drinking water standards.
- Financial assistance.
- Lead contamination.
- Public water supplies (census).
- Public water supply testing.
- Technical, managerial and financial capacity assessments.
- Source water assessments and protection.

(See also Regional Offices)

**Public Service Announcements, PSAs****800-361-4827 or 573-751-3443**

The department has public service announcements available for download on the department's website at [dnr.mo.gov/psa](http://dnr.mo.gov/psa).

**Public Water Systems****573-751-5331**

Call to obtain census information and water quality data about public water systems. For certification of public water system operators, see Operator Certification.

**Publications****800-361-4827**

Visit [dnr.mo.gov/pubs](http://dnr.mo.gov/pubs) for copies of departmental publications.

**Radioactive Wastes****573-751-3907**

Call for information about the cleanup of radioactive waste from nuclear weapons production in Missouri.

**Recycling****573-751-5401**

Call for more information about recycling and purchasing products made from recycled materials.

## **Redevelopment**

(See Brownfields)

**573-526-8913**

**missouribrownfields.com**

## **Reformulated Gasoline**

**573-751-4817**

For more information on reformulated gasoline, call the department's Air Pollution Control Program.

## **Regional and Satellite Offices**

(See also Kansas City Regional Office, Northeast Regional Office, Southeast Regional Office, Southwest Regional Office, St. Louis Regional Office, Northwest Missouri Satellite Office, Truman Lake Satellite Office, Lake of the Ozarks Satellite Office, Newton County Satellite Office, Kirksville Satellite Office, Arrow Rock Satellite Office, Franklin County Satellite Office, Jefferson County Satellite Office, Lincoln County Satellite Office, Cape Girardeau County Satellite Office, Howell County Satellite Office, Madison County Satellite Office and Rolla Satellite Office)

See map on pages 18 and 19 for your nearest regional or satellite office. Call or visit for assistance with the following:

- Air pollution complaints.
- Animal waste.
- Hazardous waste complaints.
- Open burning permits.
- Public drinking water system complaints.
- Public water system construction and operating permits.
- Scrap tires.
- Solid waste complaints.
- Subdivision water and sewage.
- Technical assistance for public water supplies, wastewater treatment, solid waste management and hazardous waste management.
- Water pollution complaints.
- Water and wastewater operator training and certification.

## **Registry of Abandoned and Uncontrolled Sites**

**573-751-4187**

The state maintains a list of sites where hazardous waste contamination has been confirmed. The registry is online at [dnr.mo.gov/env/hwp/sfund/sfundregistry.htm](http://dnr.mo.gov/env/hwp/sfund/sfundregistry.htm).

## **Regulations**

**573-751-4015**

Copies of proposed and existing regulations can be obtained from the Secretary of State's Office.

## **Rehabilitation Tax Incentives**

**800-334-6946 or 573-751-7858**

(See State Historic Preservation Office)

**Renewable Energy****800-361-4827 or 573-751-2254**

For information about solar energy, wind energy and bioenergy, contact the department's Division of Energy.

**Resource Recovery****573-751-3553**

Information is available about reclaiming various materials and obtaining permits for resource recovery facilities.

**Restoration Advisory Board****573-751-3907**

The Restoration Advisory Board provides an opportunity for citizens to have input on Department of Defense sites that are being cleaned up. For more information, contact the department's Federal Facilities Section.

**Rolla Satellite Office****573-368-3625 FAX 573-368-3912**

For assistance with environmental issues in the Rolla area, contact the department's Rolla Satellite Office.

**St. Louis Regional Office****314-416-2960 FAX 314-416-2970**

7545 S. Lindbergh, Ste. 210, St. Louis, MO 63125.

The department's St. Louis Regional Office provides field inspections, complaint investigation, frontline troubleshooting and problem solving and technical assistance on environmental issues and emergencies for the following:

- Air pollution complaints.
- Animal waste.
- Hazardous waste complaints.
- Open burning permits.
- Public drinking water system complaints.
- Public water system construction and operating permits.
- Scrap tires.
- Solid waste complaints.
- Stage II Vapor Recovery.
- Subdivision water and sewage.
- Technical assistance for public water supplies, wastewater treatment, solid waste management and hazardous waste management.
- Water pollution complaints.
- Water and wastewater operator training and certification.

**Satellite Offices**

See map at [dnr.mo.gov/regions/ro-map-color.pdf](http://dnr.mo.gov/regions/ro-map-color.pdf) for your nearest satellite office. (See Regional Offices.)

**Sand and Gravel Mining****800-361-4827 or 573-751-4041**

(See Land Reclamation Program)

**Scrap Tires****573-751-5401**

(See Landfill Disposal Bans)

**Section 401 Certification and  
Water Quality Certification****573-751-1300****[dnr.mo.gov/env/wpp/401/](http://dnr.mo.gov/env/wpp/401/)**

Missouri protects its wetlands and jurisdictional waters by regulating certain activities through Section 401 Water Quality Certification. A 401 Water Quality Certification is needed when a 404 permit is required by the U.S. Corps of Engineers for placing dredge or fill material into jurisdictional waters. For more information on 401 Water Quality Certification, contact the department's Water Protection Program.

**Section 106 Review and Compliance****800-334-6946 or 573-751-7858**

(See State Historic Preservation Office)

**Septic Tanks****573-751-6095**

Information is available from the Missouri Department of Health and Senior Services on the proper installation and maintenance of septic tanks and individual home treatment systems.

**Sewage Treatment****800-361-4827 or 573-751-1300**

(See also Water Pollution Control Branch)

Call your nearest regional office for information about the requirements for constructing and operating sewage treatment facilities. For certification of sewage treatment operators, see Operator Certification.

**Shipwrecks****800-334-6946 or 573-751-7858**

(See State Historic Preservation Office)

**Sinkholes****573-368-2143**

For information about sinkholes in Missouri, contact the department's Geological Survey Program.

**Small Quantity Generator****573-751-3176**

Facilities that generate and handle small quantities of hazardous waste must meet certain requirements.

**Soil and Water Conservation Program****573-751-4932****FAX 573-526-3508****[dnr.mo.gov/env/swcp](http://dnr.mo.gov/env/swcp)**

The department's Soil and Water Conservation Program provides funds through county soil and water conservation districts to agricultural landowners to reduce the loss of Missouri's soil and to conserve Missouri's water. Call for information on the following topics:

– continued from previous page

- Cost-sharing on soil and water conservation practices.
- Conservation Equipment Incentive Program.
- Soil and water conservation district assistance.
- Special Area Land Treatment (SALT) Program.
- Missouri Envirothon: Call for educational materials for teaching soil and water conservation in the classroom.

## **Solar Energy**

**800-361-4827 or 573-751-2254**

For information about solar photovoltaic energy, solar thermal energy and passive solar residential design, contact the department's Division of Energy.

## **Solid Waste Management Program**

**573-751-5401**

**[dnr.mo.gov/env/swmp](http://dnr.mo.gov/env/swmp)**

The department's Solid Waste Management Program publishes and administers laws and regulations concerning the management of solid wastes, including disposal and alternatives to disposal. Call the department for information on the following topics:

- Financial assistance.
- Illegal disposal.
- Landfills.
- Market development.
- Permit requirements.
- Recycling.
- Groundwater monitoring.
- Solid waste management districts.
- Solid waste management planning.
- Transfer stations.
- Waste reduction.
- Scrap tires.
- Scrap tire fees.
- Composting.
- Infectious waste processing facilities.
- Material recovery facilities.
- Permitted facilities.
- Tonnage fees.
- Utility waste.

## **Southeast Regional Office**

**573-840-9750 FAX 573-840-9754**

2155 N. Westwood Blvd., Poplar Bluff, MO 63901.

The department's Southeast Regional Office in Poplar Bluff provides field inspections, complaint investigation, frontline troubleshooting and problem solving and technical assistance on environmental issues and emergencies for the following:

- Air pollution complaints.
- Animal waste.
- Hazardous waste complaints.

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- Open burning permits.
- Public drinking water system complaints.
- Public water system construction and operating permits.
- Scrap tires.
- Solid waste complaints.
- Subdivision water and sewage.
- Technical assistance for public water supplies, wastewater treatment, solid waste management and hazardous waste management.
- Water pollution complaints.
- Water and wastewater operator training and certification.

### **Southwest Regional Office**

**417-891-4300 FAX 417-891-4399**

2040 W. Woodland, Springfield, MO 65807-5912.

The department's Southwest Regional Office in Springfield provides field inspections, complaint investigation, frontline troubleshooting and problem solving and technical assistance on environmental issues and emergencies for the following:

- Air pollution complaints.
- Animal waste.
- Hazardous waste complaints.
- Open burning permits.
- Public drinking water system complaints.
- Public water system construction and operating permits.
- Scrap tires.
- Solid waste complaints.
- Subdivision water and sewage.
- Technical assistance for public water supplies, wastewater treatment, solid waste management and hazardous waste management.
- Water pollution complaints.
- Water and wastewater operator training and certification.

### **Spill Reporting**

**573-634-2436**

To report a hazardous substance spill, call the department's Environmental Emergency Response spill reporting number.

### **Stage I and II Vapor Recovery**

**573-751-4817**

To improve air quality, gas stations in the St. Louis area must use special nozzles to keep gasoline fumes from entering the air. For information about this Stage II vapor recovery in St. Louis, call the department's St. Louis Regional Office at 314-416-2960. For information about the Stage I vapor recovery in the Kansas City area, call the Kansas City Regional Office at 816-662-7000.

### **State Fleet Efficiency and Alternative Fuels**

**800-361-4827  
or 573-751-2254**

For more information about the State Fleet Efficiency and Alternative Fuels Program, contact the department's Division of Energy.

**State Historic Preservation Office****800-334-6946 or 573-751-7858****[dnr.mo.gov/shpo](http://dnr.mo.gov/shpo)**

The State Historic Preservation Office is the agency authorized to carry out the state's responsibilities under the National Historic Preservation Act of 1966 (as amended) and identify, evaluate, register and protect the broad range of cultural resources representing Missouri's history and development. Call for information on the following topics:

- Statewide historic and architectural survey.
- National Register of Historic Places.
- Section 106 review and compliance.
- Cultural resource inventory.
- Certified Local Government.
- Rehabilitation Tax incentives.
- Historic Preservation Fund grants.
- Unmarked human burials.
- Historic shipwrecks.

**State Revolving Fund****800-361-4827 or 573-751-1300**

(See Financial Assistance Center)

**State Parks****800-334-6946 or 573-751-2479**

For more information on Missouri State Parks, contact the department's Division of State Parks. Find out more about Missouri State Parks on the Web at [mostateparks.com](http://mostateparks.com).

**Statewide Historic and Architectural Survey****800-334-6946**

(See State Historic Preservation Office)

**or 573-751-7858****Stormwater Permits****800-361-4827 or 573-751-1300**

Permits are required for stormwater discharged from construction, manufacturing, processing and raw material and waste storage areas at industrial sites and from municipal separate storm sewer systems. The department works with applicants to obtain 401 certification and stormwater permits.

**Streams****573-751-1300**

Streams are designated as safe for various activities depending on the extent of pollution. Contact the department's Water Pollution Control Branch for more information about Missouri's streams.

**Stream Teams****573-751-6623**

Contact the department for more information about Missouri Stream Teams, a network of citizens concerned about Missouri streams. You can also contact the Missouri Department of Conservation at 800-781-1989.

**Superfund** **573-751-4187**

Call for information about confirmed abandoned or uncontrolled hazardous waste sites. An annual report on Missouri hazardous waste sites is available for a small fee.

**Tanks** **573-751-6822**

(See Leaking Petroleum Storage Tanks and Underground Storage Tanks)

**Tax Credits (Historic Preservation)** **800-334-6946 or 573-751-7858**

(See State Historic Preservation Office)

**Tax Credits (Brownfields)** **800-361-4827 or 573-526-8913**

(See Brownfields) Also go to [missouribrownfields.com](http://missouribrownfields.com).

**Total Maximum Daily Loads (TMDL)** **573-751-1300**

Call for more information, a presentation or a free national TMDL video.

**Truman Lake Satellite Office** **660-438-2321 or 660-438-2605**

**FAX 660-438-5271**

For assistance with environmental issues in the Warsaw area, contact the department's Truman Lake Satellite Office.

**Underground Storage Tanks** **573-751-6822**

(See also Leaking Petroleum Storage Tanks)

Call to register an underground tank or to obtain information about the insurance fund.

**Unmarked Human Burials** **800-334-6946 or 573-751-7858**

(See State Historic Preservation Office)

**Use Attainability Analysis, or UAA** **800-361-4827 or 573-751-1300**

A use attainability analysis is a study designed to gather facts on the actual uses of a water body and to determine whether the uses can be attained (e.g., is the creek deep enough for swimming?) Anyone may submit a UAA based on the procedures outlined in the Recreational Use Attainability Analysis Protocol. UAA field sheets, pictures, maps and staff recommendations are available on the department's website at [dnr.mo.gov/env/wpp/](http://dnr.mo.gov/env/wpp/).

**Used Oil** **573-751-3176**

(See also Landfill Disposal Bans)

Call about the requirements for managing used oil generated by a business.

## **Used Oil Recycling for Do-It-Yourselfers**

**800-361-4827  
or 573-751-2032**

Call for locations to recycle consumer used motor oil, or contact your Solid Waste Management District planner. See the list of planners at [dnr.mo.gov/env/index.html](http://dnr.mo.gov/env/index.html).

## **Vapor Recovery**

**573-751-4817**

(See Stage I and II Vapor Recovery)

## **Vehicle Emissions Testing**

**314-416-2115**

Vehicles in the St. Louis area must be tested to make sure their emissions control systems function properly. For more information, call the number above or the Gateway Vehicle Inspection Program at 888-748-OBD-TEST.

## **Voluntary Cleanup Program**

**573-526-8913**

(See also Brownfields)

**[missouribrownfields.com](http://missouribrownfields.com)**

The department's Brownfields/Voluntary Cleanup Program can provide oversight and guidance of voluntary hazardous substance cleanups. This service provides expedited review and comment on documents in recognition of the participant's needs for a quick response. This service also provides a letter from the department, upon successful completion of the cleanup, indicating that the department agrees with the actions taken. Participants pay an application fee of \$200 and the state's costs for oversight and guidance of the project.

## **Volunteer Water Quality Monitoring**

**800-361-4827 or 573-751-6623**

Citizens can receive training and equipment to monitor a stream in their area.

## **Wastewater Treatment**

**573-751-1300**

(See Sewage Treatment)

Waste Minimization (Call your nearest regional or satellite office). Information and assistance is available on ways to reduce or eliminate hazardous wastes. Information is also available through the department's Solid Waste Management Program at 573-751-5401.

## **Water Pollution Control Branch**

**573-751-1300 FAX 573-526-1146  
[dnr.mo.gov/env/wpp/wp-index.html](http://dnr.mo.gov/env/wpp/wp-index.html)**

Contact the department's Water Pollution Control Branch for information about these or other wastewater-related issues. Some information is also available from the regional offices:

- 401 water quality certification.
- Animal wastes.
- Composting sites.
- Enforcement.
- Industrial pretreatment.
- Land application.

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- Land disturbance permits.
- Nonpoint pollution sources.
- State operating and construction permits.
- Stormwater permits.
- Subdivision regulation.
- Total Maximum Daily Loads, TMDLs.
- Wastewater plant permits.
- Water quality.
- Water quality certifications (401/404).
- Water quality monitoring.
- Water quality standards.

## **Water Protection Program**

**573-751-1300 FAX 573-526-1146**

**[dnr.mo.gov/env/wpp](http://dnr.mo.gov/env/wpp)**

Contact the department's Water Protection Program for information about drinking water or wastewater-related issues. For branch specific information, see Public Drinking Water Branch, Water Pollution Control Branch or Financial Assistance Center.

## **Water Quality Certification and Section 401 Certification**

**573-751-1300**

**[dnr.mo.gov/env/wpp](http://dnr.mo.gov/env/wpp)**

Missouri protects its wetlands and jurisdictional waters by regulating certain activities through Section 401 Water Quality Certification. A 401 Water Quality Certification is needed when a 404 permit is required by the U.S. Corps of Engineers for placing dredge or fill material into jurisdictional waters. For more information on 401 Water Quality Certification, contact the department's Water Protection Program.

## **Water Resources Center**

**800-361-4827 or 573-751-2867**

The Water Resource Center provides information about surface water and groundwater conditions and supplies, dam and reservoir safety, and water planning. Check with the department's Water Resources Center about the following subjects:

- Dam and reservoir safety.
- Drought.
- Groundwater (aquifers, geologic well logs, groundwater levels, groundwater monitoring).
- Hydrologic conditions (floods and drought).
- Interstate waters (Missouri, Mississippi and White rivers).
- Major water users.
- Surface water (stream flow monitoring, water supply, wetlands).
- Water planning (Missouri State Water Plan, drought plan).

## **Weatherization Assistance Program**

**800-361-4827 or 573-751-6630**

For information and requirements for the state's Weatherization Assistance Program, contact the department's Division of Energy.

**Weldon Spring****573-751-3907**

The department provides independent oversight of a long-term stewardship project at the Weldon Spring site in St. Charles County, the largest of a series of sites in the nuclear weapons complex that operated from 1942 to 1972. The site contains a 45-acre disposal cell that stores 1.5 million cubic yards of hazardous material and low-level radioactive waste materials left from the World War II explosives manufacturing plant and later uranium processing facility. For more information, visit [dnr.mo.gov/env/hwp/fedfac/ffs-doe.htm#weld-spg](http://dnr.mo.gov/env/hwp/fedfac/ffs-doe.htm#weld-spg), or visit the Department of Energy website at [lm.doe.gov](http://lm.doe.gov).

**Wellhead Protection****573-368-2115**

Call this number for information on preventing contamination in wells. Additional information on wells is also available from the department's Division of Geology and Land Survey at 573-368-2165.

**West Nile Virus****800-361-4827 or 573-751-5401**

Call for information on what can be done to help prevent further spread of the disease. The Missouri departments of Natural Resources and Health and Senior Services believe cleaning up scrap tires and illegal dumpsites are a step in the right direction. A complete list of instructions, forms and additional information about cleaning up waste tires can be obtained by visiting the Department of Natural Resources' website at [dnr.mo.gov/env/index.html](http://dnr.mo.gov/env/index.html).  
(See also Solid Waste Management Program)

**Wetlands****800-361-4827 or 573-751-1300**

Information is available about wetlands as part of municipal sewage treatment.

**Whole Body Contact****800-361-4827 or 573-751-1300**

This level of protection is assigned to waters where there exists significant likelihood of direct human contact with raw surface water to the point of complete body submergence.

**Wind Energy****800-361-4827 or 573-751-2254**

For information about wind energy generation technology, contact the department's Division of Energy or visit [dnr.mo.gov/energy/index.html](http://dnr.mo.gov/energy/index.html).

**Wood Energy Tax Credit****800-361-4827 or 573-751-2254**

For information about the Wood Energy Tax Credit, contact the department's Division of Energy

**Yard Waste****573-751-5401**

(See Composting and Landfill Disposal Bans)

## INTERNET ADDRESSES

Missouri Department of Natural Resources .....	<a href="http://dnr.mo.gov">dnr.mo.gov</a>
Air Pollution Control Program .....	<a href="http://dnr.mo.gov/env/apcp">dnr.mo.gov/env/apcp</a>
Environmental Improvement and Energy Resources Authority .....	<a href="http://dnr.mo.gov/eiera">dnr.mo.gov/eiera</a>
Division of Energy .....	<a href="http://dnr.mo.gov/energy">dnr.mo.gov/energy</a>
Division of Environmental Quality .....	<a href="http://dnr.mo.gov/env">dnr.mo.gov/env</a>
Environmental Services Program .....	<a href="http://dnr.mo.gov/env/esp">dnr.mo.gov/env/esp</a>
Division of Geology and Land Survey .....	<a href="http://dnr.mo.gov/geology">dnr.mo.gov/geology</a>
Geological Survey Program .....	<a href="http://dnr.mo.gov/geology/geosrv">dnr.mo.gov/geology/geosrv</a>
Hazardous Waste Program .....	<a href="http://dnr.mo.gov/env/hwp">dnr.mo.gov/env/hwp</a>
Land Reclamation Program .....	<a href="http://dnr.mo.gov/env/lrp">dnr.mo.gov/env/lrp</a>
Land Survey Program .....	<a href="http://dnr.mo.gov/geology/landsurvey">dnr.mo.gov/geology/landsurvey</a>
Missouri State Parks .....	<a href="http://mostateparks.com">mostateparks.com</a>
Petroleum Storage Tank Insurance Fund .....	<a href="http://pstif.org">pstif.org</a>
Public Drinking Water Branch .....	<a href="http://dnr.mo.gov/env/wpp/dw-index.htm">dnr.mo.gov/env/wpp/dw-index.htm</a>
Soil and Water Conservation Program .....	<a href="http://dnr.mo.gov/env/swcp">dnr.mo.gov/env/swcp</a>
Solid Waste Management Program .....	<a href="http://dnr.mo.gov/env/swmp">dnr.mo.gov/env/swmp</a>
State Historic Preservation Office .....	<a href="http://dnr.mo.gov/shpo">dnr.mo.gov/shpo</a>
Water Pollution Control Branch .....	<a href="http://dnr.mo.gov/env/wpp">dnr.mo.gov/env/wpp</a>
Water Resources Center .....	<a href="http://dnr.mo.gov/env/wrc">dnr.mo.gov/env/wrc</a>

## OTHER SOURCES OF INFORMATION

The following organizations and agencies can provide information about the quality of local natural resources.

### LOCAL AGENCIES AND ORGANIZATIONS

- Local Emergency Planning Committees.  
Check with the presiding commissioner or your county's emergency management director to find out when the committee meets and how to obtain information about the hazardous chemicals that area facilities have on hand.
- Missouri Watershed Information Network.  
The Watershed Information Network is a clearinghouse for watershed information. Contact them at 573-882-0085, 877-426-7433 or [mowin.org](http://mowin.org).
- Soil and Water Conservation Districts.  
Contact the office in your county for information about soil conservation .... measures and the following programs:
  - Conservation Equipment Incentive Program.
  - Missouri Envirothon.
  - Cost-sharing on conservation practices.
  - Special Area Land Treatment (SALT) Program.

If you need help finding out how to contact your district, call the Missouri Department of Natural Resources at 800-361-4827, 573-751-4932 or visit [dnr.mo.gov/env/swcp](http://dnr.mo.gov/env/swcp).

**Solid Waste Management Districts**

Contact your solid waste management district for more information on recycling and solid waste disposal in your area. If you need help finding out how to contact your district, call the Missouri Department of Natural Resources at 800-361-4827 or 573-751-5401.

**University of Missouri Extension**

Contact the office in your county or the MU Extension at [muextension.missouri.edu](http://muextension.missouri.edu) or [outreach.missouri.edu](http://outreach.missouri.edu) for information on pesticides, household hazardous wastes and other conservation information.

**MISSOURI STATE AGENCIES**

Department of Agriculture .....573-751-4211  
Agriculture and Small Business  
    Development Authority (Ag Loan Program) .....573-751-2129  
Department of Conservation .....573-751-4115  
Department of Economic Development .....800-523-1434  
Community Development Block Grants  
    for Water and Wastewater .....800-523-1434 or 573-751-3600  
Division of Tourism .....573-751-4133  
Brownfields Tax Credits .....573-522-8004  
Department of Health and Senior Services .....573-751-6400  
    Septic Tanks .....573-751-6095  
    State Public Health Laboratory .....573-751-3334  
Department of Natural Resources .....573-751-3443  
    Toll-free number .....800-361-4827  
    Environmental Emergencies .....573-634-2436  
    Division of Energy .....573-751-2254  
    Division of Environmental Quality .....573-751-6892  
    Division of Geology and Land Survey .....573-368-2100  
    Missouri State Parks .....800-334-6946 or 573-751-2479  
        State Park Information .....TDD 800-379-2419  
Missouri Toll-free Numbers for Hearing Impaired .....TDD 800-735-2966  
Voice .....800-735-2466  
Environmental Improvement and Energy Resources Authority ...573-751-4919  
Petroleum Storage Tank Insurance Fund .....573-522-2352  
State Emergency Management Agency .....573-526-9100

**FEDERAL AGENCIES**

Environmental Protection Agency, Region 7 ....800-223-0425 or 913-551-7003  
Mark Twain National Forest .....573-364-4621  
Natural Resource Conservation Service .....573-876-0900  
Rural Development .....573-876-0995  
U.S. Army Corps of Engineers  
    Kansas City District Office .....816-399-2000  
    Memphis District Office .....901-544-3005  
    Northwestern Division (Omaha) .....888-835-5471  
    Little Rock District Office (Arkansas) .....501-324-5551

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Rock Island District Office (Iowa) .....	309-794-4200
St. Louis District Office .....	314-331-8567
U.S. Fish and Wildlife Service .....	573-234-2132
St. Louis Formerly Utilized Sites Remedial Action Program	
FUSRAP Office .....	314-260-3932

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*This booklet can be made available in alternative formats. For more information, call 800-361-4827 or 573-751-3443. For Relay Missouri call 800-735-2466, or call 800-735-2966 for TDD.*



# Missouri Department of Natural Resources

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