



# AT YOUR SERVICE

## A Phone Directory of Services

Available Through the Missouri Department of Natural Resources  
[www.dnr.mo.gov/pubs/pub99.pdf](http://www.dnr.mo.gov/pubs/pub99.pdf)



**MISSOURI**  
DEPARTMENT OF  
NATURAL RESOURCES



**MISSOURI**  
DEPARTMENT OF  
NATURAL RESOURCES

1-800-361-4827 1-800-334-6946 (state parks)

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

## **Abandoned Mine**

(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

(See Air Pollution Control Program)

Fax (573) 751-2706

## **Air Pollution Control Authority**

(417) 864-1662

(Springfield-Greene County)

Call for information on air quality in the Springfield area.

## **Air Pollution Control, Division of**

(314) 613-7300

(City of St. Louis)

Call for information on air quality in the St. Louis area.

## **Air Pollution Control Program**

(573) 751-4817

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

Fax (573) 751-2706

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 Clean Air Program)

## **Air Quality, Division of (Kansas City)**

(816) 513-6314

Call for information about air quality in the Kansas City area.

## **Agricultural Erosion Control & 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.

**AGSTAR Program** 1-800-361-4827 or (573) 751-3443  
Call for information on converting animal manure to 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** 1-800-361-4827 or (573) 751-5401  
(See Landfill Disposal Bans)

**Archaeology** 1-800-334-6946 or (573) 751-7858  
(See State Historic Preservation 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.

**Automobile Inspection and Maintenance** 1-888-748-1AIR  
or (573) 751-4817

(See Gateway Clean Air Program)

**Batteries** (573) 751-5401

(See Landfill Disposal Bans)

- Lead-acid batteries

**Biodiesel** 1-800-361-4827 or (573) 751-3443

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

**Biomass Energy** 1-800-361-4827 or (573) 751-3443

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

**Brownfields** (573) 526-8913

For information on Missouri's Brownfields/Voluntary Cleanup Program, contact the department's Hazardous Waste Program.

**Burials (Unmarked)** 1-800-334-6946 or (573) 751-7858

(See State Historic Preservation Office)

**Camping** 1-800-334-6946 or (573) 751-2479

For more information about camping in Missouri state parks, call the Division of State Parks.

**Camping Reservations** 1-877-422-6766

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

**CAFOs** (573) 751-1300

(See Concentrated Animal Feeding Operations)

**Carpools** 1-800-361-4827 or (573) 751-3443

For information about Mid-Missouri Rideshare and contacts to other Missouri ridesharing programs, contact the department's Missouri Energy Center

**Certified Local Government** 1-800-334-6946

(See State Historic Preservation Office) or (573) 751-7858

**Clandestine Drug Lab** 1-800-361-4827

**Collection Stations** or (573) 526-3315

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

**Communicable Diseases** 1-866-628-9891

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 [www.dnr.mo.gov/calendar/search.do](http://www.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) 751-3443
- 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 .....1-800-361-4827 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 1-800-361-4827 or (573) 751-3443**

[www.dnr.mo.gov/pubs/communications.htm](http://www.dnr.mo.gov/pubs/communications.htm) Fax (573) 751-8084

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

- media assistance
- Missouri Resources magazine
- Missouri Resources radio show
- public information assistance
- special events, conferences and meetings

**Community Assistance Office 1-800-361-4827**

[www.dnr.mo.gov/financial.htm](http://www.dnr.mo.gov/financial.htm) or (573) 751-3443

Fax (573) 751-6860

The department's Community Assistance Office is the one-stop shop directing the public toward financial and other kinds of assistance throughout the department.

Contact the Community Assistance Office for information about

- business assistance
- compliance assistance
- grants, loans and other financial assistance and information
- local government assistance
- technical assistance
- environmental issues
- Complaints and Concerns

Contact your region's Department of Natural Resources' ombudsman to file a complaint about an environmental matter. An Environmental Report Form is available on the department's Web site at [www.dnr.mo.gov/concern.htm](http://www.dnr.mo.gov/concern.htm).

**Composting 1-800-361-4827 or (573) 751-5401**

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

**Concentrated Animal Feeding Operations (CAFOs) (573) 751-1300**

For information on concentrated animal feeding operations, contact the department's Water Pollution 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."

Consumer Confidence Reports for Drinking Water Systems 1-800-261-4827 or (573) 751-1300

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

**Contaminated Soil Disposal** (573) 751-2032

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** 1-800-334-6946  
(See State Historic Preservation Office) or (573) 751-7858

**Dead Farm Animal Disposal** (573) 751-4211

The Department of Agriculture regulates disposal of dead farm animals, in conjunction with the Department of Natural Resources Solid Waste Management Program.

**Delta Center** (573) 379-5431  
**Satellite Office (Portageville)** Delta Research Center,  
P.O. Box 160, Portageville, MO 63873

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

**Division of Environmental Quality** 1-800-361-4827  
or (573) 751-6892  
Fax (573) 751-9277  
[www.dnr.mo.gov/env/index.html](http://www.dnr.mo.gov/env/index.html)

The Division of Environmental Quality (DEQ) 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
- Hazardous Waste Program .....(573) 751-3176
- Land Reclamation Program .....(573) 751-4041
- Public Drinking Water Branch .....(573) 751-1300
- Operator Certification .....(573) 751-1300
- Solid Waste Program .....(573) 751-5401
- Water Pollution Control Branch .....(573) 751-1300
- Wellhead Protection .....(573) 751-5331

**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** 1-800-361-4827 or (573) 751-3176  
[www.dnr.mo.gov/env/index.html](http://www.dnr.mo.gov/env/index.html)

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



## **Electric Utility Restructuring**

1-800-361-4827  
or (573) 751-3443

For information about electric utility restructuring, contact the department's Missouri Energy Center.

- Energy Center  
(See Missouri Energy Center)

## **Energy Efficiency Information 1-800-361-4827 or (573) 751-3443**

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

## **Energy Efficiency Loans 1-800-361-4827 or (573) 751-3443**

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

## **Energy Prices**

1-800-361-4827 or (573) 751-3443

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

## **Energy Supplies**

1-800-361-4827 or (573) 751-3443

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

## **Environmental Audits**

(573) 751-8629

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 1-800-361-4827 or (573) 751-3443**

[www.dnr.mo.gov/services/index.html](http://www.dnr.mo.gov/services/index.html)

Contact the department's Division of Field Services for educator resources. Educational materials and workshops are available for teachers, including Project WET (Water Education for Teachers) .

## **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 Web site at [www.dnr.mo.gov/meerts/index.do](http://www.dnr.mo.gov/meerts/index.do).

**Environmental Services Program** (573) 526-3315  
Fax (573) 526-3350  
[www.dnr.mo.gov/services/index.html](http://www.dnr.mo.gov/services/index.html)

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** 1-800-361-4827 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** 1-800-361-4827 or (573) 751-3443  
For information about E85 fueling locations and other ethanol fuel issues, contact the department's Missouri Energy Center.

**Federal Facilities** (573) 751-3907  
Call to find out more about environmental cleanups at current or previously owned or operated Department of Defense or Department of Energy sites.

**Field Services Division** (573) 526-5804  
Call the department's Field Services Division or visit [www.dnr.mo.gov/services/index.html](http://www.dnr.mo.gov/services/index.html) for the following:

- environmental education
- services provided by the department's regional and satellite offices (see regional offices)
- technical and compliance assistance
- field services, air quality monitoring and chemical analysis provided by the Environmental Services Program
- 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) 554-4100  
 Northeast Regional Office .....(660) 385-2129  
 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  
 (See Grants)

**Fish Advisories** **1-800-392-0272**

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

**Fish Kills** **(573) 634-2436 / (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.

**Franklin County Satellite Office** **(573) 860-4308**

**Meramec State Park; Highway 185 South; Sullivan, MO 63080**

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

**Formerly Utilized Sites** **(314) 877-3250**

**Remedial Action Program (FUSRAP)** or (314) 877-3252

**Florissant Field Office** **Fax (314) 877-3254**

**917 N. Hwy. 67, Ste. 104 in Florissant, MO 63031**

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** **1-800-361-4827**

**or (573) 751-3443**

For information about gasoline prices and supplies, contact the department's Missouri Energy Center.

**Gateway Clean Air Program** **1-888-748-1AIR**

**[www.gatewaycleanair.com](http://www.gatewaycleanair.com)**

Call the Gateway Clean Air Program for information on vehicle emissions testing in the St. Louis region.

**Division of Geology & Land Survey**      1-800-361-4827  
or (573) 368-2100  
[www.dnr.mo.gov/geology/index.html](http://www.dnr.mo.gov/geology/index.html)

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 restores land survey monuments, provides survey data and defines hazardous areas such as those subject to earthquake or catastrophic collapse.

**Grants and Loans**      1-800-361-4827 or (573) 751-3443

Call for a free brochure detailing the department's financial assistance opportunities. For specific information call 1-800-361-4827 or contact the following:

- air pollution control equipment sales tax exemption .....(573) 751-4817
- drinking water treatment facilities .....(573) 751-5331
- energy conservation and efficiency grants .....(573) 751-4000
- historic preservation grants .....(573) 751-7858
- national environmental education .....(573) 751-3443
- nonpoint source grants .....(573) 751-1300
- recreation and historic preservation grants .....(573) 751-2479
- sewage treatment facilities .....(573) 751-1300
- soil and water conservation .....(573) 751-4932
- solid waste financial assistance .....(573) 751-5401
- storm water system grants and loans .....(573) 751-1300
- trail and outdoor recreation .....(573) 751-0848
- water pollution control sales tax exemption .....(573) 751-1300

For more information about financial assistance opportunities from the department, visit [www.dnr.mo.gov/pubs/pub753.pdf](http://www.dnr.mo.gov/pubs/pub753.pdf).

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

Contact the 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 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 Program**

(573) 751-3176

Fax (573) 751-7869

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

E-mail address: [hazwaste@dnr.mo.gov](mailto:hazwaste@dnr.mo.gov)

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.

- above and underground storage tanks
- Brownfields/Voluntary Cleanup Program
- disposal information
- drycleaners
- federal facilities
- generator identification numbers
- hazardous waste fees
- hazardous waste permits
- hazardous waste transporters
- illegal disposal (contact a regional office)
- manifest or transporter used oil record forms  
(call 1-800-361-4827 or 573-526-4230)
- permit requirements
- permitted facilities
- Superfund
- transportation
- treatment, storage or disposal permits
- waste generators
- waste minimization

## **Hematite Radioactive Site**

(573) 751-3907

or (314) 877-3252

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**

1-800-361-4827 or (573) 751-3443

[www.dnr.mo.gov/env/herc/herc.htm](http://www.dnr.mo.gov/env/herc/herc.htm)

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**

1-800-334-6946 or (573) 751-7858

(See State Historic Preservation Office)

## **Historic Sites**

**1-800-334-6946 or (573) 751-2479**

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

## **Household Hazardous Waste**

**1-800-361-4827  
or (573) 751-3176**

Call for information about disposing of automotive products, used motor oil, home improvement products, cleaners, pesticides, personal care products, other household chemicals and waste oil. Visit [www.dnr.mo.gov/env/hwp/index.html](http://www.dnr.mo.gov/env/hwp/index.html) for more information.

## **Illegal Dumping**

**(573) 751-5401**

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

## **Individual Home Treatment System**

**1-800-361-4827  
or (573) 751-6095**

(See septic tanks.)

## **Information Service**

**1-800-361-4827**

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

## **Jasper County Lead Cleanup**

**1-800-361-4827**

(See Lead.)

## **Jefferson County Satellite Office**

**(314) 931-5200**

**Eastern Parks District Office; Highway 61; Festus, MO 63028**

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

## **Joplin and Neosho Area**

**(417) 455-5155**

### **Satellite Office**

**1900 S. 71 Highway; Neosho, MO 64850**

**Mailing address: 2040 W. Woodland; Springfield, MO 65807**

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

## **Kansas City Plant Federal Facilities**

**(816) 997-5790**

### **Field Office**

**Fax (816) 997-3261**

**Bannister Road (95th Street) and Troost Avenue**

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.

**Discovery Center** 1-800-361-4827  
**Satellite Office (Kansas City)** or (816) 759-7313  
4750 Troost Ave., Kansas City, MO 64110-1728  
**Kansas City Regional Office (816) 622-7000**  
**Fax (816) 622-7044**

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
- soil science assistance
- solid waste complaints
- subdivision water and sewage
- technical assistance for public water supplies, waste-water treatment, solid waste management and hazardous waste management
- underground storage tanks for petroleum compounds
- water pollution complaints
- water pollution construction and operating permits
- water and wastewater operator training and certification

**Lake City Army Ammunition Plant** 816-796-7141  
**Federal Facilities Field Office** Fax 816-796-7165  
Highway 7 and 78 Intersection in Independence

This installation still actively produces ammunition under the direction of the Department of Defense. The Department of Natural Resources operates an office at this site to provide oversight to the Army for the cleanup of past historic waste handling. The office also provides oversight on the use of current methods to clean up hazardous substances left from previous disposal practices.

**Lake of the Ozarks Satellite Office** (573) 348-2442  
Camden County; 5568 A Hwy 54; Osage Beach, MO 65065

For assistance with environmental issues in Camden County, contact the department's Lake of the Ozarks Satellite Office.

## Land Disturbance Permits

Contact your nearest regional office about land disturbance permits.

(See map online at <http://www.dnr.mo.gov/regions/ro-map-color.pdf>.)

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

- Land Disturbance by a Government Authority with an Approved Erosion Control Plan
- Land Disturbance within a Governmental Unit with an Approved Erosion Control Plan
- Land Disturbance of Five Acres or More (permit number MO-R101000)
- Land Disturbances within Valuable Water Resource Areas

## Landfills

(573) 751-5401

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

## Landfill Disposal Bans 1-800-361-4827 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

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

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
- land reclamation
- mining permits for coal, industrial minerals or metallic minerals
- sand and gravel

## Land Survey Program 1-800-361-4827 or (573) 368-2300

The mission of the Land Survey Program is to develop and provide information required for the accurate and economical location of property boundaries in Missouri. The Land Survey Program conducts cadastral surveys, geodetic surveys, state park boundary surveys, county and state boundary surveys, corner remonumentation and preservation; oversees document preservation and maintains a statewide land records repository.



**Lead** 1-800-361-4827 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 on the health hazards of lead and requirements for the removal of lead-based paint in buildings. The Department of Natural Resources has information on 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

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

**Lead-Acid Batteries** 1-800-361-4827 or (573) 751-5401  
(See Land Disposal Bans)

**Lead Mining** 1-800-361-4827 or (573) 751-4041  
Contact the department's Land Reclamation Program.

**Loans** 1-800-361-4827 or (573) 751-3443  
(See Grants)

**Leaking Petroleum Storage Tanks** 1-800-361-4827  
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** (314) 528-4779  
Cuivre River State Park; 678 State Rte. 147; Troy, MO 63379

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

**Low-Income Weatherization** 1-800-361-4827  
or (573) 751-3443

For information and requirements about the state's Low-Income Weatherization Assistance Program, contact the Missouri Energy Center.

## Media Contacts

1-800-361-4827

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

The Missouri Department of Natural Resources is happy to help members of the media with questions related to Missouri's natural resources and state parks. We will respond to your questions as quickly as possible.

Administrative Support	(573) 751-3443
Division of Environmental Quality	(573) 751-4465
Division of Geology and Land Survey	(573) 368-2118
Division of State Parks	(573) 751-6510
Environmental Improvement and Energy Resources Authority	(573) 751-4919
Field Services Division	(573) 526-4220
Water Protection Program	(573) 751-5331

## Methyl Tertiary Butyl Ether (MTBE)

1-800-361-4827

or (573) 751-3443

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

## Missouri Energy Center 1-800-361-4827 or (573) 751-3443

[www.dnr.mo.gov/energy/index.html](http://www.dnr.mo.gov/energy/index.html)

The Missouri Energy Center provides information about energy efficiency, renewable energy and energy prices and supplies. Check with the department's Missouri Energy Center about the following subjects:

- Biodiesel
- Biomass energy
- Electric Utility Restructuring
- Energy efficiency information
- Energy-efficiency loans
- Energy prices and supplies
- Ethanol
- Low-Income Weatherization Program
- Net Metering
- Renewable energy
- Ridesharing (carpools)
- Solar energy
- Wind energy

## **Missouri Resources Magazine**

1-800-361-4827

[www.dnr.mo.gov/magazine/](http://www.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 editor at the Department of Natural Resources, P.O. Box 176, Jefferson City, MO 65102-0176 or e-mail [moresdnr@dnr.mo.gov](mailto:moresdnr@dnr.mo.gov).

## **MTBE**

1-800-361-4827 or (573) 526-6667

(See Methyl Tertiary Butyl Ether)

## **National Priorities List**

(573) 751-8629

Several sites in Missouri that have been contaminated with hazardous waste are on the national cleanup list, also known as the National Priorities List.

## **National Register of Historic Places**

1-800-334-6946

(See State Historic Preservation Office)

or (573) 751-7858

## **Native American Burial Sites**

1-800-334-6946

(See State Historic Preservation Office)

or (573) 751-7858

## **Natural Gas Prices and Supply**

1-800-361-4827

or (573) 751-3443

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

## **Neosho and Joplin Area**

(417) 455-5155

### **Satellite Office**

1900 S. 71 Highway; Neosho, MO 64850

Mailing address: 2040 W. Woodland; Springfield, MO 65807-5912

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

## **Net Metering**

1-800-361-4827 or (573) 751-3443

For information about net metering for solar or wind energy generation, contact the department's Missouri Energy Center.



# Missouri Department of Natural Resources

## Regional and Satellite Offices



Names and addresses of departmental offices

### KANSAS CITY REGION

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

**2** **Discovery Center Satellite Office**  
4750 Troost Ave.  
Kansas City, MO 64110  
(816) 759-7313 / FAX (816) 759-7317

**3** **Northwest Missouri Satellite Office**  
Northwest Missouri State University  
Environmental Services, 800 University Dr.  
Maryville, MO 64468-6015  
(660) 582-5210 / (660) 582-5290

### NORTHEAST REGION

**4** **Northeast Regional Office**  
1709 Prospect Dr.  
Macon, MO 63552-2602  
(660) 385-8000 / FAX: (660) 385-8090

**5** **Mississippi River Project Office**  
Wakonda State Park  
Rt. 1 Box 242  
LaGrange, MO 63448  
(573) 655-4178 / FAX (573) 655-8852

### ST. LOUIS REGION

**6** **St. Louis Regional Office**  
7545 S. Lindbergh, Ste. 210  
St. Louis, MO 63125  
(314) 416-2960 / FAX: (314) 416-2970

**7** **Lincoln County Satellite Office**  
Cuivre River State Park  
678 State Rt. 147  
Troy, MO 63379  
(636) 528-4779 / FAX: (636) 528-5817

**8** **Jefferson County Satellite Office**  
Eastern District Parks Office  
Hwy 61  
Festus, MO 63028  
(636) 931-5200 / FAX (636) 931-5204

**9** **Franklin County Satellite Office**  
Meramec State Park  
Hwy 185 S.  
Sullivan, MO 63080  
(573) 860-4308 / FAX: (573) 468-5051

### SOUTHEAST REGION

**10** **Southeast Regional Office**  
2155 N. Westwood Blvd.  
Poplar Bluff, MO 63901-1420  
(573) 840-9750 / FAX: (573) 840-9754

**11** **Delta Center Satellite Office**  
P. O. Box 160  
Portageville, MO 63873  
(573) 379-5431 / FAX: (573) 379-5875

**12** **Division of Geology and Land Survey**  
P. O. Box 250 (111 Fairgrounds Road)  
Rolla, MO 65402 (65401)  
(573) 368-2100 / FAX: (573) 368-2111

**13** **Rolla Satellite Office**  
P. O. Box 250 (111 Fairgrounds Road)  
Rolla, MO 65402 (65401)  
(573) 368-3185 / FAX: (573) 368-3912

### SOUTHWEST REGION

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

**15** **Neosho / Joplin Area Satellite Office**  
1900 S. 71 Hwy.  
Neosho, MO 64850  
(417) 455-5155 / FAX: (417) 455-5157  
Mailing address:  
2040 W. Woodland  
Springfield, MO 65807-5912

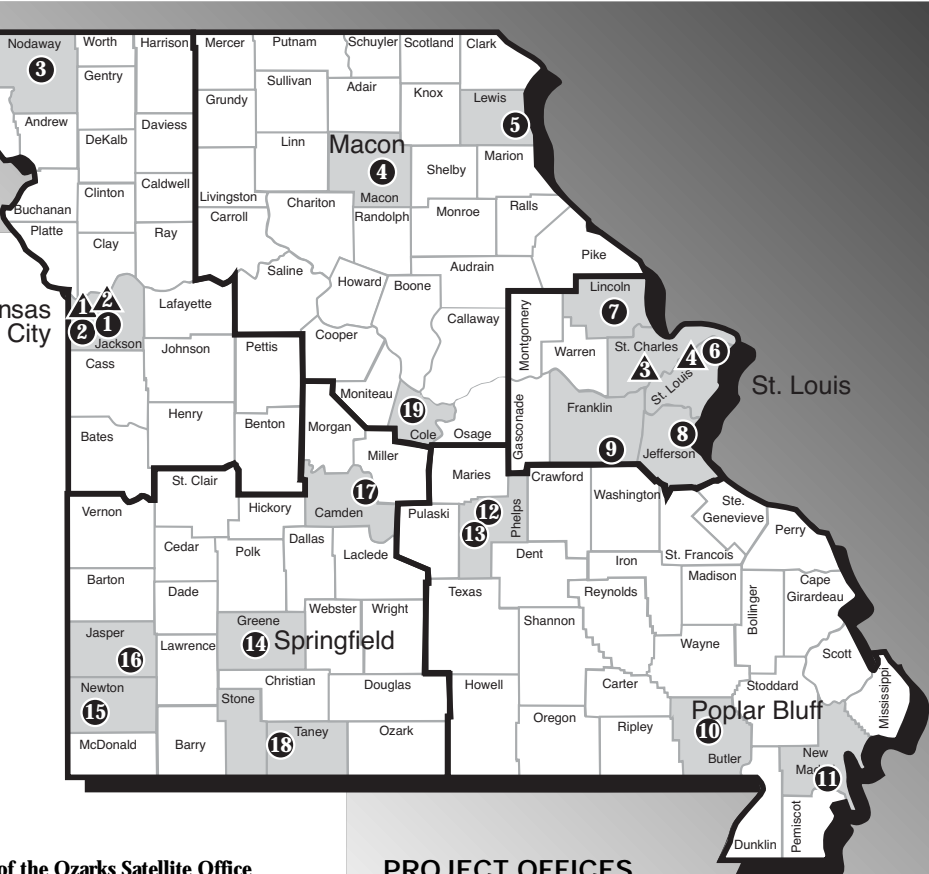
**16** **Carthage Satellite Office**  
Memorial Hall  
Carthage, MO 64836  
(417) 237-0533  
Mailing Address:  
2040 W. Woodland  
Springfield, MO 65807-5912

**17** **Lake**  
5568  
Osage  
Mailing  
2040  
Spring  
(573)

**18** **Taney**  
Table  
5272  
Brans  
(417)

DEPAR

**19** **Lewis**  
1101  
Jeffers  
(573)



**of the Ozarks Satellite Office**  
 A Hwy 54  
 Beach, MO 65065  
 g address:  
 W. Woodland  
 field, MO 65807-5912  
 348-2442 / FAX (573) 348-2568

**/ Stone County Satellite Office**  
 Rock State Park  
 State Hwy 165  
 on, MO 65616  
 337-9732

**MENT GREEN BUILDING**

**and Clark Building**  
 Riverside Dr.  
 on City, MO 65102  
 751-3443

**PROJECT OFFICES**

- ▲ 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
- ▲ Lake City Army Ammunition Plant**  
 Hwy. 7 and 78 Intersection  
 Independence, MO 64051-1000  
 Phone: (816) 796-7141  
 Fax: (816) 796-7165
- ▲ Weldon Spring Site Remedial Action Program (WSSRAP) Field Office**  
 7045 Hwy 94 S.  
 St. Charles, MO 63304  
 Phone: (636) 441-8030 or 8033  
 Fax: (636) 447-0729
- ▲ Florissant Field Office**  
 917 N. Hwy 67, Ste. 104  
 Florissant, MO 63031  
 Phone: (314) 877-3250 or 3252  
 Fax: (314) 877-3254



# Missouri Department of Natural Resources Ombudsman Program

The department's Ombudsman Program operates through its regional offices across the state. These ombudsmen are independent of the regional offices and inform the regional directors and the department director of issues, concerns and problems, and assist in the department's response.



## OMBUDSMAN PROGRAM

### **Kansas City**

Phone: (816) 622-7000

Fax: (816) 622-7044

Counties: Atchison, Nodaway, Worth, Genty, DeKalb, Andrew, Holt, Buchanan, Clinton, Platte, Clay, Ray, Jackson, Lafayette, Pettis, Johnson, Cass, Bates, Henry, Benton

### **Northeast**

Phone: (660) 385-8000

Fax: (660) 385-8090

Cell: (573) 291-3055

Counties: Harrison, Mercer, Putnam, Schuyler, Scotland, Clark, Knox, Adair, Sullivan, Grundy, Lewis, Daviess, Caldwell, Livingston, Linn, Macon, Shelby, Marion, Ralls, Monroe, Randolph, Chariton, Carroll, Saline, Howard, Boone, Callaway, Audrain, Pike, Cooper

### **St. Louis**

Phone: (314) 416-2960

Fax: (314) 416-2970

Cell: (314) 560-4703

Counties: Lincoln, Montgomery, Warren, St. Charles, Jefferson, Washington, St. Louis and city of St. Louis

### **Southeast**

Phone: (573) 840-9750

Fax: (573) 840-2970

Cell: (314) 560-4703

Counties: Texas, Howell, Oregon, Shannon, Dent, Iron, Reynolds, Carter, Ripley, Butler, Wayne, Madison, St. Francois, Ste. Genevieve, Perry, Bollinger, Cape Girardeau, Scott, Stoddard, Dunklin, Pemiscot, New Madrid, Mississippi

### **Southwest**

Phone: (417) 891-4399

Fax: (417) 891-4399

Cell: (573) 619-1409 and (573) 619-1408

Counties: Vernon, Barton, Jasper, Newton, McDonald, St. Clair, Cedar, Dade, Lawrence, Barry, Hickory, Polk, Greene, Christian, Stone, Taney, Ozark, Douglas, Webster, Wright, Laclede, Dallas

### **Central**

Phone: (573) 368-2100

Fax: (573) 368-2111

Cell: (573) 619-1410

Counties: Moniteau, Morgan, Camden, Pulaski, Phelps, Crawford, Franklin, Gasconade, Maries, Miller, Osage, Cole

## Northeast Regional Office

(660) 385-8000

Fax (660) 385-8090

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
- soil science assistance
- subdivision water and sewage
- technical assistance for public water supplies, wastewater treatment, solid waste management and hazardous waste management
- underground storage tanks for petroleum compounds
- water pollution complaints
- water pollution construction and operating permits
- water and wastewater operator training and certification

## Northwest Missouri Satellite Office

660-582-5217

Northwest Missouri State University, Environmental Services,  
800 University Drive, Maryville, MO 64468-6015

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

## Odors

Contact your nearest regional office about odor concerns.

## Ombudsman

The Missouri Department of Natural Resources has ombudsmen placed at its regional offices throughout Missouri. The ombudsmen are independent of the regional offices and inform the regional directors and the department director of issues, concerns and problems and assist in issue development.

Kansas City region	.....(816) 565-1296
Northeast Missouri	.....(573) 291-3055
Southeast Missouri	.....(573) 619-1407
Central Missouri	.....(573) 619-1410
Southeast Missouri	.....(573) 619-1407
Southwest Missouri	.....(573) 619-1408
Southwest Missouri	.....(573) 619-1409
St. Louis region	.....(314) 560-4703



## Open Burning Permits

Contact your nearest regional office or local fire marshal for current, seasonal information about open burning.

## Operator Certification 1-800-361-4827 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 Web site at [www.dnr.mo.gov/env/wpp/opcert/oprtrain.htm](http://www.dnr.mo.gov/env/wpp/opcert/oprtrain.htm).

## Ozone 1-800-361-4827 or (573) 751-4817

(See Air Pollution Control Program)

Missouri's ozone season occurs from April 1 through Oct. 31. For more information visit [www.dnr.mo.gov/pubs/pubs.htm](http://www.dnr.mo.gov/pubs/pubs.htm).

## Parks 1-800-334-6946 or (573) 751-2479

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

## Parks-and-Soils 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

**Petroleum Storage Tanks** 1-800-361-4827  
(See also Leaking Petroleum Storage Tanks) or (573) 526-0971  
Call to register a petroleum tank.

**Petroleum Storage Tank Insurance Fund** (573) 522-2352  
Call for information about underground storage tank insurance.

**Propane Prices and Supply** 1-800-361-4827  
or (573) 751-3443  
For information about propane prices and supplies, contact the department's Missouri Energy Center.

**Protecting Missouri's Natural Resources** 1-800-361-4827  
or (573) 751-4465  
Call to receive a free copy of the department's monthly newsletter on Missouri's air, land and water resources. The newsletter is available online at [www.dnr.mo.gov/env/pmnr/pmnrindex.htm](http://www.dnr.mo.gov/env/pmnr/pmnrindex.htm).

**Public Drinking Water Branch** (573) 751-1300  
[www.dnr.mo.gov/env/index.html](http://www.dnr.mo.gov/env/index.html) Fax (573) 751-3110  
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 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 Training and Certification."

**Publications** 1-800-361-4827  
Visit [www.dnr.mo.gov/pubs/pubs.htm](http://www.dnr.mo.gov/pubs/pubs.htm) 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**

(573) 526-8913

(See Brownfields)

## **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, Franklin County Satellite Office, Jefferson County Satellite Office, Discovery Center Satellite Office (Kansas City), Lake of the Ozarks Satellite Office, Lincoln County Satellite Office, Northeast Satellite Office, Mississippi River Satellite Office, Neosho/Joplin Satellite Office, Delta Center Satellite Office, Rolla Satellite Office and Taney/Stone County Satellite Office) .

See map 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
- soil science assistance
- solid waste complaints
- subdivision water and sewage
- technical assistance for public water supplies, wastewater treatment, solid waste management and hazardous waste management
- underground storage tanks for petroleum compounds
- water pollution complaints
- water pollution construction and operating permits
- water and wastewater operator training and certification

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

(573) 751-8629

The state maintains a list of sites where hazardous waste contamination has been confirmed.

## **Regulations**

(573) 751-4015

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

## **Rehabilitation Tax Incentives**

1-800-334-6946

(See State Historic Preservation Office)

or (573) 751-7858

## **Renewable Energy**

1-800-361-4827 or (573) 751-3443

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

## **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.

## **Ridesharing**

1-800-361-4827 or (573) 751-3443

For information about Mid-Missouri Rideshare and contacts for other Missouri ridesharing programs, call the department's Missouri Energy Center.

## **Rolla Satellite Office**

(573) 368-2100 FAX: (573) 368-2111

111 Fairgrounds, P.O. Box 250, Rolla, MO 65402

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

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
- soil science assistance
- 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
- underground storage tanks for petroleum compounds
- water pollution complaints
- water pollution construction and operating permits
- water and wastewater operator training and certification
- Satellite Offices  
See map at [www.dnr.mo.gov/regions/ro-map-color.pdf](http://www.dnr.mo.gov/regions/ro-map-color.pdf) for your nearest satellite office.

**Sand and Gravel Mining** 1-800-361-4827 or (573) 751-4041  
(See Land Reclamation Program)

**Scrap Tires** (573) 751-5401  
(See Landfill Disposal Bans)

**Section 401 Water Quality Certification** 1-800-261-4827  
or (573) 751-1300

Missouri protects its wetlands by regulating certain activities through Section 401 Water Quality Certification. This certification is how the state makes sure that a project won't violate our water quality standards. Any activity that involves dumping dredged or fill material into water (including wetlands) must have a 401 Certification. Some of those activities might include channeling a stream or constructing levees, dams or dikes. To protect water quality, the department works with applicants to avoid or minimize the project's impacts to water. If those impacts cannot be avoided, the department also seeks mitigation for the impacts.

**Section 106 Review and Compliance** 1-800-334-6946  
(See State Historic Preservation Office) or (573) 751-7858

**Septic Tanks** (573) 751-6095  
Information is available from the Missouri Department of Health on the proper installation and maintenance of septic tanks and individual home treatment systems.

**Sewage Treatment** 1-800-361-4827 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 Training and Certification."

**Shipwrecks** 1-800-334-6946 or (573) 751-7858  
(See State Historic Preservation Office)

## **Small Quantity Generator**

(573) 751-3094

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

## **Soil and Water Conservation Program** (573) 751-4932

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

Fax (573) 526-3508

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:

- cost-sharing on conservation practices
- soil mapping in conjunction with the Natural Resources Conservation Service
- loan interest-sharing on equipment and practices
- Missouri Conservation Reserve Enhancement Program
- soil and water conservation district assistance
- soil science assistance
- Special Area Land Treatment (SALT) Program
- Missouri Envirothon: Call for educational materials for teaching soil and water conservation in the classroom

## **Solar Energy**

1-800-361-4827 or (573) 751-3443

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

## **Solid Waste Management Program** (573) 751-5401

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

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
- permits
- recycling
- groundwater monitoring
- solid waste management districts
- solid waste management planning
- transfer stations
- waste reduction
- waste tires

## **Southeast Regional Office**

**(573) 840-9750**

**Fax (573) 840-9754**

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
- open burning permits
- public drinking water system complaints
- public water system construction and operating permits
- scrap tires
- soil science assistance
- solid waste complaints
- subdivision water and sewage
- technical assistance for public water supplies, wastewater treatment, solid waste management and hazardous waste management
- underground storage tanks for petroleum compounds
- water pollution complaints
- water pollution construction and operating permits
- water and wastewater operator training and certification

## **Southwest Regional Office**

**(417) 891-4300**

**Fax (417) 891-4399**

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
- soil science assistance
- solid waste complaints
- subdivision water and sewage
- technical assistance for public water supplies, wastewater treatment, solid waste management and hazardous waste management
- underground storage tanks for petroleum compounds
- water pollution complaints
- water pollution construction and operating permits
- 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 Historic Preservation Office**

1-800-334-6946

or (573) 751-7858

[www.dnr.mo.gov/shpo/index.html](http://www.dnr.mo.gov/shpo/index.html)

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
- Historic Preservation Revolving Fund
- Unmarked Human Burials
- Historic Shipwrecks

## **State Revolving Fund**

1-800-361-4827 or (573) 751-1300

(See Grants)

## **State Parks**

1-800-334-6946 or (573) 751-2479

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

## **Statewide Historic and Architectural Survey**

1-800-334-6946

or (573) 751-7858

(See State Historic Preservation Office)



**Stone/Taney County Satellite Office** (417) 337-9732  
Table Rock State Park;  
2037 State Highway 165; Branson, MO 65616

For assistance with environmental issues in Stone or Taney counties, contact the department's Stone/Taney Country Satellite Office.

**Storm Water Permits** 1-800-361-4827 or (573) 751-1300  
Permits are required for storm water 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 storm water 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 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 1-800-781-1989.

**Superfund** (573) 751-8629  
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) 526-0971  
(See Leaking Petroleum Storage Tanks and Underground Storage Tanks)

**Tax Credits (Historic Preservation)** 1-800-334-6946  
(See State Historic Preservation Office) or (573) 751-7858

**Tax Credits (Brownfields)** 1-800-361-4827 or (573) 526-8913  
(See Brownfields)

**Total Maximum Daily Loads (TMDL)** (573) 751-6623  
Call for more information, a presentation or a free national TMDL video.

**Underground Storage Tanks** (573) 526-0971  
(See also Leaking Petroleum Storage Tanks)  
Call to register an underground tank or to obtain information about the insurance fund.

**Unmarked Human Burials** 1-800-334-6946  
(See State Historic Preservation Office) or (573) 751-7858

**Used Oil** (573) 751-5401  
(See also Landfill Disposal Bans)  
Call about the requirements for managing used oil generated by a business.

**Use Attainability Analysis (UAA)** 1-800-261-4827  
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 to swim in?) . 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 Web site at [www.dnr.mo.gov/env/wpp/](http://www.dnr.mo.gov/env/wpp/).

**Used Oil Recycling for Do-It-Yourselfers** 1-800-361-4827  
or (573) 751-7560

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

**Vapor Recovery** (573) 751-4817  
(See Stage I and II Vapor Recovery)

**Vehicle Emissions Testing** (314) 416-2960

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 Clean Air Program at 1-888-748-1AIR.

**Voluntary Cleanup Program** (573) 526-8913

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.  
(See also Brownfields)

**Volunteer Water Quality Monitoring** 1-800-361-4827  
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 Quality Certification 1-800-361-4827 or (573) 751-1300**

The department provides training approval and certification information for drinking water and wastewater system operators, including Concentrated Animal Feeding Operations. A 401 Certification is needed when a 404 Permit is required by the Corps of Engineers for placing material or fill into jurisdictional waters. The Department of Natural Resources works with applicants to minimize and verify that a proposed project will not violate water quality standards. For more information visit [www.dnr.mo.gov/env/index.html](http://www.dnr.mo.gov/env/index.html).

(See also Environmental Assistance Office)

## **Water Pollution Control Branch**

(573) 751-1300

Fax (573) 526-1146

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

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

- 401 water quality certification
- animal wastes
- composting sites
- enforcement
- hardship grants
- industrial pretreatment
- land application
- land disturbance permits
- nonpoint pollution sources
- rural sewer grants
- State Operating and Construction Permits (NPDES)
- state revolving funds
- storm water grants and loans
- storm water permits
- subdivision regulation
- total maximum daily loads (TMDL)
- wastewater grants and loans
- wastewater plant permits
- water quality
- water quality certifications (401/404)
- water quality monitoring
- water quality standards

**Weatherization****1-800-361-4827 or (573) 751-3443**

For information and requirements for the state's Low-Income Weatherization Assistance Program, contact the department's Missouri Energy Center.

**Weldon Spring****(573) 751-3907 or (314) 877-3253**

The department provides independent oversight of a cleanup 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 [www.dnr.mo.gov/env/index.html](http://www.dnr.mo.gov/env/index.html). For more information on the site, visit the Department of Energy site at [www.gjo.doe.gov](http://www.gjo.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 Environmental Quality at (573) 368-2165.

**West Nile Virus****1-800-361-4827 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 waste 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' Web site at [www.dnr.mo.gov/env/index.html](http://www.dnr.mo.gov/env/index.html).

(See also Solid Waste Management Program)

**Wetlands****1-800-361-4827 or (573) 751-1300**

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

**Whole Body Contact****1-800-361-4827 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****1-800-361-4827 or (573) 751-3443**

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

**Yard Waste****(573) 751-5401**

(See Composting and Landfill Disposal Bans)

## INTERNET ADDRESSES

Missouri Department of Natural Resources	www.dnr.mo.gov
Air Pollution Control Program	www.dnr.mo.gov/env/index.html
Environmental Improvement and Energy Resources Authority	www.dnr.mo.gov/eiera/index.html
Division of Environmental Quality	www.dnr.mo.gov/env/index.html
Environmental Services Program	www.dnr.mo.gov/services/index.html
Field Services Division	www.dnr.mo.gov/services/index.html
Division of Geology and Land Survey	www.dnr.mo.gov/geology/index.html
Division of State Parks	www.mostateparks.com
Hazardous Waste Program	www.dnr.mo.gov/env/index.html
Land Reclamation Program	www.dnr.mo.gov/env/index.html
Missouri Energy Center	www.dnr.mo.gov/energy/index.html
Petroleum Storage Tank Insurance Fund	www.pstif.org
Public Drinking Water Branch	www.dnr.mo.gov/env/index.html
Soil and Water Conservation Program	www.dnr.mo.gov/env/swcp/index.html
Solid Waste Management Program	www.dnr.mo.gov/env/index.html
State Historic Preservation Office	www.dnr.mo.gov/shpo/index.html
Water Pollution Control Branch	www.dnr.mo.gov/env/index.html
Water Resources Center	www.dnr.mo.gov/env/wrc/index.html

## OTHER SOURCES OF INFORMATION

The following organizations and agencies can provide information about your environment.

### 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, 1-877-426-7433  
or at <http://outreach.missouri.edu/mowin/>.
- Soil and Water Conservation Districts  
Contact the office in your county for information about soil conservation measures and the following programs:
- Missouri Conservation Reserve Enhancement Program  
(only available in counties with eligible public drinking water systems)
- Missouri Envirothon
- cost-sharing on conservation practices
- loan interest-sharing on equipment and practices
- soil science assistance

- **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 1-800-361-4827, (573) 751-4932 or visit [www.dnr.mo.gov/env/swcp/index.html](http://www.dnr.mo.gov/env/swcp/index.html).
- **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 1-800-361-4827 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	1-800-523-1434
Community Development Block Grants	
for Water and Wastewater	1-800-523-1434 or (573) 751-3600
Division of Tourism	(573) 751-4133
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	1-800-361-4827
Environmental Emergencies	(573) 634-2436
Division of Environmental Quality	(573) 751-6892
Field Services Division	
Division of Geology and Land Survey	(573) 368-2100
Division of State Parks	1-800-334-6946
Environmental Improvement and Energy Resources Authority	(573) 751-4919
Missouri Toll-free Numbers for Hearing Impaired/TDD	1-800-735-2966, Voice 1-800-735-2466
State Park Information	1-800-379-2419
Petroleum Storage Tank Insurance Fund	(573) 522-2352

## FEDERAL AGENCIES

Department of Energy Weldon Spring Site . . . . .	1-877-695-5322
Department of Energy Weldon Spring Interpretive Center . . . . .	(636) 329-1438 or wssrap.com
Environmental Protection Agency, Region 7 . . . . .	1-800-223-0425 or (913) 551-7122
Fish and Wildlife Service . . . . .	(573) 876-1899
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) 983-3205
Memphis District Office . . . . .	(901) 544-3005
Northwestern Division (Omaha) . . . . .	(402) 697-2552
Little Rock District Office (Arkansas) . . . . .	(501) 324-5551
Rock Island District Office (Iowa) . . . . .	(309) 794-4200
St. Louis District Office . . . . .	(314) 331-8567
St. Louis Formerly Utilized Sites Remedial Action Program (FUSRAP) Office . . . . .	(314) 260-3905

As a recipient of federal funds, the Department of Natural Resources cannot discriminate against anyone on the basis of race, color, national origin, age, sex, or handicap. If anyone believes they have been subjected to discrimination for any of these reasons, they may file a complaint with either the Department of Natural Resources or the Office of Equal Opportunity, U.S. Department of the Interior, Washington, D.C., 20240.

This brochure can be made available in alternative formats. For more information, call 1-800-361-4827 or (573) 751-3443.  
For Relay Missouri call 1-800-735-2466,  
or call 1-800-735-2966 for TDD.



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