1. INCLUDE ALL EVIDENCE
It is always ideal to submit photo, video, test results, or any other evidence with your complaint. This will immediately get the attention of the agency you are submitting to.

2. ASK FOR A COMPLAINT NUMBER
If you aren’t getting a response and you want to make sure your complaint is taken seriously you will need this number for reference. If for some reason you can’t get a number, make sure to get the name of the person you spoke with.

3. FOLLOW UP
If it is possible, call again the very next day. It is critical that you follow up. Even if they don’t respond, you will show the agency that there is urgent action that must be taken.

4. DOCUMENT COMMUNICATION
Keep a log of all the phone calls, emails, visits with the agency. If something goes wrong or there is a disagreement, this might help you prove your case.

WE’RE HERE FOR YOU
If agencies are not responding to your complaints and negotiations with the pipeline have been ineffective, it may be time to contact an attorney.

Fair Shake Environmental Legal Services is a nonprofit law firm committed to ensuring everyone has access to the legal system to protect their private property rights. You can always call our Akron office to inquire about whether an attorney may be able to help with your situation.

If you have any reservations about costs you may find it encouraging that Fair Shake provides access to a wide range of legal services at income-based rates. This is one of the many ways Fair Shake levels the playing field.

AKRON OFFICE
(234)-571-1970
647 East Market Street
Akron, Ohio 44308

MEGAN M. HUNTER, ESQ.
(234)-571-1973
MHunter@FairShake-ELS.org

EMILY A. COLLINS, ESQ.
(234)-571-1971
ECollins@FairShake-ELS.org

SOUTHEAST OHIO PIPELINES
A list of important contacts for pipeline problems
If someone’s drinking water is diminished or contaminated during pipeline construction, having information about water quantity and quality prior to construction can help show that the pipeline is responsible.

These are the ideal parameters to test for:

**Inorganics**
- pH, Alkalinity, Chloride, Turbidity, Bromide, Sulfate, Specific Conductivity, Total Dissolved Solids, Total Suspended Solids

**Metals:**
- Barium, Calcium, Total Magnesium, Total Manganese, Total Iron, Potassium, Sodium

**Organics**
- VOCs/BTEX, Ethane, Methane, Propane, Total Coliform/E.Coli

A water test for these parameters typically costs around $400. Fair Shake Environmental Legal Services has a limited amount of funding to support baseline water testing.