



Rhode Island Department of Environmental Management

Working to Protect Rhode Island's Environment

Who We Are....

The Rhode Island Department of Environmental Management (DEM) is the state agency responsible for preserving the quality of Rhode Island's environment for you and everyone who calls Rhode Island home. Our main office is conveniently located in Providence. We help protect the **AIR** you breathe, the **LAND** your homes, businesses and schools are built on, and the **WATER** you use for swimming and fishing.

What We Do....

DEM takes citizen complaints about pollution seriously and is committed to responding to complaints as quickly as possible. By contacting us, your complaint can be addressed and the investigation process can begin. Or maybe you don't have a complaint – maybe you have a question or need information about something happening in your neighborhood. We can help.

DEM receives complaints and questions about many subjects, including: illegal dumping, odor complaints from industrial facilities, illegal discharges into streams/rivers, dust problems, and similar threats to public health and the environment.

How We Can Help You....

DEM encourages your participation in helping us protect the environment and health of your community. We are here to answer your questions and investigate your complaints. Are you looking for information about a particular pollutant such as mercury or exterior lead paint?

Or maybe you are interested in learning more about a piece of property under construction near your home, or how to properly dispose of used oil? Are you concerned about illegal dumping or strange odors in your neighborhood?

We are here to serve you – please do not hesitate to contact us if you have questions, need to file a complaint about something happening in your community, or want more information about the many programs DEM runs that may directly impact you or your neighborhood. You can raise an issue anonymously or leave your name to get follow-up information.

VISIT OR CALL US:

IN PERSON:

MONDAY-FRIDAY, 8:30 AM-4:00 PM
235 PROMENADE STREET PROVIDENCE, RI
(2nd FLOOR INFORMATION DESK)

AT OUR WEB SITE:

www.dem.ri.gov

STILL HAVE QUESTIONS? CALL US:

GENERAL INFORMATION: **401-222-6800**
TDD LINE: **401-222-4462**

NEED TO FILE A COMPLAINT?
401-222-1360

AFTER HOURS
EMERGENCIES/COMPLAINTS:
401-222-3070

STILL DON'T KNOW WHO TO CALL?
TRY DEM'S OFFICE OF TECHNICAL & CUSTOMER
ASSISTANCE:
401-222-6822