



DNREC Division of Water Constituent Inquiry Tracker

Frequently Asked Questions

What is the Constituent Concern Tracker?

The Constituent Concern Tracker is a system used by the Division of Water to receive, review and respond to questions, concerns and reports from the public.

Why should I submit a concern?

Submitting a concern helps ensure your issue is properly documented, directed to the appropriate staff and reviewed in a timely manner.

What types of concerns can I submit?

You can submit concerns related to surface and groundwater water quality, stormwater, large wastewater and industrial facilities, well and septic systems suspected violations, wetland and waterway programs, dewatering activities or general questions about Division of Water programs.

How do I submit a concern?

Concerns can be submitted through the Division of Water's [online system](#). Staff may also assist you during outreach events or contact us at:

Phone Number: 877-3DEL WTR or 877-333-5987

Email: DOW_Concerns@delaware.gov



For all emergencies call the **Emergency Response Hotline at 800-662 8802**

What information should I provide?

Helpful details include location of the concern, description of the issue, dates/times if known, photos or documents and your contact information.

Can I submit a concern anonymously?

You may submit a concern without providing your name. However, providing contact details allows staff to follow up if needed. If no name is provided, our staff will be unable to follow up on the concern and ensure that there is a resolution.

What happens after I submit a concern?

Your concern will be reviewed, assigned to the appropriate staff and addressed or investigated as needed.

Will I receive a response?

If you provide contact information, staff may follow up. Response times vary depending on the complexity of the issue; however, you will receive a response no later than a couple of days from the submission. We ask that you provide an email address as that is our best means of communication.

What if my concern is outside Division of Water's responsibility?

We will help direct your concern to the appropriate agency whenever possible.

Is my information confidential?

Personal information is handled in accordance with applicable laws. Some information may be subject to public records requirements.

Why is location information important?

Accurate location details help staff identify and respond to the issue more efficiently.

What if I want to check the status of a permit application?

The Constituent Concern Tracker is not intended to be used for tracking permit application inquiries. Please reach directly out to the permitting section responsible for processing your application for an update.

What if I want to request a copy of public records such as Permits, Environmental Data, Applications, etc.?

Request for documents should be directed to the DNREC FOIA Coordinator. Information about the DNREC FOIA Program can be found on our website at dnrec.delaware.gov/foia/. Additional, DNREC Division of Water Documents are available on the Digital Resources Page at dnrec.delaware.gov/water/digital-resources/.

Have a concern? We're here to help.
Division of Water | DNREC

