



How to File an Air Quality Complaint with ACHD

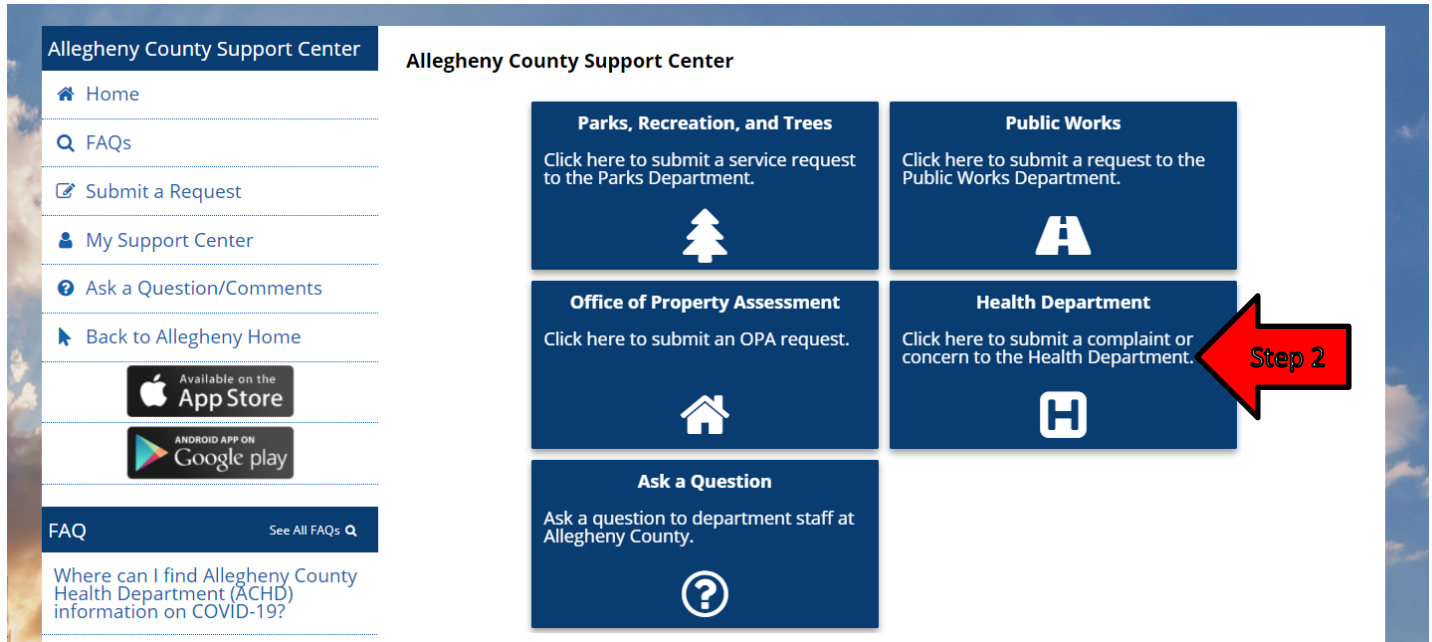
The Allegheny County Support Center is a one-stop place for asking questions, requesting service, or making complaints. The Support Center gives residents access to the Health Department in general and the programs of Air Quality, Food, and Housing. The Health Department is looking to add more programs in the future. The Support Center can be accessed at this link: <http://callcenter.alleghenycounty.us/>. It can also be accessed via the Air Quality Program's webpage at www.alleghenycounty.us/airquality.

This guide will show you how to use the Allegheny County Support Center to alert the Health Department to an air quality complaint.

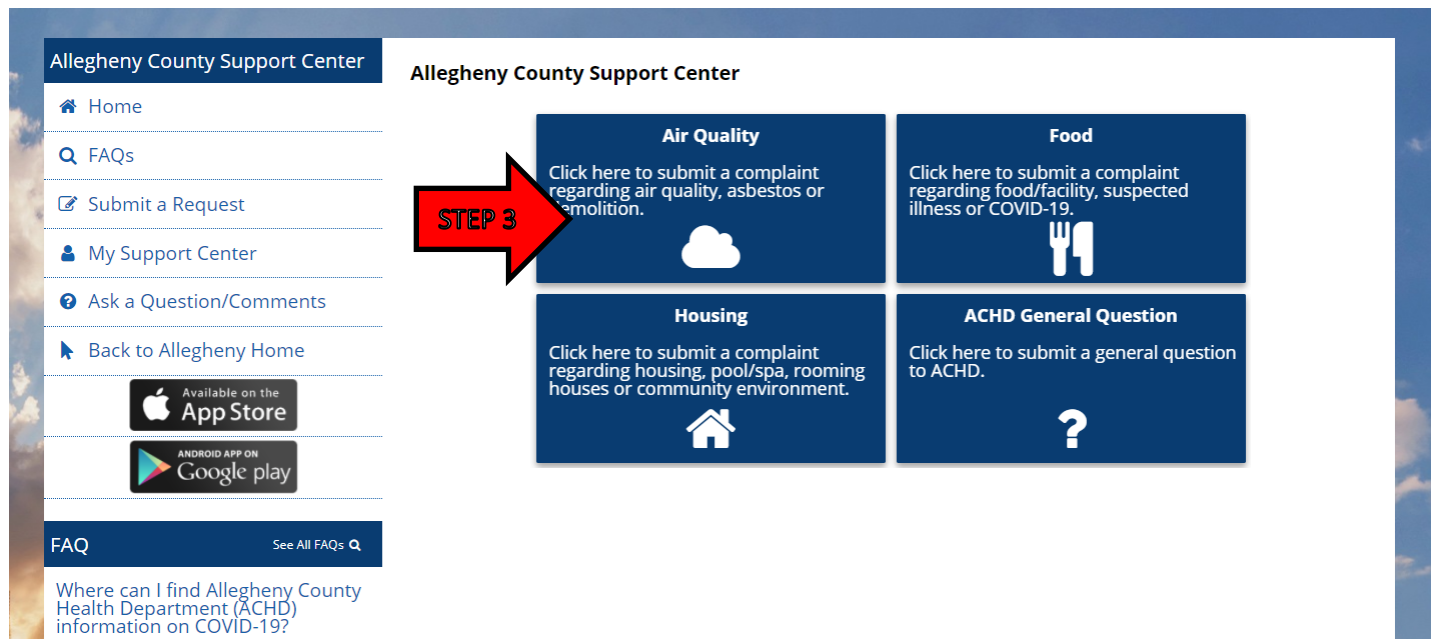
First, click on "Request Service/File Complaint".

The screenshot shows the Allegheny County Support Center website. A red arrow labeled "STEP 1" points to the "Request Service/File Complaint" button. The website layout includes a header with the Allegheny County logo, a left sidebar with navigation links (Home, FAQs, Submit a Request, My Support Center, Ask a Question/Comments, Back to Allegheny Home), and a main content area with four buttons: "Request Service/File Complaint", "Ask a Question", "Frequently Asked Questions", and "My Support Center". The footer includes app store links and a "Powered by GovQA" logo.

Next, click on “Health Department”.



Next, click on “Air Quality”.



You can create an account or submit complaints, requests and questions anonymously. The Health Department recommends you create an account. If you submit an anonymous complaint, you will not receive email notifications regarding the status of your submission, and you will have to use the complaint reference to check its status.

For new users, create an account by clicking “Create Account” and entering your information. For returning users, sign in with your email address and password.

The screenshot shows the Allegheny County Support Center website. On the left is a navigation menu with links: Home, FAQs, Submit a Request, My Support Center, Ask a Question/Comments, and Back to Allegheny Home. Below these are app store badges for the App Store and Google Play. A 'FAQ' section lists several questions about COVID-19, property taxes, and senior citizen relief. The main content area has a login form with fields for 'Email Address' and 'Password', a 'Submit' button, and a 'Forgot your password?' link. Above the form, it says 'If you have used this service previously, please log in.' and 'If this is your first online request, please create an account and provide as much contact information as possible. By creating an account, you will have the ability to track and monitor your requests. All communication will be sent directly to your email account.' Below the login form is a 'New User? Click below to create a new account.' section with a 'Create Account' button. Further down is an 'Anonymous' section with a disclaimer: '**Disclaimer - If you submit a request anonymously you will not receive a response or updates on your request unless you save the Confirmation Number you receive upon entering a request.' It also explains that if no account is created, the user must maintain their Confirmation Number and submit a new request if they lose it. A 'Submit Anonymously' button is at the bottom of this section. At the very bottom, a footer states 'By logging in, you agree to GovQA's Privacy Policy and Terms of Use.' and features the 'Powered by GovQA' logo.

Allegheny County Support Center

Home

FAQs

Submit a Request

My Support Center

Ask a Question/Comments

Back to Allegheny Home

Available on the App Store

ANDROID APP ON Google play

FAQ See All FAQs Q

Where can I find Allegheny County Health Department (ACHD) information on COVID-19?

County property taxes related to COVID-19

How do I remove and/or add a name to a real estate deed?

Can you provide me with the owner's name on a specific property?

What are the Senior Citizen Relief Program qualification guidelines?

If you have used this service previously, please log in.

If this is your first online request, please create an account and provide as much contact information as possible. **By creating an account, you will have the ability to track and monitor your requests.**

All communication will be sent directly to your email account.

Email Address:*

Password:*

[Forgot your password?](#)

New User? Click below to create a new account.

Anonymous

You will not be able to receive updates or track the progress on the request submitted.

****Disclaimer - If you submit a request anonymously you will not receive a response or updates on your request unless you save the Confirmation Number you receive upon entering a request.**

If you do not create an account, it will be your responsibility to maintain your Confirmation Number (ex: **P002553-093015**). Frequently, check the My Request Center for updates and to request additional information or clarifications. If you lose your confirmation number, you will need to submit a new request. To use this option, click "Submit" below. To search for a previously submitted request, click on the "My Support Center" link at the top of the page and then click "Search by Reference Number".

Allegheny County cannot communicate directly with you if your contact information is not provided.

By logging in, you agree to GovQA's [Privacy Policy](#) and [Terms of Use](#).

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Select from among five complaint types.

- **Asbestos or Demolition** - for concerns about asbestos from renovation or demolition. Some of the provided questions on the form include:
 - What type of building is involved? (residential structure with four or fewer units, commercial, industrial, etc.)
 - Is the complaint regarding a renovation or a demolition?
 - If renovation, where in the building is renovation activity occurring (i.e. floor, room #, etc.)? Please provide a description of the work being performed.
 - If demolition, what is the type of demolition (i.e. interior, exterior partial, or entire building)?
 - Is the building currently occupied?
 - Are there currently workers on site?
- **Odor** - for concerns about foul odors. Some of the provided questions on the form include:
 - Please describe the odor (Rotten Eggs/Sulfur, Metallic, Diesel, etc.)
 - If you smell natural gas, leave your house immediately and call your gas company or dial 911. Do not turn on or off any electrical switches or use any appliances or lights, as it could create a spark.
 - What time and date did you observe the odor?
 - Where were you when you observed the odor?
 - Did you observe smoke, dust, or steam?
- **Outdoor Burning** - for concerns about smoke or odor from a fire or combustion that passes into the open air without going through a flue, including fires which occur in a chiminea, fire pit, outdoor fireplace, or grill. Some of the provided questions on the form include:
 - Is the fire occurring now?
 - Did you report to another agency or authority? If so, which agency?
 - Please call 911 to report an open burning issue during non-business hours (8:30 a.m. - 4:30 p.m. Monday through Friday)
 - Is this occurring at a commercial property?
 - Is the pile of wood burning more than 2 feet high? More than 3 feet wide?
 - If the material being burned is not wood, please indicate what it is.
- **Smoke or Dust** - for concerns about smoke or dust. Some of the provided questions on the form include:
 - What did you observe? (Smoke or dust)
 - If smoke, what is the color of the smoke? Is there an odor associated with it?
 - If dust, can you see it in the air? Observe it on surfaces?
 - What time and date did you observe it?
 - Is it occurring now?
 - Where did you observe it?
- **Other** - for concerns that do not fit the other four categories. Some of the provided questions on the form include:
 - Please describe the location of the complaint.
 - What time and date did you observe it?
 - Please describe the complaint.

Allegheny County Support Center

Submit a Request

Home
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Available on the App Store
ANDROID APP ON Google play

FAQ See All FAQs

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Service Request Type: Air Quality Complaint Form
Description: Use this form to send us a comment or to register a complaint with the Health Department's Air Quality Program. Please note: Be as specific as possible. When filing a complaint about open burning or foul odors, please include the time, location (neighborhood or zip code), and a brief description of the odor or smoke associated with your complaint.

Address 1:
Address 2:
City: Pittsburgh
State/Province: PA
Zip/Postal Code:

Air Quality Complaint Type:*
Additional Comments:

For certain issues, it's helpful to provide photos or documents to help us understand the issue. If you have any such files, please add them here.

Attachments:

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Please answer the questions on the form to the best of your knowledge. There is a box for additional comments if you would like to provide more details to help us understand the issue or describe an odor that doesn't fit the listed options. There is also the option to provide photos or documents to help us understand the issue.

If you created a Support Center account, you will receive a confirmation email with your reference number to track the progress of your request. Videos and pictures can be sent to the department by replying to the confirmation email. Please provide a current email or phone number in the case that Health Department staff may need to contact you.



Dear

Thank you for submitting your Air Quality Complaint request for support on Reference Number:

Please click here to log in to the Allegheny County Support Center to track the progress of your request.

Allegheny County

Air quality concerns can also be reported by calling 412-350-INFO (4636). The Support Center can also be accessed using the free Allegheny County PA app, which can be found in the App Store and Google Play Store.

