

SECTION III – Frequently Asked Questions

This section is intended to answer some of the more frequently asked questions the public has concerning the new Hazardous Substance Incident Tracking Database (database). This section focuses on those questions relating to the completion and submission of the 30-Day Written Report using the database's on-line application. For questions relating to the database's other features see the Frequently Asked Questions in Section II of the Public User's Guide.

Question – Am I required to use the database's on-line reporting application to submit the required written report?

Answer – No, The department accepts the 30-Day Written Report 4 ways:

1. The online database application
<https://programs.iowadnr.gov/hazardousspills/Introductory.aspx>
2. An electronic copy of the report can be e-mailed to
Emergency_Response@dnr.iowa.gov
3. A hardcopy can be mailed to the department at

Iowa Department of Natural Resources
2025
Des Moines, IA 50319
Attn: Emergency Response ☒

4. A copy of the report can be to "☒"☒☒☒☒

Question – Am I required to get an Enterprise Authentication and Authorization System ID?

Answer – The Enterprise Authentication and Authorization System ID (A & A ID) is required for anyone creating, editing, or adding to an incident report. The A & A ID is not required to view information in the database including the ability to generate, view, and download most reports and documents. If you wish to submit the 30 Day Written Report or any supporting documents through the online application you will need to have an A & A ID.

Question – I am with a professional environmental company and provide reporting services to a company (or more than one) operating in Iowa, can I submit information on behalf of my client?

Answer – Yes, The department allows 3rd party reporting both for the verbal report due within 6 hours of the incident and the written report due within 30 days of the incident. You will need your own A & A account and request access to your client’s spills.

Question – Am I having difficulties entering information, is there a 24 hr system support number?

Answer – No, Assistance with the database is available from 8:00 AM until 3:00 PM CST on Monday – Friday, excluding state holidays. To get assistance please call 515-204-3352.

Question – If the information already entered in the database by the department is correct do I still need to submit the 30-Day Written Report?

Answer – Yes, The 30-Day Written Report is required to be submitted by the responsible party or a designated representative (responsible party has ultimate responsibility).

The system will pre-populate most fields with information entered by department staff to reduce the amount of data entry required. You still need to review each section and click “Save Page” before moving on to the next section. If there are tabs in the section you must review each tab and click “Save Page” before moving to the next tab. This helps to insure that the information has been reviewed by the responsible party and when the report is submitted the responsible party is agreeing to the information contained in the report.

Question – I do not know the information required in a section, can I leave it blank?

Answer – No, the system will not allow you to leave a required section blank. If you do not know the information contact the department for assistance at 515-204-3352. The following website contains information that can help you complete the report:

- Location Information - <http://www.iowadotmaps.com/msp/pdfview/counties.html> (select the county where the incident occurred and zoom in the location.) The application accepts 911 addresses, Township/Range/Section, Township Name/Section, or crossing street. The DOT map tool can help you determine all but the 911 address.