

# Service Delivery Standards for Environmental Incident Reports Received by the Ministry

These are proposed Service Delivery Standards for environmental incidents that are reported to the Ministry of the Environment, Conservation and Parks (MECP) by members of the public:

<b>Report format</b>	<b>Acknowledgement from Receipt Date</b> (see notes for exemptions)	<b>Update Provided from Receipt Date</b> (see notes for exemptions)
Written (electronic, fax, mail submission) (see notes for exemptions)	Within 2 business days	Within 15 business days
Via telephone (Spills Action Centre) (see notes for exemptions)	Answered within 2 minutes	Within 15 business days

## Notes:

1. Excludes reports for which no personal information is provided by the reporting party (e.g. anonymous reports).
2. Spill reports cannot be received by social media or email. Electronic submission of reports to MECP may be available by 2021.
3. Excludes reports where other MECP exceptions already apply.
4. If a response cannot be provided by the response date, then an estimate timeframe for response will be provided before the response date.