

DEEP Document Online Search Portal

More Information and Frequently Asked Questions (FAQs)

- You are searching only those documents that are currently available in the DEEP Document Online Search Portal. This includes limited records for the following programs and document types:

| Agency Programs | Agency ID | Document Types |
|--|---------------------------|---------------------------------|
| Air Field Enforcement | Complaint Number | Application Submittal |
| Air Technical Services | Registration Number | Sufficiency Review |
| Emergency Response Unit | Spills ID or Case ID | Technical Review |
| Hazardous Waste | Manifest Number | NTD |
| Leaking Underground Storage Tanks (LUST) | Spills ID or Case ID | Public Comment |
| Municipal Water Pollution Control | No ID Currently Available | Response to Comments |
| Potable Water | Remediation (REM) ID | Authorization/Approval/Decision |
| Property Transfer | Remediation (REM) ID | Examination Results |
| | | Complaint |
| | | Inspection |
| | | Informal Enforcement |
| | | Formal Enforcement |
| | | Assistance |
| | | Financial Assurance |
| | | Plans and Reports |

As time and resources allow, DEEP will be adding documents that are public record. As more Agency Programs contribute to the Portal, the list above will be updated to include those programs and document types. Confidential documents will not be made available.

- For a complete review of agency records for the above or other agency programs, you can perform your own search in our [DEEP public file room](#) located at 79 Elm Street, Hartford CT.
- Please note that the presence or absence of information in the Department's files does not indicate there are or are not violations or environmental problems at a site or facility.

DEEP Document Online Search FAQs

What is the DEEP Document Online Search Portal?

The DEEP Document Online Search Portal includes a limited collection of documents electronically produced or digitally scanned by the Agency. The portal is searchable by a variety of fields.

Who do I contact if I have questions?

- For technical assistance using the DEEP Document Online Search Portal, contact deep.helpdesk@ct.gov or call the DEEP Help Desk at 860-424-3882.

- For questions regarding a particular site and/or the documents that display in your search results, contact the appropriate DEEP Program Office.

Are there other files that I can review?

Other resources for department documents are the [DEEP public file room](#) and the [Connecticut Open Data Portal](#).

What are the data points that I can use to find my document in the search engine?

DEEP suggests you enter as many keyword values as possible to help narrow down the number of documents that are returned for your search.

You may search the database by

- Agency Program:** Programs specified above.
- Town:** Town that document pertains to.
- Agency ID:** A unique or primary identification number such as a license, permit, application or case number; varies depending on the Agency Program (specified above).
- File Type:**
 - Written Text
 - Images
 - Video
 - Maps or Drawings
- Entity Name:** Name of individual, business, agency, municipality, etc. that document pertains to.
- Street Address:** Address that document pertains to; includes street number and name. No zip code required.
- Document Type:** Types specified above.
- Subject(s):** What a given document is about (e.g., hazardous waste, underground storage tanks, air emissions, potable water, property transfer, water pollution control, etc.); Any word or phrase used in a document.

If you enter more than one search criteria you will only see results that match **all** the criteria. Example: if you enter a town name and a document type, the search will return only records that have both the town name and the document type assigned to it.

If you enter an address and/or subject, the search results will display any records that contain the value you entered. For example, if you enter “water” in the subject, the results will include documents where the subject field contains potable water, wastewater, water company, etc.

Any suggestions for how to improve my search results?

Enter as many keyword values as possible to help narrow the number of documents that are returned for your search. This will enable you to find the document or facility that you are searching for from a smaller list of results.

My search for a document returned no results, but I know the document exists. Why wasn't it available?

This could be due to several factors:

- Entering accurate search terms - Be sure that you have the correct spelling, numbers or names.

- Online availability - You may be searching for a document that is not currently cataloged in the database. At the present time, the database does not include all DEEP documents.
- Refine your search – use the search tips above to learn how to perform a more specific search.

I put in an address as my search criteria. Why are there no documents in the search results?

At the current time, the DEEP Document Online Search Portal can only display limited documents from the above named programs.

What are my options once my search results have been returned?

Each record that is returned will include a hyperlink to connect to the actual document. Printing or searching within the document is accomplished by using the controls in your browser window. The text within the PDF document is fully searchable.

What are my options if I can't find a document?

Other resources for department documents are the [DEEP public file room](#) and the [Connecticut Open Data Portal](#).

My search returned an unreadable document. What can be done?

For questions regarding a particular site and/or the documents that display in your search results, contact the appropriate [DEEP Program Office](#).

When are other documents going to be available?

DEEP will be adding documents as time and resources permit. Each time a new program or document type is made available online, this page will be updated to inform users regarding what is available. Public records that cannot be found using the DEEP Document Online Search can be viewed in the [DEEP public file room](#).