

Report an Incident

How can I report oiled shoreline?

Please contact the hotline at (866) 448-5816.

How can I report oiled wildlife?

To report oiled or injured wildlife, please call (866) 557-1401.

How can I resolve media access concerns?

Press with vessels are encouraged to continue to cover this spill and response efforts from areas not subject to a safety zone and all press are encouraged to cover the event from public places or private property they have permission to access. Any press who encounter response personnel restricting their access or violating the [media access policy](#) of the National Incident Commander should contact the Joint Information Center at: (713) 323-1670 and provide their name, contact information, a description of the incident, the name and agency/company of the person denying access, the reason given for denial of access, and any efforts made by the reporter or the person to allow safe access that did not work. This will allow the unified command to follow up and take corrective action as required.

Claims Info

PROCESS FOR SUBMISSION OF DEEPWATER HORIZON INCIDENT CLAIMS

BP has established an Online Claim Form as well as a Claims Line for oil spill-related claims.

Online Claim forms are available in three languages:

- [English](#)
- [Spanish](#)
- [Vietnamese](#)

The toll-free number for the claims line is **1-800-440-0858**. The line is available 24 hours a day, 7 days a week.

- Personnel at the Claims Line will provide each caller with information on how to submit a claim.
- Each claim will be assigned to an adjuster and the claim will promptly be investigated and evaluated.
- Larger and more complex claims may require additional investigation and documentation prior to evaluation and resolution.

- BP will pay resolved claims promptly.

BP takes responsibility for responding to the Deepwater Horizon oil spill. We will clean it up. BP has established a robust process to manage claims resulting from the Deepwater Horizon Incident.

BP will pay all necessary and appropriate clean-up costs.

BP is committed to pay legitimate and objectively verifiable claims for other loss and damage caused by the spill – this may include claims for assessment, mitigation and clean up of spilled oil, real and property damage caused by the oil, personal injury caused by the spill, commercial losses, including lost of earnings, profit and other losses as contemplated by applicable laws and regulations.

Additionally, BP has established several claims offices along the Gulf Coast. The office hours are from 8 a.m. to 7 p.m. each day. BP has posted a video about the claim center on their Web site: click [here](#) to watch the video.

For more detailed information regarding BP claims process, click [here](#).

Federal disaster assistance information:

Individuals and businesses looking for information on how to obtain Federal assistance for dealing with the impacts of the current oil spill should visit www.DisasterAssistance.gov. Before applying for Federal assistance, individuals should first make a claim with the responsible parties. See information on this page above for that process.

DisasterAssistance.gov includes information on the types of Federal assistance that individuals and businesses can apply for such as nutrition programs, business disaster loans, temporary assistance for needy families and unemployment insurance.

Click on the oil spill box at the top of the DisasterAssistance.gov homepage to take you to a page with oil spill specific information. Individuals seeking oil spill related assistance should not use the registration function at this site, but should follow the instructions laid out on the oil spill specific page instead.

Claims Office Locations

LOUISIANA

*New Orleans, La.
4375 Michoud Blvd.
New Orleans, LA 70129*

Venice - Opened 5/8/10

41093 Hwy La 23

Boothville, LA 70038

Saint Bernard – Opened 5/7/10
1345 Bayou Rd
Saint Bernard LA 70085
Pointe a la Hatch
1553 Hwy 15
(Council District #1 Office)
Pointe-A-LA-Hatch, LA 70040
Gretna/Belle Chasse
2766 Belle Chasse Hwy
Belle Chasse, LA 70037
Grand Isle
3811 LA1 (Community Center)
Grand Isle, La 70358
Houma, LA (Terrebonne Parish)
Julius Herbert, Manager
Plaza Caillou Shopping Center
814 Grand Caillou Rd
Suite 2 & 3
Houma, LA 70363
Cut Off, LA (Lafouche Parish)
Carlo Pedalino, Manager
Tarpon Heights Shopping Center
Unit 2
16263 E. Main Street
Cut Off, LA 70345
BP Claims and Community Outreach Center
St. Tammany Parish
2040 Gause Blvd., Suite 10
Slidell, LA 70461
Telephone: 985.649.1942



How to Volunteer

We appreciate your concern and willingness to help.

If you or someone you know is interested in volunteering, please call the Deepwater Horizon Response Volunteer Request Line at 1-866-448-5816 or visit the Web sites below.

State specific volunteer opportunities:

- Louisiana: <http://www.volunteerlouisiana.gov/>
- Mississippi: <http://www.volunteermississippi.org/1800Vol/OpenIndexAction.do>
- Florida: <http://www.volunteerfloridadisaster.org/>
- Alabama: <http://www.servealabama.gov/2010/default.aspx>

Volunteer Hotlines:

- Report oiled shoreline or request volunteer information:
(866)-448-5816
- Submit your vessel as a vessel of opportunity skimming system:
(866) 279-7983 or (877) 847-7470

Oiled Wildlife

How can I report oiled wildlife?

To report oiled or injured wildlife, please call (866) 557-1401.

Suggestions

How can I submit a suggestion on how to stop the leak or clean up the oil?

Option 1

The Interagency Alternative Technology Assessment Program workgroup (IATAP), established by the National Incident Commander for the BP Deepwater Horizon oil spill, has established a process for collecting and reviewing oil spill response solutions from scientists and vendors.

To submit a suggestion:

1. Go to the [FedBizzOps Deepwater Horizon Response](#) page
2. Open the most current Amendment (Amendment #1 as of 4JUN10) that contains BAA synopsis.

3. Read the BAA synopsis
4. If submitting a BAA white paper, click on the link on page 3 of the BAA synopsis. The link follows the words: "Offerors shall respond to this BAA by electronically submitting a White Paper at"
5. Fill out the online form and attach BAA white paper as per synopsis.
6. Click Submit.

What happens to these suggestions?

The IATAP and the RDC will screen and triage submissions based on technical feasibility, efficacy and deployability.

Option 2

Thousands of people have submitted possible ideas on how to stop or contain the oil in the Gulf of Mexico.

More than 20,000 ideas on how to stop the flow of oil or contain the oil spill have been sent to BP since the Gulf of Mexico incident. These ideas have flooded in from people across the world, ranging from ordinary members of the public to oil industry professionals, and in many languages from Arabic to Russian.

BP has implemented a process to review and evaluate all of these suggestions.

There are two ways to submit a suggestion in this option:

1. Call the Houston suggestion line at (281) 366-5511
2. Fill out the online suggestion form at <http://www.horizedocs.com/artform.php>

Each caller to the Houston suggestion line has their details entered into the Horizon Call Center database. The database then automatically generates and sends the caller a simple form, termed the Alternative Response Technologies form, for them to set out the details of their idea.

Alternatively, the online form is a valuable tool in helping the team to systematically review the technical merits of the idea, as it allows the caller to describe the materials, equipment and skills needed for it to work.

After the caller completes and submits the form, it is sent for triage by a team of 30 technical and operational personnel who will review its technical feasibility and application. Given the quantity of the proposals and the detail in which the team investigates each idea, the technical review can take some time. Each idea is sorted into one of three categories:

- Not possible or not feasible in these conditions;
- Already considered/ planned or;
- Feasible.

The feasible ideas are then escalated for a more detailed review, potential testing and field application. So far, around 100 ideas are under further review.

Each submitter receives a reply informing them of the outcome. Those whose ideas are considered feasible will be contacted by BP if, and when, their support is needed.

Unified Command thanks each submitter for their interest and willingness to share their ideas.