

Customer Service Initiative

The Chicago District Regulatory Branch is committed to providing exceptional service to our customers. Good communication is essential to accomplishing our mission. We strive to be responsive to all requests for assistance, including letters, telephone calls and emails. Our goal is to respond to our customers in a timely manner exhibiting courteous and professional behavior

The Regulatory Branch has an established telephone number and email for all general questions not specifically related to an assigned Corps project number. The telephone number is (312) 846-5530 and the email address is lcregweb@usace.army.mil . You should expect to receive a response within a timely manner, usually within one or two business days.

A Corps project number will be assigned to all incoming correspondence requesting our assistance. If you provide an email address along with your request, an email notification will be sent to you acknowledging receipt of your submittal. The email will also include the file number assigned to the project and the project manager's contact information. You can also view recently received and assigned applications on our website at <http://www.lrc.usace.army.mil/Portals/36/docs/regulatory/newapps.pdf>.

Your assigned Corps' project manager (PM) is your primary point of contact. Please contact the assigned PM first. The PM will return your telephone call or email within a timely manner. Since our office receives a large number of telephone calls and emails each day, we ask that you coordinate your communications with your partners so that a person of contact can be assigned on your end as well. This practice will prevent duplication of effort for our PM's. Please ensure that you reference your assigned Corps' project number on all communications to our office.

We have an established chain of command. If a PM does not exhibit professional and courteous service and provide you with a response in a timely manner, please contact their Section Chief/Team Leader to discuss the matter. In order to facilitate efficient and effective communication, please adhere to this chain of command. A Regulatory Branch directory can be found at <http://www.lrc.usace.army.mil/Missions/Regulatory/ContactInfo.aspx>.

If you have general questions regarding the "Customer Service Initiative", please contact Keith Wozniak by telephone at (312) 846-5535 or email at keith.l.wozniak@usace.army.mil.

Leesa A. Beal
Chief, Regulatory Branch
Chicago District