



South Coast Air Quality Management District

# WHO TO CALL

## Guide for Environmental Issues

L O S A N G E L E S C O U N T Y

This guide was created by South Coast AQMD and partners as a resource for Los Angeles County only to easily identify the agency responsible for responding to environmental concerns and other issues. This guide is organized into the following topics:

**EMERGENCY PLANNING & OTHER SERVICES**  
**PEST CONTROL**  
**ANIMAL CONTROL**  
**TRANSPORTATION**  
**WATER**  
**ASBESTOS, CHEMICALS & TOXINS**  
**AIR**  
**LAND, WASTE & CLEANUP**

### How to use this guide:

- Flip to the page of the type of environmental concern(s) you have
  - Search under the "Topics" column for keywords of your concern(s)
  - The "Who to Call" column will have the responsible agency contact information including phone, website, and/or email
  - Use the contact information to reach out to the agency responsible to address your concern(s)
  - **If unable to locate your city service, please dial 2-1-1 or (800) 339-6993 or visit <http://211la.org/resources>**
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Topics	Who to Call
Utility Rates & Condition of Utility	<b>California Public Utilities Commission (CPUC)</b> Phone: (800) 649-7570 Website: <a href="http://www.cpuc.ca.gov">www.cpuc.ca.gov</a> Email: <a href="mailto:safetyhotline@cpuc.ca.gov">safetyhotline@cpuc.ca.gov</a>
Abandoned Cars   Illegal Parked Cars   Noise Violations   Obtain Permits   Reporting Potholes   Graffiti   Streetlight Problems   Parking Enforcement	<b>City of Los Angeles Department of Building and Safety (LADBS)</b> Call 3-1-1 (within the City of Los Angeles) for quickest service Phone: (213) 473-3231 Website: <a href="https://www.ladbs.org/default">https://www.ladbs.org/default</a> To send online message: <a href="https://www.ladbs.org/our-organization/customer-services/contact-us">https://www.ladbs.org/our-organization/customer-services/contact-us</a>
Environmental Health Complaints   Health Inspection   Foodborne Illness   Report Problems at a Restaurant or Food Market   Illegal Food Vendors   Body Art Facility   Education   Baby Supplies   Nutrition   Childcare   Parent Programs   Healthcare and Immunizations	<b>Los Angeles County Department of Public Health</b> Call 2-1-1 for service 24 Hour Hotline: (888) 700-9995 Customer Call Center: (888) 700-9995 Website: <a href="http://publichealth.lacounty.gov">http://publichealth.lacounty.gov</a> Email: <a href="mailto:ehmail@ph.lacounty.gov">ehmail@ph.lacounty.gov</a>
Fire Weather   Tropical Weather   Forecast   Satellite Images   Advisory Preparedness	<b>National Weather Service</b> Phone: (805) 988-6610 Website: <a href="https://www.weather.gov/lox/">https://www.weather.gov/lox/</a>

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## How to Protect Yourself During a Wildfire

### How to limit your exposure to wildfire smoke or ash.

- Remain indoors with windows and doors closed or seek alternate shelter.
- Avoid vigorous outdoor physical activity.
- Run your air conditioner with a clean filter to prevent bringing additional smoke inside.
- Avoid using a whole-house fan or a swamp cooler with an outside air intake.
- Avoid using indoor or outdoor wood-burning appliances, such as fireplaces and candles.
- Older adults, young children, pregnant women, and people with heart or lung diseases may be especially sensitive to health risks from wildfire smoke.
- To learn more on how to protect your lungs from wildfire smoke, how to choose the proper mask, and how to use it, please visit <http://www.sparetheair.com/assets/FaceMasks-FiltersInfo.pdf>.
- For tips on wildfire smoke, ash health, and safety, please visit <https://ww2.arb.ca.gov/protecting-yourself-wildfire-smoke>.

## EMERGENCY PLANNING & OTHER SERVICES

Topics	Who to Call
Reporting Pesticide Problems   Pesticide Regulation	<b>California Department of Pesticide Regulations</b> Website: <a href="https://www.cdpr.ca.gov/">https://www.cdpr.ca.gov/</a>
Mosquitos   Midges   Black Flies   Reporting Stagnant Water   Pest Control	<b>Greater Los Angeles County Vector Control District (GLACVCD)</b> Phone: (562) 944-9656 Website: <a href="https://www.glacvcd.org/">https://www.glacvcd.org/</a>
Feral Control   Fruit Flies   Coyote Control   Weed Abatement   Termite Control	<b>Los Angeles County Agricultural Commissioner/Weights &amp; Measures</b> Phone: (562) 622-0402 Website: <a href="https://acwm.lacounty.gov/pest-control-operators/">https://acwm.lacounty.gov/pest-control-operators/</a> Email: <a href="mailto:wm@acwm.lacounty.gov">wm@acwm.lacounty.gov</a>
District Surveillance & Enforcement   Toxicology & Environmental Assessment   Pesticide Information   File a Complaint	<b>Los Angeles County Health for Pest Control</b> Customer Call Center: (888) 700-9995 Website: <a href="http://publichealth.lacounty.gov/eh/TEA/ToxicEpi/pesticides.htm">http://publichealth.lacounty.gov/eh/TEA/ToxicEpi/pesticides.htm</a> Email: <a href="mailto:ehmail@ph.lacounty.gov">ehmail@ph.lacounty.gov</a>

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## Tips for Mosquito Prevention

- Remember to properly seal rain barrels or other containers that are filled with water. Mosquitos can use other openings as well to enter the container and lay eggs, so make sure to check for holes.
- To lower the chance of mosquitos laying eggs, look around your home or yard for anything that can hold water such as vases, buckets, plant saucers, old tires, and yard drains. Once found, tip the water into the grass once a week and toss out unused containers or store them to prevent them from collecting more water.
- Use natural mosquito control products. You may find these products at a local home improvement store.
- To protect your family and community from mosquito-transmitted diseases like Zika, dengue fever and Chikungunya, wear environmentally friendly insect repellent with ingredients such as DEET, Picaridin, or Oil of Lemon Eucalyptus.
- For more tips on how to keep your home free from stagnant water and help ensure your family and community is safe, please visit <https://www.glacvcd.org/2018/12/harvest-water-not-mosquitoes-a-guide-to-keep-your-home-mosquito-free/>.

# PEST CONTROL

Topics	Who to Call
Fish, Wildlife, and Plant Resources   Non-game Wildlife   Pesticide Investigations   Wildlife Welfare & Rehabilitation	California Department of Fish & Wildlife (CDFW) General Contact Information Phone: (916) 445-0411 Website: <a href="https://www.wildlife.ca.gov/Explore/Director/Email">https://www.wildlife.ca.gov/Explore/Director/Email</a> To Report Pouchers and Pollutors Phone: (888) 334-2258
Animal Services   Pet Care and Adoption   Pet Policies	City of Los Angeles Department of Animal Services Call 3-1-1 (within the City of Los Angeles) for quickest service. Phone: (888) 452-7381 Website: <a href="http://www.laanimalservices.com/">http://www.laanimalservices.com/</a>
Animal Services   Pet Adoption   Noise Complaints   Renew Pet License	Los Angeles Sanitation and Environment (LASAN) Dead Animal Removal Phone: (800) 773-2489 Online Service Request Form: <a href="https://www.lacitysan.org/san/faces/home/portal">https://www.lacitysan.org/san/faces/home/portal</a>
Dead Animal Removal   Service Requests	Los Angeles County Department of Public Health General Contact Information 24 Hour Hotline: (888) 700-9995 Customer Call Center: (888) 700-9995 Website: <a href="http://publichealth.lacounty.gov">http://publichealth.lacounty.gov</a> Email: <a href="mailto:ehmail@ph.lacounty.gov">ehmail@ph.lacounty.gov</a> Reporting animal bites and other veterinary public health: Website: <a href="http://publichealth.lacounty.gov/vet/biteintro.htm">http://publichealth.lacounty.gov/vet/biteintro.htm</a>

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## Animal Control Agencies for Sheltering Services

- If you see or find an abandoned animal, or believe one is dangerous, visit the link below to find the closest animal control agency near you. Specific contact information is given and can provide you with more informaton, please visit <http://publichealth.lacounty.gov/vet/AnimalControlList.htm>.
- For more information on animal emergency shelters and resources visit <https://redrover.org/2019/10/29/animal-resources-for-california-fires/>

# ANIMAL CONTROL

Topics	Who to Call
Hazardous Roadway Conditions   Traffic Related Matters	California Highway Patrol (CHP) Phone: (800) TELL/CHP or (800) 835-5247 Website: <a href="http://www.chp.ca.gov">www.chp.ca.gov</a>
State Highway Repairs, Line, & Markers   Maintenance   Potholes   Broken Sprinklers   Graffiti	Caltrans Phone: (323) 259-1806 Website: <a href="http://www.dot.ca.gov">www.dot.ca.gov</a>
Aircraft Emissions	City of Los Angeles Department of Transportation (LADOT) Call 3-1-1 (within the City of Los Angeles) for quickest service. Phone: (213) 473-3231 Website: <a href="https://ladot.lacity.org/">https://ladot.lacity.org/</a> Email: <a href="mailto:ladot@lacity.org">ladot@lacity.org</a>
Streets and Transportation Information & Services	Federal Aviation Administration (FAA) General Concerns/ Public Information Line Phone: (866) 835-5322 Website: <a href="https://www.faa.gov/">https://www.faa.gov/</a> Contrails (FAA) Phone: (202) 267-3576
Transportation Incentive Program   Freeway Service Patrol   Metro Rail Locations   Maps   Customer Relations   Fare Information	Los Angeles Metropolitan Transportation Authority General Contact Information Phone: (323) 466-3876 Website: <a href="http://www.metro.net">www.metro.net</a> Customer Service Phone: (866) 827-8646 Metro Security Phone: (888) 950-7233

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## Tips for Transportation

- Using public transportation can help reduce pollution, increase physical activity and lower traffic congestion.
- Metro has created a Trip Planner, which locates the nearest public transportation site and guides you to your final destination. To visit Metro's Trip Planner, please visit <https://www.metro.net/riding/trip-planner/>.
- Carpool when possible! Carpooling can save you money, reduce stress, save you time, and reduce traffic.
- Buy an electric vehicle! Electric vehicles can reduce or even eliminate your fuel costs, reduce car emissions and contribute to clean air.
- For an overview on how to charge your electric vehicle in a Metro parking lot, benefits of UV charging, locations to charge, and FAQs regarding UV charging at Metro, please visit <https://www.metro.net/projects/ev/>.

# TRANSPORTATION

Topics	Who to Call
Flooded City Streets   Clogged City Sewer Lines   Clogged City Storm Drains	City of Los Angeles Sanitation and Environment Phone: (800) 773-2489 Website: <a href="https://www.lacitysan.org">https://www.lacitysan.org</a>
Environmental Health Complaints   Sewage or Wastewater Discharge at a Property   No Water at a Property	Los Angeles County Department of Public Health Call 2-1-1 for service Customer Call Center: (888) 700-9995 24 Hour Hotline: (888) 700-9995 Website: <a href="http://publichealth.lacounty.gov">http://publichealth.lacounty.gov</a> Email: <a href="mailto:ehmail@ph.lacounty.gov">ehmail@ph.lacounty.gov</a>
Reduce, Reuse, Recycle, Rethink   Water Services   Flood Information   Sewer Maintenance Services   Smart Gardening Workshops	Los Angeles County Public Works 24-hour Dispatch Phone: (800) 675-4357 or (626) 458-4357 Website: <a href="http://www.cleanla.com">www.cleanla.com</a>
Water Waste   Water Quality   Underground Leak   Power Outage   Power Quality   Street Light Outage	Los Angeles Department of Water & Power (DWP) Phone: (800) DIAL DWP (800) 342-5397 Website: <a href="https://www.ladwp.com/">https://www.ladwp.com/</a>
Environmental Complaints   Groundwater Permitting and Land Disposal   Waste Discharge   Watershed Regulatory	Los Angeles Regional Water Quality Control Board General Questions Phone: (213) 576-6600 Website: <a href="https://www.waterboards.ca.gov/losangeles/">https://www.waterboards.ca.gov/losangeles/</a> How to File an Environmental Concern Phone: (213) 620-6370 or (213) 576-6600 Website: <a href="https://www.waterboards.ca.gov/losangeles/water_issues/programs/enforcement/index.html#complaints">https://www.waterboards.ca.gov/losangeles/water_issues/programs/enforcement/index.html#complaints</a>
Water Quality Programs   Recycled Water Usage   Water Rights Policies and Regulation   File a Water Right Complaint	State Water Resources Control Board Division of Drinking Water Phone: (916) 449-5577 Division of Water Quality Phone: (916) 341-5455 Division of Water Rights Phone: (916) 341-5300

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## Tips for Water Conservation

- Turn off the water while you brush your teeth.
- Take shorter showers and while you wait for the water to warm up, collect it to water your plants, garden or flush your toilet.
- Collecting storm water can reduce flooding, reduce water bills, and can be used to water your plants.

**WATER**

Topics	Who to Call
Pesticide Sale & Use	California Department of Pesticide Regulation (CDPR) Phone: (916) 324-4100 Website: <a href="https://www.cdpr.ca.gov/">https://www.cdpr.ca.gov/</a> Email: <a href="mailto:CDPRWeb@cdpr.ca.gov">CDPRWeb@cdpr.ca.gov</a>
Surveillance of Pesticide Illness and Injury   Evaluation of Toxicity Data and Criteria   Regulations on Agricultural Worker Health	California Office of Environmental Health Hazard Assessment (OEHHA) Phone: (916) 445-6900 Website: <a href="http://oehha.ca.gov">oehha.ca.gov</a>
Hazardous Waste Management   Site Mitigation & Restoration   Consumer Products   Business Inspections   Chemical Spills	Department of Toxic Substances Control (DTSC) Phone: (800) 618-6942 Hazardous Waste Alert Hotline: (800) 698-6942 Website: <a href="https://calepacomplaints.secure.force.com/complaints/">https://calepacomplaints.secure.force.com/complaints/</a>
Health Inspection   Environmental Health Complaints   Lead Exposure Hazards   Mold in Rental Housing   Mold	Los Angeles County Department of Public Health Call 2-1-1 for service Customer Call Center: (888) 700-9995 24 Hour Hotline: (888) 700-9995 Website: <a href="http://publichealth.lacounty.gov">http://publichealth.lacounty.gov</a> Email: <a href="mailto:ehmail@ph.lacounty.gov">ehmail@ph.lacounty.gov</a>
Pesticides   Toxic Chemicals Pollution Prevention	Office of Chemical Safety and Pollution Prevention (OCSP) Phone: (202) 564-2902 Website: <a href="http://www.epa.gov">www.epa.gov</a> National Lead Information (Based Paint) Phone: (415) 947-4280 Library Reference Desk (Air/ Water/ Soil) Phone: (415) 947-4406 Website: <a href="http://www.epa.gov/lead">www.epa.gov/lead</a>
Asbestos Complaints   Asbestos Demolition & Removal   Rule 1403   Asbestos Emergency   Asbestos Contractor   Asbestos Survey Report Requirements	South Coast Air Quality Management District (South Coast AQMD) Phone: (909) 396-2000 Website: <a href="http://www.aqmd.gov/home/rules-compliance/compliance/asbestos-demolition-removal">http://www.aqmd.gov/home/rules-compliance/compliance/asbestos-demolition-removal</a>
Natural Gas Leak   Natural Gas Service	Southern California Gas Company (SoCalGas) Phone (909) 307-7070 Website: <a href="https://www.socalgas.com/">https://www.socalgas.com/</a> Natural Gas Leak Emergencies/ Safety Issues Contact Phone: (800) 427-2200 Website: <a href="https://www.socalgas.com/stay-safe/emergency-information/natural-gas-leaks">https://www.socalgas.com/stay-safe/emergency-information/natural-gas-leaks</a>

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## Tips for Mold Related Issues

- Inspect your home regularly as you may find indications and sources of indoor moisture and mold. Act quickly to avoid any potential health effects.
- To learn more about mold, moisture, and how your home can be effected, please visit <https://www.epa.gov/mold/brief-guide-mold-moisture-and-your-home>.
- To gain a better understanding of mold and its overall affect, please visit <http://publichealth.lacounty.gov/eh/tea/toxicepi/mold.htm>.

# ASBESTOS, CHEMICALS & TOXINS

Topics	Who to Call
<p>Air Quality Complaints   Odor Complaints   Emissions Reporting   Business Permits   Smoking Vehicles   Mobile Sources</p> <p>Note: CARB is responsible for mobile sources, mainly cars and trucks. Please refer to South Coast AQMD for concerns such as factories, refineries, and gas stations.</p>	<p>California Air Resources Board (CARB)            General Contact Information            Phone: (800) 242-4450            Website: <a href="http://www.arb.ca.gov">www.arb.ca.gov</a>            Email: <a href="mailto:helpline@arb.ca.gov">helpline@arb.ca.gov</a></p> <p>Air Pollution Complaints            Phone: (800) 952-5588            Website: <a href="https://ww2.arb.ca.gov/node/473/about">https://ww2.arb.ca.gov/node/473/about</a></p> <p>Vehicle Pollution Complaints            Phone: (800) END SMOG or (800) 363-7664            Website: <a href="https://ww2.arb.ca.gov/our-work/programs/environmental-complaints/smoking-vehicles">https://ww2.arb.ca.gov/our-work/programs/environmental-complaints/smoking-vehicles</a></p>
<p>Ambient Air Quality Standards   Health Impacts of Chemicals in the Air   CalEnviro Screening Tool</p>	<p>California Office of Environmental Health Hazard Assessment (OEHHA)            Phone: (916) 324-7572            Website: <a href="https://oehha.ca.gov/">https://oehha.ca.gov/</a></p>
<p>Workplace Safety   Industrial Welfare Labor Standards   Permit, Cranes &amp; Pressure Vessels   Asbestos   Workplace Air Quality</p>	<p>Division of Occupational Safety and Health of California (Cal-OSHA)            Phone: (213) 576-7451 or (818) 901-5403            Website: <a href="http://www.dir.ca.gov">www.dir.ca.gov</a>            Email: <a href="mailto:Infocons@dir.ca.gov">Infocons@dir.ca.gov</a></p>
<p>Tobacco Prevention   Reporting Smoking Violations</p>	<p>Los Angeles County Public Health Tobacco Control Program            Phone: (213) 351-7890            Website: <a href="http://www.laquits.com">www.laquits.com</a>            Email: <a href="mailto:tobacco1@ph.lacounty.gov">tobacco1@ph.lacounty.gov</a></p>
<p>Air Quality Complaints   Odor Complaints   Emissions Reporting   Business Permits   Smoking Vehicles</p>	<p>South Coast Air Quality Management District (South Coast AQMD)            Phone: (800)-288-7664 (800-CUT-SMOG)            Website: <a href="http://www.aqmd.gov">www.aqmd.gov</a></p>
<p>Truck &amp; Bus Regulation   Reports/Complaints for Idling or Smoking Vehicles   Rail Yard Complaints   Information on Burn Planning, Burn Approvals, and Emissions   Equipment Registration and Reporting</p>	<p>United States Environmental Protection Agency            National Response Center            Phone: (800) 424-8802            Website: <a href="https://echo.epa.gov/report-environmental-violations">https://echo.epa.gov/report-environmental-violations</a></p> <p>Los Angeles County Department of Public Health            Phone: 2-1-1            Website: <a href="http://publichealth.lacounty.gov/">http://publichealth.lacounty.gov/</a></p> <p>Pollution Prevention Information Clearinghouse            Phone: (202) 566-0799            Email: <a href="mailto:ppic@epa.gov">ppic@epa.gov</a></p> <p>Vehicle Smog into Referee            Phone: (626) 575-6800</p>

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## Facts for Keeping the Air Clean

- Visit South Coast AQMD's website daily to check the air quality in your area or download the South Coast AQMD smartphone app. For more information on how to download the app, please visit <https://www.aqmd.gov/mobileapp>.
- For tips on how to do your part to clean the air, visit South Coast AQMD at <https://cutt.ly/RtbVE6W> and download the flyer for more information.

**AIR**



Topics	Who to Call
Recycling   Waste Management   Recycling Complaints	California Department of Resources Recycling and Recovery (CalRecycle) Phone: (800) Recycle (732-9253) Website: <a href="https://www.calrecycle.ca.gov/">https://www.calrecycle.ca.gov/</a> Email: <a href="mailto:complaints@calrecycle.ca.gov">complaints@calrecycle.ca.gov</a>
Solid Waste Facilities   Inspection Request   Report Code Violation   Residential Property Report   Parcel Profile Report   Zoning Information   Reporting Dumping or Trash Collection Issues   Requesting Bulky Item Pick-up	City of Los Angeles – Department of Building & Safety, Local Enforcement Agency Program (LADBS) Phone: (213) 473-3231 or call 3-1-1 (within the City of Los Angeles) for quickest service Website: <a href="https://www.ladbs.org/our-organization/customer-services/contact-us">https://www.ladbs.org/our-organization/customer-services/contact-us</a>
Hazardous Waste Management   Site Cleanup & Restoration   Abandoned Waste   Business Inspections   Chemical Spills at Treatment, Storage, and Disposal Facilities (TSD)   HW TSD Facilities   HW Transporters   Electronic Waste Facilities   Shooting Ranges   DTSC Cleanup Sites)	City of Los Angeles Sanitation and Environment Phone: (800) 773-2489 Website: <a href="https://www.lacitysan.org/">https://www.lacitysan.org/</a>
Hazardous Waste Generator Program   Hazardous Materials   Aboveground Storage Tank Program   Underground Storage Tank	Department of Toxic Substances Control (DTSC) Phone: (800) 618-6942 Hazardous Waste Alert Hotline: (800) 698-6942 Website: <a href="https://calepacomplaints.secure.force.com/complaints/">https://calepacomplaints.secure.force.com/complaints/</a>
Hazardous Waste Generator Program   Hazardous Materials   Aboveground Storage Tank Program   Underground Storage Tank	Los Angeles County Department Fire Department Phone: (323) 890-4045 Website: <a href="https://www.fire.lacounty.gov/">https://www.fire.lacounty.gov/</a> Email: <a href="mailto:askhmd@fire.lacounty.gov">askhmd@fire.lacounty.gov</a>
Environmental Health Complaints   Accumulated Trash or Debris at a Property   Rental Properties that are Not Maintained   Hazardous Waste Generators   Chemical Spills   Abandoned Waste	Los Angeles County Department of Public Health Call 2-1-1 for service Customer Call Center: (888) 700-9995 24 Hour Hotline: (888) 700-9995 Website: <a href="http://publichealth.lacounty.gov">http://publichealth.lacounty.gov</a> Email: <a href="mailto:ehmail@ph.lacounty.gov">ehmail@ph.lacounty.gov</a>
Reduce, Reuse, Recycle, Rethink   Homeowner Permits   Flood Information   Sewer Maintenance Services   Emergency Resources   Trash Collection   Illegal Dumping   Solid Waste Generation Charge	Los Angeles County Public Works 24-hour Dispatch Phone: (800) 675-4357 or (626) 458-4357 Website: <a href="http://www.cleanla.com">www.cleanla.com</a>

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## Tips for Recycling

- Items such as clothes, paper, bottles, and aluminum cans can be recycled to reduce your carbon footprint.
- Items that should not be recycled include batteries, bubble wrap, styrofoam, and electric cords.
- To find more information on where you recycle and other resources, visit CalRecycle at <https://www.calrecycle.ca.gov/>.

# Additional Resources

## Locating Services Near Me

Check the Los Angeles County Public Work's webpage to locate services near you by entering your address to identify service-detailed contact information for construction, permits, road, transit, and much more in your area!

Follow the link below and enter your address.

<https://dpw.lacounty.gov/general/servicelocator/>

## LA County Neighborhood Fix

Call 2-1-1 for information and referrals for all health and human services in Los Angeles County. This line is operated 24 hours a day if you wish to speak to live trained Community Resource Advisors in your area. To learn more about services that go far beyond phone referrals, please visit the link below or call 2-1-1. All calls are confidential

<https://www.211la.org/>

## MYLA 311 Service

Call 3-1-1 or download the MyLA311 mobile app or visit the link below to connect to a wide variety of non-emergency City of Los Angeles services and other LA City resources not included in this guide. For full access to the services and resources:

<https://www.lacity.org/myla311>

**Call 9-1-1 if there is an environmental emergency that may lead to an immediate threat to human health.**

## Americans with Disabilities Act and Language Accessibility

Upon request, this document may be made available in alternative formats or in different languages. Requests will be accommodated unless providing the accommodation would result in a fundamental alteration or undue burden to the South Coast AQMD. Please contact South Coast AQMD at (909)396-2432 from 7:00 a.m. to 5:30 p.m., Tuesday through Friday, or send the request to [EJCP@aqmd.gov](mailto:EJCP@aqmd.gov).

# Partners



Thank you to the following agencies and organizations for their assistance in creating this guide.