

Customer Service Hotline

Solid Waste and
Emergency Response



Customer Service Plan

CUSTOMER SERVICE HOTLINE

Office of Solid Waste and Emergency Response

Pilot Customer Service Plan

Mission

EPA's Office of Solid Waste and Emergency Response (OSWER) maintains a contract-operated customer service hotline to promote public awareness and involvement for its programs. The hotline responds to questions from a wide range of audiences with up-to-date information about waste management, underground storage tanks, chemical accident prevention, and Superfund sites. The hotline also responds to requests for relevant documents, including federal regulations.

Service to our Customers

We serve the general public, state and local government representatives, consultants, industry, members of trade associations, health professionals, lawyers, and others with diverse backgrounds and varying degrees of knowledge.

We are available through a toll-free telephone system. You may reach the hotline at (800) 535-0202 or via TDD, a telecommunications device for the hearing impaired, (800) 553-7672 from 8:30 a.m. to 7:30 p.m. Eastern Standard Time.

Our Customer Service Standards

- Your questions will be answered courteously, accurately, and as promptly as possible, in either English or Spanish, or via TDD.
- Every Information Specialist will listen to your questions and help you find the information you seek. Hotline staff will provide you the most current and accurate information.

- Your inquiry will get an immediate response.
- If we cannot answer your question immediately, we will let you know within five days how long it will take to get an answer. In addition, the Information Specialist will give you his/her name so that you can call for more information or to check on progress.
- If your call needs to be addressed by another Agency, state, or local program, we will tell you whom to call to obtain your answers.
- If your information is available electronically, we will tell you how to access it through EPA databases, Internet, or other sources.

Actions to Improve Service

To provide you with the most accurate information and efficient service, we have an automated message system which immediately supplies information on regulatory "hot topics" and directs you to the appropriate hotline program area at the touch



United States
Environmental Protection Agency
Attention: OSWER Hotline Project Officer (5305)
401 M Street, S.W.
Washington, D.C. 20460

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of a button. For regulatory information, you will speak with a hotline staff member who specializes in that area. Document orders are referred to document specialists who quickly take and respond to your orders.

We will work with all of the Agency hotlines to advertise the availability of hotline services to the public, to provide callers with appropriate referrals to other sources of information, and to improve overall customer service. We will also develop standard materials, such as customer satisfaction surveys, and put a system in place to get your feedback on a regular basis.

Questions, Comments, or Complaints

We want to give you excellent service. We want to hear from you about the quality of our service. Please call Carie VanHook Jasperse at (202) 260-7388 or write to:

U.S. EPA

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401 M Street, S.W.

Washington, D.C. 20460

