



Response to  
Inquiries

Communications,  
Education, and  
Public Affairs



**Customer Service Plan**

## RESPONSE TO INQUIRIES

### Office of Communications, Education, and Public Affairs

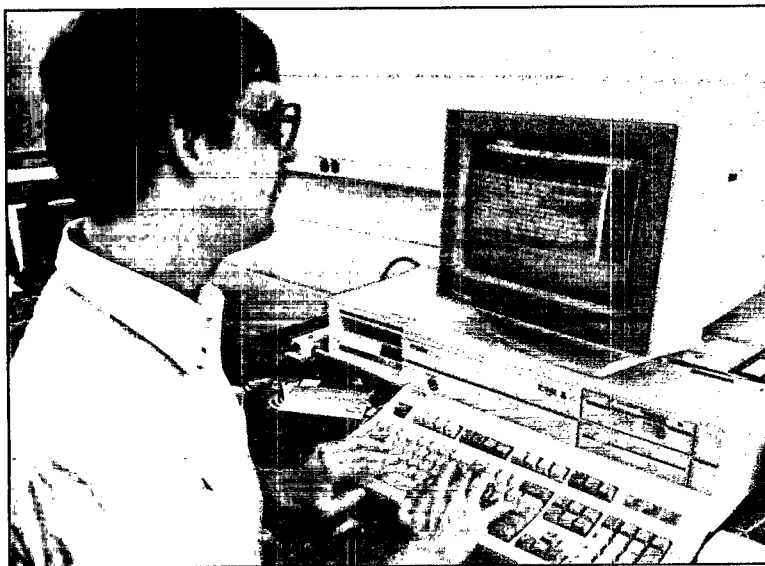
#### *Pilot Customer Service Plan*

##### **Mission**

EPA's Office of Communications, Education and Public Affairs is committed to communicating information to a wide range of audiences about environmental laws and the Agency's policies, data, and regulations, all of which aim to protect the environment. We are responsible for ensuring that you know not only what the Agency is doing to protect our environment, but what you can do to help in that effort.

##### **Service to Customers**

We serve the general public, interest groups, students, teachers, policymakers, and the news media. We work with all the offices at EPA headquarters and in the regions to provide information in a timely and accurate way, and to develop ways



— through grants, publications, data sources, briefings, training, and other approaches — to keep you informed about the environment and our efforts to protect it.

### **Actions to Improve Service**

To provide you with the most efficient and effective service possible, we will improve our ability to answer your questions promptly, courteously and accurately; provide you with ways to follow up on your questions or make us aware of problems you experience in seeking information; and ensure that we work for you in collecting the information that best responds to your needs.

### **Our Customer Service Standards**

- We will answer your questions with courtesy and accuracy.
- Every employee will listen to your questions and help you find the information you seek.
- Your inquiry will get an immediate response. If you write to us, we'll send you either an answer or an acknowledgment within five working days. If you call us, we will either answer your question right away, or take your information and do the homework for you.
- Our answer to you will always include the name and phone number of an employee you can call for more information, or to check on our progress.
- If we need more time to research the answer you need, we'll let you know within five days. We'll ask you for your deadline, and we'll let you know how long it will take to provide an answer.
- We will check back with you to ensure that you received the information you need.
- Your call will never be transferred more than once, so your time won't be wasted.

United States  
Environmental Protection Agency  
Associate Administrator for Communications,  
Education and Public Affairs  
401 M Street, S.W. (1701)  
Washington, D.C. 20460

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• We will provide ways for you to query us or find EPA information electronically and for us to respond to you electronically, to save time and paper.

**Questions, Comments or Complaints**

We want to hear from you about the quality of our service.

Please write or call:

U.S. EPA

Associate Administrator for Communications,  
Education and Public Affairs

401 M Street, S.W. (1701)

Washington, D.C. 20460

(202) 260-7963

