

Office of Public Affairs



Guide To EPA Hotlines, Clearinghouses, Libraries, And Dockets

Contents

National Hotlines and Clearinghouses

| | |
|---|---|
| Center for Environmental Research Information | 2 |
| Asbestos Ombudsman | 2 |
| Emergency Planning/Community Right-To-Know Information Hotline..... | 2 |
| EPA Institute..... | 2 |
| EPA National Recruitment Program | 2 |
| Hazardous Waste Ombudsman | 2 |
| Inspector General's Whistle Blower Hotline | 3 |
| National Pesticides Telecommunications Network Hotline | 3 |
| National Poison Control Center Hotline | 3 |
| National Response Center Hotline | 3 |
| National Small Flows Clearinghouse..... | 3 |
| Radon Information..... | 3 |
| RCRA/CERCLA (Superfund) Hotline | 4 |
| Safe Drinking Water Hotline..... | 4 |
| Small Business Ombudsman Hotline | 4 |
| Toxic Substances Control Act (TSCA) Assistance Information Service..... | 4 |

Regional Hotlines

| | |
|-----------------------------------|---|
| Region 1 — Boston MA | 5 |
| Region 2 — New York NY..... | 5 |
| Region 3 — Philadelphia PA..... | 5 |
| Region 4 — Atlanta GA | 5 |
| Region 5 — Chicago IL..... | 5 |
| Region 6 — Dallas TX..... | 6 |
| Region 7 — Kansas City KS | 6 |
| Region 8 — Denver CO | 6 |
| Region 9 — San Francisco CA | 6 |
| Region 10 - Seattle WA..... | 6 |

| | |
|------------------------|---|
| Libraries | 7 |
|------------------------|---|

| | |
|----------------------|---|
| Dockets | 8 |
|----------------------|---|

Foreword

The United States Environmental Protection Agency operates a variety of telephone hotlines to provide the public with easy access to EPA's programs, technical capabilities, and services. The hotlines are staffed by experts who are prepared to respond to your questions on a broad range of environmental issues, as well as employment opportunities at EPA. Many of the hotlines have toll-free 800 telephone numbers. When calling hotlines with commercial numbers, you will be charged the customary long-distance service rates by your telephone company.

In addition to the hotlines, EPA has a variety of clearinghouses, libraries, and dockets that might have the information you are seeking.

The table of contents should help you find the hotline or office that can best respond to your questions. If you do not see a hotline that addresses your question, or you are interested in general information about the Agency's programs, please call or write EPA's Public Information Center or your nearest EPA Regional Office (see page 5).

Public Information Center
U.S. EPA (PM-211B)
401 M Street, SW
Washington DC 20460
(202) 382-2080 or 475-7751

National Hotlines And Clearinghouses

Center for Environmental Research Information

Central point of distribution for EPA research results and reports.

(513) 569-7562 Cincinnati, OH

Asbestos Ombudsman

Responds to questions and concerns about asbestos in schools issues. Operates Monday through Friday, 8:00 a.m. 4:30 p.m.

(800) 368-5888

557-1938 in the Washington DC area

Emergency Planning and Community Right-To-Know Information Hotline

Provides communities and individuals with help in preparing for accidental releases of toxic chemicals. This hotline, which complements the RCRA/Superfund Hotline, is maintained as an information resource rather than an emergency number. Operates Monday through Friday from 8:30 a.m. 7:30 p.m. Eastern Time.

(800) 535-0202

479-2449 in the Washington DC area

EPA Institute

Maintains a clearinghouse for all EPA training activities. While its focus is in-house training, it also serves as the Agency's training "broker" with other federal agencies, state and local agencies, and other public and private organizations.

(202) 475-6678 Washington DC

EPA National Recruitment Program

Enables potential hires to contact the Agency for employment information and assists EPA managers in locating and hiring qualified employees to fill vacant positions. Operates Monday through Friday from 8:30 a.m. 4:30 p.m. Eastern Time.

(800) 338-1350

382-3305 in the Washington DC area

Hazardous Waste Ombudsman

Assists citizens and the regulated community who have had problems voicing a complaint or getting a problem resolved about hazardous waste issues. There is a Hazardous Waste Ombudsman at EPA headquarters and one in each of EPA's 10 Regional Offices (see page 5).

(202) 475-9361 Washington DC

**Inspector General's
Whistle Blower
Hotline**

This hotline is for reporting EPA-related waste, fraud, abuse, or mismanagement. Operates Monday through Friday from 10:00 a.m. 3:00 p.m. Eastern Time. At other times, callers may leave a message.

(800) 424-4000

382-4977 in the Washington DC area

**National Pesticides
Telecommunications
Network Hotline**

Provides information on pesticide-related health, toxicity, and minor cleanup to physicians, veterinarians, fire departments, government agencies, and the general public. Also provides impartial information on pesticide products, basic safety practices, health and environmental effects, and cleanup and disposal procedures. The hotline is staffed by pesticide specialists at Texas Tech University's School of Medicine. Operates 24 hours a day, 365 days a year.

(800) 858-7378 or (806) 743-3091 in Texas

**National Poison
Control Center Hotline**

Operated by Georgetown University Hospital in Washington, DC, this hotline provides information on accidental ingestion of chemicals, poisons, or drugs.

(202) 625-3333 Washington DC

**National Response
Center Hotline**

Operated by the U.S. Coast Guard, this hotline is used to report spills of oil and other hazardous materials. The hotline is available 24 hours a day, every day of the year.

(800) 424-8802

426-2675 in the Washington DC area

**National Small Flows
Clearinghouse**

Provides information on wastewater treatment technologies for small communities.

(800) 624-8301

Radon Information

For information about radon, you should call the Radon Office in your individual state. In the Washington DC area, the numbers are:

Maryland (800) 872-3666

Virginia (800) 468-0138

Washington DC (202) 727-7728

The Radon Office at EPA headquarters responds to requests for information on radon issues.

(202) 475-9605 Washington DC

**RCRA/CERCLA
(Superfund) Hotline**

Responds to questions from the public and regulated community on the Resource Conservation and Recovery Act, and the Comprehensive Environmental Response, Compensation and Liability Act (Superfund). Responds to requests for RCRA and Superfund documents. Operates Monday through Friday from 8:30 a.m. 7:30 p.m. Eastern Time.

(800) 424-9346

(202) 382-3000 in the Washington DC area

**Safe Drinking Water
Hotline**

Provides information and publications to the public and the regulated community in understanding EPA's drinking water regulations and programs. Operates Monday through Friday, 8:30 a.m. 4:30 p.m. Eastern Time.

(800) 426-4791

382-5533 in the Washington DC area

**Small Business
Ombudsman Hotline**

Assists small businesses in complying with environmental laws and EPA regulations. Operates Monday through Friday, 8:00 a.m. - 4:30 p.m. Eastern Time. There are also Small Business Ombudsman in each of EPA's 10 Regional Offices (see page 5).

(800) 368-5888

557-1938 in the Washington DC area

**Toxic Substances
Control Act (TSCA)
Assistance Information
Service**

Provides both general and technical information and publications about toxic substances, including asbestos. A variety of other services are also offered to help businesses comply with TSCA laws, including regulatory advice and aid, publications, and audiovisual materials. Operates Monday through Friday from 8:30 a.m. 5:00 p.m. Eastern Time.

(202) 554-1404 Washington DC

Regional Offices

EPA has 10 Regional Offices to provide the public with both general and technical information about EPA programs and respond to inquiries about specific environmental issues in the states they oversee. In addition, many Regional Offices sponsor specialized, issue-specific hotlines.

EPA Region 1
John F. Kennedy
Federal Building
Room 2203
Boston MA 02203

Connecticut, Massachusetts, Maine, Vermont,
New Hampshire, Rhode Island

General Number (617) 565-3715
Unleaded Fuel Hotline (800) 631-2700 in MA
(800) 821-1237 in other Region 1 states
Hazardous Waste Ombudsman (617) 223-1461
Small Business Ombudsman (617) 860-4300

EPA Region 2
26 Federal Plaza
New York NY 10278

New Jersey, New York, Puerto Rico, Virgin
Islands

General Number (212) 264-2515
Superfund Hotline (800) 346-5009 in NJ
(800) 722-1223 in NY
RCRA Hotline (800) 732-1223
Hazardous Waste Ombudsman (212) 264-2980
Small Business Ombudsman (212) 264-4711

EPA Region 3
841 Chestnut St.
Philadelphia PA 19107

Delaware, Maryland, Pennsylvania, Virginia,
West Virginia, District of Columbia

General Number (800) 438-2474
Waste Minimization Hotline
(800) 334-2467 in PA
(800) 826-5320 in other Region 3 states
Hazardous Waste Ombudsman (215) 597-0982
Small Business Ombudsman (215) 597-9817

EPA Region 4
345 Courtland St., NE
Atlanta GA 30365

Alabama, Florida, Georgia, Kentucky,
Mississippi, North Carolina, South Carolina,
Tennessee

General Number (800) 282-0239 in GA
(800) 241-1754 in other Region 4 states
Hazardous Waste Ombudsman (404) 347-3004
Small Business Ombudsman (404) 347-7109

EPA Region 5
230 South Dearborn St.
Chicago IL 60604

Illinois, Indiana, Michigan, Minnesota, Ohio,
Wisconsin

General Number (800) 572-2515 in Il
(800) 621-8431 in other Region 5 states
Hazardous Waste Ombudsman (312) 353-5821
Small Business Ombudsman (312) 353-2072

EPA Region 6
1445 Ross Avenue
12th Floor, Suite 1200
Dallas TX 75202

Arkansas, Louisiana, New Mexico, Oklahoma,
Texas

General Number (214) 655-2200
Environmental Emergency Hotline—24 hours
(214) 655-2222
Hazardous Waste Ombudsman (214) 655-6765
Small Business Ombudsman (214) 655-6580

EPA Region 7
726 Minnesota Avenue
Kansas City KS 66101

Iowa, Kansas, Missouri, Nebraska

General Number (913) 236-2803
Action Line for IA, MO, and NE residents:
(800) 223-0425
Action Line for KS residents only:
(800) 221-7749
Hazardous Waste Ombudsman (913) 236-2852
Small Business Ombudsman (913) 236-2800

EPA Region 8
999 18th St.
Suite 500
Denver CO 80202

Colorado, Montana, North Dakota, South
Dakota, Utah, Wyoming

General Number (800) 759-4372
Hazardous Waste Ombudsman (303) 294-7036
Small Business Ombudsman (303) 294-7036

EPA Region 9
215 Fremont St.
San Francisco CA 94105

Arizona, California, Hawaii, Nevada, American
Samoa, Guam, Commonwealth of the Northern
Mariana Islands, Republic of Palau, Federated
States of Micronesia, The Republic of the
Marshall Islands

General Number (415) 974-8076
RCRA Hotline (415) 974-7473
Superfund Hotline (800) 231-3075
Hazardous Waste Ombudsman (415) 974-8916
Small Business Ombudsman (415) 974-0960

EPA Region 10
1200 Sixth Avenue
Seattle WA 98101

Alaska, Idaho, Oregon, Washington

General Number (206) 442-5810
Hazardous Waste Ombudsman (206) 442-2871
Small Business Ombudsman (206) 442-4280

Libraries

In addition to the EPA headquarters library, there is a library in each of EPA's Regional Offices. See page 5 for their addresses and telephone numbers.

Each library maintains a variety of reference materials, databases, and both general and special collections on environmental topics. For more detailed descriptions about the specific kinds of materials maintained by EPA, you may wish to request a copy of the "Guide to EPA Libraries and Information Services" from the EPA Headquarters Library.

**Headquarters Library
EPA, Room M2904
401 M Street, SW
Washington DC 20460**

(202) 382-5921

Dockets

Dockets are the official, legal files of rulemaking documents. They include: official statements of the Administrator's position, represented by published rulemaking documents; information considered by the Agency during rulemaking; transcripts of hearings; litigation records, and comments received from persons outside the Agency. The Dockets are open to the public in accordance with the Freedom of Information Act.

**Public Information
Reference Unit
EPA (PM-211D)
Room 2904
401 M St., SW
Washington DC 20460**

Provides public access to regulatory information supporting the Agency's actions under the Clean Air Act and the Clean Water Act.

(202) 382-5926

Air Docket

(202) 382-7548

Drinking Water

(202) 475-9598

Pesticides

(703) 557-4434

**Resource Conservation
and Recovery Act**

(202) 475-9327

Superfund

(202) 382-3046

Toxic Substances

(202) 382-3587

**Underground Storage
Tank**

(202) 475-9720