

# How to Implement and Manage a Nonpoint Source Pollution Information Hotline



## Why an Information Hotline?

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A NPS pollution information hotline provides a quick way to inform the public about stormwater issues. Hotlines can be used to share or collect information. For example, a hotline may be used to distribute information on stormwater ordinances or homeowner BMPs. A hotline may also be used to collect information such as public reporting of illicit discharges or other unwanted activities.

## Local, Statewide, or National?

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This is one of the first questions you need to ask. If cost is a major concern, a local number would be cheaper and you could still have a vanity number that spells out the phone number. A state wide toll free number would be more expensive, however it would give you much more coverage. National coverage is the most expensive and covers all 50 states.



# Hotlines

**Climate Wise –Wise-line** – 1-800-459-WISE

**Endangered Species Hotline** – 1-800-447-3813

**Energy Star Hotline** – 1-888-STAR-YES

**National Lead Information Center Hotline** – 1-800-424-LEAD

**National Radon Hotline** – 1-800-SOS- RADON

**Ozone Protection Hotline** – 1-800-296-1996

**Pay-As-You-Throw (PAYT) Helpline** – 1-888-EPA-PAYT

**Pollution Prevention Information  
Clearinghouse (PPIC)** – 1-202-260-1023

**Safe Drinking Water Hotline** – 1-800-426-4791

**Toxic Substance Control Act (TSCA)** – 1-202-554-1404

**WasteWise Helpline** – 1-800-EPA-WISE

**Wetlands Information Hotline** – 1-800-832-7828

