How to Implement and Manage a Nonpoint Source Pollution Information Hotline







Consortium for Pollution Prevention Education







Why an Information Hotline?

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?



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.

Information Hotline

Resources

Long Distance Companies:

AT&T 1-800-222-3000 Minimum monthly waived if you have AT&T local service.

Sprint811No activation fees. Two plans to choose from.

Intermedia Communications1-800-250-9999No activation fees. No minimum usage.

Access One Communication 1-877-952-1122 No activation fees. Chares show up on your local phone bill.

Network Telephone1-888-432-4855No activation/installation fees.You are billed from company.

Spelling Sites:

PhoneSpell - www.phonespell.com

This is a good site for finding local vanity numbers, because you can put in ten digits and get a list of all the vanity numbers available in that exchange.

Dial ABC - www.dialabc.com

This spelling program is simple, easy to use and has a great table format. It shows all the words hiding in your phone number.

<u>**Phonetic</u>** - www.phonetic.com</u>

One of the most popular and valuable phone number tools. It is very fast and professional and it works well with frames. It has a "show all combinations" for when you need to be really thorough.

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

<u>Pollution Prevention Information</u> <u>Clearinghouse (PPIC)</u> – 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

