

Reporting to the EPA

Always call 000
if it is an emergency



EPA Enviro Line 131 555
info@epa.nsw.gov.au
24 hours
7 days a week

We encourage people to report environmental incidents and concerns, including air, noise, water or waste issues to the NSW EPA's 24/7 Environment Line on 131 555 or via our website.

What information is helpful when reporting an issue to the EPA?



Please provide the following information when you ask us to investigate an incident or issue.

- Your **name and contact** details (*you may ask for this to be confidential*)
- **What** is the issue? (*e.g. dust, noise, odour*)
- **When did it happen?** (*time and date, how long did it last*)
- Has this happened before?
- **Where did it happen?** (*location details*)
- **How** has it impacted the environment, your health or comfort?

Other helpful details - Do you have any photos, video or other evidence?
What were the weather conditions?

Who is responsible?



We work with councils and other agencies to address your environmental concerns.

Information on which agency regulates what is available on the EPA website [here](#).

What are the next steps?



We will provide you with a case number and appoint an officer to review your report in a timely manner.

The EPA may investigate, do an inspection, take photos or samples, or collect records.

How will we keep you informed?



Complex investigations will take time for the EPA. We will advise you how long we think it will take and we will endeavor to come back to you with an update within four weeks.

You can contact the Environment Line for an update or to provide more information any time. Please have your case number handy.

We may contact you again to request further information or seek clarification.

We will inform you of the outcome.

