

How to report to the EPA

Information for residents who want to report pollution. This can include air, noise, water or waste issues.

For any incident that presents an immediate threat to human health or property, report it immediately to 000.

Key points

- The EPA partners with the community to reduce pollution and waste and protect human health and the environment.
- If it is not an emergency report pollution to the EPA's Environment Line 131 555.
- The EPA needs a certain level of detail from the community to be able to investigate an incident or issue effectively.
- It is important that you collect information only if it is safe and lawful to do so.

What if I see a pollution incident?

If it is not an emergency, and it is safe to do so, contact the source or person causing the pollution.

You should also contact the EPA Environment Line on 131 555. Different government agencies or councils can be responsible for regulating different activities, the Environment Line staff will be able to help you determine who is responsible.

If the EPA is the regulatory agency, we will provide you with a case number and appoint an officer to review your matter in a timely manner. Your information may not always lead to an EPA Officer going out to investigate, but the EPA uses information it receives to plan investigations and allocate resources.

What information would be helpful to report to the EPA?

There is certain information that will assist the EPA in investigating an incident or issue.

Who: your name and contact details (this can be confidential)

What: is the issue, e.g. dust, noise, odour?

When: what was the time and date, how long did it last? Has this happened before?

Where: the location of the incident

How: has it impacted your health or comfort, or damaged your property?

Other helpful details

- Do you have any photos, video or other evidence?
- What are the weather conditions?

More information on reporting pollution can be found on the EPA website www.epa.nsw.gov.au.

EPA Environment Line

Phone: 131 555

Email:
info@epa.nsw.gov.au



NSW Environment Protection Authority

Email: info@epa.nsw.gov.au

Website: www.epa.nsw.gov.au

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