

Users Support Contact Information:



☐ EPA (NPDES eReporting) Helpdesk

- ✓ Email: NPDESeReporting@epa.gov
- ✓ Phone: 1-877-227-8965
- ✓ Issues with CDX and NetDMR:
 - **Creating account in CDX**
 - **Changing email address/Organization only**
 - **Requesting access to permit (DAR/RO)**
 - **Submitting DMRs**

Please do not use NetDMR@epa.gov ←=====Retiring this email address

☐ CDX Help Desk

- ✓ Email: helpdesk@epacdx.net
- ✓ Phone: 888-890-1995
- ✓ If user's CDX account is locked
- ✓ **When first & last name changed**

i.e. If user's last name changed and requires name change, then user should call CDX help desk.

☐ EPA HQ (Nasrin)

- ✓ Technical issues after troubleshooting
- ✓ 500 Errors
- ✓ Please provide the screenshot(s), user's email address, Permit ID, Limit Set (LS), Limit (L), Monitoring Period End Date (MPED)