Users Support Contact Information:

- **EPA (NPDES eReporting) Helpdesk**
  - Email: [NPDESReporting@epa.gov](mailto:NPDESReporting@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](mailto:NetDMR@epa.gov) Retiring this email address

- **CDX Help Desk**
  - Email: [helpdesk@epacdx.net](mailto: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)