



SEE SOMETHING? SMELL SOMETHING? SAY SOMETHING!

REPORT IT

Immediately Report Odor and Dust Complaints to DEC and Norlite

1. Norlite Phone Line (24-hour): **518-235-0401**
2. NYS Spill Hotline (24-hour): **1-800-457-7362**

Residents are encouraged to immediately **call both Norlite and the New York State Department of Environmental Conservation (DEC) Spill Hotline** and report significant odors, dust, or other concerns related to the Norlite facility. Calling in complaints as they happen is key to immediately alerting appropriate DEC staff to respond onsite and take appropriate action and creating a record of the complaint with the facility.

DEC encourages residents to submit any additional information, including photos, videos or other supplemental data to assist in investigations, to our new email address:

norlite.reporting@dec.ny.gov

COMPLAINT INFORMATION

Please leave the following information with your complaint:

- Name
- Contact info
- Date and time of occurrence
- Description of occurrence including location

FOR MORE INFORMATION

Find out more about DEC's actions and the steps to address public concerns arising from Norlite's operations at:

- <https://www.dec.ny.gov/chemical/121118.html>