

# Latest arrangements for services of EPD

In view of the latest epidemic situation, the Environmental Protection Department (EPD) announced today (December 12) that the department will continue to adjust the service arrangements until further notice. The detailed arrangements are as follows:

(1) The instant call answering service of the EPD's general customer service hotline will continue to be suspended. Members of the public can make enquiries by leaving voice messages via the hotline (2838 3111) or by email ([hq-hotline@epd.gov.hk](mailto:hq-hotline@epd.gov.hk)).

(2) Counter and licence application services of the EPD's regional offices will continue to be temporarily suspended. Members of the public may place the application documents in the drop-in box located at the regional offices during office hours (9am to 5pm, Monday to Friday), or submit the application online or by post. The EPD will continue to process all licence applications as normal.

(3) Members of the public can place their applications for vehicle exhaust and noise emissions compliance/exemption with relevant documents in the drop-in box located at the EPD's office at 34/F, Revenue Tower, 5 Gloucester Road, Wan Chai during office hours (9am to 5pm, Monday to Friday). The applicants will be informed of the arrangement for collection of the approved letters.

(4) Members of the public can place their applications and submissions under the Environmental Impact Assessment Ordinance in the drop-in box at the EPD's office located at 27/F, Southorn Centre, 130 Hennessy Road, Wan Chai, during office hours (9am to 5pm, Monday to Friday). The EPD will process the submitted documents.

(5) Members of the public can submit applications for non-road mobile machinery online ([nrmm.epd.gov.hk/application/common/home](http://nrmm.epd.gov.hk/application/common/home)), and registrations and enquiries for the "Waste Cooking Oils" Scheme by email ([wco\\_admscheme@epd.gov.hk](mailto:wco_admscheme@epd.gov.hk)) or by post (address: Waste Reduction and Recycling Section (4), Environmental Protection Department, 5/F, Centre Parc, 11 Sheung Yuet Road, Kowloon Bay).

(6) For the Construction Waste Disposal Charging Scheme, members of the public may call 2872 1838 for application for an account; call 2872 1854 or 2872 1856 for chits application and billing account enquiries; or email [enquiry@epd.gov.hk](mailto:enquiry@epd.gov.hk) for both enquiries. The telephone service hours are adjusted to 9am to 12.30pm and 1.30pm to 3pm every Monday, Wednesday and Friday.

(7) For Waste Transfer Service Accounts, members of the public may call 2872 1704 or email [rts@epd.gov.hk](mailto:rts@epd.gov.hk) for enquiries. The telephone service hours are adjusted to 9am to 12.30pm and 1.30pm to 5pm every Monday, Wednesday and

Friday.

(8) Members of the public can submit applications for the EV-charging at Home Subsidy Scheme online ([www.EVhomecharging.gov.hk](http://www.EVhomecharging.gov.hk)) or by post (address: Electric Vehicle Section (3), Environmental Protection Department, Room 1403-05, Chinachem Exchange Square, 1 Hoi Wan Street, Quarry Bay), or place the application documents in the drop-in box located at 2/F, Chinachem Exchange Square, 1 Hoi Wan Street, Quarry Bay, during office hours (9am to 5pm, Monday to Friday).

On inspections and investigations, the EPD will maintain limited services to handle urgent cases.

Regarding EPD facilities, EcoPark visitor centre, T•PARK visitor centre and T•SPA, WEEE•PARK visitor centre, Lung Fu Shan Environmental Education Centre and Mobile Environmental Resource Centre, and the facilities at restored landfills will continue to be temporarily closed until further notice.

All Recycling Stations and Recycling Stores will remain open to collect recyclables, and their Recycling Spots (weekly kerb-side collection booths) will maintain limited services.