

East Palestine Trail Derailment Public Help Information

“Norfolk Southern team members are on scene, and will be assisted by multiple derailment and environmental contractors. In addition to working closely with first responders, we are coordinating with federal, state and local agencies. The NTSB will be the lead agency for providing updates on the incident. We have established a Family Assistance Center to address the needs of the community and support those directly impacted.”

- Norfolk Southern

<https://nscorp.mediaroom.com/eastpalestine>

Norfolk Southern Assistance Center

Phone: 1-800-230-7049

Email: media.relations@nscorp.com

Submit a Claim to Norfolk Southern: [Norfolk Southern Newsroom - Claims Forms \(mediaroom.com/claim-forms\)](https://nscorp.mediaroom.com/claim-forms)

Norfolk Southern Website: <https://nscorp.mediaroom.com/eastpalestine>

Family Assistance Center by Norfolk Southern

Abundant Life Church

46469 State Route 46, New Waterford, OH

Hours: 8a – 8p

Toxicologists Contracted by Norfolk Southern, CTEH

Phone: 234-542-6474 | Hours: 10a-10p

(Questions specific about Smell, Health, Animals, Houses, etc.)

Toxicologists Contracted by Norfolk Southern for Testing & Sampling

Phone: 330-849-3919

(In home testing and monitoring within the 1 mile evacuation zone only)

Department of Health

Public Health Toxicologist

Division of Environmental Health Epidemiology | Pennsylvania Department of Health
Phone: 877- PA -HEALTH

Emails go to:

env.health.concern@pa.gov

www.health.pa.gov

www.health.pa.gov/topics/envirohealth

US Environmental Protection Agency

US Region 3 Hotline: 215-814-2400

https://response.epa.gov/site/site_profile.aspx?site_id=15933

Complaints & Concerns - Beaver County, PA

PA Department of Environmental Protection

Phone: 412- 442- 4000 | Hours: 8a-4p

<https://www.dep.pa.gov/About/Regional/SouthwestRegion/Community%20Information/Pages/Olio-Train-Derailment.aspx>

(Questions about Water Quality, Air Quality, Independent Testing, Well Testing)

Penn State Extension for Agriculture

Hours: 8:30a – 4:30p | Phone: 724-774-3003

<https://extension.psu.edu/east-palestine-train-derailment-hotlines>

(Questions and concerns about Agriculture, Food Chain, Water, etc.)

Ohio River Valley Water Sanitation Commission

<https://www.orsanco.org/>

(Water Quality and River Condition Information)

Darlington Township Municipal Office

Phone: 724-827-8738

City of East Palestine

Non-Emergency Numbers:

330-457-2455

330-457-0733