



Federal Ministry  
for the Environment, Nature Conservation  
and Nuclear Safety

# We're at your service!

The civic communication division





## Welcome to our civic communication service

- ❓ Do you have questions about climate action, the search for a nuclear waste repository site or nature conservation? Are you interested in electric mobility, the right way to dispose of waste or funding programmes for environmental protection?
- ❓ Would you like to know how the Federal Ministry for the Environment, Nature Conservation and Nuclear Safety (BMU) is structured and how it works?
- ❓ Would you like to visit us and get to know the ministry's Berlin office?

The civic communication team is happy to help! We can answer your questions and we have exciting, up-to-date information on hand, covering the many topic areas of the BMU.





## Getting in touch

Your questions and opinions are very important to us. Annually, we handle around 15,000 written inquiries from the public. There are several ways to contact us. Send us a letter, an email or a fax. You can also fill out a contact form on our website. We will respond as quickly and as comprehensively as possible.

### **Address:**

Federal Ministry for the Environment,  
Nature Conservation and Nuclear Safety (BMU)  
Civic Communication Division (P II 3)  
11055 Berlin, Germany

**Email:** [buergerinfo@bmu.bund.de](mailto:buergerinfo@bmu.bund.de)

**Fax:** +49 228 / 993 053 225

### **Internet contact form:**

[www.bmu.de/en/service/buergerforum/contact](http://www.bmu.de/en/service/buergerforum/contact)



## Information hotline

Would you prefer to speak with us directly? We are just a phone call away. Our central hotline receives around 20,000 calls annually and our friendly, competent staff can answer your questions.

### **BMU information hotline:**

+49 30 / 18 305-0

### **Hours of operation:**

Monday through Thursday  
7:00 AM to 6:00 PM

Friday  
7:00 AM to 4:00 PM

## Our online presence

The BMU homepage makes current information about German environmental policy available to the public online around the clock.

The website has many regularly-updated topic pages that present information on the latest issues in a format that is succinct and easy-to-understand.

You can also let us know your opinion or tell us about your ideas and suggestions online. You can find the BMU on Twitter, Facebook, YouTube and Instagram.



### Service online:

[www.bmu.de/en/service](http://www.bmu.de/en/service)

### Social media:

[www.twitter.com/bmu](http://www.twitter.com/bmu)

[www.facebook.com/bmu.bund](http://www.facebook.com/bmu.bund)

[www.youtube.com/user/umweltministerium](http://www.youtube.com/user/umweltministerium)

[www.instagram.com/umweltministerium](http://www.instagram.com/umweltministerium)



## Services for visitors

Would you like to have your questions answered on location? Come by for a visit! We regularly hold informational events for national and international visitor groups in our visitor information centre at the Berlin office of the BMU near Potsdamer Platz. These events familiarise visitors with the structure and responsibilities of the ministry and give them insight into its political work. You can also take a tour and learn about the ministry's office building, which unites an eventful history with modern, sustainable architecture.

### **BMU – Visitor information centre:**

Stresemannstrasse 128-130  
10117 Berlin, Germany

### **Informational events for visitor groups:**

Mondays through Fridays  
by appointment  
Duration: approx. 90 minutes  
Groups of 20 or more  
Tours cannot be offered  
for individuals.

### **Registration required in advance:**

**Email:** [besucherdienst@bmu.bund.de](mailto:besucherdienst@bmu.bund.de)

### **Internet contact form:**

[www.bmu.de/en/service/buergerforum/contact](http://www.bmu.de/en/service/buergerforum/contact)



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## Your BMU at a glance

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buergerinfo@bmu.bund.de

**Website:**

[www.bmu.de/english](http://www.bmu.de/english)  
[www.bmu.de/en/service/](http://www.bmu.de/en/service/)

**Telephone:**

Berlin: +49 30 / 18 305-0

**Fax:**

Central fax number: +49 228 / 993 053 225

**Do you have questions for the BMU? Just fill out this card and send it to us!**

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**How can we get in touch with you? Provide us with your contact details here:**

Name/address:

Email:

Telephone: