

*Michigan Department of Environmental Quality  
Environmental Science and Services Division*

# E A A P

ENVIRONMENTAL ASSISTANCE PROGRAM

## *2007 Annual Report*



This report highlights the programs and accomplishments of the Environmental Assistance Program, located in the Environmental Science and Services Division.  
For complete information on our programs, please contact:

The Michigan Department of Environmental Quality  
Environmental Science and Services Division

800-662-9278

P.O. Box 30457

Lansing, Michigan 48909

[www.michigan.gov/deq](http://www.michigan.gov/deq)



The Michigan Department of Environmental Quality (MDEQ) will not discriminate against any individual or group on the basis of race, sex, religion, age, national origin, color, marital status, disability, or political beliefs. Questions or concerns should be directed to the MDEQ Office of Human Resources, PO Box 30473, Lansing, MI 48909.

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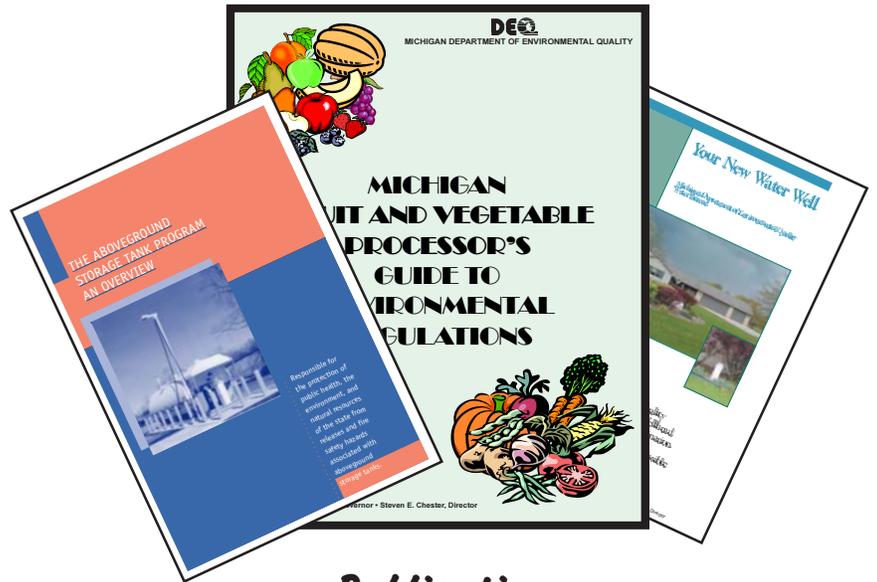
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**Compliance  
Advisory  
Panel  
(CAP)**

**Publications**



**Permit  
Coordination**

**Environmental Results  
Program (ERP)**

**Partnerships**

**Speakers Bureau**



**Training**

**Presentations**

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# **INTRODUCTION**

Assisting Michigan businesses, industries, local units of government and the general public in understanding and meeting their environmental responsibilities is the cornerstone of the Environmental Assistance Program (EAP) located in the Environmental Science and Services Division (ESSD). The EAP offers multi-media coverage on all major Department of Environmental Quality (DEQ) programs and regulations.

Whether it's direct one-on-one telephone assistance, producing training events, or developing plain English publications, EAP staff stand ready to provide timely and accurate information and assistance on a wide array of environmental topics and issues.

This annual report highlights the major accomplishments of the EAP during fiscal year 2007 (FY 07) and introduces you to the compliance assistance services we provide. As you look over the following pages, we ask you to consider your own environmental concerns or questions, and invite you to contact us for assistance. Let the EAP help you make a difference in protecting our shared environment.

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# *From our customers...*

*“The overall presentation and quality of speakers exceeded my expectations. I was also glad to see the number of participants with varying backgrounds. I also appreciate the one on one availability of the speakers and the support documentation. Overall things were presented and done well!!! Good Job!!!”*

*-Workshop attendee*

*“I should have gone to the “Environmental Assistance Program” first. You have been very thorough and accurate. I will remember your great service on future requests. Thank you”*

*-EAP email*

*“Thank you for your quick and thorough response. This helps a great deal”.*

*-EAC caller*

*“You should know that you have a real gem in Pam H. She did a fantastic job helping Barb work her way through the mine field of trying to figure out what options this independent gas station had at their disposal. She went ABOVE and BEYOND the call to help Barb...,”*

*-EAP email*

# ENVIRONMENTAL ASSISTANCE CENTER

Unsure if you need a permit for your business operation? Looking for disposal or recycling options for your household hazardous waste? Concerned about construction activity in a nearby wetland area?

Well, look no further! The **Environmental Assistance Center** (EAC) is your friendly, single point of entry into all Michigan Department of Environmental Quality (DEQ) environmental programs. By calling the EAC's 1-800-662-9278 number from 8:00 a.m. to 5:00 p.m. Monday through Friday or by email at ([deq-ead-env-assist@michigan.gov](mailto:deq-ead-env-assist@michigan.gov)) business, industry, local units of government, and the general public can receive direct one-on-one assistance or referral to a network of technical staff in the DEQ. Calls outside the normal business hours will have the option of leaving a voice mail message and your call will be returned the next business day.

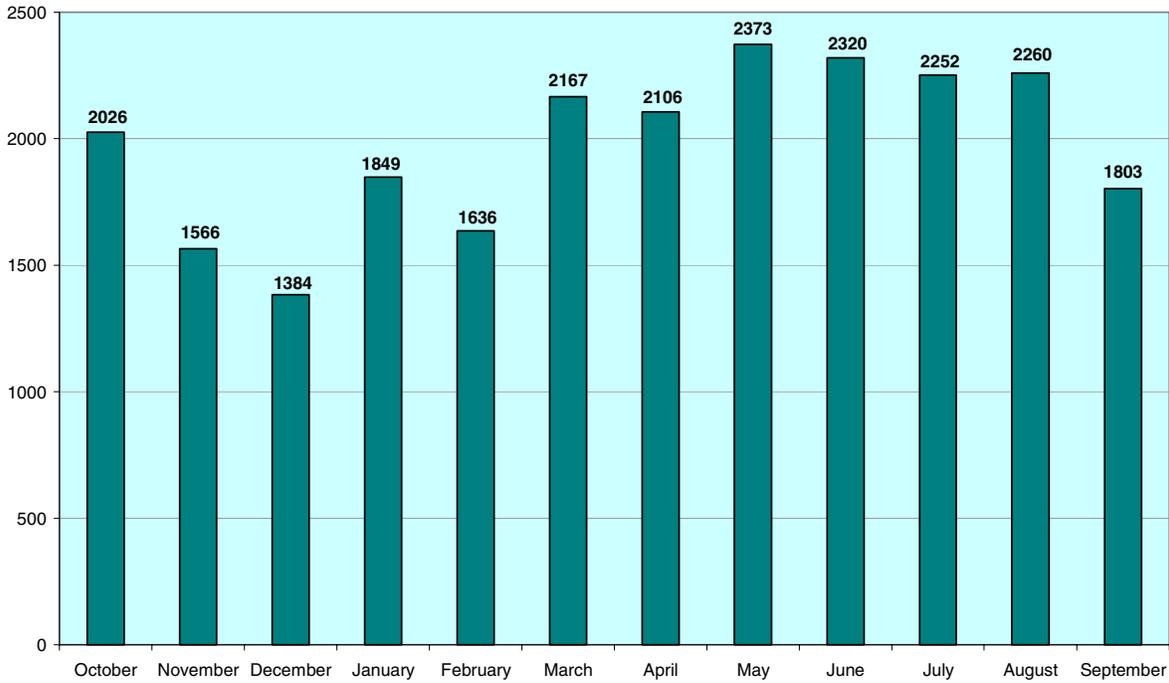
Since its inception in 1995, the EAC has helped thousands of callers "navigate" through the numerous DEQ programs and regulations. In addition, the EAC can provide you with information on DEQ sponsored environmental conferences, workshops and training programs, and suggest guidebooks, fact sheets, and other publications on a wide array of environmental topics. The EAC is DEQ's "front line" for day-to-day contact with the general public and regulated community and was given the Director's Employee Recognition Award in 2004 for their service to the DEQ and to the people of the state of Michigan.

In FY 07, the EAC and the EAP staff handled more than 23,700 calls and emails. The following are some additional metrics for FY 07:

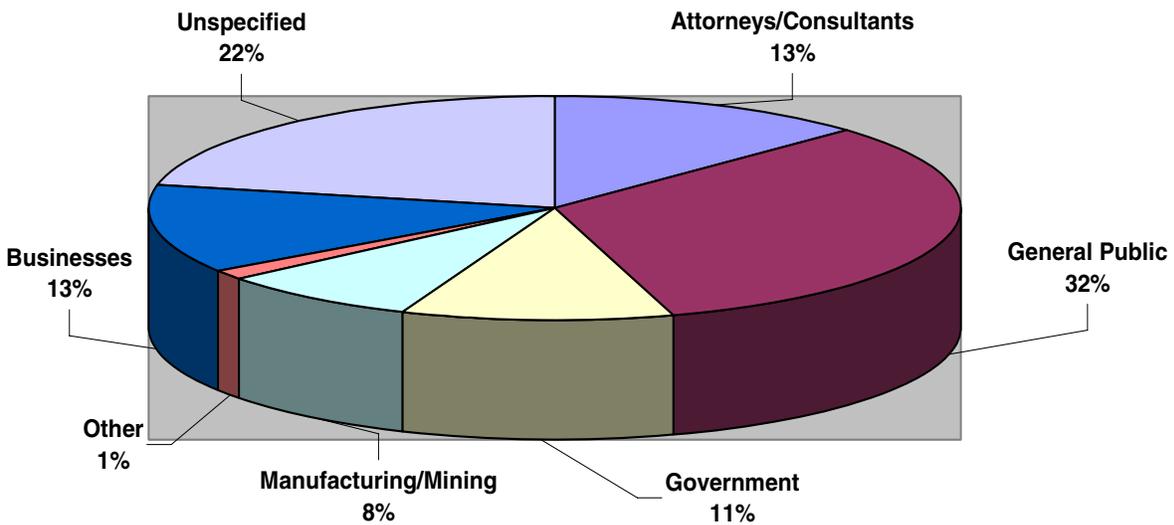


# **ENVIRONMENTAL ASSISTANCE PROGRAM INQUIRIES FY 07**

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# **SECTORS RECEIVING ASSISTANCE THROUGH THE ESSD ENVIRONMENTAL ASSISTANCE PROGRAM FY 07**



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# **SPEAKERS BUREAU**

Schools, trade associations, non-profit organizations, and community groups often contact the DEQ requesting technical speakers. In order to streamline these requests, the Speakers Bureau was formed. The Bureau provides a convenient link into the Department through which requests can be made for numerous presentation topics including environmental permitting, groundwater, wetlands, contaminated sites, pollution prevention Environmental Management Systems (EMS), and Environmental Audit Privilege and Immunity, to name a few.

You can access the Speakers Bureau by completing an online form at [www.deq.state.mi.us/eforms/speakerrequest.html](http://www.deq.state.mi.us/eforms/speakerrequest.html). Each inquiry is carefully evaluated to identify the needs of the audience and determine the most suitable presenter.

These technical presentations are another way through which the DEQ educates and informs the citizens of Michigan. During FY 07, the Speakers Bureau filled 25 requests.



## **PRESENTATIONS**

The EAP professionals are available to make presentations on a wide array of DEQ programs and regulations. From small groups to large annual conferences or workshops, EAP professionals can bring their expertise to your event on topics such as air and water permitting, hazardous and solid waste management, underground storage tanks, and wetlands. During FY 07, the EAP professionals made presentations at 21 events.

Contact the EAP professionals today by calling the EAC at 1-800-662-9278 or via the Speakers Bureau online at [www.michigan.gov/deqworkshops](http://www.michigan.gov/deqworkshops), click on "**Speakers Bureau**" and let them bring the DEQ to you.

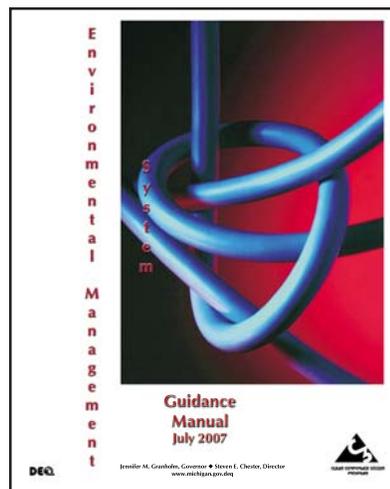
# ENVIRONMENTAL MANAGEMENT SYSTEMS (EMS)

EMS's are based on the International Organization for Standardization's environmental framework - ISO 14001: 2004. The EMS creates an overall site specific management system that addresses environmental concerns through the allocation of resources, assignment of responsibilities, and ongoing evaluation of practices, procedures, and processes to achieve sound environmental performance. The use of facility specific EMS's has proven to be a very effective management tool for both small and large businesses alike and has spread to a wide variety of sectors including health care, agricultural and educational institutions.

Michigan DEQ has developed an easy to use online manual based on the ISO 14001 standard to assist with development of your EMS. To order a hard copy of the manual, complete the "[Guidance Manual Order Form](#)" located on the EMS web page.

The EAP staff are available to answer any of your questions concerning EMS development and implementation; the ISO 14001:2004 standard; EMS auditing, etc. Staff are also available to speak at workshops or meet your group on-site to discuss the merits of creating an EMS for your operations.

For more information on how you can take advantage of these services, please contact the EAC at 1-800-662-9278.



# PARTNERSHIPS

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Producing and co-sponsoring events is one of many ways the EAP initiates and strengthens relationships with industry peers. Whether it's working together to launch an event, or helping to support each others' programs - these partnerships all work toward the common goal of protecting Michigan's natural resources.

The EAP partnerships provide a unique opportunity for colleagues to collaborate, expand outreach, and increase visibility of their organizations. One of the ways this is typically accomplished is through the exchange of complimentary exhibit space. Setting up and staffing displays at each others' events provides an excellent, low to no-cost opportunity to increase visibility, and reach target audiences for environmental education activities.

When you become an EAP partner, here are some of the ways you will increase the visibility of your organization and promote your events:

- Printing of your logo on DEQ workshop brochures.
- Your event listed in the DEQ Calendar and ESSD Bulletin.
- A link to your Web site posted on the DEQ workshops site.
- An opportunity to display your material at upcoming DEQ events.
- Announcements to DEQ-ESSD-Workshops Listserv (over 1,800 subscribers).

For FY 07, the EAP partnered with dozens of organizations to promote DEQ workshops, displayed at 16 events, and helped in the marketing efforts for 49 events. Go to [www.michigan.gov/deqworkshop](http://www.michigan.gov/deqworkshop) and click on "**Other Training Opportunities.**"

# TRAINING

The EAP workshop team produces low-cost, high-quality training events throughout the state. In FY 07, 32 events were delivered, reaching over 3,000 attendees. Expanding and strengthening partnerships was a common theme throughout the work of the Education and Outreach Unit. Several events were developed in conjunction with numerous partners from industry, government, and academia. Some highlights follow below.

The second Annual Agri-Energy Conference grew from a one-day event in 2006, to a two-day event in 2007. The agenda featured 25 educational sessions in the areas of electricity, heat, and biofuels/bioproducts. Especially noteworthy was keynote speaker Paul Gipe, world renowned author and wind energy expert. The exhibit area was home to over 20 vendors of various alternative energy products. Research poster sessions from Michigan State and Saginaw Valley State University illustrated current research in wind feasibility, biomass, and energy auditing, to name a few. Over 300 people attended the conference, which concluded with an optional grant writing workshop taught by the United States Department of Agriculture.

The DEQ once again partnered with the University Of Massachusetts' Lowell Center for Sustainable Production to expand on the European Union's REACH Legislation. This legislation requires companies to justify continued use of chemicals of very high concern. After favorable response to the 2006 Introduction to REACH, the training was taken to the next level. "Turning REACH Into An Opportunity: Implementing the European Union's New REACH Legislation" offered companies the knowledge and tools necessary to make informed decisions about chemical alternatives. Those attending the training realize that use of these alternatives is imperative to staying competitive in the global marketplace.

In conjunction with the United States Environmental Protection Agency (EPA), DEQ held a Watershed-Based Planning workshop that addressed EPA's Nine Minimum Elements for developing watershed plans that meet Federal and State program requirements. This event sold out quickly, and resulted in a repeat session being held to accommodate all those put on a waiting list.

Another sell-out in 2007 was Cleanup Criteria Training, a two-day comprehensive workshop that took attendees through all the necessary steps to implement cleanups at sites of environmental contamination in relation to Parts 201 and 213 of the Natural Resources and Environmental Protection Act, 1994 PA 451, as amended. The course was offered at three different sessions, to over 750 attendees. Again, a waiting list occurred and plans are underway to offer a makeup session to those on the list and other interested parties.

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**9th Annual**  
**Introduction to MAERS Workshop**

**February 2, 2007**  
 Gaylord

**February 8, 2007**  
 Grand Rapids

**February 13, 2007**  
 Livonia

**February 20, 2007**  
 Lansing

Jennifer M. Granholm, Governor  
 Steven E. Chester, Director  
 800-662-9278  
 www.michigan.gov/deq



**9th Annual Introduction to MAERS Workshop**  
**Number of Attendees:** 216  
**Target Audience:** Industry and consultants with little or no experience using the MAERS software

**COMPLYING AS A CAFO — PART II**



Guide to CAFO Permit Process, Requirements, and Regulations  
 March 2007

**DEQ**  
 Michigan Department of Environmental Quality  
 Environment, Science and Service, Clean Air and Water Bureau  
 Jennifer M. Granholm, Governor • Steven E. Chester, Director  
 www.michigan.gov/deq  
 800-662-9278

**Michigan Agri-Energy Conference 2007**  
**Number of Attendees:** 143  
**Target Audience:** CAFOs needing permits, that have applied for permits, or may need to apply for a permit

**EPA** United States Environmental Protection Agency

**Watershed-Based Planning:**  
**Addressing EPA's Nine Minimum Elements**

A Workshop on Developing Plans that Meet Federal and State Program Requirements  
 Sponsored by the Michigan Department of Environmental Quality, EPA's Watershed Academy, and Tetra Tech, Inc.

**February 12, 2007**  
 Comfort Inn & Conference Center  
 2424 South Mission Street  
 Mt. Pleasant, MI 48858



**DEQ** Jennifer M. Granholm, Governor  
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**Watershed-Based Planning**

**Watershed-Based Planning: Addressing EPA's Nine Minimum Elements**  
**Number of Attendees:** 85  
**Target Audience:** Watershed group members and managers, public agency staff, planners, consultants, others active in water resource planning

**DoD/Michigan Environmental Alliance**

NextEnergy Center  
 Detroit, Michigan  
 April 25, 2007

**2007 Federal Facilities Environmental Workshop**  
 "Greening the Government Through Efficient Energy Management"



Jennifer M. Granholm, Governor  
 Steven E. Chester, Director  
 www.michigan.gov/deqworkshops  
 800-662-9278

**2007 Federal Facilities Environmental Workshop**  
**Number of Attendees:** 69  
**Target Audience:** DoD staff and contractors, energy suppliers, manufacturers, vendors, government

**Agri-Energy Conference 2007**

**MICHIGAN**

March 13-14, 2007  
 Holiday Inn South  
 Lansing, Michigan



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**Michigan Agri-Energy Conference 2007**  
**Number of Attendees:** 455  
**Target Audience:** Farmers, agricultural lenders, rural development and utility organizations, local governments

**Michigan Business: Survive or Thrive?  
Revitalizing Michigan Through Sustainable  
Business Innovation**  
Number of Attendees: 123  
Target Audience: Industry representatives,  
environmental groups, consultants, and  
government

**Toxic Chemical Release Inventory**  
Advanced Computer Training

May 10, 2007 Grand Rapids  
May 22, 2007 Lansing  
May 24, 2007 Livonia

PRESENTED BY:  
Michigan Department of  
Environmental Quality

**DEQ**

Jennifer M. Granholm, Governor  
Steven E. Chester, Director  
www.michigan.gov/deqworkshops  
800-662-9278

**Toxic Chemical Release Inventory  
Advanced Computer  
Training**  
Number of Attendees: 45  
Target Audience: Industry,  
consultants

**Toxic Chemical Release Inventory Reporting (EPCRA Section 313) Workshops**  
(Beginners and Advanced)

May 17, 2007

Kellogg Hotel and Conference Center  
Michigan State University  
East Lansing, Michigan

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www.michigan.gov/deqworkshops  
800-662-9278

**Toxic Chemical Release Inventory Reporting Workshops**  
Number of Attendees: 114  
Target Audience: Industry,  
consultants

**Watershed-Based Planning: Addressing EPA's  
Nine Minimum Elements**  
Number of Attendees: 49  
Target Audience: Watershed group members and  
managers, public agency staff, planners,  
consultants, others active in water resource  
planning

**Cleanup Criteria Training**  
Space Limited; Register Early!

June 13-14, 2007  
East Lansing

June 18-19, 2007  
Lansing

June 21-22, 2007  
Grayling

presented by  
**DEQ**  
Michigan Department of Environmental Quality  
Remediation and Redevelopment Division

Jennifer M. Granholm, Governor  
Steven E. Chester, Director  
www.michigan.gov/deqworkshops  
800-662-9278

**Cleanup Criteria Training**  
Number of Attendees:  
819  
Target Audience: Certified  
Professionals,  
environmental consultants,  
owners and operators of  
contaminated sites,  
attorneys, and local  
government officials

**Renewable Operating Permit (ROP) Application Training**

**Where:** Constitution Hall  
525 West Allegan Street  
Lansing, Michigan  
Directions to Constitution Hall are available at the workshop registration website. If you would like a map based or Emailed to you, please contact the Registrar at 800-662-9278.

**When:** August 14, 2007

**Time:** 9:00 AM - 12:00 PM

**Registration:** \$50 - register on-line at [www.michigan.gov/deqworkshops](http://www.michigan.gov/deqworkshops)

**Overview**

The Michigan Department of Environmental Quality's Environmental Assistance Program is offering this workshop designed to help you complete your initial or renewed ROP application using the PAS3-ROP software. You will be taken step-by-step through the software in an interactive, hands-on format. You will also receive PAS3-ROP Workbook, and other guidance materials. Online registration is available on the Web at [www.michigan.gov/deqworkshops](http://www.michigan.gov/deqworkshops) (click on "Upcoming DEQ Workshops"). Registration Fee: \$50 and includes parking in the EHS Parking Lot on the east side of Constitution Hall.

**Who Should Attend?**

- Facilities that must renew their existing ROP and are within 18 months of their current ROP's expiration date. (An administratively complete ROP renewal application must be submitted to the AQD no earlier than 18 months but no later than 6 months prior to the current ROP's expiration date).
- Facilities that have become subject to the ROP Program and must submit an initial ROP application.
- Anyone interested in learning how to complete and submit an ROP application using the PAS3-ROP software.

For more information contact James Ostrowski, Environmental Science and Service Division, 515-241-5807 or Email at [rop@deq.state.mi.us](mailto:rop@deq.state.mi.us). Registration Information: Environmental Assistance Center 800-662-9276, or Email at [deq-aid@deq.state.mi.us](mailto:deq-aid@deq.state.mi.us)

**DEQ** Michigan Department of Environmental Quality  
Environmental Science and Service Division  
Jennifer M. Granholm, Governor • Steven E. Chester, Director

**Renewable Operating Permit (ROP) Application Training**  
Number of Attendees:  
16  
Target Audience:  
Industry, consultants

**Monthly Air Permit Application Workshop for  
First-Time Applicants**  
Number of Attendees: 12  
(September 19, 2007 session only)  
Target Audience: First-time air permit applicants

**Turning REACH Into An Opportunity:  
A Training on  
Implementing the  
European Union's New  
REACH Legislation**

September 27, 2007  
Lansing Community College  
West Campus  
5708 Cornerstone Drive  
Lansing, Michigan 48917

PRESENTED BY:  
Lowell Center for Sustainable Production  
University of Massachusetts Lowell

Lowell Center for Sustainable Production  
University of Massachusetts Lowell

Michigan Department of Environmental Quality  
**DEQ**

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Steven E. Chester, Director  
800-662-9278 • www.michigan.gov/deq

**Turning REACH Into An Opportunity: A Training on Implementing the European Union's New REACH Legislation**  
Number of Attendees: 76  
Target Audience: Industry, consultants

# PERMIT COORDINATION

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The DEQ administers approximately 65 permit and licensing programs, including personal licenses/certification programs, business/operational licenses, and various other activities that require permits. Understandably, when a company is considering the start-up of a new business operation in Michigan, it can be a time consuming and somewhat overwhelming experience to try and identify all the permit programs that may apply to their new venture. To make this a much less confusing process, the EAP is available to assist new companies (and expansions of existing companies) with permit coordination resources and services including:

- **Permit Information Checklist.** This tool is a compilation of the screening questions per each permit program administered by the Department. A new business can go through this screening exercise to identify the permit programs that apply to them allowing access to summaries of each permit program, a hotlink to the program's Web page, and the program's direct contact information. In addition, the "Permits" Web page ([www.michigan.gov/deq](http://www.michigan.gov/deq), select "**Permits**") was re-organized and enhanced as part of overall permit coordination effort.
- **The DEQ Permit and Licensing Guidebook.** This online document can be found at [www.deq.state.mi.us/documents/deq-ess-permits-permitguidebook.pdf](http://www.deq.state.mi.us/documents/deq-ess-permits-permitguidebook.pdf) and contains a summary of each permit program including: name of permit or approval, statutory authority, applicable regulations, summary of permit approval process (applicability, general requirements, and submittal requirements, procedures for obtaining permit or approval, operation requirements, fees, appeal process), public involvement opportunities/procedures, and program contact information.
- **Environmental Assistance Center (EAC).** New businesses often call the EAC at 1-800-662-9278 for one-on-one assistance in filling out a permit application or determining which permits may be required for their operations. Those calls involving multi-media/permit coordination permit issues are tracked by sector, and where needed, compliance assistance materials are developed.
- **Permit Coordination Meetings.** In some instances, special circumstances require additional permit coordination services from the ESSD in addition to those listed above. These meetings usually involve complex and/or multi-media permitting issues. In these instances, the EAP will coordinate "permit coordination meetings" upon request by the company bringing together staff permit experts from the respective permitting programs likely to be of interest to the new business. In the past fiscal year, the ESSD has hosted such meetings for proposed facilities in the alternative fuel manufacturing sector.

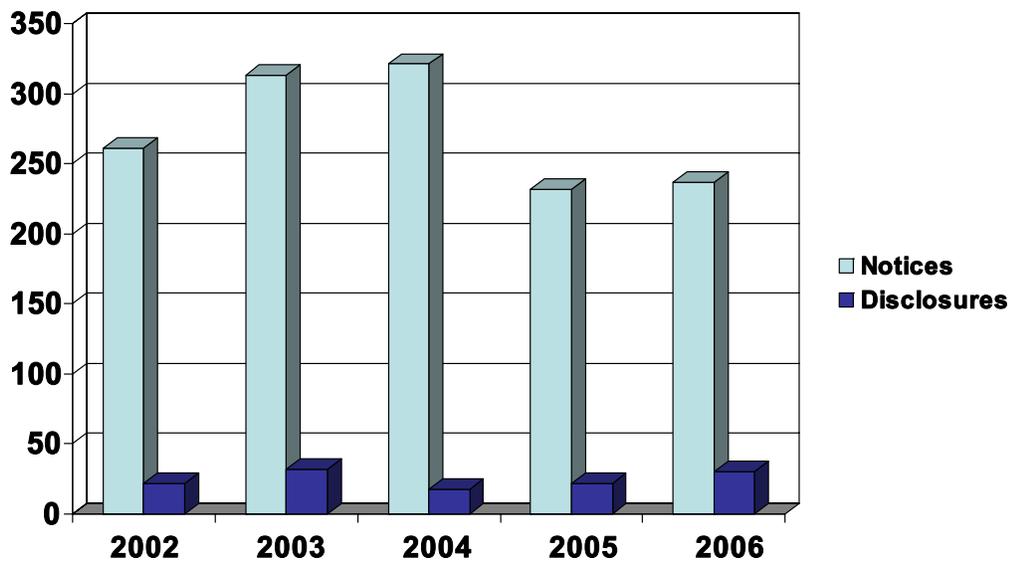


# **ENVIRONMENTAL AUDIT, PRIVILEGE AND IMMUNITY**

It is important to the success of Michigan’s environmental protection efforts that businesses, municipalities, and public agencies take self-initiated actions to assess or audit their compliance with environmental laws and correct any violations found. For example, it is estimated that a number of small businesses in Michigan have never applied for or obtained necessary environmental permits, fearing the disclosure of information to state agencies would lead to enforcement and penalties. The Environmental Audit Privilege and Immunity Law removes this fear and provides incentives for businesses to perform environmental audits and promptly report and correct violations. This will lead to increased compliance with environmental requirements and further protection of Michigan’s outstanding natural resources.

In general, the program has two main elements: a privilege that protects the audit report and audit-implementing personnel from disclosure (they cannot be used in legal proceedings against the company), and immunity provisions can be sought for violations that are reported and corrected in accordance with the law. Obtaining privilege involves filing a document called a “Notice of Intent to Perform an Environmental Audit.” To be eligible for privilege under this program, this notice must be filed before the audit is commenced and other general provisions must be met such as the findings must be found by the company (not by DEQ staff). Immunity provisions can be sought later by filing a document called a “Voluntary Disclosure.” You can learn more about the program from the [Environmental Audit Fact Sheet](#).

Environmental Audit program activities are tracked in an annual report. The report summarizes the number of voluntary disclosures on an annual basis along with general categories of the types of violations and time needed to achieve compliance. On average, around 270 Notices of Intent to perform an audit and 24 voluntary disclosures are filed per year. Program information, including annual reports can be found on the [Environmental Audit Web site](#).



# PUBLICATIONS

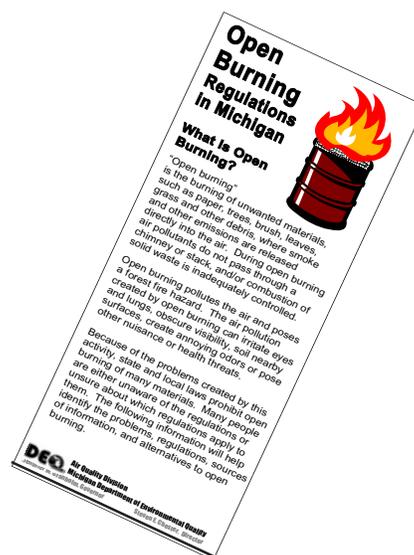
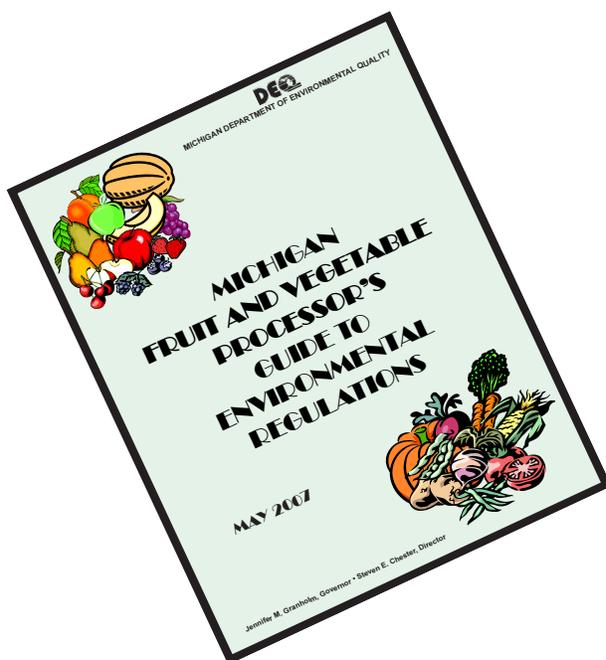
In cooperation with the DEQ regulatory program divisions, EAP professionals produce a number of publications to educate and assist the regulated community and general public on a number of DEQ programs and regulations. Various fact sheets, brochures, and guidebooks were developed or updated in FY 07.

Especially noteworthy this past year was the “Michigan Fruit and Vegetable Processors Guide to Environmental Regulations.” This very successful Guide was a joint effort between ESSD, DEQ regulatory divisions, and the Michigan Department of Agriculture.

In addition to the compliance assistance publications identified above, the EAP also produces the ESSD Bulletin, which is published bi-monthly and contains a number of features such as upcoming workshops, new publications, short articles of interest on new regulations, pollution prevention, incentive and recognition programs, along with the popular Compliance Assistance Corner Q & A feature.

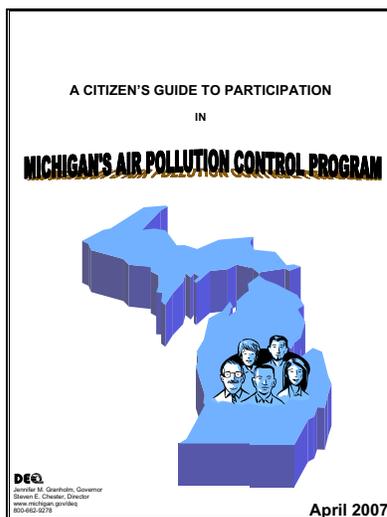
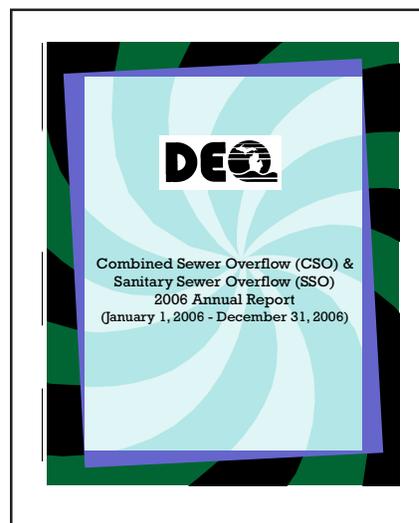
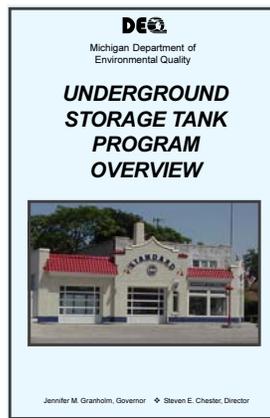
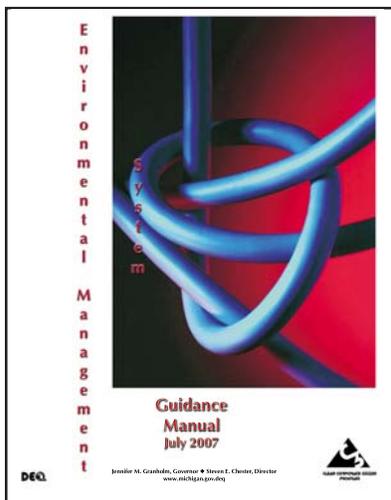
All publications are available via the DEQ publications Web link at [www.michigan.gov/deq](http://www.michigan.gov/deq) and clicking on the quick link for **publications**. Many publications are also available in hard copy and can be ordered by contacting the EAC at 1-800-662-9278 or by email at [deq-ead-env-assist@michigan.gov](mailto:deq-ead-env-assist@michigan.gov). Most of these publications are free, with the exception of a few low cost items such as our Manufacturer’s Guide.

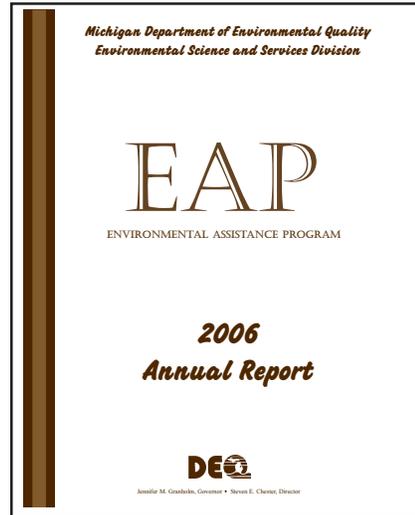
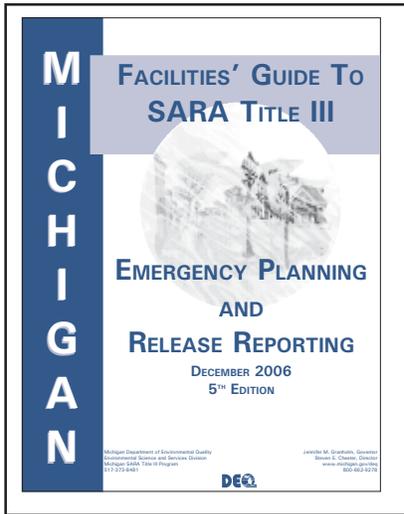
Some of the publications developed by the EAP this past year include:



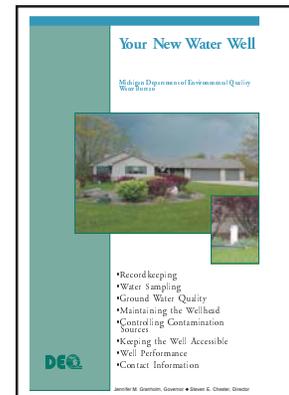
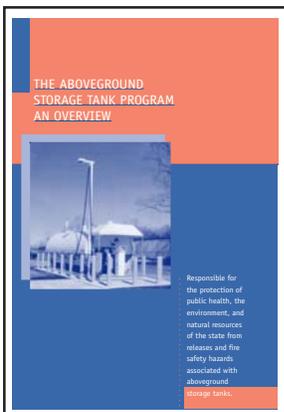
# PUBLICATIONS FISCAL YEAR 2007

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**MORE...  
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# FAQ's

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Michigan Department of Environmental Quality  
Air Quality Division **FAQ**

**AIR POLLUTANTS**

**What are Remedial Air Pollutants?**

Remedial air pollutants are those air pollutants that are not included in the list of criteria pollutants under the Clean Air Act (CAA). Remedial air pollutants are those air pollutants that are not included in the list of criteria pollutants under the CAA, but which are included in the list of hazardous air pollutants (HAPs) under the CAA. Remedial air pollutants are those air pollutants that are not included in the list of criteria pollutants under the CAA, but which are included in the list of HAPs under the CAA.

Michigan Department of Environmental Quality  
Remediation and Redevelopment Division **FAQ**

**STORAGE TANKS**

Does the Michigan Department of Environmental Quality (MDEQ) require that an underground storage tank (UST) be investigated and cleaned up if a leak is detected?

Yes, MDEQ requires that a UST be investigated and cleaned up if a leak is detected. The UST owner must first determine if a leak has occurred. If a leak is detected, the UST owner must notify MDEQ and take corrective action to prevent further releases.

Michigan Department of Environmental Quality  
Lake and Water Management Division **FAQ**

**PERMITS**

I own residential waterfront property and am thinking about making some improvements to it. Do I need permits for the work?

Yes, you may need permits for certain improvements to your waterfront property. The Department of Environmental Quality (DEQ) regulates activities that may affect the water quality of the lake or stream. You may need a permit for activities such as dredging, filling, or construction near the water's edge.

Michigan Department of Environmental Quality  
Water Bureau **FAQ**

**LAKE WATER QUALITY**

I want to buy a house on an inland lake. How can I find out the quality of the water?

You can find out the quality of the water by checking the Michigan Department of Environmental Quality's (MDEQ) water quality data. MDEQ monitors water quality at various locations throughout the state. You can access this data on the MDEQ website or by contacting the Water Bureau.

## GUIDANCE DOCUMENTS

**WASTE MANAGEMENT GUIDANCE**

**OIL WATER SEPARATORS**

All oilfield storage oil water separator (OWS) are required under the Clean Oil Storage (COS) rule. The COS rule requires that OWSs be installed on all oilfield storage tanks and be maintained in good working order. OWSs are used to separate oil from water in the wastewater stream. They are required to be installed on all oilfield storage tanks that store more than 100 gallons of oil.

**BURNING USED OIL**

Properly burning used oil is an important part of waste management. Burning used oil can reduce the amount of oil that is sent to landfills or incinerated. Burning used oil can also reduce the amount of greenhouse gases that are released into the atmosphere. Burning used oil can be done in a variety of ways, including in a dedicated burner or in a boiler. Burning used oil in a dedicated burner is the most common method.

**WASTE MANAGEMENT GUIDANCE**

**MOBILE OIL CHANGE BUSINESSES**

The mobile oil change businesses (MOCB) rule requires that MOCBs be licensed and regulated. MOCBs are businesses that provide oil change services to customers at their homes or workplaces. MOCBs are required to be licensed and regulated by the Department of Environmental Quality (DEQ). MOCBs must meet certain requirements, including having a dedicated storage area for used oil and having a dedicated burner for burning used oil.

**MOBILE POWER WASHING**

Mobile power washing (MPW) is a service that provides power washing services to customers at their homes or workplaces. MPW is regulated by the Department of Environmental Quality (DEQ). MPW operators must meet certain requirements, including having a dedicated storage area for cleaning solutions and having a dedicated burner for burning used oil.

# ***ENVIRONMENTAL RESULTS PROGRAM***

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## **What is an Environmental Results Program?**

The Environmental Results Program (ERP) is a performance-based system designed to improve environmental compliance and performance in a specific industry sector. The ERP is an effective way for states to manage numerous small pollution sources that have potentially large impacts, such as dry cleaners. Many dry cleaning operations are relatively small; however, when combined can have a huge impact on air quality.

## **Michigan's ERP for Dry Cleaners**

The DEQ received a State Innovation Grant (SIG) from the United States Environmental Protection Agency (EPA) to develop and implement an ERP for dry cleaning. The intent of the program is to help owner/operators understand all applicable environmental regulations in their sector, improve their compliance with these regulations, and enhance sector-wide use of pollution prevention activities, and best management practices.

In July 2007, the EAP finalized a self-audit packet that includes both English and Korean versions of the self-audit as well as a self-audit workbook. In August, the self-audit packet was sent to all dry cleaners in the state (approximately 870). Cleaners were asked to complete and submit the self-audit to the DEQ by September 30. All self-audits that are received are entered into a database. During the self-audit phase, an online tutorial was developed to assist cleaners in completing the audit. Also, the EAP presented at a number of meetings sponsored by the dry cleaning trade associations, as well as a vendor that services the majority of cleaners in the state.

In the spring of 2008, the EAP will work with the DEQ, Air Quality Division to conduct a series of follow-up inspections. The follow-up inspections will be random and may include facilities that did or did not complete and submit a self-audit to the DEQ. Results from the 2008 random follow-up inspections, 2007 self-audit period, and random baseline inspections that were conducted in the fall of 2006 will be used to evaluate the sector's compliance status before and after the self-audit phase of the project. Analysis of this data will show if there was any measurable improvement in compliance as a result of the self-audit program. The data will also help us measure the effectiveness of our compliance assistance tools and outreach efforts to this sector.

## Auto Body Shops

The EAP updated the “Michigan Auto Body Environmental Compliance Workbook” in September 2007. The workbook was developed through a strong collaborative partnership with the Automotive Services Association (ASA) of Michigan. This partnership enables the EAP to provide increased education and outreach about applicable environmental regulations, which has improved facility compliance and enhanced sector-wide use of pollution prevention activities and best management practices.

The workbook explains the environmental protection requirements that apply to auto body shops and what shops need to do if they are not in compliance. The workbook is available on the Internet by going to [www.michigan.gov/deqenvassistance](http://www.michigan.gov/deqenvassistance) and select “**Auto Body Shop Workbook**” under the title “Compliance Assistance Guides & Workbooks.”

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# *Small Business Clean Air COMPLIANCE ADVISORY PANEL*

The Small Business Clean Air Compliance Advisory Panel (the Panel) was created to monitor the effectiveness of the EAP and the Michigan Clean Air Ombudsman in addressing businesses' compliance needs. Together, these three components comprise the assistance program for small businesses as mandated under the 1990 Clean Air Act Amendments.

The seven-member Panel, comprised of individuals appointed by the Governor, legislators, and the Director of the Department of Environmental Quality, represent the state's citizens, small business owners, and governmental agencies. This fiscal year the Panel met four times and accomplished the following activities:

- Sent a letter of support to legislative leaders in the Michigan House and Senate, advocating for continued full funding of Michigan's Environmental Compliance Assistance & Pollution Prevention Programs.
- The Great Lakes Region Panel representative, Mr. Brian Warner, continued to actively advocate for multimedia expansion of the Great Lakes States small business programs.

For more information about the Panel, go to [www.michigan.gov/deqair](http://www.michigan.gov/deqair) and click on "Clean Air Assistance" and "**Clean Air Compliance Advisory Panel.**"

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# WEB PAGES

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The ESSD has a number of Web sites that provide useful information along with Web links of interest for businesses, industries, local units of government, and the general public on a wide array of environmental programs and topics.

The Environmental Assistance Program site at [www.michigan.gov/deqenvassistance](http://www.michigan.gov/deqenvassistance), focuses on our multi-media compliance assistance efforts including “Frequently Asked Questions” and links to the major DEQ program division Web pages, and DEQ Environmental Publications.

Other noteworthy Web links include:

The  **GET INVOLVED!** **Programs for Citizens** Web link on the DEQ Web site takes you to our Citizen Involvement page. This page contains a number of publications and links to help the general public stay informed and get involved in DEQ programs and decision making.

Included on the Citizen Involvement page is the **Home Owners/Citizens Environmental Resources** link. This page is dedicated to providing the general public with valuable information to learn more about how they can protect Michigan’s resources and improve their home environment as well. The “Public Involvement Handbook” at [www.deq.state.mi.us/documents/deq-ess-p2tas-publicinvolvementhandbook.pdf](http://www.deq.state.mi.us/documents/deq-ess-p2tas-publicinvolvementhandbook.pdf) outlines public involvement opportunities within the DEQ and can also be accessed from the Citizen Involvement page.

Another new Web link of note includes the recently developed “DEQ Who Does What List” at [www.deq.state.mi.us/documents/deq-ess-whodoeswhat.pdf](http://www.deq.state.mi.us/documents/deq-ess-whodoeswhat.pdf). This is a comprehensive list of DEQ staff contacts (names and phone numbers) on hundreds of environmental programs and topic areas of interest.

Many DEQ publications are also available in the DEQ Publications Center at [www.deq.state.mi.us/pubcenter](http://www.deq.state.mi.us/pubcenter).

# CONTACTS

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