

UP Solid Waste Forum



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Department of Environmental Quality

Office of
Environmental
Assistance

Primary Goal

Help you understand ...

- ü Who is OEA
- ü What OEA does
- ü How to connect with OEA



DEQ, OEA



Economic & Strategic
Initiatives
Madhu Anderson



Jack Schinderle
OEA, Chief

Compliance
Assistance

Training and
Outreach

Pollution
Prevention



Compliance Assistance

- ü Environmental Assistance Center
- ü Pollution Emergency Alert System
- ü Permit Coordination
- ü Metrics



Environmental Assistance Center

Phone: 1-800-NO2-WASTE
(1-800-662-9278)

Hours: 8:00 AM to 4:30 PM
Monday - Friday

Technical Assistance Services Include:

Air
Waste
Water

Environmental Audit Privilege
Site Remediation
Permit Coordination



Environmental Assistance Center

- ü Single point of access
- ü Free 1-on-1 assistance
- ü Referrals to staff experts
- ü Access to on-line DEQ resources



Compliance Assistance Specialist

Air - Jenifer Dixon

Waste - Christine Grossman

Water - Dave Drullinger

Drinking Water - Pam Howd

Remediation & Redevelopment - Les Smith

Oil & Gas - Anita Singh



PEAS Hotline

- § Pollution Emergency Alerting System (PEAS)
- § For reporting environmental emergencies involving air, land, water, wetlands, dams, or public water supplies
- § 1-800-292-4706
- § 24/7 support for DEQ response
- § Call 911 first for local emergency response



Compliance Assistance

Permit Coordination - www.michigan.gov/deqpermits Permit Information Checklist



PERMIT INFORMATION

www.michigan.gov/deqpermits

The Department of Environmental Quality (DEQ) has prepared a list of key questions to help identify what DEQ permits, licenses, or approvals of a permit-like nature may be needed. By contacting the appropriate offices indicated, you will help reduce the possibility that your project or activity will be delayed due to the untimely discovery of additional permitting requirements later in the construction process. While this list covers the existence of permits and approvals required from the DEQ, it is not a comprehensive list of all legal responsibilities. A useful way to learn whether other requirements will apply is to go through the Self-Environmental Assessment in the Michigan Guide to Environmental, Health, and Safety Regulations, online at: <http://www.michigan.gov/ehsguide>. Please call the Environmental Assistance Center at 800-862-9278 to talk with any of the DEQ programs noted below.

| How Do I Know that I Need a Construction Permit? | Yes | No |
|---|----------------------------|----------------------------|
| 1) Will your business involve the installation or construction of any process equipment that has the potential to emit air contaminants (e.g. dry sand blasting, boilers, standby generators)? Air Quality Permit to Install, Air Quality Division (AQD), Permit Section | Y <input type="checkbox"/> | N <input type="checkbox"/> |
| 2) Does the project involve renovating or demolishing all or portions of a building? Notification is required for asbestos removal and required for all demolitions even if the structure never contained asbestos. Asbestos Notification, AQD, Asbestos Program , 517-284-6777 | Y <input type="checkbox"/> | N <input type="checkbox"/> |
| 3) Please consult the Permitting at the Land and Water Interface Decision Tree document to evaluate whether your project needs a land and water management permit (i.e., Does the project involve filling, dredging, placement of structures, draining, or use of a wetland?). Land and Water Featured Programs (Water Resources Division - WRD) - Joint Permit Application , 517-284-5567: a. Does the project involve construction of a building or septic system in a designated Great Lakes high risk erosion area? b. Does the project involve dredging, filling, grading, or other alteration of the soil, vegetation, or natural drainage, or placement of permanent structures in a designated environmental area? | Y <input type="checkbox"/> | N <input type="checkbox"/> |

Metrics



MI Scorecard Performance Summary

| Business Unit: | Environmental Quality | <table border="1"> <tr> <th colspan="2">Metric ID Key</th> </tr> <tr> <td>IBD</td> <td>Infrastructure Dashboard</td> </tr> <tr> <td>EEEDB</td> <td>Energy and Efficient Dashboard</td> </tr> </table> | Metric ID Key | | IBD | Infrastructure Dashboard | EEEDB | Energy and Efficient Dashboard | | |
|----------------------------|----------------------------------|---|---------------|--------------------------|---------------|--------------------------|--------------|--------------------------------|-------------------------|-------|
| Metric ID Key | | | | | | | | | | |
| IBD | Infrastructure Dashboard | | | | | | | | | |
| EEEDB | Energy and Efficient Dashboard | | | | | | | | | |
| Executive/Director: | Dan Wyant | | | | | | | | | |
| Reporting Period: | SEP-2015 (FY15, Q3 thru 8/30/15) | | | | | | | | | |
| Date Last Approved | 08/18/2015 | <table border="1"> <tr> <td>Green</td> <td>90% or Greater of target</td> </tr> <tr> <td>Yellow</td> <td>>= 75% to 90% of target</td> </tr> <tr> <td>Red</td> <td>Less than 75% of target</td> </tr> <tr> <td>Scorecard Status</td> <td>Final</td> </tr> </table> | Green | 90% or Greater of target | Yellow | >= 75% to 90% of target | Red | Less than 75% of target | Scorecard Status | Final |
| Green | 90% or Greater of target | | | | | | | | | |
| Yellow | >= 75% to 90% of target | | | | | | | | | |
| Red | Less than 75% of target | | | | | | | | | |
| Scorecard Status | Final | | | | | | | | | |

Customer/Constituent

| Metric Id | Metric Name | Status | Target | Current | Previous | Frequency | Metric Definition |
|-----------|---|--------|--------|-------------|----------|-------------|--|
| C01-12 | Percent of Environmental Assistance Center inquiries responded to within 1 business day. | Green | 100% | 99% | 99% | Quarterly | Demonstrates excellent customer service. |
| C02-14 | Percent of attendees at DEQ-sponsored training events such as workshops, conferences, and webinars that reported an increased understanding of the topic or DEQ Program presented | Green | 100% | 93% of 1813 | N/A | FY Annually | These activities are important because they help the regulated community achieve compliance and assist residents in taking proactive steps to protect and enhance the environment. Percentage is based on total number of attendees completing evaluations at DEQ training events. |
| C03-13 | Percent of DEQ program customer service survey respondents that report excellent customer service | Green | 100% | 92% | 96% | Quarterly | Provides data to indicate the level of perceived excellent customer service. |
| C04-12 | Number of DEQ permits issued | | N/A | 9286 | 9584 | FY Annually | There is a perception that DEQ denies many permits. This measure, along with the subsequent measure, will provide information to determine whether perception meets reality. |
| C05-12 | Number of DEQ permits denied | | N/A | 4 | 44 | FY Annually | There is a perception that DEQ denies many permits. This measure, along with the previous measure, will provide information to determine whether perception meets reality. |
| C06-10 | Quantity of waste recycled | Red | | | | FY | To expand waste utilization, Michigan will work to ensure that all residents have convenient access to recycling. Recycling enables the use of waste as a |

Training & Outreach

www.michigan.gov/deqevents

Workshops

Webinars

Video Tutorials

Interactive Tools

Media Productions

Publications

Publication Database

GovDelivery

Twitter/Facebook



Training and Outreach

OEA's Training and Outreach Team helps the DEQ deliver training to businesses, consultants, municipalities and others



Training and Outreach

Workshops:

- ü Live training
- ü Hosted at venues throughout state
- ü Range in size and scope



www.michigan.gov/deqworkshops



Training and Outreach

Webinars

Live/Recorded

Free

Targeted Outreach



Department of Environmental Quality



- About the DEQ
- Air
- Land
- News and Events
- Waste
- Water
- Great Lakes
- Drinking Water
- Lakes & Streams
- Onsite Wastewater
- Wetlands
- MiWaters**
- Permits
- Water Management
- Sustainability

[DEQ](#) > [WATER](#) > [MIWATERS](#)

MiWaters On-Demand Video Tutorials

These tutorial videos have been produced to provide a demonstration of some of the MiWaters functionality. However, MiWaters is a dynamic system that continues to evolve as we make improvements. If you see something in the videos that is inconsistent with what you see when you access MiWaters, please refer to the written instructions that are companion to the video tutorials. If you have questions, please use the Help function of MiWaters and, if that doesn't answer your question adequately, the Contact button on the MiWaters screens can be used to determine the best DEQ staff to whom you can direct your question.

- [MiWaters Overview](#)
- [Establishing an Account](#)
- [Maintaining Your Profile](#)
- [Inviting Another Person to View or Manage Your Site Information](#)
- [Finding an Application or Request to Submit](#)
- [Submitting an Application or Request](#)
- [Viewing Information Related to Your Site](#)
- [Submitting a Report Required by Your Permit](#)
- [Submitting a Discharge Monitoring Report \(DMR\)](#)



Related Content
• [MiWaters Seminars and Webinars](#)

Sign up for email from the DEQ!



http://www.michigan.gov/deq/0,1607,7-135-3312---,00.html DEQ - Waste

View Favorites Tools Help

Invert Select

Hazardous Waste Generat... Suggested Sites https--community.articul... DEQ - Boiler NESHAP - M... WageWorks

DEQ Contacts Permits Online Services Programs Locations MI.gov

Michigan Department of Environmental Quality

Pharmaceutical Waste Tutorial

Recorded Septemeber 2012



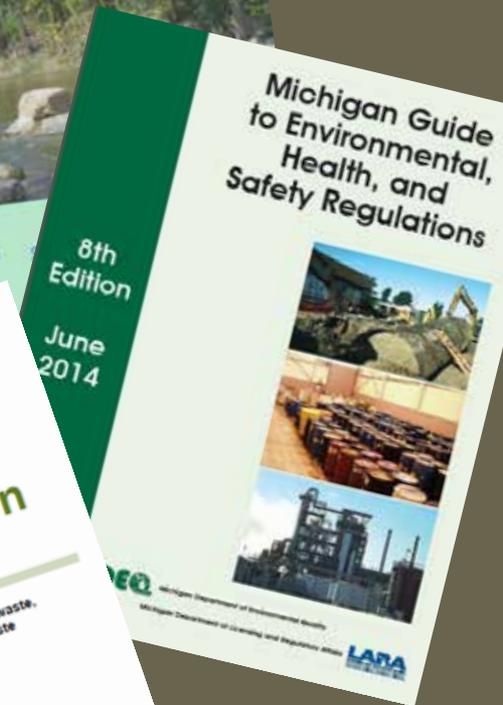
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Training and Outreach

Publication Examples:

- ü Michigan Guidebook
- ü DEQ Guide
- ü P2 Report
- ü Boiler Tool Card
- ü Waste Characterization Reference Book
- ü Use Oil Checklist & Labels
- ü Cold Cleaner Posting



Training and Outreach

Keep current
on DEQ
hot topics
with:

ü Twitter

ü GovDelivery

Subscription Topics

- Agency-wide Information**
 - DEQ Environmental Calendar [i](#)
 - Press Releases [i](#)
- Air Quality**
 - AQ News and Info [i](#)
 - Michigan Air Emissions Reporting System (MAERS) [i](#)
 - Pleasant Peninsulas - The AQD Voice [i](#)
- Drinking Water and Municipal Assistance**
 - Community Drinking Water Systems [i](#)
 - Drinking Water Operator Training & Certification [i](#)
 - Environmental Health Programs [i](#)
 - Revolving Loan Programs [i](#)
- Environmental Assistance**
 - Environmental Leaders Network [i](#)
 - Green Chemistry [i](#)
 - Michigan Manufacturing News [i](#)
 - OEA Grant and Loan Opportunities [i](#)
 - Pollution Prevention [i](#)
 - Training and Outreach [i](#)
 - Pleasant Peninsulas - Environmental Assistance [i](#)
- Great Lakes**

Pollution Prevention & Stewardship

Helping people through positive environmental change.

Innovative, proactive, progressive, anticipatory approach to resource use and cost savings

Beyond the regulatory reactionary approach

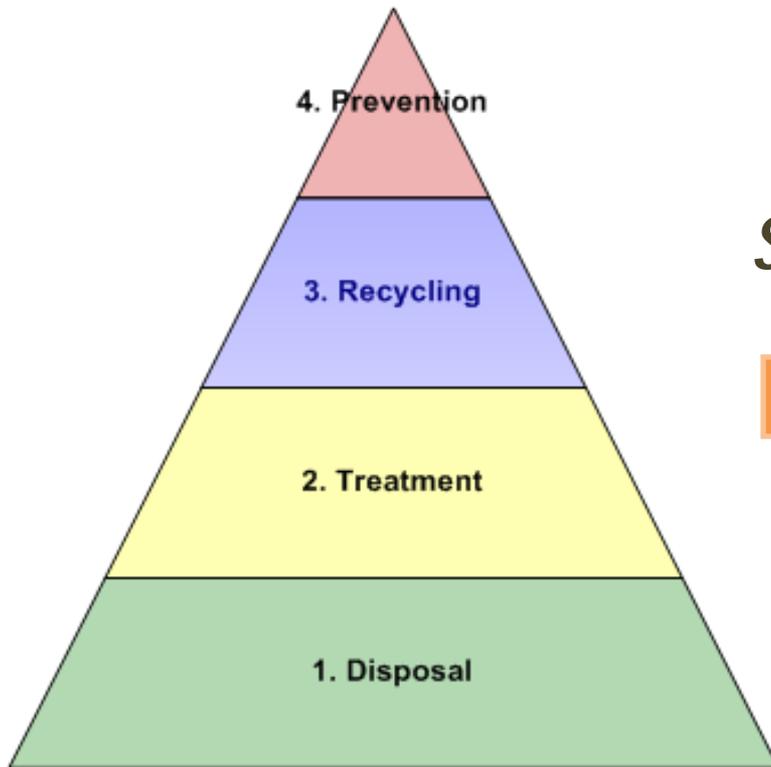
Services

- ü Recognition Programs
- ü Financial Assistance
- ü Technical Assistance



Pollution Prevention

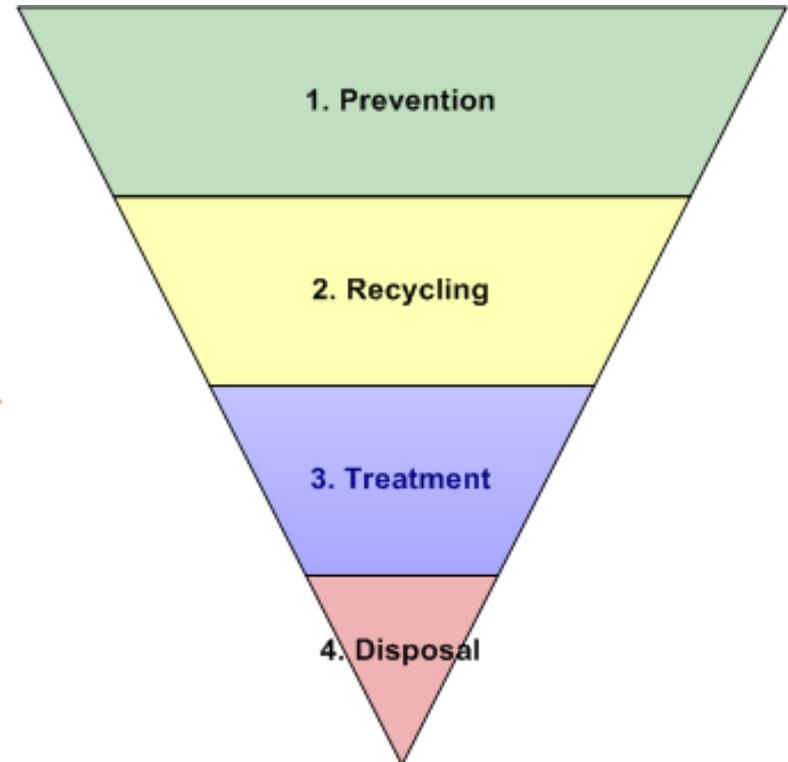
Reactionary



SHIFT



Anticipatory



Pollution Prevention & Stewardship

- § Relies on partner relationships and mentoring
- § Focuses on continuous improvement
- § Provides technical and financial incentives for stewardship activities



Wrap Up

Why you would access OEA?

- ü To simplify compliance
- ü Save time and money
- ü Achieve beyond compliance sustainability measures



Wrap Up

OEA provides free access to compliance resources and is non-regulatory.

OEA's three pillar goals are to:

- ü Provide excellent customer service,
- ü Foster stewardship opportunities and
- ü Facilitate economic prosperity



Take Advantage of OEA Services

1-800-662-9278 or
deq-assist@michigan.gov



Questions?

