

How May We Help You?

Meet Karen Begley, Robin Box, and Betty Clark, the voices behind the DEQ's Environmental Assistance Center.

People all across Michigan have spoken with them to find out if they need a permit for a new business start-up, looking for disposal or recycling options for household hazardous waste, or seeking answers to any number of other questions related to Michigan's environment.

The EAC is your friendly, single point of entry into all of the DEQ's environmental programs. By calling the EAC at 1-800-662-9278 from 8:00 a.m. to 5:00 p.m. Monday through Friday, business, industry, local units of government and the general public can receive direct one-on-one assistance from Karen, Robin, or Betty who will either answer your questions, or get you in touch with the appropriate technical staff in the DEQ.

Karen, Robin, and Betty fielded over 30,000 calls in 2005 alone, helped callers "navigate" through the sometimes complex maze of DEQ programs and regulations. In addition, the EAC can provide you with information on DEQ sponsored environmental conferences, workshops, and training programs, as well as, how to obtain guidebooks, fact sheets, and other publications on a wide array of environmental topics. The EAC is the 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 DEQ and to the people of the State of Michigan.

Let Karen, Robin, and Betty help you with your environmental questions by contacting them at 1-800-662-9278; by e-mail at deq-ead-env-assist@michigan.gov or by visiting them at our Web site at www.michigan.gov/deq.