

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

EAAP

ENVIRONMENTAL ASSISTANCE PROGRAM

**2006**  
***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)



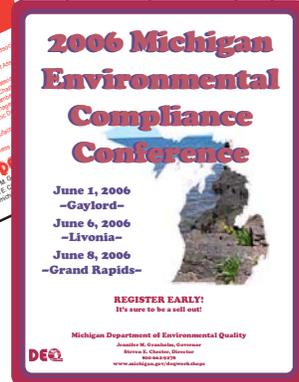
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**Compliance  
Advisory  
Panel  
(CAP)**

**Training**

**Permit  
Coordination**



**Partnerships**

**Environmental Results  
Program (ERP)**

**Speakers Bureau**



**Publications**

**Presentations**

# *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). Comprised of the Environmental Assistance Center, Clean Air Assistance Program and the Compliance Assistance and Education & Outreach Units, 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 2006 (FY 06) and introduces you to the compliance assistance services we provide here in ESSD. 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...*

*“Very impressed [with] DEQ’s attitude and approach. They want to work [with] us and want us to succeed. They are willing to go the ‘extra mile’.”*

*- Workshop attendee*

*“Wow what an email. Full of great information. Thanks for taking the time to put that together! I thought I had been to all DEQ sites but the checklist site was new to me. Thanks. It is now bookmarked. You proved today that it is possible to teach an old dog (me) new tricks.”*

*- EAC email*

*“The information gained from this workshop was well worth the money. Overall, an excellent job.”*

*- Workshop attendee*

*“This is exactly what I was looking for. Thank you so much. You are a great help to me, you are very much appreciated.”*

*- EAC caller*

# Environmental Assistance Center

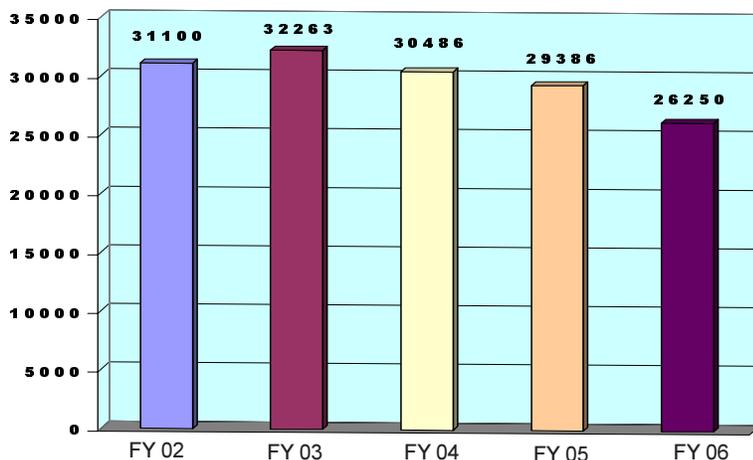


Unsure if you need a permit for your business operation? Looking for disposal or recycling options for your household hazardous waste? Concerned about construction activity in a nearby wetland area?

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.

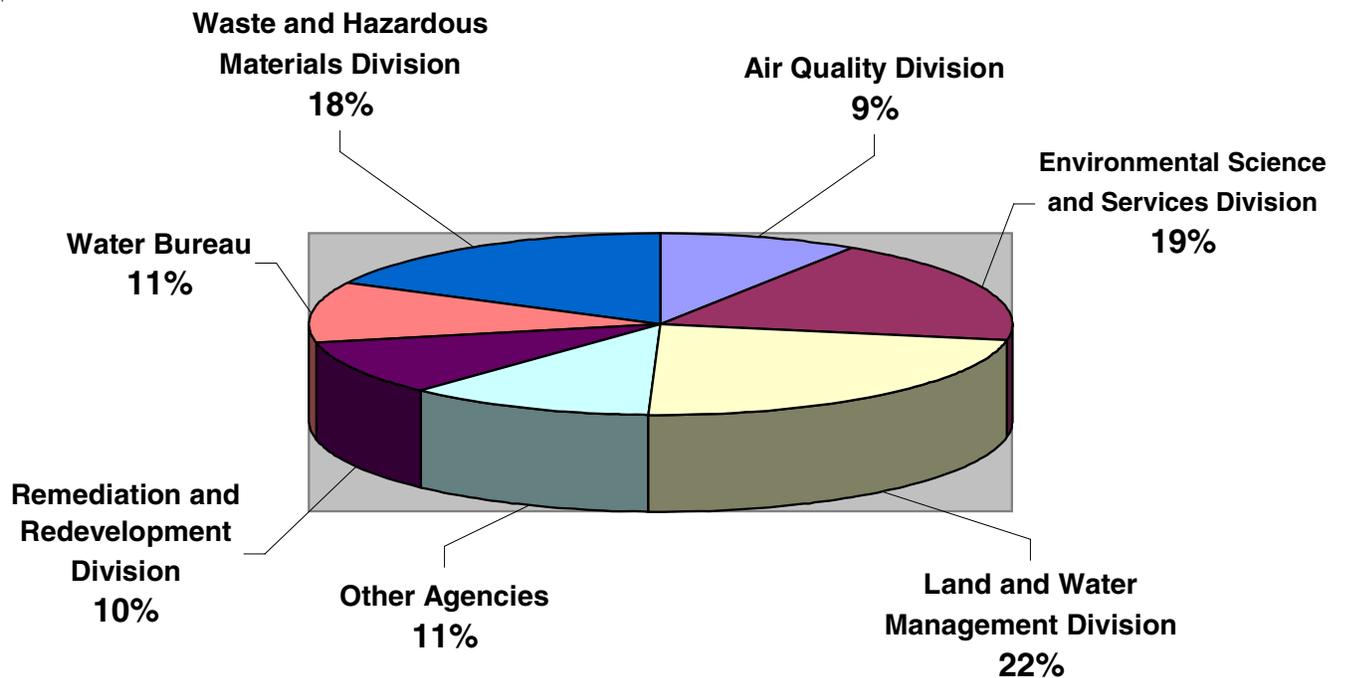
Since its inception in 1995, the EAC has helped thousands of callers "navigate" through the numerous DEQ programs and regulations. In addition, the EAC can provide you with information on DEQ sponsored environmental conferences, workshops and training programs, and suggest guidebooks, fact sheets, and 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 06, the EAC and the EAP staff handled more than 26,000 calls and emails. The following are some additional metrics for FY 06:



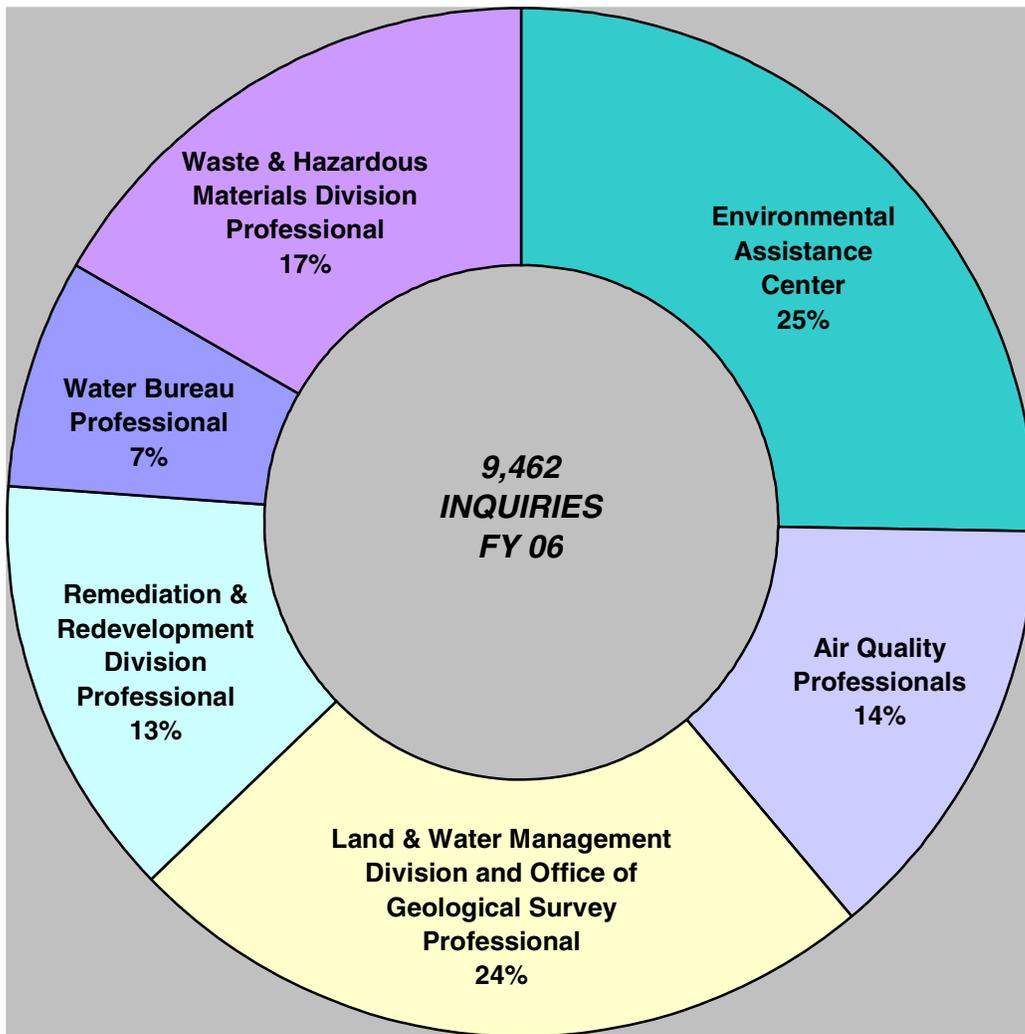
**Inquiries  
Received by the EAC  
FY 02-06**

# *Program Category Breakdown of Inquiries Received By EAP \* FY 06*



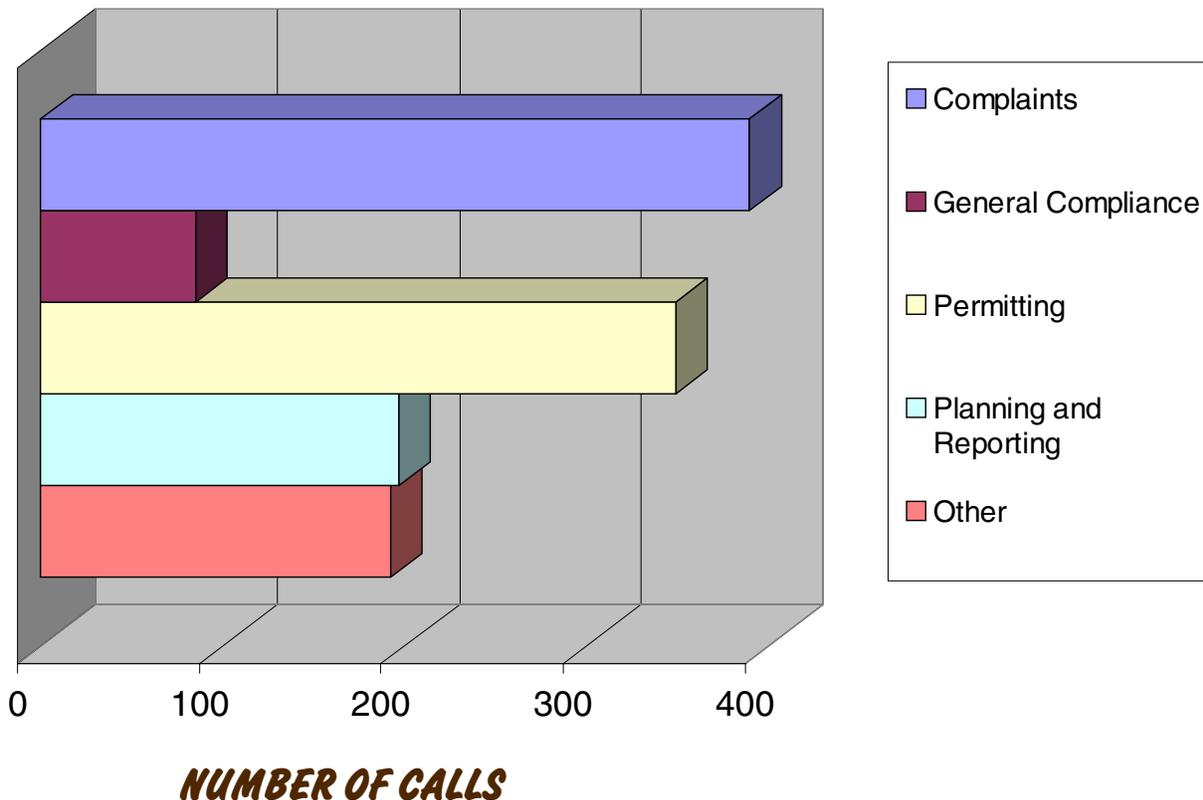
\* Program category percentage breakdowns, include those calls and emails received in the ESSD that are handled directly by EAC operators, referred to the EAP professionals, or transferred to program division staff including district offices.

# ***EAP Inquiries Breakdown FY 06***



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***Air Quality Assistance  
Customer Requests for Information  
Sorted by Question Type  
FY 06***



The EAP air professionals handled more than 1,200 telephone inquiries from business, industry, local government, and the general public during FY 06 – down 16 percent from FY 2005. Michigan residents, in need of help handling odors, outdoor burning, and dust problems were the greatest users of the air quality professionals’ expertise and comprised 32 percent of the total air quality assistance provided during FY 06.

Permit applicability questions and businesses seeking instruction on how to properly fill out a permit application were the second most requested type of technical assistance encompassing 29 percent of total inquires. Additional areas where assistance was provided to business and the public included help with environmental planning and reporting (16 percent), assistance with other issues such as indoor air quality (15 percent), and help with overall compliance with the Clean Air Act Amendments of 1990 (8 percent).

# ***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, and pollution prevention, 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 06, the Speakers Bureau filled 31 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 06, the EAP professionals made presentations at 16 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.

# ***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 06, the EAP partnered with dozens of organizations to promote DEQ workshops, displayed at 14 events, and helped in the marketing efforts for 23 events. Go to [www.michigan.gov/deqworkshop](http://www.michigan.gov/deqworkshop) and click on "Other Training Opportunities."

# TRAINING

The EAP includes a workshop team that produces low-cost, high-quality training events throughout the state. In FY 06, 51 events were delivered, reaching over 4,000 attendees. Some of the target audiences include manufacturers, suppliers, utilities, businesses, farmers, consultants, attorneys, educators, non profit organizations, and local units of government.

Each event is custom-tailored to provide the optimum learning environment and outcome. For instance, each year hands-on computer training is offered for the Michigan Air Emissions Reporting System (MAERS). For training on software-based reporting, the EAP secures computer training labs around the state, so affected parties can learn first-hand how to submit timely and accurate reports. In addition, staff experts produce a step-by-step instruction manual that is provided to all participants.

Step-by-step guides are also designed for several other programs, including SARA Title III Tier Two, Renewable Operating Permit, and Permit to Install. Classroom training events are then conducted to correspond with the introduction of each respective edition.

Often times, the EAP works in conjunction with other DEQ divisions and/or numerous outside entities to co-sponsor larger training events. In many of these instances, the workshop team takes the lead on producing the event and provides the following core services:

- Initiate and chair planning committee meetings.
- Facilitate agenda development.
- Conduct site selection research; negotiate venue contracts; serve as event liaison for all logistical needs.
- Produce marketing brochure and develop and implement marketing plan.
- Oversee speaker coordination and management.
- Produce and duplicate training materials.
- Establish online registration system; manage incoming registrations; collect fees; provide on-site registration staffing the day of the event.
- Complete post workshop activities including web postings and evaluation reports.

Our largest event in FY 06 was the **Michigan Environmental Compliance Conference** offered at three locations statewide, and reaching nearly 900 participants. Designed by a team of agency experts, this event provided specific training on numerous environmental topics and featured the launch of the 4th edition of the "Michigan Manufacturers' Guide to Environmental, Health, and Safety Regulations."

Especially noteworthy in FY 06 was an **International Wetlands Symposium** and the **European Union's Chemical Policy Training on REACH**. Each of these events attracted speakers and participants from around the world, bringing the Department to the global playing field.

These training events are a popular learning tool, evidenced by continued high attendance and favorable feedback. All events are evaluated on an individual basis, with comments used for continuous improvement of our programs. The average event rating for this fiscal year is 4.3 on a scale of 1-5, with 5 being excellent. Please read on to hear what our satisfied customers have to say:

- “1st DEQ workshop I’ve ever attended, didn’t know what to expect. It was very informational, will look forward to attending more throughout my career in the environmental field.”
- “Would like to see this conference every year. This information is very valuable and we, in the field, need this information. If we didn’t have these conferences, I’m afraid many wouldn’t be in compliance or some may forget or overlook vital compliance issues. Also, this information gives us what’s happening this year in the environmental area. It allows us to network and talk to the experts too. Thank you.”

## The year in review...



### Helping Municipalities Develop and Implement a Storm Water Pollution Prevention Initiative (SWPPI) Workshop

**Number of Attendees:** 256 (grand total was 375 including FY 05 crossover)

**Target Audience:** Municipalities, consultants, drain commissioners, watershed councils

### Leaning and Greening the Supply Chain: Finding Value in Process Flows and Waste Reduction

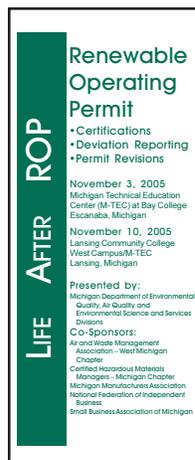
**Number of Attendees:** 50

**Target Audience:** Manufacturers, government

### Building Successful Wellhead Protection Programs: Past, Present, and Future

**Number of Attendees:** 104

**Target Audience:** Community wellhead protection teams, local governments, water supply operators, county and state agencies, consultants



### Life After ROP Workshop

**Number of Attendees:** 52

**Target Audience:** Manufacturers, consultants, utilities, oil and gas industry





**Michigan Clean Fleet Conference**

**Number of Attendees:** 169  
**Target Audience:** Municipal and private fleet managers, trucking companies, independent operators, school districts, government



**TRI Advanced Computer Training**

**Number of Attendees:** 53  
**Target Audience:** Industry, consultants



**2006 Renewable Operating Permit (ROP) Application Workshops**

**Number of Attendees:** 24  
**Target Audience:** Industry, consultants



**Toxic Chemical Release Inventory Reporting**

**Number of Attendees:** 105  
**Target Audience:** Industry, consultants



**Managing E-waste in Michigan**

**Number of Attendees:** 112  
**Target Audience:** Community collections, recyclers, business generators, government



**2006 Michigan Environmental Compliance Conference**

**Number of Attendees:** 897  
**Target Audience:** Industry, government, institutions, consultants

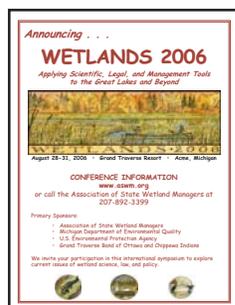


**Federal Facilities Environmental Workshop**

**Number of Attendees:** 57  
**Target Audience:** DOD staff and contractors, government, consultants

**Michigan Mercury Research Workshop**

**Number of Attendees:** 25  
**Target Audience:** Institutions, government, consultants



**Wetlands 2006: Applying Scientific, Legal, and Management Tools to the Great Lakes and Beyond**

**Number of Attendees:** 270  
**Target Audience:** Wetland and aquatic resource managers, scientists, lawyers, government, consultants, non-profits

**Agriculture and Rural Communities Roundtable**

**Number of Attendees:** 200  
**Target Audience:** Agricultural and rural communities

# Permit Coordination

The Department of Environmental Quality (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. In the past year, permit assistance materials were developed for the general manufacturers and the biodiesel industrial sectors.



- **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 dairy food processing and alternative fuel manufacturing sectors.

**For more information on Permit Coordination services  
please contact the EAC at  
1-800-662-9278.**



# 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 06.

Especially noteworthy this past year was the release of the 4<sup>th</sup> Edition of the “Michigan Manufacturers’ Guide to Environmental, Health, and Safety Regulations”. This very successful Manufacturer’s Guide has been a joint effort between ESSD, DEQ regulatory divisions, and the Michigan Department of Labor and Economic Growth.

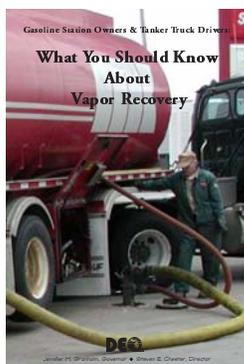
In addition to the compliance assistance publications identified above, the EAP also produces the ESSD Bulletin, which is published bi-monthly and contains a number of features such as upcoming workshops, new publications, short articles of interest on new regulations, pollution prevention, incentive 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:



Revised (1/2006)



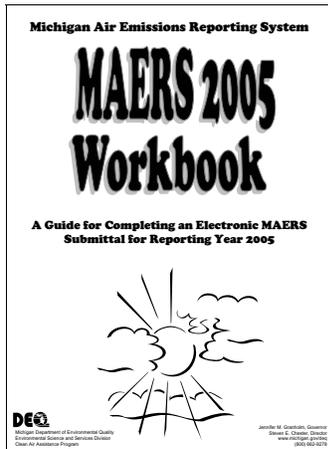
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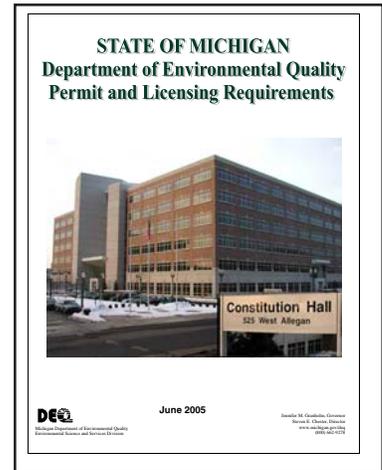
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# PUBLICATIONS FISCAL YEAR 2006

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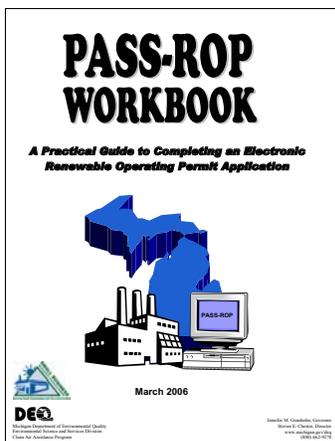
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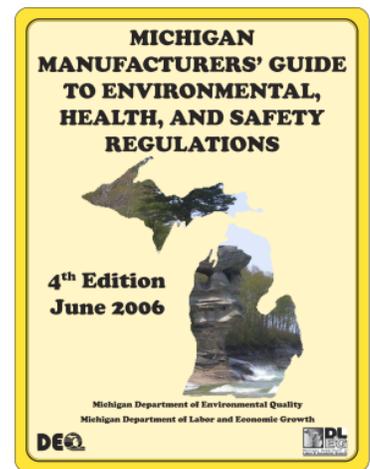
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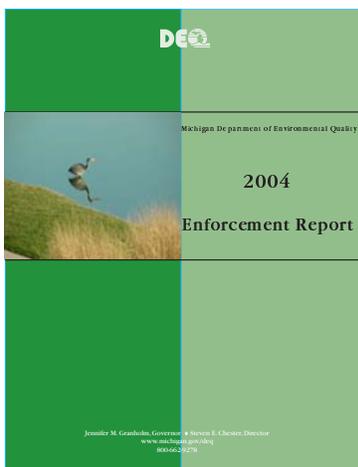
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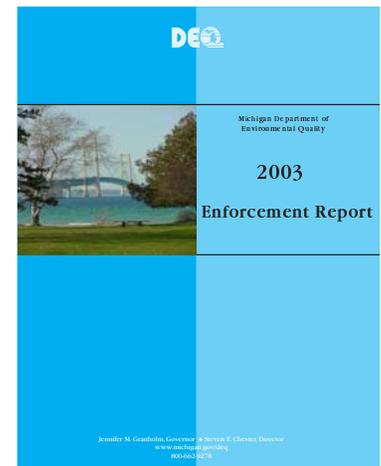
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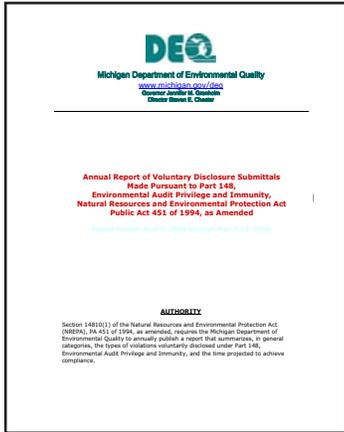
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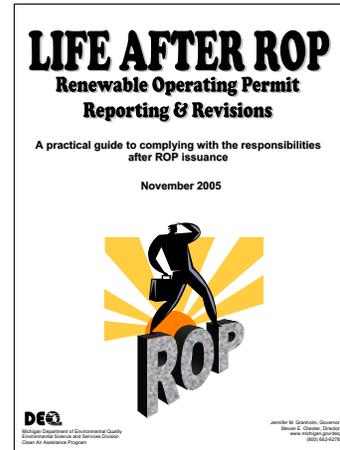
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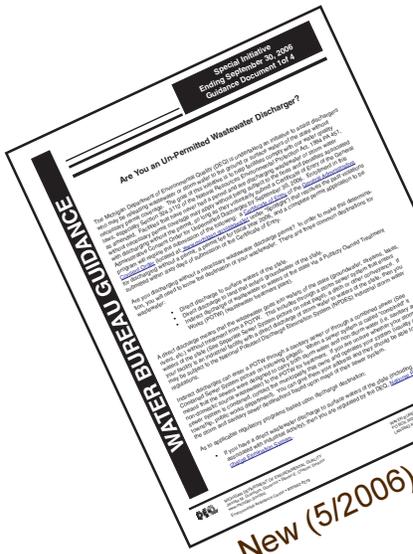
# MORE... PUBLICATIONS FOR FISCAL YEAR 2006



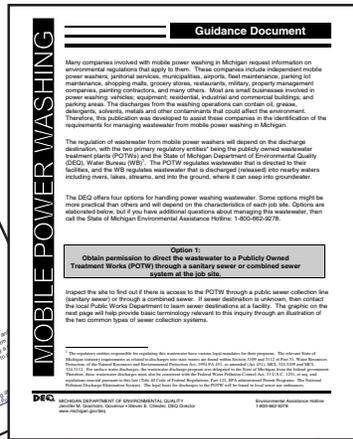
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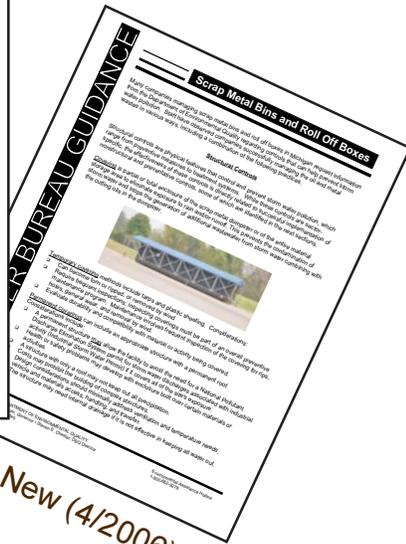
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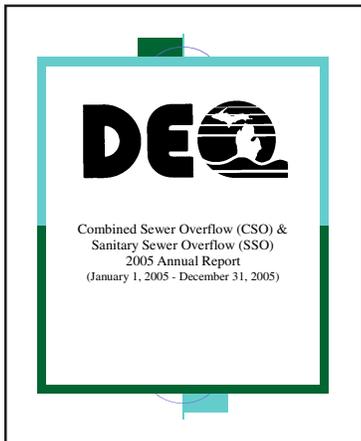
New (5/2006)



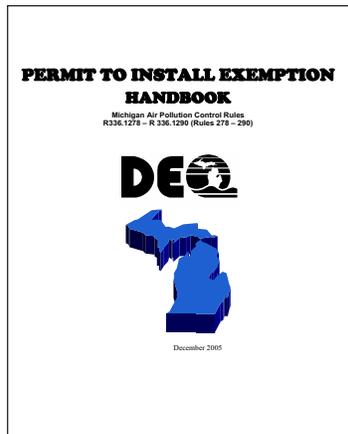
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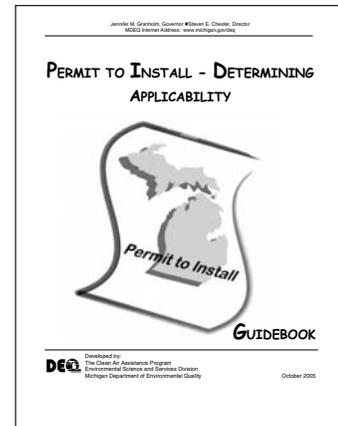
New (4/2006)



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Revised (12/2006)



Revised (10/2006)

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# GUIDANCE DOCUMENTS

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### WASTE MANAGEMENT GUIDANCE

#### SMALL QUANTITY GENERATOR REQUIREMENTS

The Waste and Hazardous Materials Division (WHMD) oversees Michigan's Small Quantity Generator (SQG) program. SQGs are businesses, organizations, or individuals that generate less than 2,200 pounds of hazardous waste per month. SQGs must comply with various requirements, including recordkeeping, labeling, and reporting. For more information, visit [www.michigan.gov/whmd](http://www.michigan.gov/whmd).

#### SMALL QUANTITY GENERATOR REQUIREMENTS

1. **Obtain a Waste Identification Number (WIN)** from the Michigan Department of Environmental Quality (MDEQ) before generating hazardous waste. The WIN is a unique identifier for your facility and is required for all hazardous waste manifests.

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### WASTE MANAGEMENT GUIDANCE

#### UNIVERSAL WASTE

Universal wastes are specific types of hazardous waste generated by manufacturing industries, businesses, agencies, hospitals, and other waste generators whose management has chosen to handle in an alternative manner as classified in 269.1202 in place of the hazardous waste requirements. The following may be handled as universal waste in Michigan:

- **Electric lamps**, including fluorescent, high intensity discharge, sodium vapor, mercury vapor, neon, and incandescent lamps, and cathode ray tubes (CRTs) from computers and television sets (CRTs may alternatively be managed as consumer electronics).
- **Devices containing compressed gases**, including thermostats, watches, thermometers, transmitters, actuators, air-riding training systems (ATS), gas flow regulators, hydrometers, blood pressure cuffs and various medical devices, etc.
- **Consumer electronics** which are not regulated by electrically containing circuit boards commonly found in offices and homes such as computers, fax machines, telephones, televisions, and printers (note: CRTs may alternatively be managed as electric lamps).
- **Batteries**, including spent dry cell and wet-acid batteries.
- **Pharmaceuticals**, including syringes for both human and veterinary use.

If generators do not handle universal wastes, they need to manage them under the following [www.michigan.gov/whmd](http://www.michigan.gov/whmd) **hazardous waste regulations**. These regulations are more stringent than those for universal waste. Universal waste generators are exempt from the following requirements:

- **Large Quantity Generator (LQG)** status (more than 2,200 pounds per month more than 2,200 pounds of waste)
- **Small Quantity Generator (SQG)** status (200 pounds to less than 2,200 pounds)
- **Conditionally Exempt Small Quantity Generator (CESQG)** status (less than 200 pounds, accumulation never exceeds 1,200 pounds)

There are also storage time limits and other requirements. Contact the MDEQ Environmental Assistance Center at 800-662-6278, or your local office, for more information. See the [www.michigan.gov/whmd](http://www.michigan.gov/whmd) for more information about what is required.

### WASTE MANAGEMENT GUIDANCE

#### USED ELECTRIC LAMPS & SMALL BALLASTS

Michigan's Used Electric Lamps and Small Ballasts (UELSB) program allows businesses, organizations, and individuals to manage their used electric lamps and ballasts in a safe and responsible manner. The program includes requirements for labeling, recordkeeping, and reporting. For more information, visit [www.michigan.gov/whmd](http://www.michigan.gov/whmd).

#### USED ELECTRIC LAMPS & SMALL BALLASTS

1. **Obtain a Waste Identification Number (WIN)** from the Michigan Department of Environmental Quality (MDEQ) before generating hazardous waste. The WIN is a unique identifier for your facility and is required for all hazardous waste manifests.

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## NEW OR REVISED FOR FISCAL YEAR 2006

### WASTE MANAGEMENT GUIDANCE

#### CONDITIONALLY EXEMPT SMALL QUANTITY GENERATOR REQUIREMENTS

The Waste and Hazardous Materials Division (WHMD) oversees Michigan's Conditionally Exempt Small Quantity Generator (CESQG) program. CESQGs are businesses, organizations, or individuals that generate less than 2,200 pounds of hazardous waste per month. CESQGs are exempt from many of the requirements of the SQG program. For more information, visit [www.michigan.gov/whmd](http://www.michigan.gov/whmd).

#### CONDITIONALLY EXEMPT SMALL QUANTITY GENERATOR REQUIREMENTS

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### WASTE MANAGEMENT GUIDANCE

#### ELECTRONIC EQUIPMENT

Technology is changing rapidly causing equipment such as computers, printers, televisions, telephones, and medical equipment, for example, video game equipment, and other devices that use circuit boards to become obsolete very quickly. Many government agencies and manufacturers are attempting to find solutions for the growing waste stream. More information can be found at [www.michigan.gov/whmd](http://www.michigan.gov/whmd) "Electronic Waste and Recycling".

#### ELECTRONIC EQUIPMENT

1. **How should residents manage unwanted electronic equipment?**

- Donate usable equipment to charities or schools. See the "Do the PC Thing, Donate Computers" at EPA's [www.epa.gov](http://www.epa.gov) for recommendations on how to safely donate old computers including tips for removing data from the hard drive. Remove confidential information before getting rid of the computer.
- Check with the computer manufacturer to see if they offer a take-back program when purchasing or returning equipment or when you want to get rid of equipment.
- Check if your community offers electronic waste collections that take a variety of electronics to reuse and recycling. Call your local waste management authority for more information. [www.michigan.gov/whmd](http://www.michigan.gov/whmd) for a list of community collection programs, the Recycled Partnership that lists participating businesses in Michigan accepting computer equipment, and other resources for local electronics recycling outlets.

Electronic equipment from households may be disposed of with other household trash if the garbage hauler and landfill will accept them. Contact them for information, but MDEQ recommends that the equipment be safely recycled whenever possible.

Communities and recyclers offering community collection programs should also see the following Michigan electronic waste exemption information and discuss their program with the Waste and Hazardous Materials Division [www.michigan.gov/whmd](http://www.michigan.gov/whmd):

- [www.michigan.gov/whmd](http://www.michigan.gov/whmd) Electronic Waste Exemption
- [www.michigan.gov/whmd](http://www.michigan.gov/whmd) Electronic Waste Activity Notification

2. **How should facilities manage unwanted electronic equipment that is still usable?**

If electronic equipment is reusable, then the equipment is not a waste. DEQ recommends regulated facilities, including companies, hospitals, offices, etc., donate their usable equipment to charities or schools or reuse the equipment. See the "Do the PC Thing, Donate Computers" at [www.epa.gov](http://www.epa.gov) for more information. It includes information on how to protect the company by removing data from the hard drive. The reuse of the equipment is the most valuable to it. The longer it is stored, the less value it has. Explore potential tax benefits of donations before any transaction is begun. Some computer makers provide rebates on reuse equipment if it is donated.

Call local used computer dealers for possible reuse. A listing of these firms can generally be found in the telephone book under "Computers & Computer Equipment Dealers/Used". List equipment on electronic material exchanges or go to [www.michigan.gov/whmd](http://www.michigan.gov/whmd) for more information.

Another tip to avoid waste regulations is to lease the equipment and return it when the contract expires. Many manufacturers/providers provide take-back programs that you can build into your purchasing contract or use separately.

### WASTE MANAGEMENT GUIDANCE

#### WASTE CHARACTERIZATION

Waste characterization is the process of determining the hazardous nature of a waste. It is a key step in the waste management process. The process involves identifying the waste, determining its composition, and testing it to determine its hazardous properties. For more information, visit [www.michigan.gov/whmd](http://www.michigan.gov/whmd).

#### WASTE CHARACTERIZATION

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# ENVIRONMENTAL RESULTS PROGRAM



## 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. For instance—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 U.S. Environmental Protection Agency (U.S. 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.

To date, the EAP has developed an audit checklist and accompanying workbook to be used by the dry cleaners. Baseline inspections are currently being conducted on approximately 300 dry cleaning establishments throughout the state using the new audit tools. These inspections will be completed by the end of 2006 and the results will give the DEQ a better picture of the current compliance status of this sector.

In 2007, the EAP will begin educating the dry cleaning industry using the same audit tools. In conjunction with the distribution and use of the ERP tools, a contractor is building a database to assimilate the accumulated information in a format that will maximize the efficiency of interpretation and subsequent recommendations.

## Auto Body Shops

The EAP has developed a Self-Audit Workbook and Checklist for auto body shops through a strong collaborative partnership with the Automotive Services Association (ASA) of Michigan. This partnership has enabled 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 completion of the Self-Audit Checklist is entirely voluntary and all information obtained from the self-audit is private and kept on the shop's premises.

Through our partnership with the Department of State, the EAP has given 12 presentations to auto body shops this past year. These presentations were included in the Bureau of Regulatory Services' Program Operations Division training to help repair facility personnel understand how to comply with the Motor Vehicle Service and Repair Act. Copies of the Self-Audit Workbook and Checklist were handed out at the trainings. The EAP strives to improve our compliance assistance outreach to the automotive repair industry.

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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 three times and accomplished the following activities:

- Reviewed the regulatory requirements that affect Michigan's small businesses;
- Recommended to Governor Jennifer D. Granholm that she fill the vacancy of the Michigan Clean Air Ombudsman; and
- Toured a local area auto body shop to demonstrate the ease of use of a new DEQ environmental audit guide developed by DEQ Compliance Assistance entitled, "*Auto Body - Michigan Environmental Compliance Assistance Self-Audit Guidebook and Checklist.*"

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

# Web Pages

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 **Clean Air Assistance Program (CAAP)** Web site can be accessed at [www.michigan.gov/deqair](http://www.michigan.gov/deqair) (select “Clean Air Assistance”). This site contains a number of compliance assistance tools designed to help companies with fewer than 100 employees understand and comply with federal and state regulations that protect our air.

The **Regulatory Compliance Assistance** site at [www.michigan.gov/deq](http://www.michigan.gov/deq), select “key topics” and then “Compliance Assistance,” 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).

Staff will be looking to make additional improvements to these Web sites in the upcoming months.

# Contacts

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John Skubinna - Land &  
Water**

EAP

ENVIRONMENTAL ASSISTANCE PROGRAM

