

In order to improve our service, please rate your level of agreement with the following statements: 10 = "strongly agree, 5 = "neutral", and 0 = "strongly disagree"

1. Overall, we were satisfied with the Renewable Operating Permit (ROP) renewal process.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

2. The timeline we developed with the Agency was helpful to the ROP renewal process and contributed to the timely renewal of our ROP.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

3. We were satisfied with the working-draft permit received from the Agency.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

4. The working draft ROP sent to us by the Agency contained appropriate special conditions.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

5. Agency staff was helpful in resolving issues, including adequately explaining any of our edits that were rejected.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

6. The conditions in the ROP are fair and in line with regulatory requirements.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

7. Agency staff was very knowledgeable about the regulatory requirements.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

8. This new ROP adequately addressed our company's operating flexibility needs.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

9. We found the Agency management engagement with the staff to be both timely and effective.

- | | |
|--------------------------|-------------------------|
| <input type="radio"/> 10 | <input type="radio"/> 5 |
| <input type="radio"/> 9 | <input type="radio"/> 4 |
| <input type="radio"/> 8 | <input type="radio"/> 3 |
| <input type="radio"/> 7 | <input type="radio"/> 2 |
| <input type="radio"/> 6 | <input type="radio"/> 1 |

Other (please specify)

10. We feel we were treated as a valued customer by the Agency throughout the ROP renewal process.

10

9

8

7

6

Other (please specify)

5

4

3

2

1

11. District office in which source is located? (optional)