

Customer Services Aids in Cleaner Environment

Businesses, local government and the public have a place to go within DEQ when they have questions about air, water and solid or hazardous waste and don't know whom to ask. The Customer Services hotline number, 1-800-869-1400, provides access to staff who can promptly address these concerns. The customer assistance program helps new businesses to comply with permit requirements, provides outreach and on-site assistance to specific industries that may have difficulty understanding what they should do to comply with environmental rules, facilitates public meetings of all sorts and generally serves as a single point

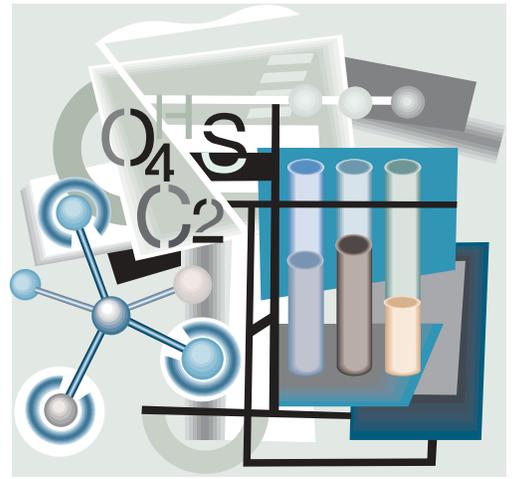
of contact for information about DEQ.

The State Environmental Laboratory provides services through analytical support to programs within DEQ, to other state agencies, to 1,700 public water supply systems and to citizens who request services. DEQ also has a quality assurance/quality control officer who oversees all workplans, which include sampling and analysis to ensure reliable, accurate results. The laboratory certification program certifies both drinking water and general water quality labs used by individuals, cities, and industry in Oklahoma. Certification means customers may have confidence in results pro-

vided by these labs.

The DEQ Customer Assistance Program houses Pollution Prevention, Small Business Assistance, Risk Communication & Management, and DEQ's Waste Exchange. The Pollution Prevention program gives guidance to industry in not only controlling but also reducing the amount of waste generated, thereby achieving a cleaner environment for the state. Small Business Assistance recognizes that the number of environmental rules and regulations can be confusing for small companies, so DEQ

provides compliance as well as permit assistance to those entities. Citizens who have questions about chemicals in their environment can get help from DEQ's Risk Communication and Management group. In addition to these specific programs, DEQ provides agency-wide information and services to local government, business and citizens. ♻️



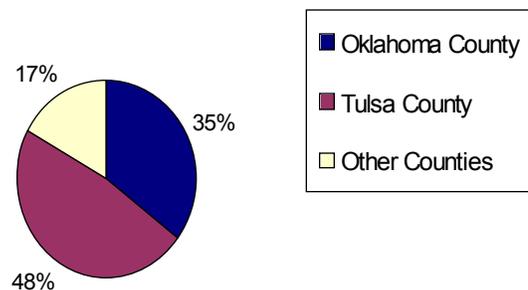
DEQ Deals with Metal Finishing Impact on the Environment

The metal finishing industry refers to businesses that apply paints and coatings to metal surfaces. These facilities are primarily shops with less than 50 employees. Even though individual facilities are small, their combined potential for environmental impact is significant. Agency interaction with members of this sector (particularly electroplating operations) indicated possible areas of noncompliance with environmental regulations. Additionally, DEQ's Air Quality Division had developed a general air permit for chromium electroplating, which needed to be explained to affected facilities. While metal finishers can be found across the state, the following graph illustrates that the majority are located in Tulsa

and Oklahoma counties. This led DEQ Customer Assistance Program staff to plan outreach activities in Oklahoma County.

The metal finisher business sector encompasses several processes of interest to the DEQ. For example, while addressing metal finishing we would also address chromium electroplating; cleaning and degreasing; paints and coatings; machining and surface preparation; pollution prevention and even environmental accounting and environmental management systems. DEQ favors a "sector based" approach to compliance

Statewide Distribution of Metal Finishers --- SIC 3471



assistance. The outreach project was planned to be a coordinated "holistic" agency effort. A complete environmental package was provided to participants. The City of Oklahoma City Industrial Pretreatment pro-

gram supplied an additional set of facility names that had been permitted by the city. This group was included at the request of the City. Workshops and seminars were hosted over

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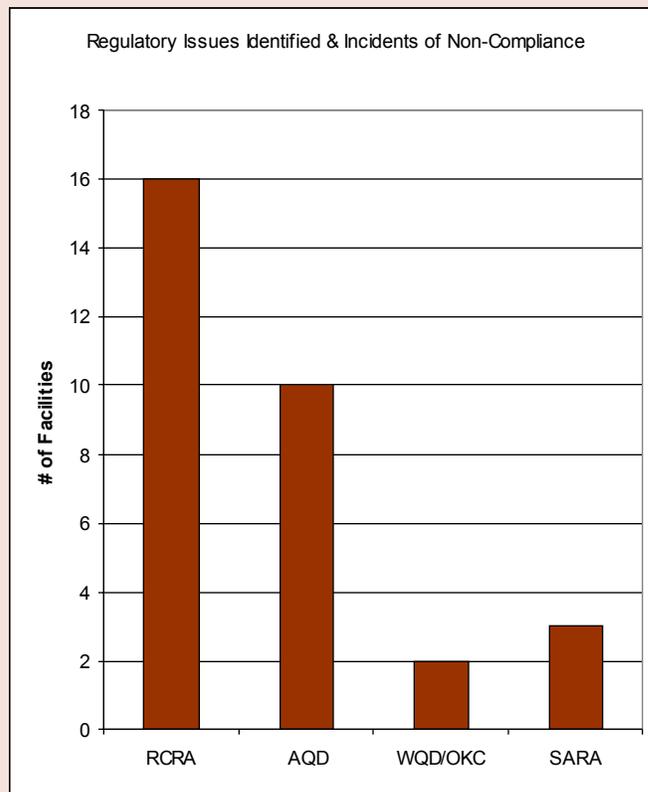
a four-month period. Workshop topics were:

- How to Inventory Your Waste for Environmental Compliance
- Compliance Assistance & Waste Reduction for Electroplating Operations
- Compliance Assistance & Waste Reduction for Cleaning & Degreasing Operations
- Storm Water Requirements for the City of OKC

Three members of the Customer Assistance staff performed two to six site assistance visits per facility. These visits were one to three hours long. Ninety visits were conducted with 180 hours spent onsite. In addition, time was spent researching issues, processes and applicable rules and regulations. The estimated average total time spent on each facility was 30 hours for a cumulative total of 780 hours.

The project accomplished several objectives. First DEQ found several exemplary facilities that were well managed with no or minimal problems. Six facilities were identified as needing either permitting or determination of the necessity for a permit, and those facilities were referred to the Air Quality Division. A few hazardous waste issues were identified including evaporation of waste possibly containing Volatile Organic Compounds, labeling and storage problems, used oil management problems, accumulation of waste at off-site locations, and the need to manage fluorescent lamps correctly. Once a

problem was identified, the facility was given guidance to correct the problem. All facilities needed and received education on Non-hazardous Industrial Solid Waste. Three facilities having problems with the Superfund Amendments and Reauthorization Act were identified and provided help in compliance. 🧠



Lean, Green Production & Manufacturing Conference

During the past decade the DEQ's Pollution Prevention (P2) Program has provided on-site technical assistance to more than 250 facilities across Oklahoma. This assistance has helped to reduce waste, increase efficiency and improve compliance. The P2 program identified a need among many facilities for information about practices that improved environmental performance but also helped to enhance business profitabil-

ity, productivity and competitiveness. This was reinforced by observation that larger facilities had more precise quality control and better products. The smaller shops had less precise control and that affected profitability. These smaller shops reported marginal profits and were unable to compete for some of the prime contracts. These business concerns were often of a higher priority than environmental compliance and served to detour the facilities'



efforts at maintaining environmental compliance. With this in mind, a "Lean, Green Production and Manufacturing" conference was planned and hosted by DEQ with the

Oklahoma Chapter of the Air and Waste Management Association as co-sponsor. The conference featured local and national experts and

Continued on next page

covered some of the leading issues in manufacturing. The agenda was designed to assist facilities seeking to improve productivity, strengthen competitiveness, and increase profits while achieving, and going beyond, environmental compliance. Additionally, there were sessions for specific industrial sectors—metal finishing and

printing/photo processing. DEQ staff conducted a session, which provided a basic step-by-step procedure to assist any facility in identifying and managing waste and complying with environmental rules and regulations.

The conference provided information and training that could assist participants in achieving strategic

cost reductions and manufacturing/operational excellence. These skills will help facilities survive leaner times, and also help facilities be profitable and prepared for the upturn when it comes. There were 75 registrants for the conference. Participants represented large, medium and small businesses as well as consultants, the Oklahoma

State Business Development Council and the National Institute of Standards and Technology Manufacturing Extension Partnership. As a result of the conference, businesses that attended have a better understanding of how environmental stewardship and regulatory compliance can actually increase profits.



DEQ Creates Simplified Software for Reporting Hazardous Substances

The Emergency Planning and Community Right-to-Know Act (EPCRA) requires industry to file Tier 2 reports annually with DEQ. The reports provide general information as to the types and amounts of hazardous substances found at various locations throughout the state. DEQ and many local emergency response groups use these reports to plan for and manage emergency chemical releases. In Oklahoma, more than 2,000 different companies report over 30,000 locations storing hazardous chemicals. This has required a vast number of forms be completed by industry and managed by DEQ. DEQ was interested in a more efficient reporting method for both industry and the agency.

In January 2001, the U.S. Environmental Protection Agency invited DEQ staff to be part of a workgroup to advise software engineers on a *Tier 2 Submit* computer system design. The goal was to design a software package, *Tier 2 Submit*, which would effectively facilitate information transfer between industry, responders/planners, and regulatory agencies. The group met via phone conferences and e-mails throughout

calendar year 2001. The *Tier 2 Submit* software was posted on the Internet for download and use on January 30, 2002.

Being a part of the design workgroup allowed the state of Oklahoma to tailor software to our reporting community, particularly the oil and gas exploration and

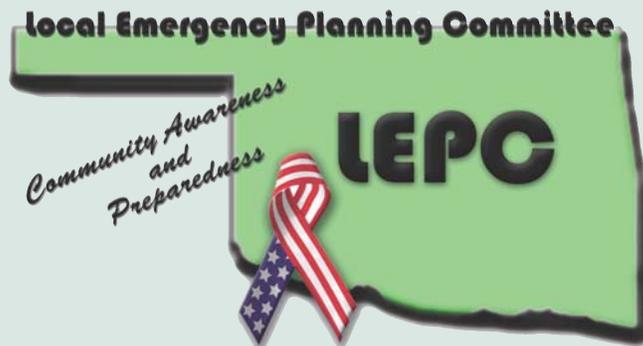
production industry. This is significant because over 30,000 facilities, including over 24,000 oil and gas sites, report to DEQ under EPCRA requirements. As a result of DEQ's active participation with EPA, Oklahoma reporting businesses have a new, simple, and free software program to assist with their

Tier Two filings. Diskettes produced by the software can be loaded directly into a computerized management system. This benefits the DEQ, the EPCRA reporting community, and local emergency responders and planners throughout the state.

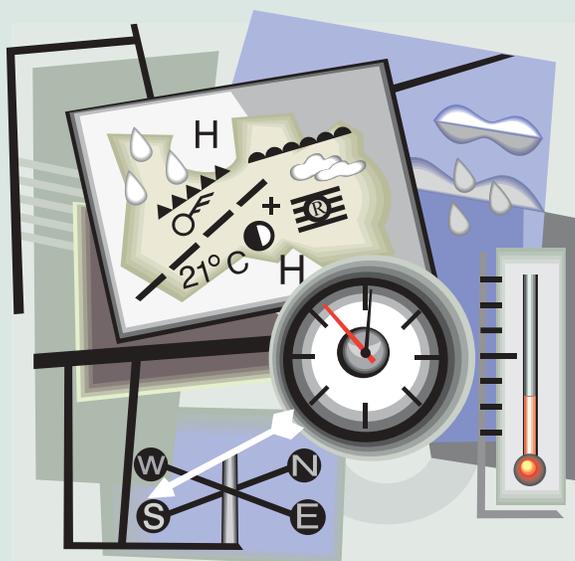


Above: a typical oil and gas Tier II filing on large amounts of paper compared to all data fitting on one diskette.

Newsletter Links Emergency Responders



The Oklahoma Hazardous Materials Emergency Response Commission (OHMERC) is mandated by the federal Emergency Planning and Community Right-to-Know Act (EPCRA). DEQ acts as both the Chair and staff to the OHMERC. EPCRA also established Local Emergency Planning Committees (LEPCs). There are 80 LEPCs in Oklahoma, one for each county and three military bases, which are responsible for planning for chemical emergencies. The OHMERC provides direction and information to responders for the management of dangerous substances incidents or events, reduces duplication of efforts between state and local entities, and oversees activities of the LEPCs. An Advisory committee was formed in 1990 to make



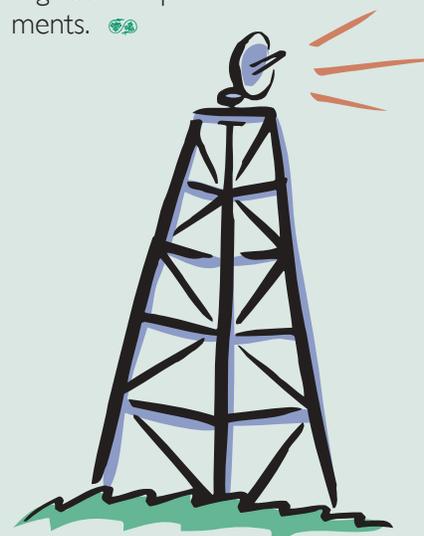
sure the OHMERC has input from communities, emergency responders, and regulated industry in the implementation of EPCRA. In recent years communication problems arose between the committees.

Recognizing the need to improve communications on these topics throughout the State, DEQ staff began preparing and distributing a newsletter as an activity under the Advisory Committee. The newsletter is a quarterly publication sent to the LEPC chairperson in each county, all Oklahoma Highway Patrol Troop Commanders and over 300 Fire Chiefs as

well as members of the OHMERC and Advisory Committee. An electronic copy is available on the DEQ website. The first edition of the newsletter was distributed in November 2001, on the heels of the September 11th attacks. Timely information about planning for terrorist attacks and Federal guidelines for response was included in the first issue. Subsequent articles included topics such as deadline reminders for reporting and grant applications, information on workshops and conferences, current discussion of specific chemical hazards, and disposition of legislation effecting emergency response. The newsletters go out in advance of regularly sched-

uled OHMERC meetings and also serve as meeting reminders to encourage public attendance.

The newsletter has stimulated interest in the Advisory Committee; attendance at the meetings has increased since the newsletter's publication. In addition, LEPCs around the state have expressed their appreciation for the access to relevant, up-to-date information. The newsletter facilitates OHMERC objectives by regularly reaching LEPCs and emergency responders with information pertaining to chemical emergencies. In the post September 11th climate, changes in emergency response will occur more rapidly than ever before, and the Newsletter will be an effective tool in communicating developments. 🌍





AD HOC Newsletter

Volume 2, Issue 2

May 2002

Ad Hoc Officers To Be Elected at Next Meeting

The election of Ad Hoc Advisory Committee officers for the next term is scheduled for the **Tuesday, May 14th** meeting. The meeting will be held in the First Floor Multi-Purpose Room of the Oklahoma Department of Environmental Quality, 707 N. Robinson in Oklahoma City, at **9:30 am**. The Ad Hoc Advisory Committee also is soliciting new membership. Additionally, comments from current and prospective members that suggest possible changes in the direction and structure of the Committee are being accepted. To nominate for an office, submit remarks concerning "what to fix on the Committee and why", or to learn more about participation on the Ad Hoc Advisory Committee, contact **Betty Reaties, Ad Hoc Advisory Committee Chair**, at the **City of Oklahoma City, Storm Water Quality Div., 405-297-1772**. A regularly scheduled meeting of the Oklahoma Hazardous Materials Emergency Response Commission (OHMERC) also will take place on **Tuesday, May 14th, 1:30 pm** at the DEQ building in Oklahoma City. For more information on OHMERC meetings, contact **Jami Murphy, DEQ, 405-702-1011**.

Bill Impacting Emergency Response Still Alive in Senate

House Bill 2764 that would establish an Oklahoma Office of Homeland Security as well as regional HazMat teams and clarifies certain wording in the Emergency Response Act may pass yet in the 2002 Session. The Bill specifically deals with antiterrorism issues by amending and adding New Law to Titles 13, 21, 22, 27A, 70 and 74. If passed as stands, it would allow the statewide formation of hazardous materials emergency response teams under the direction of the Department of Public Safety. Additionally, it allows some records considered public information under the Open Records Act to be withheld from the public if the documents concern "investigations of acts of terrorism, vulnerability of state agencies, defensive plans, response plans relating to acts of terrorism or the Catastrophic Emergency Health Powers Act." The bill was sponsored in the Senate by Dick Wilkerson of Atwood and in the House by Representatives by William Paulk of Oklahoma City.

For More Information Contact

Betty Reaties
AD HOC Committee Chair
City of Oklahoma City
Storm Water Quality
(405) 297-2166

Jami Murphy
Oklahoma DEQ
Risk Communication
(405) 702-1011

DEQ General Counsel on the Open Records Act

The terrorist activities of September 11th raised concerns over potential misuse of Emergency Planning and Community Right to Know (EPCRA or SARA Title III) information. Allowing the public access to these records is the intent of the law, and guaranteed as well under the Oklahoma Open Records Act (ORA). Security concerns, however, are forcing LEPC's, government agencies and boards that handle this information to reexamine the manner in which records are released to the public. Several Oklahoma LEPC's since have adopted policies for the release of Tier II reports, which contain the names of facilities storing hazardous chemicals along with quantities of the chemicals and storage information. Due to possible conflicts with the ORA, the General Counsel for the Department of Environmental Quality reviewed the ORA in light of antiterrorism activities and offered the following opinion to the OHMERC:

- Until further direction comes from the Legislature, the ORA applies to all public records;
- The ORA only requires that records be available for inspection and copying; it does not require that agencies or committees retrieve, copy and mail, fax, e-mail or otherwise deliver them to the requestor. Therefore, in a strict legal sense, requestors could be required to appear in person to review and copy records; However, if an agency or committee honors any "off-site" requests, that is, ones made by phone, mail, e-mail or fax, then legally it cannot honor some requests and dishonor others based only on the nature or content of the records being sought;
- Off-site requests for information may be asked for in writing but only to make it possible to fully understand and respond to the request, e.g., where to mail the requested material; a requirement that states off-site requests must be submitted in writing would have to be promulgated as a rule;
- To legally decline the use of in-house resources, for example personnel and copiers, for fulfilling off-site requests, the volume of material must be such that to commit the resources needed to fulfill the request, essential activities of the office would be disrupted;
- If written off-site requests are honored, e-mailed requests probably cannot be excluded.

Above is a sample of the actual newsletter sent the for January 2002.



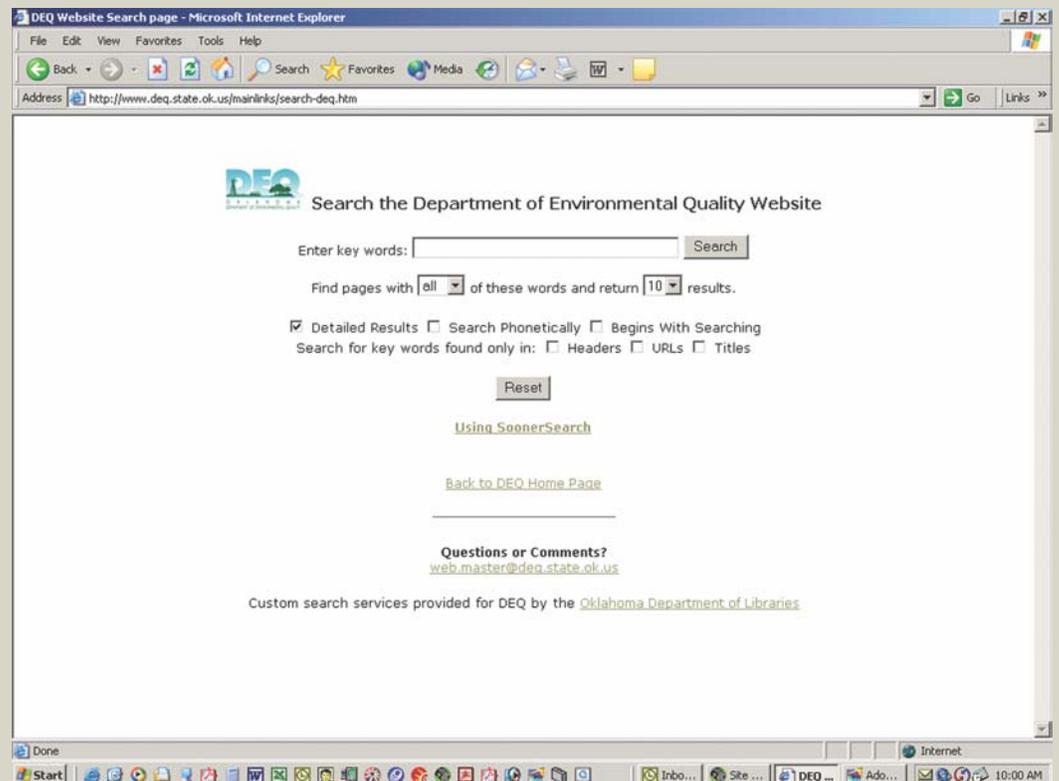
DEQ Website

Citizens and industry across the state of Oklahoma need access to information from DEQ about activities and programs, which affect our environment. DEQ has been dedicated since its inception to promptly providing that information. However, the centralization of records in our Oklahoma City location has meant that some citizens cannot easily drop in to view documents. While DEQ responds quickly to information requests through the mail, that process does require time for handling and mailing as well as producing lots of paper copies. In an effort to better serve Oklahoma, DEQ has made agency information readily accessible over the Internet.

DEQ's website, at www.deq.state.ok.us, provides information on all the DEQ Divisions. The site also houses DEQ rules and general environmental information. DEQ rules are the most commonly requested information from the website. These can be downloaded directly from the rules pages. All DEQ Board and Council information is available through the new website. One can find upcoming meeting dates and locations, agendas, and proposed rules on the specific Board or Council pages. Current news, issues and topics as well as environmental education items can be accessed directly from the main DEQ page. In addition, information on permits, including copies of permits, can be viewed or



Above is a screen shot of the DEQ main page.



Here is what you'll find when you search for a particular topic within the DEQ web site.

downloaded from the website. DEQ forms, along with instructions, are also

available here. Citizens needing to notify DEQ about environmental complaints may

do so directly through an interactive form found on the site.

Over a thousand documents are downloaded from the DEQ website every month and many more people visit the site for information. The DEQ web page can be a valuable tool for anyone interested in environmental issues. To ask questions or make suggestion, e-mail the DEQ webmaster directly from a link on the website or call 1-405-702-1000

To the right is the Environmental Quality Board meeting schedule with links to agendas, minutes and proposed rule drafts.

| Dates | Locations | Agendas/Minutes |
|--------------------|---|------------------------|
| 2002 | | |
| March 1, 2002 | OKC, OK, DEQ Multipurpose Room | Agenda Proposed Rule |
| June 25, 2002 | Woodward, OK, Josie Adams Cultural Centre | Agenda |
| September 10, 2002 | Cushing, OK | |
| November 19, 2002 | Frederick, OK | |
| 2001 | | |
| November 13, 2001 | OSU Okmulgee Campus, Okmulgee, OK | Agenda Minutes |
| August 21, 2001 | Noble Foundation, Ardmore, OK | Agenda Minutes |

Oklahoma DEQ Rules and Regulations/Legal Information

Click here to go to the Oklahoma Public Legal Research System sponsored by the Oklahoma Bar Association, which includes the text of the Oklahoma Statutes. (Most of the statutes which relate to the DEQ are found in Title 27A)

All DEQ Rules and Regulations are in PDF format which requires Adobe Acrobat Reader to be viewed. Click the "Get Acrobat Reader" icon to download Adobe Acrobat

Chapter Number/Rule Name

- [252:004 Rules of Practice and Procedure](#)
- [252:020 Emergency Planning and Community Right-to-Know](#)
- [252:100 Air Pollution Control](#)
- [252:110 Lead Based Paint](#)
- [252:205 Hazardous Waste Management](#)
- [252:220 Brownfields](#)
- [252:300 Laboratory Certification](#)
- [252:305 Laboratory Services](#)
- [252:410 Radiation Management](#)
- [252:510 Municipal Solid Waste Landfills](#)
- [252:520 Solid Waste Management](#)
- [252:605 Discharges- OPDES \(NPDES\)](#)
- [252:611 General Water Quality](#)
- [252:616 Industrial Wastewater Systems](#)

If you are looking for a particular rule or regulation you'll find this list of DEQ rule links described by OAC numbers, chapter numbers plus actual titles of DEQ rules.

Pictured on the right is one of DEQ's Calendar of Events schedule. Each month the calendar is changed to reflect updates on information and addition of new events.

CALENDAR OF EVENTS
July/August 2002

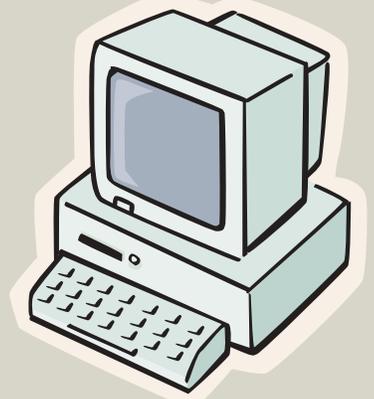
Published: June 25, 2002 Next Deadline: July 17, 2002

July 11-CANCELLED
Solid Waste Management Advisory Council Meeting
Sponsored by DEQ • Topic(s): Agenda to be determined.
9:30 a.m. • Department of Environmental Quality, 707 N. Robinson, Multi-Purpose Room, Oklahoma City, OK • Contact: Jon Roberts • 405/702-5100

July 17
Air Quality Council Meeting
Sponsored by DEQ • Topic(s): Registration Emissions Inventory and Annual Operating Fees, OAC 252:100-5 [AMENDED] The proposed changes to this subchapter add language that will require stack testing to verify the reported emissions for certain categories of fuel-burning equipment. Permits for Part 70 Sources OAC 252:100-8 [AMENDED] The proposed amendment will revise the definition of "major source" for Part 70 sources in response to the revision made in the federal rule effective November 27, 2001. Alternative Emissions Reduction Plans and Authorizations, OAC 252:100-11 [AMENDED] The proposed changes are to enhance an applicant's case for receiving EPA's approval of an alternative emissions reduction plan as a source-specific SIP revision. The changes include a requirement that the plan provide for an actual reduction in emissions, and that the applicant submit

monoxide standard contained in this appendix resulting in revoking this appendix and replacing it with a new Appendix E. Primary Ambient Air Quality Standards, Appendix E [NEW] A public petition for rulemaking that was referred to the Air Quality Council proposes to change the current annual standard for nitrogen dioxide from 100ug/m3 (0.053 ppm) to a one-hour standard of 470 ug/m3 (0.25 ppm). The petitioner also proposes to change the current one-hour carbon monoxide standard of 40 ug/m3 (935 ppm) to 23 ug/m3 (920 ppm) by adding a new Appendix E to replace the current Appendix E. • 9:00 a.m. • Department of Environmental Quality, 707 N. Robinson, Multi-Purpose Room, Oklahoma City, OK • Contact: Scott Thomas • 405/702-4100

July 18
Hazardous Waste Management Advisory Council
Sponsored by DEQ • Topic(s): Incorporation by Reference OAC 252:205-3-3 [AMENDED] The purpose of the proposed amendment to 252:205-3-3 is to incorporate by reference the following new or superseding amendments: 1) 68 FR 58258-58300, published November 20, 2001, regarding three newly listed hazardous wastes generated from organic chemical manufacturing processes; 2) 67 FR 2962-3029, published January 22, 2002, regarding amendments to the Corrective



DEQ Saves Time, Money and Trees with New In-house Publishing Capabilities

DEQ annually produces and publishes hundreds of documents, including reports, brochures, and newsletters. In the past, DEQ has contracted to have this publishing done outside the agency, which not only costs money but requires large quantities of each publication be produced at one time. During FY 2002 the agency purchased a new color copier/printer and established a process for color copying and printing most DEQ publications in-house. The printer is housed in Customer Services Division for providing copies to internal customers as well as Okla-

homa citizens. The new printer is used for printing/copying multiple quantities of any DEQ publications, brochures, memos with color graphics, fact sheets, handouts, etc. The color copier/printer is primarily used for producing publications rather than for inner-office memos, e-mails, and other one-copy items. Desktop printers are used for one-copy, one-time projects.

By using the in-house copier/printer instead of sending jobs out to a commercial or state printer, DEQ was able to save money for projects that are color and 2,000 pages or less. An ex-

ample of the savings is two hundred copies of a full color newsletter, 11" x 17", two sides, and folded would cost \$522.00 at an outside printer, but would only cost \$128 in-house using the color copier/printer, paper and toner costs included.

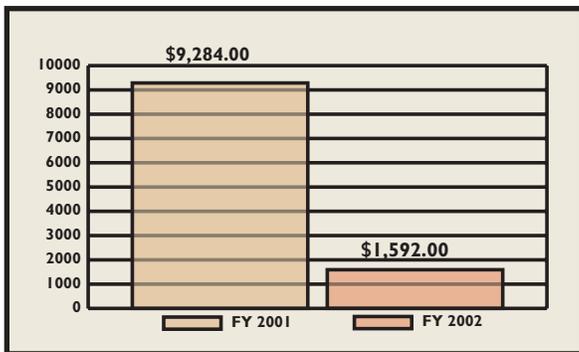
Studies show that businesses and agencies throw away 25 percent of publications because they become out-dated. DEQ can now avoid this problem by printing documents on an as-needed basis instead of hun-



Above: A view of the actual machine being used as a copier. Nearby is the printer server used to produce printed materials straight from a desktop computer.

dreds or thousands at a time. Files can be saved on the print server or on a network drive and recalled for additional printing of the same publication at a later time. Outdated publications can be updated electronically and the new versions can be printed thus eliminating waste.

This new printing procedure saves resources including time, money and trees, allowing the agency to practice its own philosophy of doing economical business without sacrificing the environment.



Left: The chart shows expenditures for outside non-form printing, for fiscal years 2001 and 2002. DEQ saved \$7,692.00 during FY 2002 compared to FY 2001. Dollar amounts are totals for each fiscal year for printing DEQ documents outside the agency. These amounts are only representative of projects that can now be printed in-house with the new color copier/printer, which does not include DEQ stationery, forms, books, study guides and high quantity print projects (greater than 2,000 sets).



Above: A few samples of what the in-house copier/printer can produce.





Environmental Education Online

As part of continuing efforts to promote environmental education among Oklahoma students, the DEQ is promoting the web-based DEQ Data Viewer for use as an educational tool. The viewer not only provides basic information concerning sites of environmental interest, but also provides a useful tool for teaching concepts of geography and basic mapping techniques.

Outreach efforts include demonstrating the viewer to students at public schools



A DEQ student assistant demonstrates use of the DEQ Data Viewer to James Griffith Elementary students.

throughout the state. Recently, a demonstration was presented to approximately 200 students at the James

Griffith Intermediate School of the Choctaw/Nicoma Park School District. To generate interest, student assistants

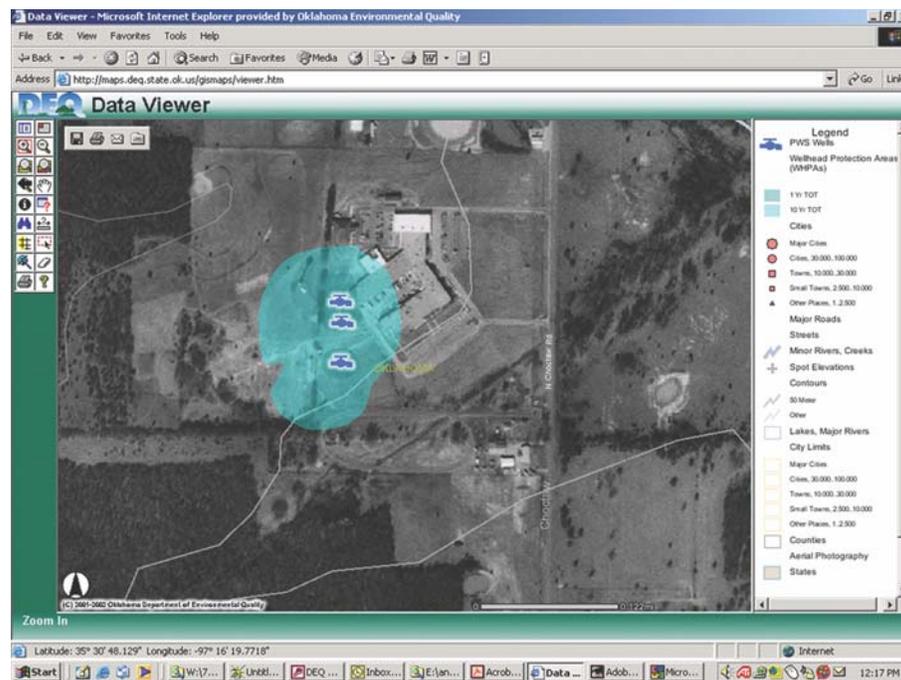
were allowed to demonstrate the Data Viewer, showing how easy and fun it is to use.

Students were encouraged to make specific requests concerning the viewer. These requests ranged from finding their school with aerial photos to identifying potential contaminant sources that could impact their drinking water supply. Public education was identified as a project goal early on in the development of the Data Viewer and the end result has proven to be most useful in accommodating that goal. 🌍

Web-based Interactive Program for Public Access

DEQ has recently released a web-based Geographic Information System (GIS) data viewer for public access. The DEQ Data Viewer is an interactive program providing a quick visual mechanism by which users may query, view and generate reports from stored data concerning DEQ regulated activities.

DEQ is promoting a cooperative effort among agencies and tribes to compile water quality monitoring data collected by individual groups with monitoring programs. This effort is part of a larger effort to compile monitoring data collected by state, federal, and participating tribal organiza-

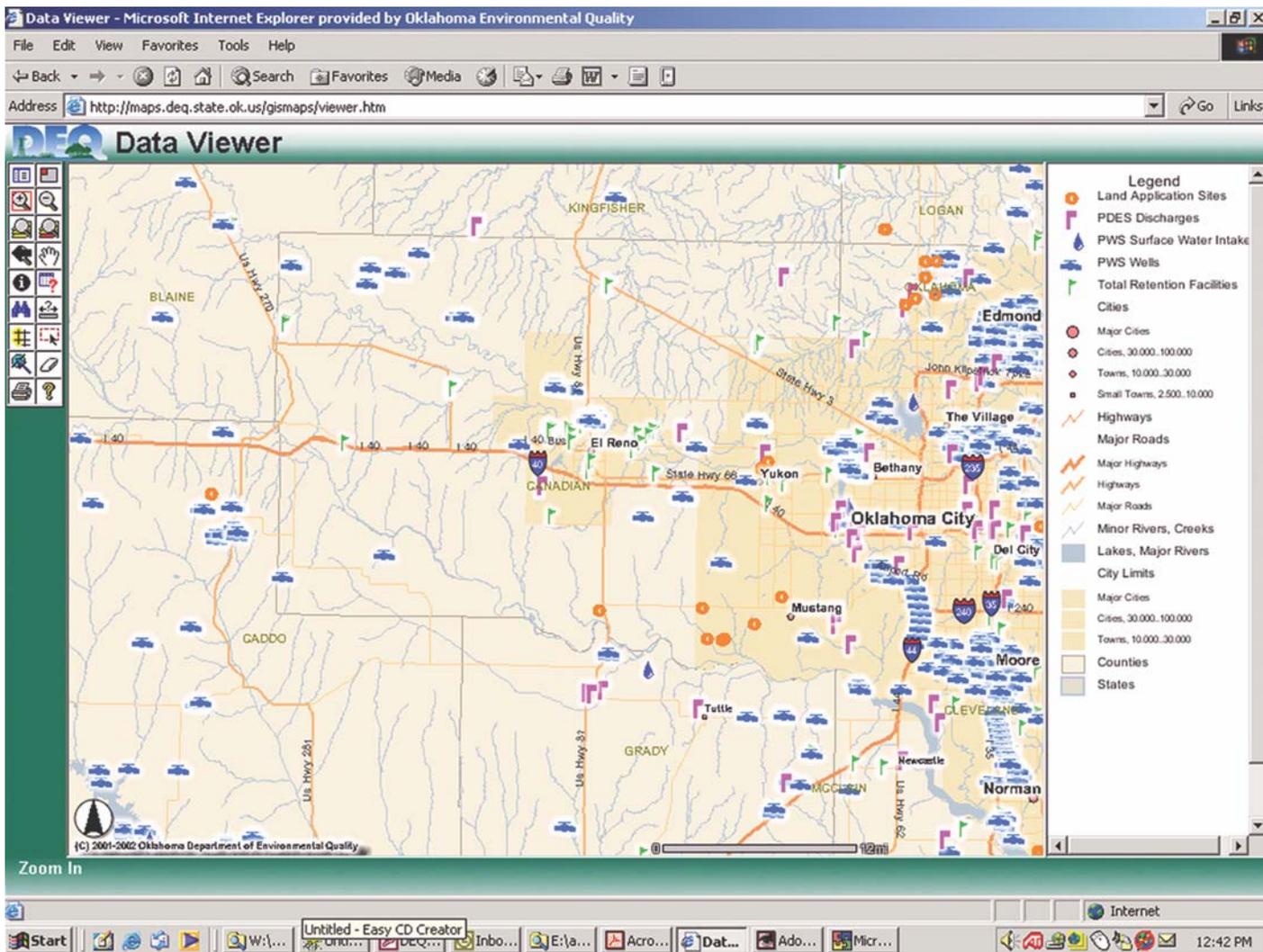


Left: A screen shot of the DEQ Data Viewer showing PWS Wellhead Protection Areas.

tions. Several agencies and tribes have already provided monitoring data in support of

this program and many others have expressed an interest in participating.

To promote participation, DEQ personnel have
More on next page.



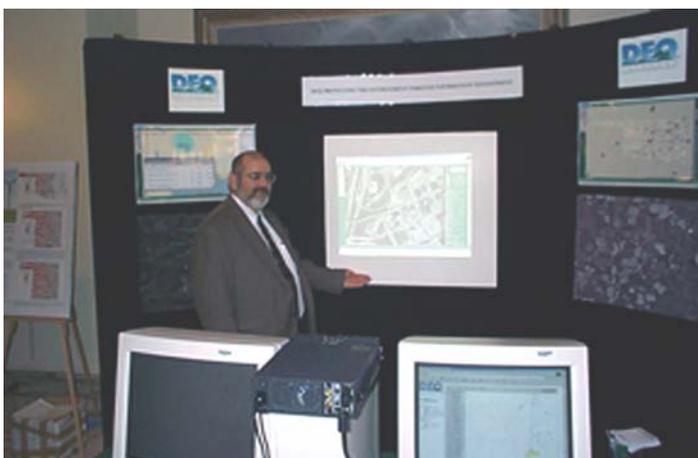
Pictured above is a screen shot of the DEQ Data Viewer showing various regulated activities.

Continued from previous page demonstrated the DEQ Data Viewer at State and Tribal meetings as well as at the 8th annual GIS Day at the Capi-

tol. This interactive mapping program has been chosen as a tool to provide public access to DEQ's water quality monitoring data. This dy-

namic application provides tools that can be used in support of many special needs including emergency response and public education.

These applications are the first state produced web-based interactive GIS programs to provide public access to environmental data.



Mike Houts of the Water Quality Program Management Section demonstrates the DEQ Data Viewer.



David Pruitt with the Water Quality Division shows how WQ data is displayed through the web-based Data Viewer.