



**NORTH CAROLINA DIVISION OF  
POLLUTION PREVENTION AND  
ENVIRONMENTAL ASSISTANCE**



**Providing pollution  
prevention  
assistance to North  
Carolina industries  
since 1984**

## Environmental Stewards Soar to Excellence

Based on superior environmental performance, continued reduction of environmental impacts and commitment to exceed compliance, the Department of Environment and Natural Resources recently recognized the City of Gastonia's Long Creek Water Resources Reclamation Facility, Corning Inc.; Wilmington Optical Fiber Facility and the U.S. Naval Air Depot; Cherry Point as Environmental Stewards. These three organizations join an elite group of only two others that have achieved this prestigious recognition since the Environmental Stewardship Initiative began in 2002.

DENR's ESI, a voluntary program that promotes and encourages superior environmental performance, establishes incentives to stimulate business, industry, government and nonprofits to develop and implement programs using pollution prevention and other innovative approaches to meet and exceed their regulatory requirements. Through the program, participants help reduce

environmental impacts in the state, leading to a stronger economy and conservation of our natural resources

As Environmental Stewards, Gastonia, Corning and the U.S. Naval Air Depot are recognized as organizations that display a commitment to exemplary environmental performance. Stewards are required to set aggressive environmental goals that include pollution prevention, a commitment to exceed compliance and annual improvements to performance. They must have implemented an environmental management system, demonstrate how the EMS is integrated into core business functions and have a process for communicating with the local community on program activities and progress toward performance goals.

An 11-member advisory workgroup appointed by DENR's Secretary Bill Ross provides program direction and implementation, and recommended these three organizations be selected as Environmental Stewards. Advisory workgroup membership consists of individuals from manufacturing, industry trade groups, environmental and citizen nongovernmental organizations, and small businesses. With leadership and guidance from these professionals, the ESI program continues to mature with its own process of ongoing improvement.

DENR also recognized Rising Stewards, a new level in the ESI that distinguishes organizations with an EMS, measurable environmental performance goals and a commitment to exceed compliance. Eight organizations received this recognition and became the inaugural Rising Stewards in the ESI (see p. 2). Go to <http://www.p2pays.org/esi/> for further information regarding the ESI program.

### 2004 ESI Steward Inductees

- City of Gastonia Water Resources Reclamation Facility
- Corning, Inc. - Wilmington Optical Fiber Facility
- U.S. Naval Air Depot, Cherry Point



### ESI Advisory Workgroup Members

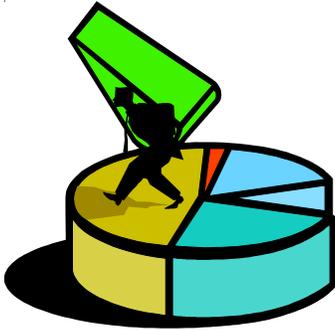
Dr. Richard Andrews, UNC-Chapel Hill  
 Kristen Beck, Progress Energy  
 Jack Blackmer, Novozymes North America  
 Alan Briggs, Sustainable North Carolina  
 Jimmy Carter, N.C. DENR  
 Preston Howard Jr., P.E., MCIC  
 Matt Jordan, City of Gastonia  
 Mike Nelson, Conservation Council of N.C.  
 Jane Preyer, Environmental Defense  
 Larry Spence, Ready Mixed Concrete

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## Remarkable Reductions Reported Throughout N.C.



DENR's Environmental Stewardship Initiative is a voluntary program that assists and encourages facilities to use pollution prevention and innovation to meet and go beyond their regulatory requirements. When facilities apply to the ESI program they agree to report annually on progress toward performance

goals, reductions in environmental emissions and/or discharges, solid and hazardous waste disposal, use of energy and water and any reportable non-compliance events. This annual report is a tool to assess progress of ESI participants in meeting their goals, to track overall success and/or areas of improvement and to facilitate networking and sharing of pertinent information. To date, ESI members include 45 Partners, eight Rising Stewards and five Stewards. Facilities that have been in the program for one full year are asked to report. During the first reporting cycle, the 24 facilities that were members of the program in 2002 submitted data for the following year.

Tabulation of the 2003 ESI participants' annual reports is impressive. The total pollutants reduced from baseline years are as follows:

Waste Stream/ Pollutant	Reported Quantities Reduced (per year)*
Air Pollutants	406,119 lbs.
Water Pollutants	843,675 lbs.
Solid Waste	58,546 tons
Water Usage	618 million gallons
Energy	4,958 MBtu

\*Data are self-reported by member facilities and are not verified by N.C. DENR.

Reductions were achieved by a variety of pollution prevention and recycling efforts. For example, some participants reduced air emissions by switching to less polluting raw materials and improving process efficiency. Water quality was enhanced by improved storm-water management, leak detection and erosion reduction. Solid waste was diverted from the state's landfills with innovative recycling programs, composting operations and a metals reclamation project at a local landfill. Organizations achieved energy savings by purchasing bio-diesel vehicles and optimizing equipment operation. Not all goals reported were quantifiable, yet they are essential to a comprehensive environmental management system such as green purchasing, fats, oils and grease awareness, community interaction activities and habitat preservation. These accomplishments exhibit the commitment of ESI participants to improve their environmental performance and go beyond

### Thanks!

DPPEA would like to give special thanks to Beth Graves whose forethought, initiative and hard work helped to create and build the ESI. Under her guidance, this program has grown into a national model for challenging and involving organizations to reach for a higher level of environmental protection and economic sustainability. Beth is starting a new life in Washington, D.C. We all wish her well!

regulatory requirements, and demonstrate the value of the ESI in encouraging and recognizing these improvements.

Contact Lisa Grosshandler at (919) 715-6527 or [Lisa.Grosshandler@ncmail.net](mailto:Lisa.Grosshandler@ncmail.net) for further information.

#### 2004 ESI Inductees Rising Environmental Stewards

- City of Gastonia Wastewater Treatment Division's Residuals Management Program
- City of Gastonia Crowders Creek Wastewater Treatment Plant
- GKN Driveline (Alamance, Roxboro, Sanford Driveline, and Sanford Precision Forming Facilities)
- NACCO Materials Handling Group Inc., Greenville
- N.C. Zoo - Horticulture Section, Asheboro

#### Partners

- Borden Chemical Inc., Morganton
- Premium Standard Farms, Clinton
- U.S.G.C. Support Center Elizabeth City
- Warren Wilson College, Asheville

#### Environmentally Preferable Purchasing

- What are North Carolina state agencies and universities doing in green procurement?
- Where can local governments, schools and businesses find examples of policies, specifications and studies on recycled content and environmentally preferable products and services?

[www.p2pays.org/epp](http://www.p2pays.org/epp)

**Learn how to green your purchases!**

## MUNICIPALITY BUILDS SUCCESS: GRADUATES FROM PARTNER TO ENVIRONMENTAL STEWARD

Developing an effective management system for environmental issues can be an arduous task, but the rewards can be great for those committed to the effort. An organization that exemplifies this approach is the City of Gastonia's Wastewater Treatment Division. Since becoming an ESI Partner in 2002, Gastonia has made tremendous improvement in managing and minimizing its environmental impacts.

These significant achievements were recently recognized when the division's Long Creek Water Resources Reclamation Facility was honored as one of the three 2004 Environmental Stewards in DENR's ESI program. Additionally, the division's Crowders Creek WRRF and the Residuals Management Program were honored as Rising Stewards. The following describes the organization's elements of success as it progressed from a non-compliant facility to a leader in municipal wastewater treatment operations.

### The Issues

In 1999, the division was experiencing a difficult year. The division was dealing with equipment, operational and management issues. These problems resulted in frequent non-compliance with its national pollutant discharge elimination system permit (See Figure 1). However, by 2004, the division had become a model of wastewater treatment operations management. The division has been in compliance through the third quarter of 2004, and has set aggressive goals to go beyond required measures for reductions in non-regulated areas such as energy and chemical use.

### How did Gastonia drive this significant change?

Many factors played a role, but according to Division Manager Larry Cummings, "The improvements in the operation and maintenance of our wastewater treatment system are largely due to our implementation of ISO 14001." In 1999, when the facility was experiencing major turmoil, the division implemented an environmental management system. In 2001, the division received certification to ISO 14001, and was the nation's second municipal wastewater treatment plant to receive this qualification.

Matt Jordan, director of Public Works, has come to appreciate the value of the EMS. "The EMS provides upper management with a clear message on the progress toward environmental goals

and the confidence that this progress will continue," Jordan said. "My predecessor, Don Carmichael, saw the potential of the EMS and was willing to support the time commitment. It is critical to have champions down through the organization but you have to have upper management that understands the structure and value of the EMS."

### How did the EMS play such a key role in the division's improvements?

"We have improved communication throughout the organization, formalized a way for all staff to contribute to decision making and success of the organization, improved operating procedures, vastly improved record keeping, established documentation of our successes (and failures), and, most importantly, developed a continually improving plan for addressing the problems that face our utility," said Cummings. "The time requirements for implementing and maintaining this system are enormous and

getting there can be intense and sometimes painful, but the benefits are numerous - far exceeding the costs and time requirements."

### Clarifying operating procedures

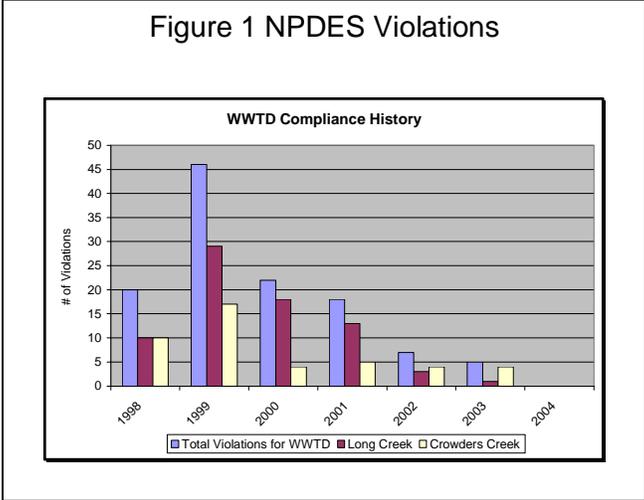
In the development of Gastonia's EMS, tremendous effort went into establishing controlled operating procedures that required continuous updating. Doug Parker, wastewater treatment operator, stated, "I appreciate the establishment of detailed operating procedures; it helps give

me confidence that I'm doing the job right, and following the procedure covers me because management has approved it."

### Improving the decision-making process

The division established a quarterly management review meeting where critical activities, issues and progress toward goals are discussed, and future actions steps are decided. Recently, management became aware of increased metal levels in the biosolids performance data, but could not pinpoint the source.

"Management shifted resources of staff and money and established a trunk line sampling program to better identify the possible sources of increased metal levels coming into the plant," said Beth Eckert, environmental/administrative manager. The source was identified as a discharger that was dumping waste after



## ESI Innovations

As part of the ESI program, information on manufacturing operations, environmental impacts, performance goals and success stories is gathered in a variety of ways. Annual reporting, site visits and communications with support staff provide insight into pollution prevention practices that have been implemented by the ESI participants. The following highlights a portion of those innovations that led to significant environmental, regulatory and economic benefits for participants at all levels of the program.

- A Steward lowered chemical use 40 percent by installing real-time analyzer units for continuous readings of concentrations during process operations, increasing employee training and making modifications to procedures and equipment.
- A Steward instituted a zero packaging waste program where outgoing product shipping materials are either 100 percent reused or recycled.
- A Steward reduced helium gas used in manufacturing processes by 90 percent by installing a reclamation and recycling system. Engineering improvements also decreased the amount of chlorine needed for other operations by 40 percent.

- A Steward is now composting air scrubber sludge previously sent to a landfill.
- A Rising Steward implemented a machine oil testing and analysis program that reduced change-out frequency, extended service life and reduced lubricant use by 70 percent.
- A Rising Steward designed and installed a customized swarf press that removes oils and water from swarf before disposal. Currently, 30,000 to 40,000 gallons of oil are reclaimed annually. Cost savings equate to \$130,000 and a reduction of 108 tons of oily solid waste is diverted from disposal in landfills.
- A Partner eliminated mercury in several waste streams by substituting mercury-containing medical devices with non-mercury alternatives. Additionally, chemical waste from laboratories was reduced 28 percent by increasing chemical reuse through a newly adopted chemical exchange program.



For further details on these and other innovations, contact Lisa Grosshandler at [Lisa.Grosshandler@ncmail.net](mailto:Lisa.Grosshandler@ncmail.net) or (919) 715-6527.

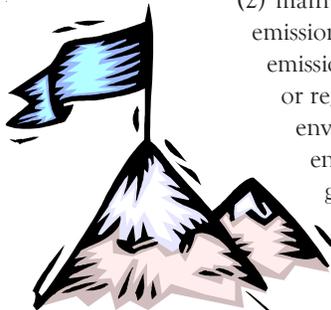
## Reaching the Peak of Environmental Excellence

What does it take to be an Environmental Steward in DENR's Environmental Stewardship Initiative program? In addition to having a third-party certified ISO 14001 environmental management system or functionally equivalent model, an Environmental Steward must have the following:

### ***Aggressive environmental performance goals***

The aggressiveness of goals can be shown through site-specific targeted reductions, past accomplishments and the number and types of environmental impacts addressed.

These goals shall include pollution prevention and/or process efficiency improvements, demonstrate a commitment to meet and go beyond compliance, be adopted within the framework of the EMS, be appropriate to the nature, scale and environmental impact of the organization, result in annual improvements to performance, and result in reductions of environmental impacts.



### ***Commitment to meet and go beyond compliance requirements***

This can be demonstrated through various efforts, including: (1) the organization's response to potential or actual compliance issues; (2) maintaining or eliminating the level of discharges or emissions below permitted limits; (3) controlling or reducing emissions, discharges and materials not currently permitted or regulated; (4) the frequency and/or level of internal environmental inspections/audits; and (5) conducting enhanced monitoring/sampling or record keeping that goes beyond regulatory requirements.

### ***Communication with local community on EMS initiatives and progress toward performance goals***

An organization can demonstrate communication with the local community in many ways. Some examples include: (1) conducting presentations and tours for community members and neighbors; (2) providing Web-based information for a variety of audiences; (3) providing updates and success stories to area media outlets; (4)

## 2004 ESI Pollution Prevention Grants Awarded - Seed Money Helps ESI Participants

This year the ESI program participants had the opportunity to receive grant money to fund pollution prevention projects related to the organization's environmental management systems. Funding for these grants was provided through EPA's Pollution Prevention Grant Program. Eligible projects had to achieve measurable pollution prevention and provide at least a 50 percent match of in-kind goods or services. DPPEA received several applications and after evaluation, awarded funding to five projects. Alternative funding sources or innovative solutions are being investigated for projects not funded under this grant in cooperation with the facilities' coaches.



The following projects will be funded through the ESI pollution prevention grant:

The City of Gastonia Long Creek Water Resources Reclamation Facility will use the funding to improve the efficiency of re-aeration blowers. After evaluating the energy requirements of the existing blowers, it was determined that these units were expending too much energy and needed to be replaced with either smaller blowers or an adjustable frequency drive.

### *REACHING THE PEAK*, from page 4

participating in local environmental events and/or groups; (5) distributing annual environmental reports to interested parties within the community; and (6) providing opportunities for community members to give feedback on environmental issues.

### *EMS integration into core business functions*

An organization can demonstrate integration of the EMS into its core business functions through diverse efforts that assure accountability of environmental activities and issues at all levels of the organization. Examples of methods for integration include: (1) routine management review meetings to evaluate environmental and business initiatives and concerns; (2) communications to employees on progress toward environmental goals and issues, and employee reward and recognition programs for success related to environmental efforts/goals; and (3) integrating environmental and business objectives by putting environmental requirements into job descriptions, implementing process improvement programs that reduce environmental impacts (Kaizen, Lean Manufacturing, Six Sigma, etc.), incorporating environmental impact review into capital expense requests, and expanding access of the corrective and preventive actions reporting system to all employees.

For more information on the ESI requirements, please contact John Burke at (336) 249-1480 or [John.Burke@ncmail.net](mailto:John.Burke@ncmail.net).

The Duke University Occupational Environmental Safety Office will use the funding to manage mercury pollution prevention through the evaluation of alternative sources of mercury. While eliminating typical sources of mercury from the Duke University medical center, it was realized that sources other than thermometers and sphygmomanometers were contributing significantly to the mercury waste stream.

The North Carolina Zoological Park will utilize the grant funds for the design of a constructed wetlands picnic area in the Zoo's North American parking lot. The picnic area will be designed to filter the surface area runoff and reduce various pollutants through the use of carefully selected vegetation. The project will include an interpretive educational component for visitors to the picnic area.

BorgWarner Emissions/Thermal Systems' funding will develop a parts washer recycling system to significantly reduce the amount of water and cleaning solution used. BorgWarner will modify existing equipment to include an ultrafiltration process to purify water and remove oil from the wash water.

The City of Gastonia Long Creek Water Resources Reclamation Facility grant monies will be expended to reduce the biosolids nickel and zinc. Facilities that have excessive nickel and zinc discharges will be identified, coached on methods of reduction and contacted to verify reductions are occurring.

The quality and quantity of responses to the grant request exceeded expectations. Each grant recipient will provide a final project report documenting the reductions achieved and any innovations learned through the process to share with all participants. All grant applicants are commended for their program participation and continual commitment to environmental improvement. For inquiries, contact Lisa Grosshandler at (919) 715-6527 or [Lisa.Grosshandler@ncmail.net](mailto:Lisa.Grosshandler@ncmail.net)

### **ESI Applications are the Hot Ticket!**



This year the ESI received 20 applications. Environmental Partner applications are accepted year-round and reviewed semi-annually. **Environmental Steward and Rising Environmental Steward applications will be accepted between March 1 and May 2, 2005.** Look for ESI's new online application process coming in February 2005 at: <http://www.p2pays.org/esi/>.

## Hear the Voice of GreenPower - N.C. GREENPOWER's Speakers Bureau

N.C. GreenPower, the first statewide, multi-utility green energy program in the nation, provides free presentations on clean energy alternatives and renewable energy practices through its Speakers Bureau. The Bureau strives to increase participation in the N.C. GreenPower program and provide economic, environmental and health benefits to citizens of North Carolina.

The Speakers Bureau comprises more than 75 speakers statewide who share the common mission of educating North Carolinians on the benefits of renewable energy. Bureau members are N.C. GreenPower representatives, economists, environmentalists, educators, electric utility representatives, renewable energy advocates, renewable energy producers, government officials, medical experts and renewable building experts. Members of the Bureau offer presentations to groups across North Carolina including environmental groups, civic groups, schools, faith-based organizations as well as government and policy groups.

Groups or organizations interested in having a speaker may contact N.C. GreenPower at (866) 533-NCGP; (919) 716-6398 or via e-mail at [speaker@ncgreenpower.org](mailto:speaker@ncgreenpower.org). Interested groups may also fill out an application available at the N.C. GreenPower Web site [http://www.ncgreenpower.org/bureau/find\\_speaker.html](http://www.ncgreenpower.org/bureau/find_speaker.html). The Bureau will match location and presentation requirements to an appropriate speaker in a given area. Speakers are located throughout North Carolina and are trained to speak to a variety of audiences.

N.C. GreenPower is a subsidiary of Advanced Energy, a Raleigh-based nonprofit corporation that enables utility customers to improve returns on energy investments. Advanced Energy also strives to create environmental and economic benefits through innovative approaches to energy.

## Air Quality News

**Auto Emissions Testing Program To Expand January 1, 2005**  
Motorists in seven additional counties must have their cars and light-duty trucks inspected starting Saturday, Jan. 1, as part of a multi-year expansion of the state's emissions system testing program to help improve air quality. New areas being added to the program include Edgecombe, Lenoir, Nash, Pitt, Robeson, Wayne and Wilson counties.

"The auto emissions inspection program is a key part of our efforts to reduce ozone, which is North Carolina's most widespread air quality problem," said Keith Overcash, director of the N.C. Division of Air Quality. "Cars and trucks account for about one-third of the ozone-forming emissions statewide and up to 70 percent in urban counties. So it's important to ensure vehicle emissions controls are working properly."

More than half of the state's residents live in counties where ozone levels exceed the standard. High ozone levels generally occur on hot sunny days between May and September.

Along with the new test, the legislature also increased the inspection fee to a maximum of \$30, but inspection sites can charge less than that amount. In counties where emissions testing is not required, the fee for safety inspections alone is \$10 or less.

More information about ozone, the emissions testing program and other air quality issues can be found at the DAQ's Web site, [www.ncair.org/](http://www.ncair.org/). For a free brochure about the auto emissions program, write to: Smokestacks on Wheels, N.C. Division of Air Quality, 1641 Mail Service Center, Raleigh, N.C. 27699-1641. A list of inspection stations can be found at the N.C. Division of Motor Vehicles Web site, [www.dmv.dot.state.nc.us](http://www.dmv.dot.state.nc.us).

**New Facility Will Reduce Air Pollution From Diesel Trucks**  
Truckers can save money while reducing noise and air pollution with the opening of North Carolina's first electrified truck stop in Orange County. The facility, a Petro Stopping Center located off Interstate 85/40 near Mebane, provides access to heat, air conditioning, Internet and telecommunications. Truckers pay to use the facility, but save money and fuel by not having to idle their engines. The truck-stop electrification project is part of a multi-state effort to reduce diesel emissions and fuel consumption along the Interstate 85 corridor in North Carolina and two neighboring states.



"This is a prime example of a project that boosts the economy while improving the environment," said Bill Ross, secretary of the N.C. Department of Environment & Natural Resources, who spoke at the grand opening. "Installing electrified parking spaces at truck stops helps conserve energy and prevent air pollution. Hopefully, we will see many more of these facilities down the road."

Diesel trucks account for much of the air pollution from highway vehicles, including ozone and fine particles. Nationwide, heavy-duty highway diesels emit about 32 percent of the nitrogen oxides and 27 percent of the particle pollution from the transportation sector. In North Carolina, highway vehicles in total emit about one-third of the ozone-forming emissions statewide and up to 70 percent in larger urban counties.

see AIR QUALITY, page 8

## Gov. Easley Announces Streamlined Environmental Permitting - Offers New Money-Back Guarantee To Applicants

In September 2004, Gov. Mike Easley announced new steps in a comprehensive reform of environmental permitting processes, including a money-back guarantee. Building on successful pilot projects in the Wilmington and Raleigh areas, Easley called for the statewide expansion of an express permitting program and for several other actions to improve and streamline permitting.

"While still upholding strong protection measures for our natural resources, these new initiatives will ensure that citizens can get a timely review of their environmental permit application," Easley said. "If they do not, they will get their money back."

"This partnership will balance the needs of businesses requiring permits and DENR's responsibility to protect the environment. It sends the message that if a business works with the agency to protect the environment, DENR will work to see that the company gets its permit on time. After all, time is money."

Under the terms of the governor's money-back guarantee, if a business submits a complete and accurate permit application to the Department of Environment and Natural Resources and the application is not processed in the time allowed under existing rules, the agency will refund the permit application fee. The first

permit area to be eligible for the money-back guarantee is site development. Fees in these programs typically range from \$50 to \$5,000.

Easley also announced plans to immediately expand DENR's express permitting program statewide next year. A pilot program has been praised as a key component of the state's successful effort to attract the Verizon Wireless Call Center and 1,200 associated jobs to the state. Under express permitting, applicants pay a supplemental fee to receive coordinated, expedited review of permit applications.

The average turnaround time for erosion and sedimentation control plans has been cut from 20 days to two days; and storm water permits are averaging nine days compared to 70 days under the regular program. During the first six months of 2004, the express permitting pilot program brought in \$400,000 in fees to cover the additional service costs.

see *MONEY-BACK GUARANTEE*, page 8



### *MUNICIPALITY BUILDS*, from page 3

pretreatment sampling. Due to the implementation of an EMS and establishment of the quarterly review meetings, management is able to recognize potential problems early in the process, shifting from a reactive stance to a proactive approach, thereby reducing non-compliance issues.

### Improving communication

The division implemented a corrective and preventive action reporting program through which all employees are encouraged to document issues that need to be addressed. Management reviews these reports monthly and actions taken are communicated back to staff through information boards. Cummings stated, "Employees can see their contribution to the decision-making process, and because of this they have become more engaged in the division's overall performance."

### Establishing goals

Management representatives noted that there are many valued elements in the EMS but it is the overall shift to a goal-oriented approach to management that is driving positive change. "These goals are achieved through a team effort which instills pride in the staff," said Cummings. "The goals also lead the division to rely more and more on internal expertise and knowledge to address the challenges put before it."

If Gastonia's Wastewater Treatment Division remains on this path of continual improvement it will continue to be a leader in the field of wastewater treatment, and a steward of the environment in which it operates. Contact John Burke at (336) 249-1480 or [John.Burke@ncmail.net](mailto:John.Burke@ncmail.net) for further information.

*FOCUS: Waste Minimization* is published by the divisions of Pollution Prevention and Environmental Assistance, Waste Management, Air Quality and Water Quality of the N.C. Department of Environment and Natural Resources (DENR). It is intended to provide North Carolina industries and other interested parties with current information concerning proper waste management and waste reduction. The information contained in this publication is believed to be accurate and reliable. However, the application of this information is at the reader's own risk. Mention of products and services in the publication does not constitute an endorsement by the state of North Carolina. The information contained in this publication may be cited freely.

If you have comments, waste minimization case summaries, resource information or questions for the next issue of the *FOCUS* newsletter, call Norma Murphy at (919) 715-6513, fax (919) 715-6794, e-mail [Norma.Murphy@ncmail.net](mailto:Norma.Murphy@ncmail.net), or write the N.C. Division of Pollution Prevention and Environmental Assistance (DPPEA), 1639 MAIL SERVICE CENTER, RALEIGH NC 27699-1639.

State of North Carolina: Michael F. Easley, Governor; William G. Ross Jr., DENR Secretary; Gary Hunt, DPPEA Director.



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online:

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## CALENDAR OF EVENTS

EVENT	DATE	LOCATION	CONTACT
ESI Participants' Meeting	March 15, 2004	Asheboro, N.C. N.C. Zoo	<a href="mailto:John.Burke@ncdot.org">John.Burke</a> (336) 249-1480
15th Annual Carolinas Recycling Association Conference and Trade Show	March 21-24, 2005	Myrtle Beach, S.C.	<a href="http://www.cra-recycle.org">www.cra-recycle.org</a>
2nd Annual Sustainable Energy Conference	March 22, 2005	McKimmon Conf. Center N.C.S.U. - Raleigh, N.C.	McKimmon Center (919) 515-2261
Env. Stewardship in Transportation Through Waste Management, Materials Reuse and EMS	July 17-19, 2005	Charlotte, N.C.	<a href="http://www.ncdot.org/~trb">www.ncdot.org/~trb</a>

*AIR QUALITY, from page 6*

Most truckers let their engines idle at truck stops, even for prolonged stays, so they can continue using their air conditioners and other accessories. Idling truck engines emit a lot of air pollution as well as noise - problems that can be minimized at the electrified truck stops. The issue has become even more significant because of new federal safety regulations that require truckers to rest 10 hours for every 11 hours that they drive.

Truckers must purchase a \$10 window adapter and pay \$1.40/hour to use the electrified spaces, but they could save about \$3,000

*MONEY-BACK GUARANTEE, from page 7*

"Our state has a number one-ranked business climate, and we must continue to enhance our reputation as the best place to do business in the country," Easley said. "I want every permit applicant to know that DENR is working with you to process your application in a predictable, efficient and timely manner, and that we are reinforcing that commitment with a money-back guarantee."

Other reforms that Easley announced this fall included:

- Preliminary review – Staff from the divisions of water quality, air quality, coastal management, land resources and other DENR agencies will review every permit application for general completeness within the first two weeks of receipt. Following this initial review, the agency will promptly notify applicants who have submitted incomplete applications and provide immediate approval of straightforward applications that meet all requirements.
- Keeping place in line – Permit applicants who respond in a timely manner when an application is returned by staff (for correction or additional information) will keep their place in line, rather than dropping to the bottom of the applicant pile.
- Avoiding "last minute" permit returns – Permit staff cannot return an application (for correction or additional information) within two weeks of a program's maximum allowed days for permit review without approval from their division director.
- Technical assistance – DENR will work to improve the quality of permit submittals through cooperation with the Association of Professional Engineers of North Carolina. High-quality applications are essential to timely permit

completion. According to agency records, as many as 25 percent of initial permit submittals are incomplete in some programs.

More information about air pollution and related issues can be found at the N.C. Division of Air Quality's Web site: [www.ncair.org](http://www.ncair.org).

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Contact DENR's Customer Service Center at (877) 623-6748 for further details.

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*for more information, call:*  
Tom Rhodes, (919) 715-6516

