

Customer Services



Customer Services Introduction

Key values for the DEQ include *Customer Service* and *Problem Solving*. Responsiveness, timeliness, compliance and innovation are elements of both of these values. DEQ's Customer Services Division activities illustrate how these key values are implemented in many diverse ways within the agency.

Customer service and *problem solving* were the activities of the Customer Services Division (CSD) Customer Assistance Program (CAP) that led to recognition of this program for providing outstanding service to the growth of Oklahoma's economy in the area of economic development. The CAP also provided compliance assistance and recognition to existing business and industry through outreach to both the plastics as well as the feed and grain industries. Pollution prevention efforts included co-sponsorship of a statewide conference on sustainability and initiation of the Environmental Performance and Recognition Program.

CSD assists community leaders in using information about hazardous chemicals collected for the SARA program to plan for timely response to hazardous emergencies. This year saw addi-

tional training for computer access to this information at the local level, cooperation in development of a shelter-in-place pamphlet and planning for future submission of this information over the Internet.

CSD is participating with the Oklahoma State Department of Health in an effort to develop systems for routine correlation of environmental data with public health data. The Oklahoma Public Health Environmental Tracking System will integrate data from the two agencies to allow measurement and examination of hypothesized relationships.

Laboratory support to environmental programs, including public water supplies, is an essential element of environmental problem solving. CSD expanded services for analysis of disinfection by-products in drinking water, successfully completed accreditation of their own lab by EPA, trained and implemented new stream sampling techniques and upgraded the accreditation services offered to other labs in response to customer needs.

Public information, led by stories concerning the Tar Creek Superfund site, involved a wide range of environmental issues and media outlets. CSD continues to provide timely response to

media inquiries and develop innovative ways to market information about DEQ.

The stories that follow illustrate how customer service activities demonstrate DEQ key values of customer assistance and problem solving. ■

The White-Tailed Deer is the official state game animal.



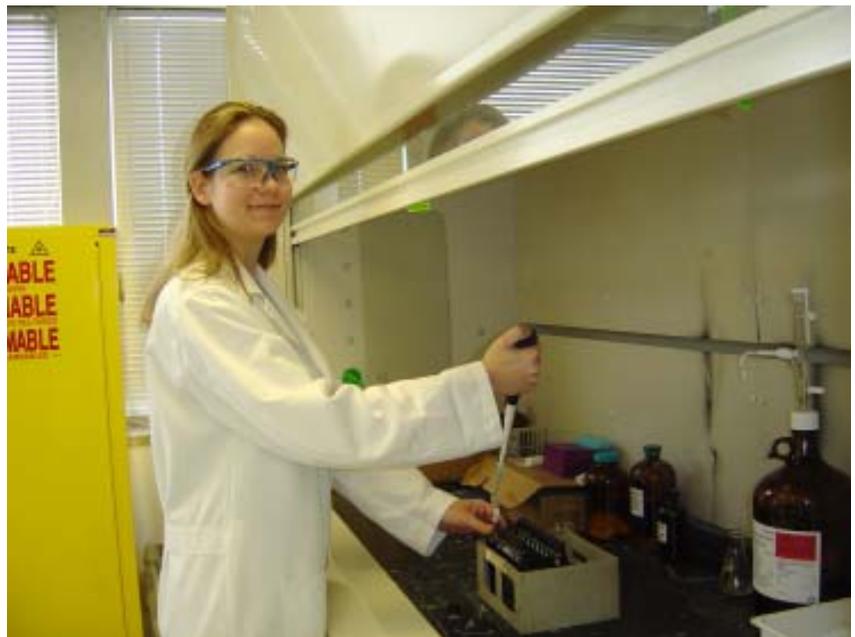
DEQ Gears Up For Changes In Safe Drinking Water Act

Changes in the federal Safe Drinking Water Act (SDWA) have had a considerable impact on the operations of the State Environmental Laboratory (SEL). Revisions in the SDWA, specifically, the Disinfection By-Products (DBP) Rule, have resulted in a large increase in sample load for the SEL. The number of analyses for trihalomethanes (THM) and haloacetic acids (HAA) has doubled and analyses for Total Organic Carbon (TOC) have quadrupled.

Although the cross-training of some of the analysts provided a valuable asset, additional personnel had to be hired and trained in order to meet these challenges. Additionally, new equipment costing some \$300,000 had to be purchased.

New regulations on the horizon will require the testing of even more parameters, to include aldicarb, radon, cryptosporidium, and viruses. Also, Stage II of the DBP Rule will require the testing of all public water systems that use a disinfectant other than ultraviolet or that deliver disinfected water. These changes are expected to be passed by 2005 with effective dates in 2008.

The combination of new equipment, additional analysts and a rededication to the successful completion of the analytical tasks has resulted in a positive outlook for the analytical future. The SEL will continue to meet the challenges of testing public water supplies to ensure the safety of Oklahoma's drinking waters. ■



Cassandra Kontas prepares an HAA sample for analysis

State Environmental Laboratory Prepared for EPA Certification Audit

As part of DEQ's role in administering and enforcing the federal Safe Drinking Water Act regulations, the Oklahoma State Environmental Laboratory (SEL) is required to maintain EPA certification as a laboratory capable of analyzing samples for the state-regulated primary drinking water contaminants.

Certification requires passing an on-site EPA audit at least once every three years, maintaining and adhering to the provisions documented in the SEL Qual-

ity Assurance Plan (QAP), and the successful analysis of blind proficiency testing samples for each regulated chemical, microbiological, and radiochemical drinking water analyte, thus demonstrating continued analytical competency.

This spring the SEL requested renewal of its current EPA drinking water certification as well as additional accreditation for the newly regulated Disinfection By-Products and the new Radionuclide rules. Audit preparations included



Todd Hill, General Chemistry/Metals Section, conducts instrument maintenance on the ELAN in preparation for the EPA audit.

reviews and updates to the SEL QAP and standard operating procedures, selected staff training events, documentation of analyst capability exercises, internal inspections, equipment inventories and preemptive equipment maintenance.

During the week of April 19 through 23 and May 10 and 11, the SEL Drinking Water program underwent a comprehensive technical systems audit by five EPA certification officers; experts in the fields of inorganic and organic chemistry, microbiology, and radiochemistry. The EPA examined the laboratory facilities, working conditions, equipment and instrumentation, personnel qualifications, sample custody routines, analytical methods and procedures, quality control measures, proficiency test results, record

keeping and data management practices, and the quality assurance program. A concluding conference and series of post evaluation communications and reports completed the procedure.

The EPA systems review and accreditation is an increasingly detailed process that is a valuable learning device for laboratory management and staff. Information acquired during and after the assessment is applied toward continued system improvement and ensures the generation of high quality data that meets both in-house program and external customers' environmental needs.

The State Environmental Laboratory is proud to report that it passed the audit with flying colors! ■



David Hooper, Radiochemistry Section, and Susan Elmenhorst, Quality Assurance, review records in preparation for the EPA audit.

DEQ Co-Hosts Pollution Prevention Conference

The Pollution Prevention Unit (P2) of DEQ co-sponsored the Oklahoma Sustainability Network (OSN) Annual Conference. The OSN is a resource connecting groups working to promote, gather, distribute and exchange environmental information to enhance the sustainable future of Oklahoma. The March 12th conference theme was “Sustainable Oklahoma: *Actions Speak Louder than Words.*” The P2 Program assisted in providing the keynote speaker, internationally recognized Mathis Wackernagel, Ph.D., the Founder and Executive Director of the Ecological Footprint Network. The P2 program assembled the panel and moderated a break-out session for business entitled *Business, Environment & Performance: Steps to Business Sustainability.* The primary presenter for this session was

Margo Covington, Covington Consulting, Santa Fe, NM. Her topic was “Are You Throwing Away Your Profits?” This presentation provided an overview of the Natural Step process and involved the audience in discussions of how the environmental quality approach offers competitive advantage, how to quickly apply an environmental quality approach to business and how to turn liabilities and costs into assets and income. Another presenter was Jim Warram of Xerox Corporation. He provided an overview of Xerox’s experience on the road to business sustainability. The session was well attended with high evaluations.

As part of its commitment to promotion of the pollution prevention ethic, the P2 Program hosted the spring meeting of the EPA Region 6 Pollution Prevention Roundtable in March in conjunction with the OSN Conference. P2 program representatives from the City of Tulsa, Louisiana, Texas, New Mexico and the P2 Resource Exchange attended the meeting and participated in the conference. Additionally, Dianne Wilkins, of the P2 Program, serves as a workgroup Chair and Board member for the National Pollution Prevention Roundtable. ■



Dianne Wilkins makes a presentation at the OSN conference.

DEQ Rewards Pollution Prevention Efforts in the State



DEQ's Environmental Performance and Recognition Program (EPRP) enrolled two facilities as primary pilot facilities. These facilities are the University of Central Oklahoma in Edmond and National Standard Company in Stillwater. Both facilities are proceeding with plans to implement the International Standards Organization (ISO) 14001 environmental management systems. DEQ's Pollution Prevention program staff and contractors are working with the facilities to help them increase the effectiveness of their Environmental Management Systems. The goal is to align them with the six performance criteria of the Baldrige Quality program that promotes excellence in business. Based on the progress of the pilot, the full program will be rolled out in fall 2004.

The OKStar Incentive Program has been established by DEQ to provide incentive and assistance to facilities along the road to improved environmental

management. OKStar ranks participants among peers and awards Bronze, Silver, Gold or Platinum stars. The program recognizes facilities that voluntarily meet and exceed the high standards of environmental responsibility, achieve and maintain compliance and go beyond the regulations to protect the environment and promote employee safety. The OKStars include media promotion, Certificates of Award, window decal, camera-ready logo, etc. Planned tracks include automotive service and repair, printing and packaging, metal finishing, food service and drycleaning.

Partners in the EPRP and OKStar programs include the Oklahoma Small Business Development Centers, the Oklahoma Quality Award Foundation, and the Francis Tuttle Career Technology Center Business Industry Services along with input from members of the environmental consulting sector. ■

Plastics Industry Focus of DEQ Outreach Effort

The Small Business Assistance Program (SBAP) of DEQ is designed to help small businesses comply with environmental regulations. As part of its mission, the SBAP regularly hosts educational outreach workshops, which focus on a particular industry sector. In the spring of 2004, the SBAP held two outreach workshops to educate manufacturers within the plastics industry. The workshops were held in Tulsa and Oklahoma City. Approximately 25 businesses throughout the state participated.

The purpose of the workshops was to educate business owners on new EPA regulations concerning styrene emissions, air permitting issues and pollution preven-

tion opportunities. Members of the SBAP developed many strategies to insure the workshops were a success. By working with a statewide trade organization and developing web pages dedicated solely to the plastics outreach, the SBAP was able to reach many business owners who were unaware of new regulations and the numerous pollution prevention possibilities for their facilities. The feedback from participants was overwhelmingly positive. Not only did the workshops serve to educate business owners on regulations that directly affect their daily operations, the workshops also helped to foster positive relationships between the regulated community and DEQ. ■



Brian Henderson, of Green Country Marble in Bixby, and Kyle Arthur of DEQ Customer Assistance discuss air pollution from an open mold booth.

DEQ Responds to Grain and Feed Association Request for Help

The Oklahoma Grain and Feed Association, in an effort to ensure that their members had obtained all necessary environmental permits, approached DEQ to conduct a seminar to review its permitting requirements. In particular, the stormwater requirements were viewed as lengthy and complex and the Association wanted DEQ to highlight the procedures for completing forms and the sampling requirements.

In the fall of 2003, the Customer Assistance Program organized and coordinated the program development of the presentation with several staff from the Water Quality, Land Protection, Environmental Complaints and Local Services and Air Quality Divisions.

The presentation was held on the campus of Oklahoma State University on December 10 and was co-sponsored by the Oklahoma Grain and Feed Association, which handled the invitations, made contacts, and provided refreshments.

The primary topic was Oklahoma's stormwater runoff program, permitting, and implementation procedures. Considerable detail was presented regarding permit application, implementation, sampling, and inspection. A presentation on air permitting was also made, and a fact sheet was developed in support of that subject. Thirteen representatives of eleven impacted businesses attended. ■



Jo Neal Hampton, Oklahoma Feed and Grain Association, welcomes participants to DEQ outreach.

Laboratory Accreditation Program Responds to Customers: New Categories Added



David Caldwell, laboratory accreditation inspector, views new categories added to accreditation program.

The Laboratory Accreditation Program at DEQ introduced a new category for Total Petroleum Hydrocarbons to the general water quality program. This new category was the result of a request from the Oklahoma Corporation Commission and the DEQ Water Quality Division. The new category will help define 'Total Petroleum Hydrocarbons' as well as the accepted testing methods for the state of Oklahoma. This is a new frontier for the laboratory accreditation program; it is the first time laboratories will be accredited by a specific analyte, matrix and method. This follows the National Envi-

ronmental Laboratory Accreditation Conference (NELAC) style for accrediting laboratories.

Additionally, the Drinking Water Accreditation Program has been expanded to include a new category, radionuclides. The introduction of this category is a big step to expand the laboratory capabilities for performing drinking water analyses. This change came about as the result of EPA's recognition of NELAC as an outstanding accrediting body. It allows independent laboratories to perform drinking water analyses. By taking this step, Oklahoma moved closer towards becoming a NELAC accrediting authority in the future. ■

DEQ Makes Filing Hazardous Chemical Reports Easier



Tom Bergman of DEQ demonstrating the free Tier 2 filing software to OIPA members at their June conference.

As in previous years, the DEQ Customer Services staff continued to provide assistance for those filing annual Tier 2 Hazardous Chemical Reports and to the emergency services organizations that receive the reports. For the last year, the assistance programs have focused on utilizing a reporting software program named "Tier 2 Submit." This software allows companies to submit their Tier 2 report via floppy disk rather than paper forms, and is available from either the DEQ or EPA web site.

DEQ hosted 14 Tier 2 Submit training seminars throughout the state in January and February 2004. These sessions attracted over 100 participants who learned how to acquire and use the software to complete their Tier 2 filing obligations. DEQ also provided telephone

assistance to over 400 companies that filed Tier 2 reports. Tom Bergman of DEQ attended the annual Oklahoma Independent Petroleum Association (OIPA) meeting in Dallas and demonstrated the Tier 2 Submit program.

DEQ, in association with the Oklahoma Secretary of Energy, David Fleischaker, plans to provide filing of Tier two reports over the Internet for the next reporting cycle. Those filing the reports may continue using the Tier 2 Submit software, and submit the reports via an Internet address. This will streamline the reporting process for both the reporters and DEQ, eliminate the need for companies to print thousands of paper submissions, and provide improved access to the emergency service organizations who receive the information. ■

DEQ Assists With Production of a Pamphlet to Help Citizens



OKLAHOMA HAZARDOUS MATERIALS EMERGENCY RESPONSE COMMISSION

SHELTER IN PLACE

DEQ risk communication staff recently assisted the Ad Hoc Advisory Committee to the Oklahoma Hazardous Materials Emergency Response Commission (OHMERC) with the production of an Shelter-In-Place pamphlet. This pamphlet was produced in response to a clear need for citizens to understand Shelter-In-Place procedures and to plan in advance for them. Shelter-In-Place is a means of safeguarding the public within homes and businesses during chemical emergencies including chemical or biological terrorism and is a viable alternative to evacuation in some situations. The final pamphlet contains an area for contact information, for example, Local Emergency Planning Committees

(LEPCs), emergency manager, police or fire department and other distributing entities. Also, there is a cut-out section outlining Shelter-In-Place procedures, sized to fit into a wallet or to easily post in homes and public places.

DEQ released the pamphlet electronically to LEPCs, emergency managers, and emergency responders who in turn will distribute it to groups most likely to need Shelter-In-Place or who reach citizens with special needs. Examples include, schools, daycares, nursing homes, industrial groups such as pipeline groups and transporters, residents of neighborhoods and areas near major chemical facilities, "Meals On Wheels" providers, daily living centers and home health care services. ■

DEQ Investigates Links Between the Environment and Public Health



Hub Baggett, DEQ coordinator for OK-PHETS, and Elizabeth Kruger, OSDH coordinator, shown mapping health and environmental data.

The environment plays a significant role in human health and development. In 2004, the Department of Environmental Quality (DEQ) and the Oklahoma State Department of Health (OSDH) began work on a cooperative project to develop the Oklahoma Public Health Environmental Tracking System (OK-PHETS). The project is funded by a three-year grant from the Centers for Disease Control and Prevention (CDC) in Atlanta.

The OK-PHETS program will link DEQ's environmental data including ambient air monitoring, air emissions inventory, public water supply monitoring, Superfund sites, landfills, and toxic release inventories to health effects data from the Oklahoma Central Cancer Registry, the Oklahoma

Birth Defects Registry, the Oklahoma Asthma Surveillance System, and the Oklahoma Lead Poisoning Prevention Program. This system will become standardized within both agencies, allowing for ongoing surveillance, assessment of health problems, development of public health interventions, evaluation of intervention effectiveness, and dissemination of findings.

With OK-PHETS, for the first time, environmental and health information will be integrated for accurate analysis. Relationships between public health and the environment, which have been presumed, can now be measured and examined. This partnership with OSDH creates opportunities to learn more about the environment's role in human health. ■

Publications and Graphics Support DEQ Programs and Activities

DEQ's Publications & Graphics area is housed within the Customer Services Division. In FY 2004 this area continued its support of agency programs with publications and graphic materials in addition to supporting environmental education programs. All agency programs needed informational materials to help communicate their messages. Numerous brochures, flyers, and fact sheets were produced for programs across divisions. The in-house publishing capabilities result in significant savings to the agency when compared to contract printing costs.

DEQ's publications and graphics area also produced educational materials in cooperation with all divisions. One example of this cooperation was the 2004 ScienceFest Oklahoma Event at the Zoo. Logos, signs, t-shirts, with magnets and packets were all coordinated with the ScienceFest official logo to form a cohesive look and feel for the event.

All Publications and Fact Sheets are available on the DEQ web site. Links can be found on the DEQ web site's main page in the lower right corner. Hard copies are available upon request. ■

WATER & LAND

Car Wash Sludge Fact Sheet

Car wash sludge refers to the material that collects in the grit traps, mud traps, and sumps of car washes. This material mainly consists of dirt, sand, grit, grime, and other substances that are washed off the outside of vehicles. This sludge is potentially a solid waste or hazardous waste and subject to DEQ waste disposal requirements.

Car wash grit trap sludge is not sludge generated from other washing and rinsing activities, such as:

- Pesticide vehicle/equipment cleaning
- Engine cleaning/degreasing
- Tanker truck cleaning
- Chemical container rinsing
- Livestock vehicle washing

Sludge generated from the above listed activities is subject to more stringent disposal requirements, as specified by OAC 252.515, and its disposal may also require a wastewater permit from the Water Quality Division.

Car wash operators have two options for disposal of car wash sludge. It may be disposed of at any facility that is permitted to accept it. It may also be land applied or used as fill material if it falls below the screening levels listed in Table 1. The car wash owner is responsible for assuring that the sludge is "uncontaminated soil" before it is land applied. DEQ recommends that the car wash owner have the sludge tested prior to land application. Once a batch of sludge from a facility has been classified as "uncontaminated soil," then all future batches will be deemed "uncontaminated soil" unless there is reason to suspect that something other than car wash residue may be in the sludge. If a car wash operator has reason to believe that a hazardous substance is present in the sludge, it should be tested for that substance prior to disposal. However, DEQ recommends that car wash operators periodically test the sludge before disposal.

All testing of car wash sludge must be done by the State Environmental Lab (SEL) or a DEQ-accredited private lab. You may contact the SEL at (405) 702-1000 for additional information.

When land applying car wash sludge, care should be taken to prevent the material and any liquid in it from washing off the site and into nearby streams, rivers, ponds, or lakes.

If you have questions about the disposal of car wash sludge, please contact the Environmental Complaints and Local Services Division at (405) 702-6100.

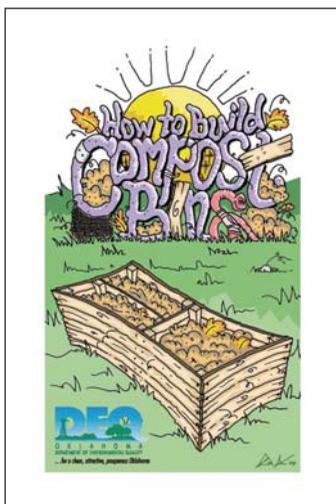
Sludge	Screening Level	Sludge	Screening Level
Arsenic	29 mg/kg	Ethylbenzene	15.0 mg/kg
Toluene	20 mg/kg	Barium	1,600 mg/kg
Lead	400.0 mg/kg	TPH	50 mg/kg
Benzene	0.04 mg/kg	Phosphorus	100 mg/kg
Xylenes	167.0 mg/kg	Cadmium	5 mg/kg
Selenium	5 mg/kg	Chromium	38 mg/kg
Silver	34 mg/kg		

These Screening level values are only applicable to field application of car wash sludges and are not applicable levels for residential property or industrial areas where workers are likely exposed. Any approvals for car wash sludge to be applied to residential property or industrial sites will require different screening levels.

Car wash sludge mainly consists of dirt, sand, grit, grime...

This publication is issued by the Oklahoma Department of Environmental Quality authorized by Steven A. Thompson, Executive Director. Copies have been prepared at a cost of \$2.1435 each. Copies have been deposited with the publications clearinghouse of the Oklahoma Department of Libraries. ISBN# PWD 82003

Pictured is an example of one of many fact sheets created for our Environmental Complaints and Local Services Division.



Pictured above is the official ScienceFest Oklahoma Logo used throughout the event.

Pictured to the left is a cover of a publication titled, "How to Build a Compost Bin." It has detailed instructions on how to construct different types of compost bins.