

# DEPARTMENT OF ENVIRONMENTAL QUALITY



## ANNUAL REPORT FY99



# DEPARTMENT OF ENVIRONMENTAL QUALITY



July 1, 1998 - June 30, 1999



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## Public Input, Customer Assistance & Community Involvement



Photograph of buffalos taken North of Woodward  
on Highway 34 near the Kansas/Oklahoma border  
by Barry Fogerty

# INTRODUCTION

## Agency Highlights



**Mark S. Coleman,**  
**DEQ Executive Director**

**F**iscal year 1999 was a year of both accomplishment and transition for the Oklahoma Department of Environmental Quality (DEQ).

DEQ completed the move to the downtown Oklahoma City headquarters as the State Environmental Laboratory section of the Customer Services Division moved from the State Health Department Building. With that move completed, for the first time, DEQ employees from the state agencies, from local county health departments and from the Oklahoma City and the Tulsa City/County Health Departments were housed in facilities owned or leased by the DEQ.

From the agency's beginning, DEQ has concentrated on process reform because it is believed that a simplified, understandable and streamlined environmental compliance program will increase compliance and allow the use of limited resources more effectively. Significant progress in the "Re-Right/De-Wrong" initiative has been made. That effort should be complete for historical rules

sometime next year. The efforts at permit process reform are making significant strides. General permits have been issued for storm water at construction and dry cleaning. Scheduled to be issued in the next year are general permits for municipal discharge lagoons, aquaculture, chrome plating, rock crushing, and printing. There are Permits by Rule for cotton gins, grain elevators and VOC storage and loading. DEQ's complaint resolution process is continually refined and remains the hallmark for the nation. The process for approval of cleanup of historically

contaminated sites, already one of the best in the country, was strengthened with the signing of a memorandum of agreement with the Environmental Protection Agency (EPA). That agreement, in effect, delegated the oversight of cleanup efforts from EPA to DEQ.

While it is difficult to directly correlate environmental results to process reform, the highlights below show that DEQ has improved environmental quality in Oklahoma.

### Highlights

- The cleanup of 1,200 lead and cadmium contaminated residential yards in Bartlesville was completed this year in much less time and at a much lower cost than the estimated cost of a federally led cleanup.
- The agency experienced a 20 percent decrease in the number of environmental complaints reported.
- Compliance by public water supply systems with all drinking water standards increased 17 percent during the year.
- Recent studies conducted by the University of Oklahoma indicate that the percentage of children with elevated blood lead levels in the Tar Creek area has decreased by 50 percent.
- All of Oklahoma remained in attainment with all National Ambient Air Quality Standards (NAAQS) for the year.

While the Environmental Quality Board, Advisory Councils and DEQ employees can take pride in the accomplishments highlighted on the previous page, challenges remain.

EPA's artificial changes to the NAAQS will make continued attainment with these standards extremely difficult. While the DEQ has spoken out related to the lack of scientific basis and the unfairness of the standards, EPA continues to stand by the changes. The courts will ultimately decide the standards fate. Meanwhile, the DEQ will continue to develop processes that will promote clean air in the state while awaiting the court decision relative to the standard.

When I first began working in this field some thirty years ago, the state was engaged in an effort to control acute health effects generally related to bacteriological water supply safety, domestic wastewater disposal, disease bearing pest or vector control and air quality issues. The general approach was to urge improvement and to offer assistance. The second building block of environmental protection which began in the 1970's was to address chronic or long term health effects from toxics in drinking water, the fishability and swimmability of our surface waters, protection of groundwater and respirable air issues. The state was building on efforts to urge and assist in improvement, with command and control efforts to "force" compliance.

Now as the new century approaches, DEQ is adding a third building block of environmental protection. This building block addresses the unintended consequences of past economic development and aesthetic issues. DEQ will turn more attention to issues of industrial, commercial and residential blight, non-point sources of pollution, waste disposal in unserved areas, and traditional dump sites. This will require still another approach to promote pride and subsidize cleanup and beautification.

Of course, this means that DEQ will again be changing. And while change is difficult, the partners and employees of the DEQ have consistently shown the ability to adapt to meet the current need. DEQ staff look forward to the challenge.



## MISSION STATEMENT

Equitably administer environmental laws considering both the economy of today and the environment of tomorrow.

## FISCAL YEAR 1999 GOALS

### GOAL ONE:

Simplify processes, rules and regulatory approaches while developing a more effective state/federal partnership.

### GOAL TWO:

Simplify processes to produce more standardized, effective and timely permits.

### GOAL THREE:

Focus on community-based customer services and non-regulatory approaches.

### GOAL FOUR:

Focus on the maintenance of a responsive, accurate and timely environmental complaints process and emergency response system.

### GOAL FIVE:

Focus compliance activities to maintain or improve environmental quality.

## Innovation

### Rules Re-Right/De-Wrong

During FY99, the agency made substantial progress in its Re-Right/De-Wrong process to make its regulations simpler to read and more responsive to needs.

Project Re-Right is designed to translate DEQ's rules into plain English, as much as possible. This effort will make it easier for those in technical and management positions, the general public, and courts and juries to read and understand them. Project De-Wrong is designed to remove unnecessary rules, redundant rules, insignificant rules that distract from the big picture, rules no longer needed because of changed circumstances, and rules that are not cost-effective, as well as to plug critical regulatory gaps. This effort will help the regulated community, the public and DEQ to spend their resources on real problem areas.

Of the 28 current chapters of DEQ rules, eight have already been entirely through both processes (Re-Right and De-Wrong), including Board adoption and legislative and gubernatorial approval, and the remainder are either pending presentation to the Board or in the process of internal drafting and review. DEQ will complete its internal reviews and revisions during FY 2000, and expects to present most if not all of the remaining chapters to the appropriate council and the Environmental Quality Board during that same time frame, well in advance of the deadline of December 31, 2000.

### Permit Process Reform

Permitting, inspections and reporting should focus on the facilities with potential to cause adverse impacts. States are in their third decade of administering federal and state environmental laws that govern these three important areas. Although the laws are reviewed and refined on a regular basis, over the years the basic structure has not changed. How can DEQ meet the changing needs of our customers if the framework of each environmental program remains unchanged? The answer is for the agency to

examine the process of regulating air, water and waste management programs and to make changes in the process that allow DEQ to be more effective and efficient. DEQ is now in its sixth year of activities pursuing process reform. The following focuses on the efforts to reform the existing permitting process.

Reforming the "permitting process" does not change the basic structure of the program, it only makes it more workable for those who use it.

Risk centers on pollution discharge. In wastewater, by formalizing that which was already known relative to wastewater impoundments (lagoons), DEQ was able to free the most experienced permit and inspection staff from individual review of more than 60 percent of the regulated wastewater facilities. By doing so, DEQ was able to concentrate on more complex water quality issues. In air quality, by making a few simple considerations of facilities where the primary emission concern was particulates and by formalizing the *de minimis* concept, DEQ was able to focus staff resources on the seven percent of facilities that have some 85 percent of the emissions.

## Permit Process Reform

DEQ has:

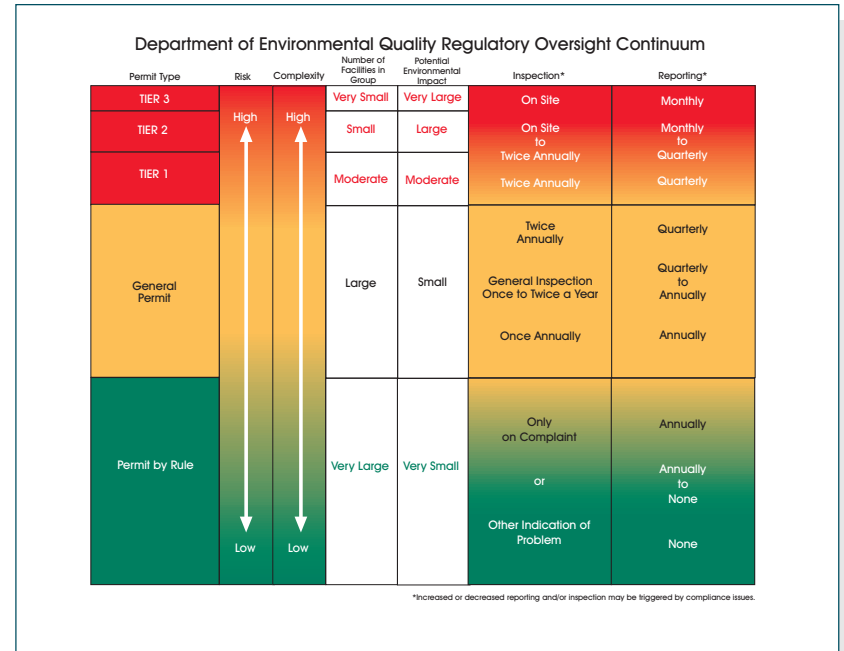
- developed and implemented a single agency process for public input based on permit complexity/potential risk
- developed and implemented a model for permit processing based on complexity/risk
- enacted regulations that simplified both the application and review process for the largest category of permits in each media
- established *de minimis* risk levels for each regulated entity
- and simplified many of the regulations governing the DEQ's air, water and waste programs.

While examining the results of streamlining, please note that there are several points to consider. DEQ regulates lots of small facilities. The waste handling options for many in the same business are similar. Permit reviews tend to be prioritized based on date of entry into the review system, not based on risk. A mechanism to replicate the decisions reached for one business saves subsequent review of others with like environmental control systems. Further, DEQ has the option to increase review quality because of available time freed from these replicated reviews, thus enabling risk to be a major factor in the review process.

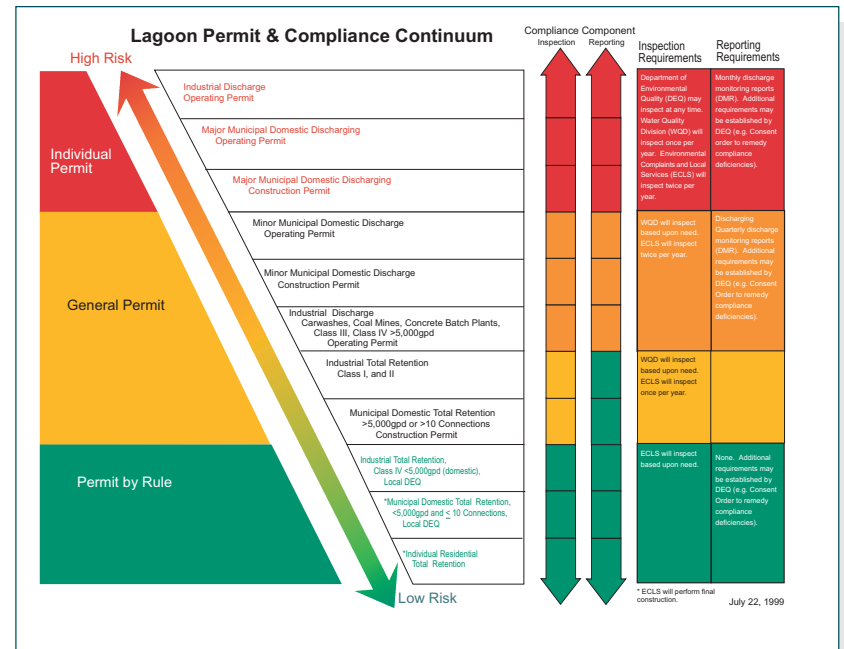
The challenge facing any process reform is convincing experienced personnel that the effort to change has merit. Process reform has at its heart a refutation of the concept that "what is = what ought to be." By definition, those most experienced in the program will be the least accepting of process reform. This becomes a paradigm in that those most experienced are the most able to reform the process. Here, process reform is enabling DEQ to continue to do a complete job, but focus more attention on facilities with greater risk. This same concept has been applied to inspection frequency and reporting needs.

*This chart graphically captures several concepts. A few facilities have most of the emissions. A higher number of facilities have very few of the emissions. Risk centers on emissions.*

## Regulatory Oversight Continuum



*This chart shows how permits are classified and reviewed based on risk.*



# PUBLIC INPUT

## Board and Councils

Most state environmental agencies and the Environmental Protection Agency (EPA) adopt their own rules after notice and opportunity for public comment. In Oklahoma, appointed representatives of the *public* recommend and adopt rules, again after notice and opportunity for public comment, through the advisory councils and the Environmental Quality Board (EQB). The DEQ then operates under the guidance of those rules. Thus, Oklahomans have a much higher level of influence in rules that govern DEQ than is typical.

Environmental rules tend to be technical and in some areas highly complex. Thus the Legislature faced a dilemma when DEQ was created. It wanted the public to make the rules. Yet, the councils and the EQB needed members who had the technical know-how to review and recommend effective rules. But, most of the people with technical know-how were practicing professionals who not only would be doing business with the regulated community, but might be doing business with the agency itself. The simple solution was to give the agency, not the EQB or a council, the responsibility to consider individual permit applications and enforcement actions. In that way the EQB and councils are considering rules related to *classes* of facilities and the agency is implementing regulation for *individual* facilities. This structure was specifically designed by the drafters of the authorizing statutes to allow the state to benefit from knowledgeable individuals in the private and public sector while shielding those individuals and the state from a conflict of interest.

## Environmental Quality Board

MEMBER	PROFESSIONAL REALM	TERM
Jennifer Galvin	Petroleum Industry	1/31/2004
Bob Drake	Rural Water Association	1/31/2002
Cheryl Cohenour **	Hazardous Waste Industry	1/31/2001
Frank H. Condon	Manufacturing Representative	1/31/2003
Karol "Terri" Savage	Non-profit Statewide Environmental Organization	1/31/2002
Jerry Johnston	Local Governing Board of City or Town	1/31/2000
Phil Klutts	Agriculture Industries	1/31/2000
Richard Wuerflein	Conservation District Representative	1/31/2001
Lew Meibergen	Non-profit Statewide Environmental Organization	1/31/2003
Roger Miner	Solid Waste Industry	1/31/2002
Lee Paden *	Water Usage	1/31/2004
Herschel J. Roberts	Environmental Professional	1/31/2003
Don Ukens	Non-Profit Statewide Environmental Organization	1/31/2004

*All members are appointed by the Governor, confirmed by the Senate*  
*\* Denotes Chairman \*\* Denotes Vice-Chairman*

## Environmental Quality Board

Consisting of 13 members, the Environmental Quality Board (EQB) serves as the agency's rulemaking authority. The Governor, with Senate confirmation, appoints each board member to represent legislatively prescribed categories of DEQ customers. In FY99 the EQB held meetings in Alva, Poteau, Bartlesville and Oklahoma City. The EQB is statutorily responsible to hold quarterly forums across the state. These forums allow public input and the dissemination of information. Public forums are generally held in conjunction with regular board meetings.

## Air Quality Council

Serving as the initial rulemaking body related to air quality issues, the Air Quality Council must review and approve all air quality rules and regulations then recommend them to the Environmental Quality Board for further action. During FY99, the council recommended 14 rules and appendices to the board. The council holds scheduled public hearings, reviews air quality issues, and provides expertise regarding these issues. The council consists of nine citizens, who are appointed by the Governor to represent specific disciplines.

## Air Quality Council

MEMBER	PROFESSIONAL REALM	APPOINTING OFFICIAL	TERM
Meribeth Slagell	Agriculture	Governor	6/15/2003
Sharon Myers	General Industry	Governor	6/15/2002
David A. Branecky	Utility	Governor	6/15/2006
William B. Breisch	Engineering	Governor	6/15/2006
Larry Canter, Ph.D.	Higher Education	Governor	6/15/2004
Joel Wilson	Petroleum	Governor	6/15/2005
Gary A. Kilpatrick	Transportation	Governor	6/15/2000
Marilyn Andrews	Local Government	Governor	6/15/2001
Fred A. Grosz	General Public	Governor	6/15/2005

## Hazardous Waste Management Advisory Council

The Hazardous Waste Management Advisory Council (HWMAC) reviews and approves hazardous waste management rules and recommends them to the Environmental Quality Board for further action. The council consists of nine citizens from specific disciplines. Three each are appointed by the Governor, the Speaker of the House, and the President Pro Tempore of the Senate. As part of an overall simplification effort, the council completed its "Re-Right/De-Wrong" efforts during 1999. Due to extensive re-writing of the language and shortening of the text, the council agreed that it would be more understandable and straightforward to compile all changes into a new Chapter (205). The DEQ effort preceded the 1997 legislation requiring most Oklahoma administrative agencies to perform regulatory reviews and will benefit regulated entities and the public. The HWMAC held two regular meetings in Oklahoma City and Tulsa, and one special meeting in Stroud. In the area of hazardous waste management, Oklahoma is authorized to operate the program in lieu of the EPA. Maintaining this authorization includes adopting federal hazardous waste regulations, which the council did in the Spring of 1999.

## Hazardous Waste Management Advisory Council

MEMBER	PROFESSIONAL REALM	APPOINTING OFFICIAL	TERM
Bob Kennedy	Industry	Governor	03/01/2002
Blake K. Champlin	Non-Profit Environmental Organization	Governor	03/01/2000
Jody Reinhart	Hazardous Waste Industry	Speaker of the House	03/26/2000
David Bradshaw, P.E.	Geology	Speaker of the House	03/07/2000
Steve Tomberlin	Political Subdivision	President Pro Tempore of the Senate	03/11/2000
Michael D. Graves	General Public	President Pro Tempore of the Senate	03/11/2001
Wesley Anderson	Industry generating hazardous waste	President Pro Tempore of the Senate	03/11/2002
Bruce Elwell	Political Subdivision	Governor	03/01/2002
Gerald S. (Jerry) Ihler	Engineering	Speaker of the House	03/08/2000



## Laboratory Services Advisory Council

MEMBER	PROFESSIONAL REALM	APPOINTING OFFICIAL	TERM
Elaine Stebler	Microbiology	President Pro Tempore of the Senate	9/9/2002
Larry Brim	Private Laboratory	President Pro Tempore of the Senate	9/9/2000
William J. Janacek	Public Laboratory	President Pro Tempore of the Senate	9/9/2001
Ali Fazel	Private Laboratory	Speaker of the House	2/4/2002
Harry L. Gearhart	Permit Holder	Speaker of the House	2/4/2002
Betty Fox	Environmental Chemistry	Speaker of the House	2/4/2001
George Dust	Private Laboratory	Governor	7/1/2000
Terry Lyhane	Hydrogeology	Governor	7/1/2002
James W. Engman	Permit Holder	Governor	11/1/2001

## Laboratory Services Advisory Council

The Laboratory Services Advisory Council must review and approve all laboratory service and laboratory certification rules and regulations and then refer them to the Environmental Quality Board for further action. The council consists of nine citizens from specific disciplines. Three each are appointed by the Governor, the Speaker of the House, and President Pro Tempore of the Senate. The Laboratory Services Advisory Council held three public forums and three regular meetings in Tulsa and in Oklahoma City to examine and discuss standards for environmental laboratory accreditation from the National Laboratory Accreditation Conference. The goal of the forums was to seek public input and gather a consensus with respect to the future direction of Laboratory Certification standards for the State of Oklahoma. The council also reviewed and recommended changes in the laboratory certification proficiency testing program.

## Radiation Management Advisory Council

MEMBER	PROFESSIONAL REALM	APPOINTING OFFICIAL	TERM
Burl I Nethercutt	Industrial Radiography	President Pro Tempore of the Senate	03/03/2000
Vacant	General Public	President Pro Tempore of the Senate	
Paul Skierkowski, Ph.D., Vice-Chairman	Institute of Higher Learning	President Pro Tempore of the Senate	01/03/2000
Karen Jennings	Environmental Org.	Governor	11/01/2001
Steve Woods	Engineering Profession	Governor	07/01/2002
Vacant		Governor	
Vacant		Speaker of the House	
Barry Burks	Transportation Industry	Speaker of the House	01/11/2002
David Gooden, J.D., Ph.D., Chairman	Medical Industry	Speaker of the House	09/07/2000

## Radiation Management Advisory Council

The Radiation Management Advisory Council reviews and approves radiation management rules and recommends them to the Environmental Quality Board for further action. The council consists of nine citizens from specific disciplines. Three each are appointed by the Governor, the Speaker of the House, and the President Pro Tempore of the Senate. During FY99, the Radiation Management Advisory Council continued its task of completing the "Re-Right/De-Wrong" process for the radiation rules. It is anticipated that the council will send the completed rules package to the Environmental Quality Board near the end of 1999. The package will include rules for Oklahoma's assumption of Agreement Status from the federal Nuclear Regulatory Commission and for delegation of the rules on Radionuclide NESHAP from EPA.

## Small Business Compliance Advisory Panel

The Small Business Compliance Advisory Panel has the authority and duty to render advisory opinions on the effectiveness of the state small business stationary source technical and environmental compliance assistance program, to review difficulties encountered by small businesses with the regulatory system and to make recommendations related to the degree and severity of enforcement. The panel also reviews information for small business stationary sources to assure that such information is understandable by the layperson. The panel consists of seven citizens. Two are appointed by the Governor and one each by the Speaker of the House, the President Pro Tempore of the Senate, the Senate Minority Leader, the House Minority Leader and the DEQ Executive Director.

The Small Business Compliance Advisory Panel played a very important role this year in representing the small business community in Oklahoma. The panel met twice in Stroud to address air quality regulatory issues facing their constituency. The panel participated actively in discussions regarding increases in minor source annual operating fees and permit application costs. They provided formal written comment to the Air Quality Council, as well as oral comment. Additionally, the panel continued to play an active role in the "Re-Right/De-Wrong" process, hearing updates and providing input on proposed air quality rule changes.

## Solid Waste Management Advisory Council

The Solid Waste Management Advisory Council reviews and approves solid waste management rules and recommends them to the Environmental Quality Board for further action. The council consists of nine citizens from specific disciplines. Three each are appointed by the Governor, the Speaker of the House, and President Pro Tempore of the Senate. The Solid Waste Management Advisory Council held three meetings during FY99. The meetings were held in Eufaula, Ponca City, and Oklahoma City. The council passed rules regarding restricted waste. Highlights of this year's meetings include: passage of new rules regarding the exclusion of restricted wastes at landfills; vegetative cover requirements for landfills, new rules specifying a maximum 15-year pay-in period for certain financial assurance mechanisms; discussions regarding the DEQ's contract for the development of supportable closure and post-closure costs for landfills; and discussions regarding landfill gas reuse incentives.

## Small Business Compliance Advisory Panel

MEMBER	PROFESSIONAL REALM	APPOINTING OFFICIAL	TERM
Loretta Plugge	General Public	Governor	3/1/2002
William Wortman	General Public	Governor	3/1/2003
Graham Keenan	Small Business Owner	President Pro Tempore of the Senate	8/3/2002
Don Law	Small Business Owner	Speaker of the House	2003
Robert Henry	Small Business Owner	Senate Minority Leader	11/8/2003
Lesa K. McDonald	Small Business Owner	House Minority Leader	1/15/2005
Dick Reynolds	No Specific Requirements	DEQ Executive Director	3/1/2002

*Dick Reynolds resigned 11/18/98*

## Solid Waste Management Advisory Council

MEMBER	PROFESSIONAL REALM	APPOINTING OFFICIAL	TERM
Ken Purdy	Statewide Environmental Organization	Governor	3/1/2001
Ralph Triplett, Jr.	County Commissioner Woodward County	Governor	3/1/2002
David K. Griesel	Solid Waste Disposal Industry	Speaker of the House	3/7/2002
Steve Mason	Engineering	Speaker of the House	6/19/2001
Lyle J Buller	Transportation	Speaker of the House	9/12/2000
Bill Torneten	Geology	President Pro Tempore of the Senate	3/1/2000
Wayne Hill	Political Subdivision	President Pro Tempore of the Senate	3/11/2001
Steve Landers	Industry Generating Solid Waste	President Pro Tempore of the Senate	3/1/2000
Jay Stout	General Public	Governor	3/1/2002

## Water Quality Management Advisory Council

MEMBER	PROFESSIONAL REALM	APPOINTING OFFICIAL	TERM
Robert Johnston, Chairman	Local Government	Speaker of the House	3/10/2000
Jeffrey Short, Vice-Chairman	Engineering	Governor	3/1/2001
Marilyn Beilke	General Public	Governor	3/1/2002
Lawrence McLeroy	Rural Water District	Speaker of the House	3/19/2001
Lowell Hobbs	Agriculture	Speaker of the House	3/10/2000
Bill Pickens	Geology	President Pro Tempore of the Senate	3/1/2000
Bobby Latham	Industry	President Pro Tempore of the Senate	3/16/2002
Joseph C. Warren	Oil Field Related	President Pro Tempore of the Senate	3/1/2001
Orva Rothgeb	Environmental Organization	Governor	3/1/2000

## Waterworks And Wastewater Works Advisory Council

MEMBER	PROFESSIONAL REALM	APPOINTING OFFICIAL	TERM
Rick Stebbens, Chairman	OK Water Pollution Control Association	President Pro Tempore of the Senate	7/1/2000
Campbell W. Sasser, Vice	Waterworks Operator	Speaker of the House	6/30/2002
Dr. Tom Bates	Environmental Training Center/Higher Education	Governor	6/30/2001
Karl Potochnik	OK Rural Water Association	Speaker of the House	6/30/2002
William Roach	Wastewater Works Operator	Speaker of the House	1/25/2001
Jessee Vaughn	OK Rural Water Association	President Pro Tempore of the Senate	4/5/2002
David Poole	OK Water Pollution Control Association	President Pro Tempore of the Senate	6/30/2001
Gary Lippard	Waterworks Operator	Governor	1/25/2002
George A. Holmes	OK Municipal League	Governor	6/30/2000

## Water Quality Management Advisory Council

The Water Quality Management Advisory Council (WQMAC) reviews and approves water quality rules and recommends changes to the Environmental Quality Board. The council is comprised of nine citizens and each member is appointed for three-year terms. Three members are appointed each by the Governor, the Speaker of the House, and the President Pro Tempore of the Senate.

The WQMAC held two regular meetings, one in December 1998 and one in January 1999. All meetings are held at the DEQ central office. A new chapter relating to individual and small public on-site sewage disposal systems was recommended to the Environmental Quality Board.

## Waterworks and Wastewater Works Operator Certification Advisory Council

The WWWAC is comprised of nine citizens, each appointed for three-year terms. The Speaker of the House, President Pro Tempore of the Senate, and the Governor each appoint three members to the Council. The primary responsibility of the WWWAC is to recommend rules changes to the Environmental Quality Board.

The WWWAC met four times in FY99. All meetings of the WWWAC were held at the DEQ central office. Highlights of the council meetings included discussion of the new Safe Drinking Water Act amendment rules and how it impacts operator certification rules, industrial pretreatment operator certification and line maintenance certification.

## Board and Council Rulemaking, FY99

During FY99, the Environmental Quality Board took rulemaking actions affecting eight different chapters of DEQ regulations. Except for those Chapter 002 rules relating to the general operation of the agency, all rule proposals were reviewed and recommended by the appropriate advisory council before presentation to the Board for adoption. As required by the Administrative Procedures Act, at least one rulemaking hearing was conducted for every rulemaking action.

Rules approved by the Board must be affirmatively approved by the Governor, and not disapproved by the Legislature, before becoming effective. Two rule proposals adopted by the Board in June of 1999 are awaiting legislative review during the 2000 legislative session. All other rules adopted by the Board in FY99 already have received affirmative gubernatorial and tacit legislative approval.

As has been the case in recent years, rulemaking in FY99 continued to be largely a matter of clarification, simplification, and conformance to changes in federal programs, rather than of new initiatives. No new rules chapters were adopted in FY99, except for those which replaced existing chapters as part of the Department's "Re-Right/De-Wrong" rules simplification effort.

The more notable rule actions in FY99 were:

- adoption of rules memorializing largely existing department criteria for award of grant funds
- adoption of federally-mandated revised ozone and particulate matter criteria
- adoption of rules to lay the groundwork for Oklahoma to receive "Agreement State" (delegated program) status from the Nuclear Regulatory Commission
- adoption of revised rules on landfill Waste Exclusion Plans and vegetation

## Board and Council Rulemaking, FY99

RULES	SUBJECT MATTER	ADOPTED	TYPE	EFFECTIVE
002 DEQ Procedures	Local funding criteria	06/22/99	emergency	08/03/99
			permanent	pending**
100 Air Pollution Control	NSPS, MSWLFs	09/15/98	emergency	11/02/98
			permanent	06/01/99
" "	Revised ozone and particulate matter standards	09/15/98	permanent	06/01/99
" "	Gins, elevators, opacity, NESHAP update	11/10/98	permanent	06/01/99
" "	Regis., permitting, fee adjustments, MACT, VOCs	03/05/99	permanent	06/11/99
200/205 Hazardous Waste Mgt.	Mercury-containing bulbs as "universal wastes"	06/09/98*	emergency	07/20/98
" "	Re-Right/De-Wrong (replace Chap. 200 w/ Chap. 205)	09/15/98	emergency	11/02/98
" "	Re-Right/De-Wrong plus adoption by ref. update	03/05/99	permanent	06/11/99
" "	Correction of erroneous federal rule citations	06/22/99	emergency	08/03/99
" "	Tech. corr., mixing restric., buffer zone amd., records	06/22/99	permanent	pending**
400 Radiation Management	Agreement state framework and fees	03/05/99	permanent	06/11/99
510 Munic. Solid Waste Landfills	Revised zoning rule, records retention clarification	06/09/98*	emergency	07/20/98
			permanent	06/01/99
" "	Interim cover, WEPS, finan. assur. changes	03/05/99	permanent	06/11/99
520 Solid Waste Mgmt.	Revised zoning rule	06/09/98*	emergency	07/20/98
			permanent	06/01/99
" "	Interim cover, tire rule, finan. assur. changes	03/05/99	permanent	06/11/99
640/641 On-Site Sewage Disposal	Re-Right/De-Wrong (replace Chap. 640 w/ Chap. 641)	03/05/99	permanent	06/11/99
700 Operator Certification	Re-Right/De-Wrong (incl. revoc. of Subch. 11)	03/05/99	permanent	06/11/99

\* Although adopted in FY 98, rules adopted on 6/09/98 became effective in FY 99

\*\*Pending rules are subject to 2000 legislative review (06/01/2000 effective date is sought)

## DEQ ORGANIZATION

### Administration

Administrative Services is the managerial and operational arm of the Department of Environmental Quality and includes the Office of the Executive Director, Legal Services and Support Services. Administrative Services continues to be funded through indirect sources rather than from appropriated funds.

The Office of the Executive Director is responsible for mission and goal development, departmental vision, policy and direction, final authority for permit approval, administrative orders, rules development and litigation. The General Counsel is housed in this office and, through the agency's Legal Services, oversees the legal affairs of the agency. Additionally, the Office of the Executive Director serves as the initial point of contact for the Governor's Office, the Legislature and other state and federal agencies. The agency's public information office which handles media relations is also managed and coordinated through the Executive Director's Office.

Support Services provides all fiscal, personnel, building infrastructure and information management services for the agency.

### Air Quality

The Clean Air Act, last amended in 1990, provides the national framework for efforts to protect air quality. The Air Quality Division (AQD) implements the state and federal Clean Air Acts. As part of this implementation, the division recommends adoption of rules, promotes compliance efforts, enforces rules, and develops pollution prevention strategies to reduce emissions and improve air quality. The operational strategies and procedures of AQD are contained within an EPA-approved State Implementation Plan. This plan includes rules and strategies developed at the state level for implementing the various federal air quality programs. DEQ has acquired delegation of most EPA air quality programs that are available.

### Customer Services

The Customer Services Division provides support to customers inside and outside the agency through two major sections, the Customer Assistance Program and the State Environmental Laboratory.

The Customer Assistance Program houses the offices of citizen, local government and business assistance. Integral to the operation of these offices are the agency's pollution prevention, small business assistance, rural assistance, risk assessment, risk communication and laboratory certification activities. In this multi-faceted role, the Customer Assistance Program provides a single point of access for agency information and services.

The State Environmental Laboratory also operates within the Customer Services Division. The organic and inorganic laboratories provide analytical support to various programs within DEQ, to other state agencies, to the state's 1,700 public water supply systems and to citizens who request services. The Customer Services Division also houses the quality assurance/quality control officer for the agency.

### Environmental Complaints And Local Services

The Environmental Complaints and Local Services Division (ECLS) has consolidated offices in two areas and now has 35 field offices across the state. The staff of these offices provide the agency's front line of contact for the Oklahoma citizens with environmental concerns. The field staff makes the initial response and investigation of all environmental complaints, hazardous materials spills and other environmental emergencies. ECLS employees also perform compliance monitoring inspections of permitted facilities, respond to citizen requests for services such as individual sewage disposal system percolation tests and inspections, and assists communities in identifying and correcting infrastructure problems.

### Waste Management

The Waste Management Division provides solid waste and hazardous waste planning, management, enforcement, facility design, and groundwater protection services. Oklahoma has been authorized to carry out a state

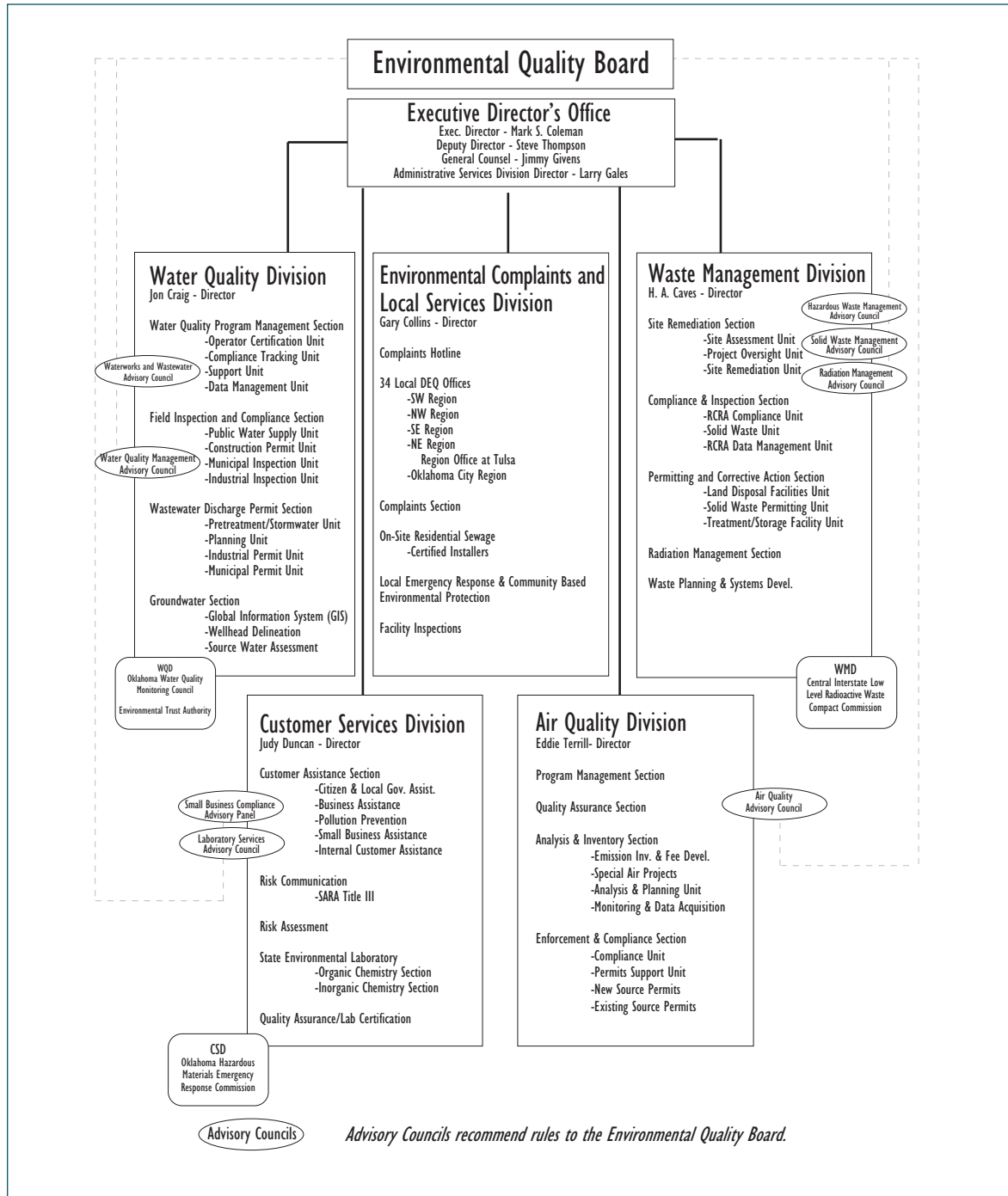
hazardous waste program pursuant to the federal Resource Conservation and Recovery Act (RCRA) since January 1985. Under RCRA, the division oversees the generation, transportation, treatment, storage, disposal, and recycling of hazardous waste throughout the state. The division is responsible for regulating municipal solid waste, industrial waste, and other non-hazardous solid waste under the authority of the Oklahoma Solid Waste Management Act. Additionally, the division manages regulatory activities for the use of atomic energy and other sources of ionizing and non-ionizing radiation.

The division also carries out activities as required by the Comprehensive Environmental Response, Compensation and Liability Act of 1980 (CERCLA), as amended by the Superfund Amendments and Reauthorization Act of 1986, popularly known as the Superfund program. This national program directs the cleanup of contaminated sites when public health or the environment are threatened by improperly handled or abandoned hazardous substances. Apart from the Superfund sites this division ensures the cleanup of many other contaminated areas throughout the state as part of a broader Brownfields/voluntary cleanup effort.

### Water Quality

The Water Quality Division manages programs related to Oklahoma's wastewater discharges from industrial and municipal facilities, storage and disposal of industrial and municipal wastewater, and protection of public water supplies. Programs include evaluation of stream, lake and ground water quality, management of storm water requirements, evaluation of public water supply wells, evaluation and approval of municipal construction plans, enforcement of industrial, municipal and public water supply regulations and training and certification for water and wastewater operators. In FY99, the Water Quality Division received authority from EPA headquarters to regulate storm water, the final component of the assumption of the federal wastewater regulation program known as the National Pollutant Discharge Elimination System (NPDES) program. This program allows construction and industrial multi-sector facilities to receive a general permit from DEQ.

# DEQ Organization Chart



# CUSTOMER ASSISTANCE

## Outreach

### General Outreach

The Customer Services Division serves as a single point of initial contact for environmental permitting functions. The division responds to numerous generic requests by furnishing lists of permittees or copies of rules and providing technical assistance. Company-specific responses were developed in cases where companies expressed interest in development or growth.

### Permit Assistance Teams

A Permit Assistance Team (PAT) may be formed when a business proposes to locate in a specific area. An initial meeting is facilitated to bring together staff from each of the DEQ's environmental programs which might require permits of the proposed facility. Through the exchange of information, DEQ can more specifically determine what permits might be needed and provide the proposed facility with time frames for completion of each permitting step. The Customer Services Division continues to work with the applicant and within the agency to assure that agreed upon time frames are met for submittal of permit applications and that permit review is performed in an expeditious manner.

### Customer Services Economic Development

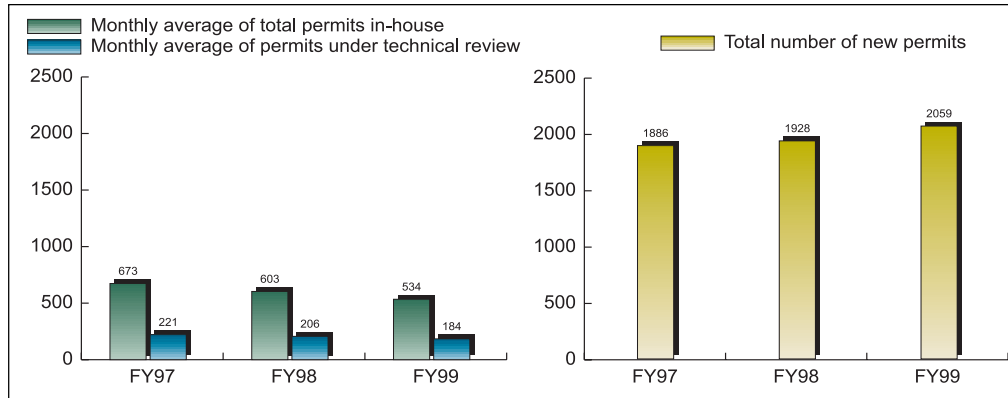
Staff from the Customer Services Division participate with the Rural Enterprise Team and the Oklahoma Rural Development Council (ORDC) by attending local ORDC

## General Outreach

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Customer Assistance Services Provided to:					
Corporations	200	198	215	190	803
Cities/Towns	170	160	199	195	724
Other Government	20	18	28	27	93
Citizen Groups	0	4	2	3	9
Individuals	1,200	1,254	1,310	1,283	5,047
Permit Assistance to New Business & Industry	1	1	4	2	8

## Permit Administration

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Public Meetings	1	3	1	3	8



Left: Customer assistance is also benefited by tracking permits in a timely basis. Tracking permits helps DEQ meet permitting and efficiency goals which in effect, increase overall customer satisfaction. During the last three Fiscal Years, DEQ has had a steady increase in the number of new permits, yet has reduced the average number of permits in-house at any given time.

sponsored coalition meetings. Participants in these meetings include local elected officials, business and community leaders, citizen volunteers and other governmental entities. These coalition meetings facilitate local problem identification, resource identification and leadership training.

### Air Quality Outreach Services

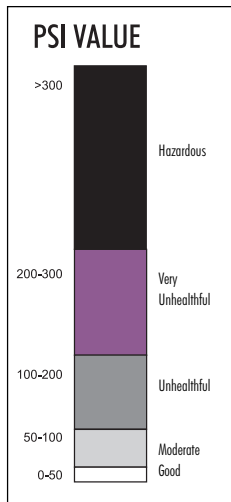
Air Quality Division (AQD) staff participate in activities with the Association of Central Oklahoma Governments (ACOG), the Indian Nations Council of Governments (INCOG) and the Association of South Central Oklahoma Governments (ASCOG). The Clean Air Alert programs for Oklahoma City, Tulsa and Lawton are an example of the cooperative efforts of AQD and these groups. Oklahoma City and Tulsa have also received Clean Cities status through these activities.

The Clean Air Alert program and the Pollutant Standards Index (PSI) are used by AQD to keep the public informed of Oklahoma's air quality status and potential health effects.

Clean Air Alert days are called when there is high probability that a National Ambient Air Quality Standard (NAAQS) might be exceeded. In essence, the alert is announced in order to prevent such an occurrence and to avoid nonattainment. Clean Air Alerts are predictions that air pollution levels will approach the NAAQS on the following day. These predictions are based on a number of parameters including wind speed, cloud cover, air mixing height, and other weather data collected from the National Weather Service. If it is determined that the following day has a high probability of exceeding the NAAQS, a series of events takes place. In Oklahoma City,



The above is displayed to inform about an upcoming Clean Air Alert Day.



Above is a sample of a PSI scale.

AQD contacts the Association of Central Oklahoma Governments (ACOG) and in turn, ACOG makes the official announcement to the media. The Regional DEQ Office in Tulsa makes the official announcements and notifications for the Tulsa area. These announcements allow industry and the public to plan accordingly and avoid activities that contribute to the problem. Clean Air Alert days in Oklahoma City and Tulsa are usually necessary for carbon monoxide and ozone only, since they are the more problematic pollutants in Oklahoma. In FY99, Tulsa called 11 “alert” days for ozone and Oklahoma City called 13 for ozone. Neither area called an “alert” for carbon monoxide.

The PSI was developed by the EPA to provide a simple, uniform way to report daily air pollution concentrations and any possible adverse health effects to the public. It places the maximum emphasis on acute health effects occurring over short periods of time. The PSI is used to measure five of the six criteria pollutants. Lead is excluded since it has only a quarterly value.

categories above 100 are **unhealthy**, **very unhealthy**, and **hazardous**. Values in these categories can result in actions ranging from an open burning ban to the required cessation of some industrial and commercial activities. PSI values are calculated for five criteria pollutants. The pollutant with the highest calculated PSI determines the reported value for the day. Thus, the PSI represents the worst daily air quality experienced in a given area. The PSI for Oklahoma City can be obtained by calling (405) 702-4234 and the PSI for Tulsa can be obtained by calling (918) 744-7664. The recording is updated daily and provides the index number, the pollutant that set the index, a descriptor word, and any necessary precautions. Values for Oklahoma City and Tulsa are usually in the good to moderate range.

### Customer Services Training Materials

The wastewater sewage lagoon or stabilization pond is the most common form of municipal wastewater treatment in Oklahoma. Although lagoons are relatively simple to operate, they are the source of many problems because of the tendency to regard this form of waste treatment as a no-maintenance rather than a low-maintenance alternative. Customer Services Division coordinated with EPA, Rose State College, and other DEQ divisions in the filming of a video and development of training materials on the operation and maintenance of wastewater lagoons. The

video is designed to catch the attention of the managing board of a wastewater lagoon, whether that may be a Town Council or a Homeowners Association, and give them an overview of what is needed to operate the system in compliance with DEQ rules. The companion manual is designed as a detailed reference for the system operator.



Left: Stabilization Ponds Operations Manual in production.

As the saying goes, “A picture is worth a thousand words.” Today’s society is attuned to receiving information through the use of video technology. The lagoon video is a first attempt by DEQ to develop and produce an agency-owned video training material. DEQ plans this to be a prototype for future use of video technology. A video for use in municipal wastewater pretreatment programs is now in the planning phase.

## Air Quality Clean Air Alerts

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Clean Air Alerts					
Oklahoma City	13	0	0	0	13
Tulsa	10	0	0	1	11

The PSI represents pollutant concentrations on a scale numbered 0 to 500. The numbers on the scale relate to potential health effects of the criteria pollutants. A PSI value of 100 corresponds to the NAAQS for the criteria pollutant. A PSI value below 100 is satisfactory, but a value above 100 indicates that an unhealthy level of that pollutant exists. To further describe air quality, the scale is divided into five “descriptive words.” A PSI value between 0 and 50 indicates **good** air quality, and the range of 50 to 100 indicates **moderate** air quality. The three

## Requested Services

### Environmental Complaints and Local Services

ECLS Division performs percolation tests and inspects on-site sewage disposal system installations upon request. These inspections serve as permits to construct and operate

## Requested Services ECLS

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
ECLS Requested Services					
Private Sewage					
File Searches	265	183	188	270	906
Percolation Tests	844	587	654	703	2788
Existing System Inspections	284	251	238	281	1,054
Plat Reviews	28	24	19	27	98
Final Inspections	1,231	992	965	1,010	4,198



on-site sewage disposal systems of all types. The process was simplified by certifying qualified installers to inspect and approve their own installations of the most basic type of system, septic tanks with lateral fields. During this past year, the process was further simplified by implementing three levels of certification that allow fully certified installers to inspect their own installations of all types of systems.

In FY99, ECLS responded to 9,044 requests for file searches, percolation tests and inspections pertaining to on-site sewage.

### Air Quality Division

As a response to public inquiries, Air Quality Division publishes the Air Toxic Monthly Update to address new information regarding federal and state air toxics programs. DEQ's Air Toxics program also updates and maintains a "Partial Listing of Air Toxics." This health-based list consists of 1,614 categorized air toxics, about 200 of which are not subject to Oklahoma regulation. The program also provides assistance to groups within Air Quality including permitting, compliance and enforcement as well as other divisions within DEQ. Continued assistance is provided in review of Title V permits, implementation of MACT standards and other related Title III programs.

The Air Quality Environmental Education Committee also receives several requests each year to present information to numerous tribal affiliates, specific industry groups and various environmental federations, councils and schools.

## Pollution Prevention

Pollution Prevention (P2) is the reduction or elimination of pollution at the source (source reduction) instead of at the

## Pollution Prevention

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Pollution Prevention Activities					
Technical Assistance					
Site Assistance Visits	2	2	3	3	10
Requests for Information	200	155	195	180	730
Educational Outreach					
Publish P2 Literature	1	3	2	4	10
Seminars, Workshops & Presentations	8	7	3	2	20
Disseminate P2 Information	375	280	350	400	1,405

end-of-the-pipe or stack. Pollution prevention occurs when raw materials, (water, energy and other resources) are utilized more efficiently, when non-hazardous substances are substituted for hazardous ones, or when toxic substances are eliminated from the production process.

The P2 program often provides services through a unique blend of partnerships between the public and private sectors. The continued development of program services incorporates the input of a non-mandated, voluntary advisory committee. The eight-person committee is comprised of representatives of business and industry, local government, consultants and environmental activists.

The major source of funding for P2 program activities comes from the competitive Pollution Prevention Incentive for States (PPIS) grant program which provides matching funds to states to support pollution prevention activities and develop state programs. Since its inception in 1990, the DEQ P2 program has been awarded approximately \$680,000 in federal funds.

During this period, the program sought to expand its traditional scope from a primarily industrial focus to include additional activities with cities and towns. Through the competitive PPIS program, the DEQ P2 program secured funding to facilitate these activities.

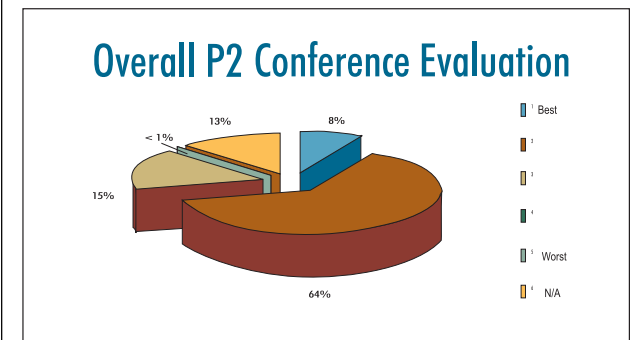
### P2 Seminars

During August and September, there were 14 seminars for the 1998 Regulatory Compliance Summit: Turning Regulations into Profit (a joint public/private sector partnership that included the Oklahoma Department of Labor). There were approximately 250 attendees — primarily from small businesses. Some of the industries represented are listed in the next column.

- Automotive parts retail
- Automotive repair and refinishing
- Cable television
- Heating, ventilation and air conditioning retail and repair
- Hospitals, laboratories, and nursing homes
- Local government (Shawnee, Tulsa, Weatherford, Ardmore)
- Metal fabricating
- Metal finishing
- Miscellaneous manufacturing
- Oilfield service
- Petroleum refining
- Printing
- Retail/Convenience stores

These seminars were organized and supported by a consortium of private sector entities.

The P2 program also began a series of seminars directed specifically to the automotive service and repair sector in May 1999. The Pretreatment Cities Association is the co-sponsor of these seminars and the first of these was hosted by the City of Muskogee Industrial Pretreatment.



### P2 Conference

P2 Program staff hosted the Region 6 P2 Conference on June 14-16, 1999 at the College of Continuing Education in Norman, OK. There were two tracks for this conference. One track, P2, Pretreatment & POTWs, featured speakers on varying topics of interest to pretreatment coordinators. The second track was a training session on A Systems Approach to Pollution Prevention. Dr. Robert Pojasek, an Adjunct Faculty Lecturer with the Harvard School of Public Health, conducted this training. There were 85 participants for this conference.

## P2 Technical Assistance

During FY99 the P2 program continued its efforts to provide requested technical assistance to customers. This technical assistance took the form of Site Assistance Visits (SAVs), telephone assistance, technology transfer and research information.

The P2 Program staff:

- Conducted ten SAVs: printing, electroplating, automobile repair and service, electronics, metal fabricating, metal casting, plastic molding
- Provided process and vendor information (telephone and mail) to federal facilities (DoD, USPS, USGS, and USACE), tire manufacturers, auto repair and service garages, electroplaters, auto parts retailers, etc. This continues to be a much-requested service. Staff members receive an average total of 24 telephone calls per week; 15 of which are specifically P2 related. The majority of these calls are from businesses. However, the number of calls from individuals, civic organizations, and students has been increasing steadily.

## P2 Publications

P2 staff identifies the need for particular, specific information during the course of activities. The following publications were developed as a result of identified need:

- *Universal Waste* (1000 printed, approximately 500 disseminated)
- *Management of Mercury Containing Lamps* (1000 printed, approximately 500 disseminated)
- *Self Reporting Policy* (1000 printed, approximately 200 disseminated)
- *Mercury* (fact sheet — 250 copies disseminated)
- *What is Waste Reduction?*

The following fact sheets/publications were developed for distribution at seminars co-sponsored by DEQ and Oklahoma Small Business Development Centers, or DEQ with other identified partners such as the Pretreatment Cities Association.

- *Waste and Emission Reduction for Dry Cleaners*
- *Pollution Prevention and Waste Reduction for Wood Furniture Manufacturers*
- *Vehicle Maintenance and Repair Self-assessment*
- *Developing a Coolant Management Program for Machining Operations*

*Environmental Regulations: A Small Business Primer* has also been developed for distribution to the small business community.



## Oklahoma Materials Exchange (OKMaX)

The Oklahoma Materials Exchange (OKMaX) was established in June 1999. The objective of the program is to provide an opportunity for generators of materials or equipment to make contact with other businesses and/or individuals interested in recycling or reusing these materials. OKMaX acts as an information clearinghouse, facilitating the exchange of information.

## Tax Credit from the Recycling, Reuse and Source Reduction Incentive Act

Equipment purchased and installed for the reduction of hazardous waste may qualify for a 20% tax credit from the Oklahoma Tax Commission. Upon evaluation by the DEQ of an application in accordance with 27A O.S. § 2-11-304(A)(1)-(4), DEQ will issue a certificate to the Oklahoma Tax Commission specifying the actual or estimated agreed net investment cost of approved recycling, reuse, or source reduction processing operations. The following operations and equipment may be eligible for this credit:

**Energy recovery.** Energy recovery from the destruction of a hazardous waste may be considered as recycling, and the equipment or devices needed to effectuate such recovery may be eligible.

**Remedial action.** Equipment installed for the purpose of recycling or reuse of hazardous waste recovered as a result of the cleanup of spills and/or remedial action at hazardous waste sites may be eligible.

**Replacement of equipment.** Replacement of existing equipment is eligible for consideration.

**Any particular piece of equipment,** plant, or property shall only be eligible for one tax credit allowance.

**Trucks, trailers, containers, portable storage units** or similar items that are necessary for the installation of processes used for the recycling, reuse or source reduction of hazardous waste may be considered.

**Equipment purchased or leased** but not used solely for

the recycling, reuse or source reduction of hazardous waste will be prorated based on use.

Only equipment that is physically used in Oklahoma is considered.

## Pollution Prevention - Air Quality

Air Quality Division is involved in several proactive pollution prevention programs such as the Anti-Tampering Program, Alternative Fuels, and Clean Cities. The Anti-Tampering Program affects Oklahoma's two major metropolitan areas, Tulsa and Oklahoma City. This is a pollution prevention program aimed at reducing motor vehicle emissions. It is conducted in collaboration with the Oklahoma Department of Public Safety (DPS).

As part of the annual vehicle safety inspection, emission systems are visually checked to ensure the emission components are properly installed and functioning. Vehicles registered to individuals living in the Oklahoma City and Tulsa metropolitan areas are subject to this inspection. All vehicles weighing up to 8,500 pounds and built in 1979 or after must undergo this anti-tampering inspection. Approximately 1,127,000 anti-tampering inspections were performed during FY99. Additionally in FY99, AQD staff conducted 172 covert audits of official vehicle inspection stations in the two metropolitan areas. Stations that are performing improper inspections are subject to enforcement actions by DPS.

Clean Cities is a locally based government/industry partnership that is coordinated by the U.S. Department of Energy (DOE). The Air Quality Division represents the agency in Clean Cities as a participating stakeholder. One of the goals of Clean Cities is to improve air quality in central Oklahoma by expanding the use of alternative fuels. Motor vehicle emissions are a large contributor to air pollution. Using alternative fuels in vehicles is a reasonable and logical way to reduce these emissions. The Central Oklahoma Clean Cities stakeholders worked with Edmond Memorial High School to produce a Clean Cities magazine. The high school students gathered information and put together a very professional publication to promote the use of alternative fuels in Oklahoma.

Advanced technological developments in alternative fuel vehicles occur every day and their use is becoming more widespread. Alternative fuels are fuels other than gasoline

or diesel such as compressed natural gas (CNG), propane, electricity, methanol, and ethanol. There are several reasons why alternative fuels are being developed and used. The U.S. consumes much more oil than it can produce. Alternative fuels are domestically produced, resulting in less dependence on imports. They also produce fewer emissions than gasoline and diesel because they burn more completely.

To support the development and use of alternative fuels, DEQ has incorporated several CNG vehicles into its fleet and remains committed to the use of this fuel. As the technology improves and more fueling stations are added, the state expects to continue to expand CNG usage. Air emission standards for new cars are becoming more stringent and most alternative fuel vehicles will meet these standards. Expect to see more alternative fuel vehicles on the road in the future.

## Radon

Although radon is not a major concern in most areas of Oklahoma, the Radiation Management Section of Waste Management Division continued to work with the EPA to address radon in areas where needed. Eleven schools were tested for radon in the following Public School Districts: Salina, Chouteau, Okmulgee, Coweta, Konawa and Cement. The Radiation Management Section received and addressed over 150 telephone inquiries regarding radon. In addition to the Oklahoma radon testing results which were posted on the Internet, additional radon information was posted, including how to acquire certifications for radon testing and abatement. Waste Management Division staff represented the DEQ at regional and national meetings and provided a Radon Awareness presentation to the Union City Elementary School.

## Private Water Supply

At the request of well owners, DEQ's Environmental Complaints and Local Services Division will perform well evaluations to help owners satisfy lending institution's requirements. Additionally, the DEQ evaluates wells for owners who are concerned about the bacteriological safety and structural integrity of their water wells. In FY99, the DEQ performed 385 private water well evaluations. The

## Private Water Supply

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Requested Services					
Private Water					
Water Well Evaluations	113	96	77	99	385

DEQ also provides water well maintenance fact sheets that may be obtained at any local DEQ office, or on the DEQ web page. These fact sheets show citizens how to routinely treat their wells which greatly enhances bacteriological safety.

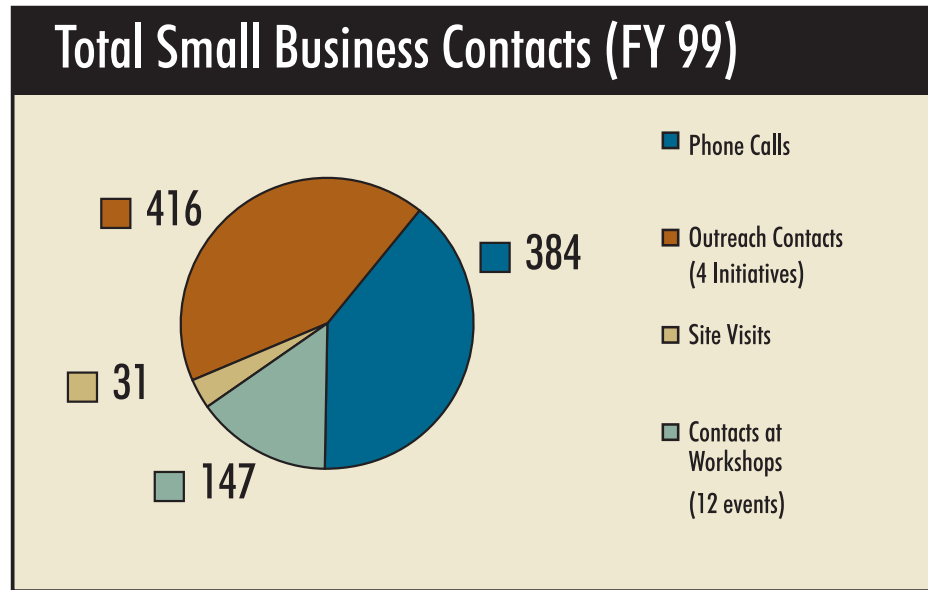
## Small Business Assistance

Small businesses constitute more than 90 percent of the business within the state, and helping them is a very important part of keeping Oklahoma strong and vibrant. The Small Business Assistance Program (SBAP) is committed to providing quality environmental regulatory and technical assistance to the small business community in Oklahoma. The SBAP achieves this through a variety of means: responding to phone inquiries, industry specific outreach efforts, on-site technical assistance and workshops.

Another very important way in which the SBAP helps the small business community in Oklahoma is to act as their advocate. This is accomplished by the SBAP playing a very active role in rule reform and revision, as well as policy development within the Air Quality Division. During FY99, the SBAP participated in four major initiatives within the AQD involving small businesses: development of the implementation strategy and plan for the National Emission Standards for Hazardous Air Pollutant, revision of the VOC control rules, revision of the Air Toxics rule and implementation of the Hospital, Medical and Infectious Waste Incinerator (HMIWI) rule.

## Environmental Education

Environmental education is the key to creating our future environmental stewards. DEQ supports educators in a number of ways. DEQ produces and distributes a variety of



Left: Pie chart showing the variety of methods used to contact Oklahoma small businesses. This chart shows how phone calls and outreach are the two most used methods of helping DEQ customers.

## Environmental Education - Waste Management

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
<b>Public Education</b>					
Audio/Visual Materials Produced	2	0	2	4	8
Conferences/Displays	8	3	5	11	27
Presentations at Conferences	3	6	5	3	17
Public Contacts	1,078	1,128	1,493	1,991	5,690
Information Packets Distributed	435	255	536	658	1,884
Speeches	22	11	19	21	73
<b>Environmental Education</b>					
Solid Waste Training "Formerly A-Way-With-Waste"					0
Adult/Community Education	4	2	1	0	7
K-12 Outreach	18	13	8	3	42
<b>Recycling Information</b>					
Presentations/Technical Assistance	10	13	10	16	49
Recycle Training	11	2	2	1	16
Recycle Program Assistance (Agencies/Schools)	15	19	38	32	104
Speeches	6	5	5	6	22
Recycle Market Development	1	1	3	2	7

lesson plans, classroom activities, and resource materials for teachers. Upon request, DEQ's education experts deliver classroom presentations and work with school environmental clubs. The agency pursues a number of projects like the "Oklahoma, Keep Our Land Grand" poster contest, the Annual EE Expo, the ECO Summit and the high school Envirothon designed to stimulate student interest in environmental education. Through the sale of environmental license tags, DEQ also generates financial resources that are channeled directly into educational efforts.

### Air Quality Environmental Education

The Air Quality Education Committee works to coordinate environmental education through the DEQ education network as well as the Oklahoma Environmental Education Coordinating Committee. The committee is comprised of enthusiastic Air Quality employees who volunteer to actively promote environmental awareness and education in Oklahoma. This goal is achieved through the development and distribution of teaching materials focusing on air quality. Additionally, speakers are provided for a variety of events such as classroom lectures, conservation resource days, teacher conferences and environmental fairs. In FY99

the Education Committee participated in 31 outreach events impacting over 8,400 children and adults.

AQD is also educating teachers, caretakers, medical specialists, parents, and children about lead-based paint hazards by creating and distributing materials such as pamphlets, calendars, posters, mouse pads, buttons, and stickers which display the message "Be LEAD Aware." Additional information on air quality education can be found in the Air Quality section of the DEQ web page.

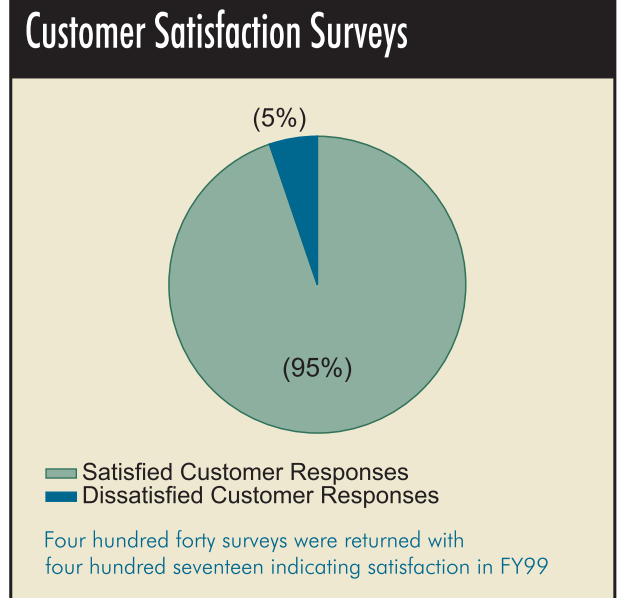


Above is the Air Quality Lead Awareness campaign logo.

## Customer Satisfaction

DEQ distributes customer satisfaction surveys to all parties in the complaint process and to everyone requesting on-site sewage services. In the complaint program, a survey is sent with the final correspondence, both to the complainant and to the responsible party. This survey allows the citizen to evaluate response, investigation timeliness and professionalism. Four hundred forty surveys were returned with four hundred seventeen indicating satisfaction in FY99. The twenty-three that indicated dissatisfaction were contacted and their concerns were discussed and addressed where possible. In the on-site sewage program, surveys are mailed to customers along with documents they have requested. In our first year of sending surveys for requested services, sixty-seven surveys were returned with sixty-two indicating satisfaction with our service.

A permit satisfaction survey is sent out with every permit completed by the agency. In FY99, ninety-eight percent of respondents rated the agency's overall performance as "good" or "excellent." Only two applicants expressed serious dissatisfaction, in both cases regarding minor permits and disputing the usefulness of the permit requirement.



The above illustrates the overall satisfaction of DEQ services.

## Special Recognition

### Recycling Awards

Recognizing people for good deeds not only helps build pride, but also encourages others to follow. DEQ capitalized on this concept in association with the national America Recycles Day by awarding special certificates to communities with successful recycling programs.

### Keep Oklahoma Beautiful

DEQ is a prominent supporter of Keep Oklahoma Beautiful, an organization whose primary goal is to cultivate volunteer activities in keeping Oklahoma beautiful. The annual Keep Oklahoma Beautiful awards banquet is one of the premier events for recognizing public-spirited Oklahomans.

### DEQ Excellence in Pollution Prevention Awards

The enabling legislation for the P2 program gave the DEQ authority to establish programs for the recognition of progress in pollution prevention. FY99 saw the establishment of the DEQ Excellence in Pollution Prevention Awards. The awards are presented to applicants in the following categories:

- Large Business
- Small Business
- Large Oil and Gas
- Small Oil and Gas
- Large Agricultural Effort
- Small Agricultural Effort
- Large Public Entity
- Small Public Entity

The following types of projects are considered for awards:

- Waste Reduction
- Nonpoint Source Pollution Prevention
- Waste Minimization
- Recycling
- Air Quality
- Water Quality
- Technical
- Community Outreach
- Conservation /Beautification
- General Environment
- Composting

The application packet for P2 Awards is available on the Customer Services web page.

### EPA Environmental Excellence Award

DEQ's Water Quality Division also recognizes permitted facilities for good deeds. In association with the EPA, DEQ nominates facilities for the Environmental Excellence Award. The FY99 winner of this award was the community of Midwest City, Oklahoma. The community received a plaque, was authorized to fly a special flag recognizing its accomplishments and received publicity through news releases explaining its accomplishments to the public.

### Environmental Education Grants

DEQ serves as an active member of the Environmental Quality Education Committee. Through this committee, DEQ recognizes and supports innovative programs with Environmental Education and Environmental Field Trip Grants to create awareness of actions which enhance Oklahoma's environment. Innovative programs are those which promote practical information and education about air quality, water quality and waste management issues in Oklahoma. DEQ awards these grants to Oklahoma schools and organizations throughout the state. DEQ accomplishes these recognition programs through funds provided by the sale of the Oklahoma Environmental License Plates.

DEQ also recognizes innovative environmental programs by coordinating with Weyerhaeuser Company in awarding "Weyerhaeuser Excellence in Recycling Award" grants to Oklahoma Schools. Oklahoma schools are given \$1,000 grants for excellence in recycling or waste reduction.

### Environmental Education License Tag Grant Winners

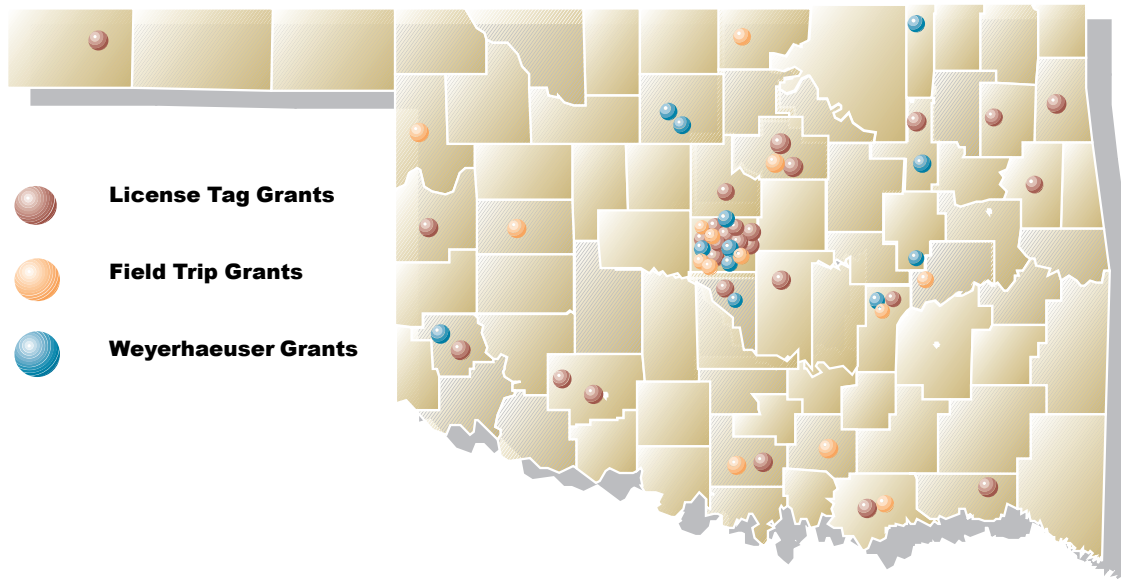
Twenty-five competitive grants each worth \$500 were awarded to the following organizations:

Harrah Middle School, Harrah  
Jay High School, Jay  
Upper Washita Conservation District, Cheyenne  
Putnam City High School, Warr Acres  
OKAEE, Stillwater  
Capitol Hill Elementary, Oklahoma City  
Del City High School, Del City  
Northeast Vo-Tech, Pryor  
Glenwood Early Childhood Center, Ada  
Midwest City High School, Midwest City  
Guthrie High School, Guthrie  
Lincoln Elementary, Norman  
Stillwater Middle School, Perkins  
Owasso High School, Owasso  
Cache Middle School, Cache  
Pottawatomie County 4-H, Shawnee  
Edison Elementary, Mangum  
Eisenhower Junior High School, Lawton  
Deer Creek Prairie Vale, Edmond  
Dustin School, Dustin  
Ardmore High School, Ardmore  
Durant Intermediate, Durant  
Valliant High School, Valliant  
Andrew Johnson Elementary, Oklahoma City  
Central Elementary, Tahlequah  
Myriad Botanical Gardens, Oklahoma City  
Northern Hills Elementary, Edmond  
Boise City Elementary, Boise City  
Ada High School, Ada



*Left is a sample of the newest Oklahoma Environmental License Plate.*

# Environmental Education Grant Distribution Map



The above indicates the distribution of Environmental Education Grants throughout the state given to Oklahoma schools during FY99.

## Environmental Education Field Trip Grant Winners

Ardmore High School, Ardmore  
 Bray-Doyle High School, Bray  
 Clinton High School, Clinton  
 Edmond Memorial, Edmond  
 Dustin Schools, Dustin  
 Hanna High School, Hanna  
 Moore High School, Moore  
 Putnam City High School, Oklahoma City  
 Rock Creek High School, Bokchito  
 Santa Fe High School, Edmond  
 Shattuck High School, Shattuck  
 Southeast High School, Oklahoma City

## Weyerhaeuser Excellence In Recycling Winners

Andrew Johnson Elementary, Oklahoma City  
 Chisholm High School, Enid  
 Copan Public Schools, Copan  
 DeWitt Waller Jr. High, Enid  
 Dustin Public Schools, Dustin  
 Edison Elementary, Mangum  
 Glenpool Middle School, Glenpool  
 Henryetta High School, Henryetta  
 Lincoln Elementary, Norman  
 Northern Hills Elementary, Edmond  
 Putnam City High School, Warr Acres  
 Southeast High School, Oklahoma City

## Public Information

### Publications

DEQ disseminates information to individual citizens, businesses, local governments, other state/federal governments, formal and informal groups, teachers, students, and professional societies through various publications and electronic media. To perform this effort, DEQ develops brochures, fact sheets, publications, technical reports, and many other materials. Much of this information is also available through the DEQ web site at <http://www.deq.state.ok.us>.

### Media Relations

An important responsibility of the DEQ is communication with agency customers. One way this is accomplished is by communicating through the news media. DEQ does this by issuing news releases, statewide and targeted to media in specific regions of the state. During FY99 the Public Information Officer issued 175 news releases, an average of more than four per week. Statewide news releases dealt

## Public Information - Publications

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Public Information - Publications					
Designs/Illustrations/Graphics Produced	52	61	64	86	263
Brochures Developed	5	7	6	1	19
Fact Sheets Developed	1	0	0	1	2
Publications Produced	5	3	4	5	17
Technical Reports	0	0	1	0	1

with a variety of DEQ programs. A few of these included the Pollution Prevention program, how people can access SARA Title III reports and what the information means, and how rural residents can disinfect private water wells. In December 1998, the media relations office assisted the City of Cushing during the removal of an old oil refinery. The equipment was discovered to contain about 11,000 gallons of anhydrous hydrofluoric acid. On Sunday, December 13th, the City evacuated about one-third of its residents while the acid was removed from the cracking units. DEQ's Public Information Officer assisted city officials handling the influx of media that included all the Oklahoma City and Tulsa television stations, four daily newspapers and the Associated Press. DEQ issued a series of news releases prior to, during, and following the evacuation.

On the evening of May 3, 1999, a series of F5 plus tornadoes devastated a large portion of central Oklahoma including Newcastle, Mulhall, Stroud, southern Oklahoma City, Moore, Del City and Midwest City. The national news media arrived in force the next day. A large number of DEQ employees were directly involved in the cleanup following the storms. The Public Information Officer issued daily updates following the storm. In addition, the DEQ's role in the clean up was covered by the national news media including USA Today, the Associated Press, CNN, NBC, CBS, ABC, and Fox news. DEQ field staff were interviewed numerous times by the local and state press.

## Public Information - Media Relations

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Media Relations					
Press Releases	31	41	38	65	175
Responses to Media Inquiries	153	151	171	315	790
Interviews Initiated	15	21	14	10	60

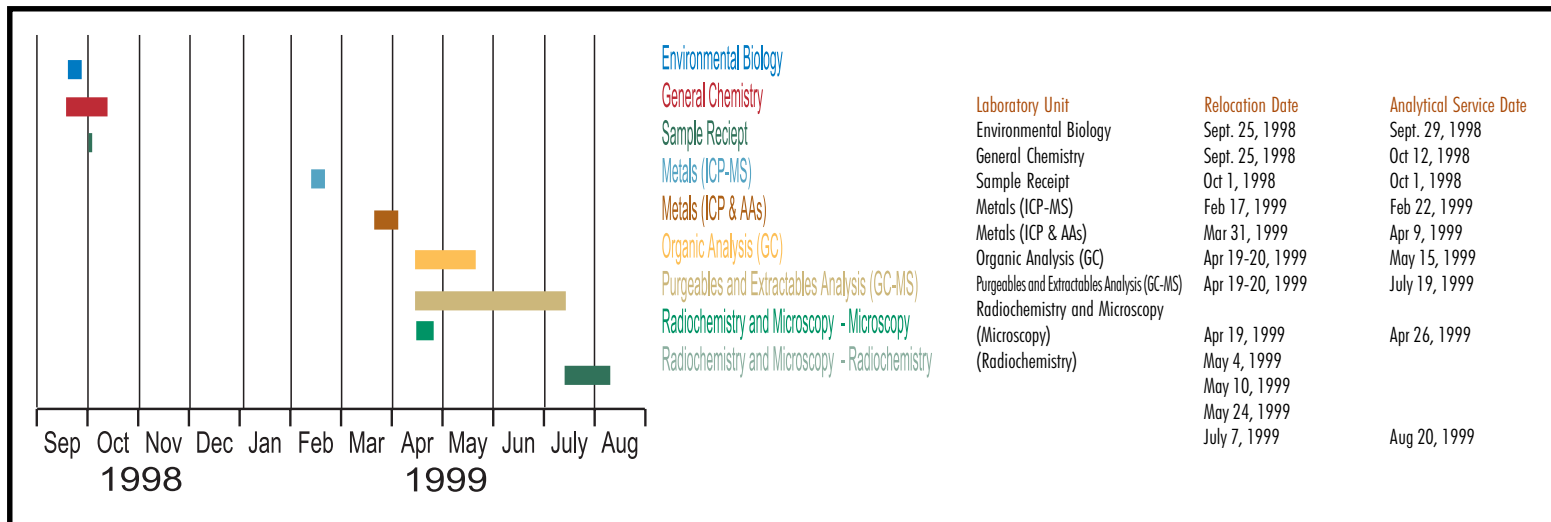
The Public Information Officer maintains a complete mailing and fax list of Oklahoma's news outlets. These are used to target daily and weekly newspapers, radio and television stations, environmental newsletters or any combination of news media within a county or groups of counties. In this way DEQ targets news releases to very specific audiences. This allows the agency to work with local communities to notify citizens of boil advisories or help call attention to clean air advisories in Tulsa, Lawton and Oklahoma City.

DEQ's media relations are built upon a reputation of availability so reporters contacting the agency can meet deadlines. The agency responded to 790 media inquiries during FY99, and followed up with background information to assist reporters in story preparation. When the agency has an important message to present, it initiates interviews and conferences. During FY99, the DEQ media relations staff set up 60 such opportunities between the media and agency officials.

## State Environmental Laboratory

The State Environmental Laboratory moved to the new facility as the final phase of the relocation of the Department of Environmental Quality. The moving of laboratory units occurred in four distinct phases throughout the year. All activities of the Customer Service Division were impacted during this time period as the division provided support in the renovation of the new laboratories. Each phase of the move required special electrical and mechanical contracting to make the labs operational. Reused cabinetry was used throughout all laboratories. CSD provided all required manpower in the demolition, relocation, renovation, and setting of approximately 2,000 linear feet of cabinetry and 30 sinks.

The division purchased and stored 27 new fume-hoods and vapor-proof walk-in hoods in anticipation of the new facility. Combined with the installation of a state-of-the-art



Left: The graph shows the timelines of limited downtime of individual units of the State Environmental Lab during the move to DEQ's new headquarters in Oklahoma City. Customer Services Division staff scheduled the relocation dates to reduce downtime of lab services in order for all DEQ customers to receive the best continuity in services.

## Laboratory Operations - Customer Services

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Laboratory Services					
Local DEQ	66	50	39	15	170
Private Citizens	177	228	141	109	655
Contractual	193	176	130	143	642
Air Quality	17	0	0	17	34
Public Water Supplies	2,826	1,538	878	996	6,238
Bacteriological	9,089	8,494	7,536	8,199	33,318
Solid Waste	13	0	18	22	53
Hazardous Waste	227	103	110	202	642
Water Quality	28	25	30	30	113
Oklahoma Water Resources Board	217	347	514	653	1,731
Laboratory Certification					
Applications Received	0	5	3	4	12
Certificates Issued	2	1	2	3	8
Certificates Renewals	182	0	0	0	182
Performance Evaluations	18	5	13	5	41
Issuance > Timelines	0	0	0	0	0
Biotrend Monitoring (from CSD)	188	89	1	0	278

Phoenix Control System, the hoods provide the laboratory an excellent analytical environment at the new facility.

The Environmental Biology Unit and the General Chemistry Unit moved in late September of 1998. The Environmental Biology Unit was unpacked, set-up, and analyzing bacteriological samples in only four days. The General Chemistry Unit was analyzing public water supply systems (PWS) and contractual samples by mid-October. Fortunately the new Total Kjeldahl Unit fit through the 9th floor windows in December allowing for full nutrient series analyses by January 1999.

Laboratory Sample Receipt services relocated in October, 1998 and provided approximately six months of service at both the old and new facilities. This resulted in many sample transport, dissemination, data entry and final report distribution challenges. Throughout the year-long-move, service continuity was maintained. Parking and sample receipt services are now more convenient.

The Metals Chemistry Unit moved in two stages. The inductively coupled plasma/mass spectrometer instrument rolled-out Feb. 17 and was on-line Feb. 22. The inductively coupled plasma instrument and the atomic absorption spectrophotometers moved March 31 and were up April 9, 1999.

The Organic Chemistry Section, including the Organic, Purgeables and Extractables Units moved April 19 through 20 with partial analytical services beginning May 15. All organic analytical methods were on line July 19, 1999.

The Radiochemistry and Microscopy Unit began moving on May 4 with more moves on May 10, May 24, and July 7. All methods were up by July 19, 1999.

In FY99, the laboratory began analyzing samples in support of the OWRB Beneficial Use Monitoring Program. This renewed commitment to the preservation of our state's surface and groundwater resulted in approximately 1,731 new samples and 34,016 analyses.

During the period of relocation, every attempt was made to provide continuous analytical service to thousands of Public Water Supply and private customers across the state. Throughout the year, the internal Customer Assistance Program provided continuity in the provision of sample collection, sample scheduling, sample kit mail-out, technical information and program coordination. With all this, the laboratory received approximately 10,985 analytical samples resulting in approximately 95,706 analyses. Additionally, 33,318 public and private water bacteriological analyses were reported.

## Laboratory Certification

One way to support Oklahoma's environmental quality is to ensure that decisions are based upon monitoring use data of known quality. Through drinking water, general water quality and sludge testing certification, the Laboratory Certification program provides a mechanism in which participating laboratories comply with established scientific standards of data acquisition. The Laboratory Certification Program is actively involved with and supports the National Environmental Laboratory Accreditation Conference (NELAC) standards and philosophy.

## COMMUNITY INVOLVEMENT

### Community Based Environmental Protection (CBEP) Programs

The CBEP program has been in place for four years now. The program promotes partnerships between DEQ, EPA and Oklahoma communities to solve environmental problems. The CBEP program features a common sense approach to problem solving allowing a "team" to assess and manage the community's infrastructure problems. Involved in the team concept are state, federal and local officials who bring together universities, local schools, private industry, tribal organizations and citizens for a holistic multimedia approach in helping the communities manage environmental problems.

The following list highlights the major accomplishments of the CBEP program in FY99.

#### Bromide:

- Completed the installation of water meters to every residence.
- Secured financing for a new water tower.
- Began construction of pollution control lagoons.

#### Henryetta

- Secured funding for the construction of a paper-recycling center at Henryetta High School.
- Four schools in Okmulgee County collected approximately 250 cubic yards of paper through CBEP recycling programs. The schools were paid \$10 per commingled ton.



#### **Ft. Towson:**

- Secured funding and received approval for the construction of a new sewer system.

#### **Tishomingo:**

- Secured funding for the renovation of the existing pollution control facility.
- Secured funding for a solid waste convenience center.

#### **Picher:**

- Converted a former monitoring well to a public water supply well which greatly improved the city's drinking water.
- The lead-contaminated soil in 700 residential yards in the area was remediated.
- Secured funding for a video of the Picher project, which will showcase the CBEP program.

#### **Other:**

- Secured funding of a new sewer system in Grayson, OK. Construction has begun on the pollution control lagoons and residential lines and should be complete in the winter of 1999.
- Hazardous chemicals were removed from the Okmulgee Refinery and health and safety programs along with asbestos abatement have begun.

## **Risk Assessment and Communication**

DEQ works with communities to help them understand how land is affected by human activities, how DEQ coordinates remediation when necessary, and how communities can participate in protecting human health and the environment.

As DEQ has become more involved with risk-based decisions for Brownfields, Superfund sites, RCRA permits and closures, air permits and other projects, the agency has recognized the need to coordinate those decisions. Presently, staff with expertise in risk assessment is located in three separate divisions: Waste Management, Air Quality and Customer Services. To ensure consistency in risk-based decisions made in these different areas, DEQ implemented a peer review process in FY99. Meetings of all agency risk assessors are conducted regularly to review, refine and coordinate risk-based decisions. This effort is creating a consistent agency policy for risk-based decisions

providing protection of human health and the environment while considering site specific conditions and information.

DEQ participates in the remediation of numerous sites located throughout Oklahoma. To help citizens understand and have input into remedial decisions, DEQ developed a process of community involvement that has been implemented at a variety of locations. This process consists of three main components. First, frequent public meetings, conducted according to specific risk communication principles, are held within the impacted community. These meetings are designed to provide timely, accurate information and data along with interpretation to citizens. A moderator leads the presentations and discussions to ensure that all public concerns are voiced and addressed. Second, a single point of contact is designated for each site. One staff person is responsible for scheduling and conducting all meetings, issuing press releases, coordinating interviews, and gathering information requested by citizens. Third, for communities with very complicated or lengthy remediation projects, a locally based steering committee is appointed. The members of these committees have the opportunity to become knowledgeable about the site, contaminants of concern, potential health affects, and the remediation process. This clearly defined process for community involvement, directed and coordinated by a single point of contact, enables DEQ and communities to focus on solutions to problems rather than on problem processes.

As part of the permitting process in the various media specific programs, the Customer Assistance Program (CAP) has conducted 16 draft permit public meetings this year. In addition, two process meetings were requested and held. One of these was for the Cogentrix Power Generation Plant permit application. This proposed facility was the first in the State to apply for a Tier III permit in two separate media, air and water. CAP has also been involved with communities outside the permitting process. At the Port of Catoosa, DEQ met with concerned citizens to discuss an old facility at that location as well as a newly permitted facility. Citizens were able to gain a better understanding of the permit process, the processes at each facility, emergency planning and response coordination, chemical inventory access and interpretation, as well as health effects information. As a result of this interaction with DEQ, citizen concerns about industrial activities in the area have greatly decreased. Another example of DEQ's commitment to

community involvement is demonstrated by CAP activities concerning Greenway Environmental. In this case, CAP staff worked with concerned individuals through meetings, correspondence, and telephone calls to gather requested information in a timely, complete, and coordinated manner. Finally, CAP works with individuals to answer concerns about exposure to environmental chemicals. CAP staff answered many questions and informed individuals about everything from concerns over interpretation of water well sampling results, questions about chemical residues inside homes, how to access environmental health professionals, what chemicals were used in particular facilities, to questions about the possibility of links of physical symptoms with certain chemicals.

Local Emergency Planning Committees (LEPCs) were established by Title III of the Superfund Amendments and Reauthorization Act (SARA Title III) of 1986, also known as the Emergency Planning and Community-Right-to-Know Act (EPCRA). LEPCs bring together persons and groups involved in chemical release emergencies and are responsible for formulating plans for hazardous chemical releases. The Risk Communication Section of the Customer Services Division has conducted a series of assistance efforts for the state's LEPCs. These efforts are targeted at providing information resources and data management services for LEPCs to improve the quality of hazardous material incident response planning and risk communication for Oklahoma residents.

## **Source Water Protection**

The agency's Wellhead and Source Water Protection Program has expanded and shifted from working with individual public water supply systems in developing local plans to working with groups of systems which share the same water source. The experience gained in working with individual systems pointed out the need for development of broader source water protection programs and regional planning.

Oklahoma has many small systems that are close together and share the same water sources, either groundwater or surface water. Because they share the same geographical area, these systems have many common potential sources of contamination to their water supply. These systems usually share a common lack of financial resources to address problems. Common issues provide opportunities

## Source Water Protection

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Water Quality					
Wellhead Delineations	2	2	5	0	9
Source Water Delineation at Lakes	8	7	18	12	45
Groundwater					
Sites With GPS Correction	1,060	1,018	758	1,577	4,413

for regional projects. Examples of these issues include elevated and/or fluctuating nitrate levels, a common shallow groundwater source, areas with concentrations of poultry houses, areas with concentrations of hog houses, oil and gas production areas, or several systems utilizing the same surface water lake.

DEQ provides technical assistance through its Water Quality Division, Environmental Complaints and Local Services Division and Customer Assistance Program to systems experiencing difficulties in developing and implementing a source water protection program. This assistance ranges from physically aiding in the completion of a potential contamination source inventory to the organization and presentation of local seminars on best management practices (BMPs). Because of the number of systems experiencing elevated nitrate levels in the western half of the state, DEQ is developing a regional strategy for implementing a series of local public educational meetings on nutrient management. Development of educational materials was done by a coalition of public and private agriculture related entities.

DEQ uses and evaluates a Geographical Information System (GIS) to enhance the ability of the agency to better present data for decision making and public access. DEQ is committed to assisting statewide efforts in the use of GIS to the extent possible. To this end, GIS is routinely utilized in support of multiple DEQ programs. Utilizing GIS and Global Positioning System (GPS), divisions within DEQ have developed multiple databases reflecting the location and pertinent information for facilities/activities with which they are involved. These data sets include information concerning NPDES discharges, public water supplies, sludge land application sites, wastewater lagoons, solid and hazardous waste facilities, Superfund sites, Class I injection wells, air quality permitted facilities and many other features that have potential to impact the environment.

GIS has been instrumental in helping the Water Quality Division's Public Water Supply program. The Safe Drinking Water Act (SDWA) Reauthorization of 1996 requires states to develop a program to assess the drinking water sources that serve public water systems for their susceptibility to pollution. The goal of the SDWA program is for the States to evaluate all sources (including ground and surface water sources) serving public water systems (PWSs).

For the State of Oklahoma, this represents approximately 3,300 permanent drinking water sources that will need to be assessed. The purpose of the State assessment program is to delineate the boundaries of the areas providing source waters for PWSs, and identify (to the extent practicable), the origins of regulated and certain unregulated contaminants in the delineated area to determine the susceptibility of public water systems to such contaminants.

To avoid duplication and increase efficiency, Congress urged states to make use of state wellhead protection programs. Oklahoma's wellhead protection program was

implemented, following EPA approval, in 1992. This program is to develop assessments that will delineate the wellhead protection areas for groundwater sources or critical watershed areas for surface water sources, determine a inventory of existing and potential sources of contamination in each source water protection area, and analyze the susceptibility of the drinking water source to contamination.

The development of voluntary source water protection programs is the ultimate purpose for conducting the source water assessments. The DEQ plan includes, at the base level, the development of a protection program to be provided to communities as a model for them to use. Further, the DEQ will provide support to communities through public education, loans for protection program development and implementation, coordination between agencies, and technical assistance. Ultimately, the DEQ anticipates that the source water assessment reports will be valuable for water systems by providing the necessary information to encourage source water protection efforts at the local level and to provide information to aid in setting risk-based monitoring requirements where necessary.

## Infrastructure Planning

### Drinking Water State Revolving Fund

The 1996 Amendments to the Safe Drinking Water Act set forth a mechanism for achieving full state and municipal responsibility for financing, building, operating,

## Drinking Water State Revolving Fund

Capitalization grants to fund the program were awarded as indicated:

Period	Date Awarded	Amount
Fiscal Year 1998	9/30/98	\$10,224,200
Fiscal Year 1999	4/30/99	\$10,716,000

Decisions related to the approval of Loans for Oklahoma communities are described below:

System	Date	Action
Bryan County Rural Water District #2	11/17/98	Categorical Exclusion Authorized
Bryan County Rural Water District #2	1/13/99	Binding Commitment to Loan
Clinton Public Works Authority – Maker Addition	4/8/99	Categorical Exclusion Authorized
El Reno Municipal Authority	4/5/99	Categorical Exclusion Authorized
Purcell Public Works Authority	4/20/99	Categorical Exclusion Authorized
Cushing Municipal Authority	8/13/98	Binding Commitment to Loan

maintaining and replacing drinking water treatment facilities. EPA made a grant to the DEQ to fund a Drinking Water State Revolving Fund (DWSRF). Achieving protection of public health is the primary purpose of this grant.

The grant provides low interest loans and other financial assistance to public water supply systems for the construction of public water supply facilities. To be funded from the DWSRF, the facility must show a need for assistance in treatment, distribution/storage system rehabilitation, new transmission/distribution systems, new intake/raw water lines or new storage.

### County Solid Waste Planning

DEQ continued to lead the development of improved solid waste management systems in 1999. Through planning partners like the Association of County Commissioners of Oklahoma, OSU Cooperative Extension Service, and the Solid Waste Institute of Northeast Oklahoma, every county and community that desired to address solid waste problems was helped. Activities ranged from cleaning up illegal dumps, to developing convenience centers to manage bulky wastes, to supporting county trash cop programs. DEQ experts also helped a number of communities analyze their collection systems, evaluate disposal alternatives, and plan recycling programs.

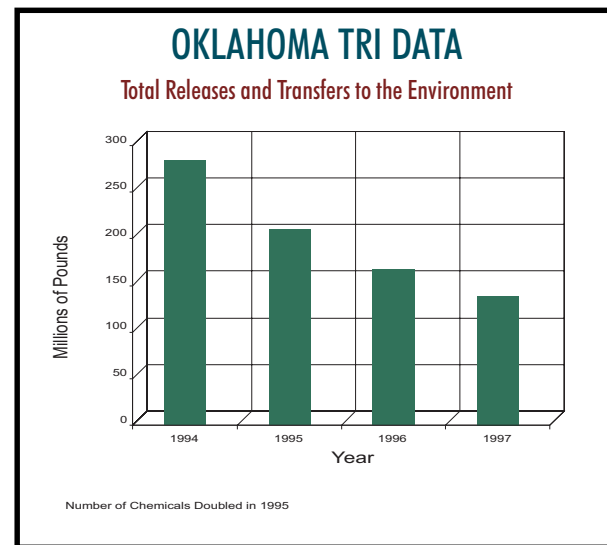
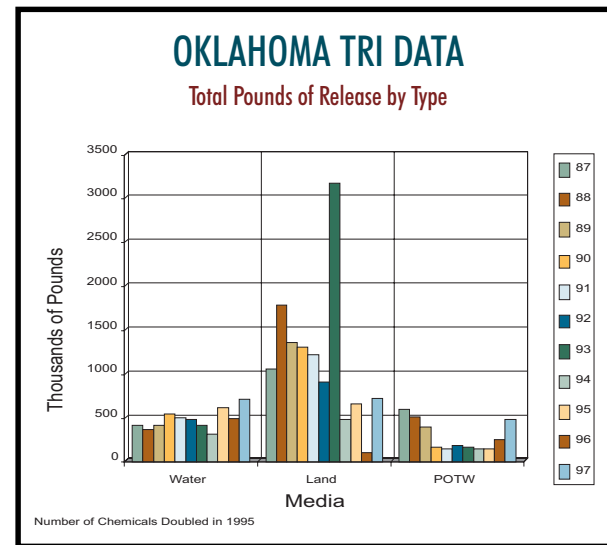
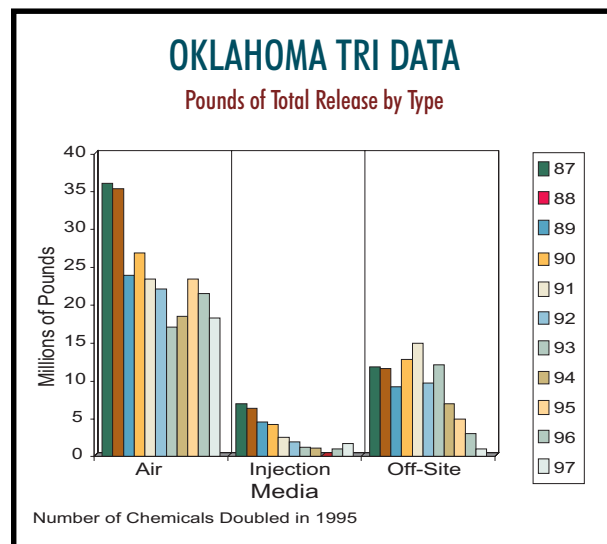
### SARA Title III/Community Right to Know

The annual Toxic Release Inventory (TRI) report continues to reflect the success of DEQ efforts in environmental protection. Total toxic waste produced in Oklahoma has declined according to TRI figures for the year 1997, the most recent reporting year. This information reflects legal emissions, transfers, and treatment of over 600 toxic chemicals by manufacturing facilities. This is the eleventh year the DEQ has compiled this information. The chemicals are reported in four categories. Releases include those chemicals emitted directly into air, water, or onto land. Transfers include chemicals going into public sewers or off-site to landfills or other disposal facilities. Reuse figures include figures for chemicals recycled or used for energy recovery. Treatment numbers include both on-site and off-site treatment that destroys the toxic chemical. When summed, the figures reflect total production-related waste generated.

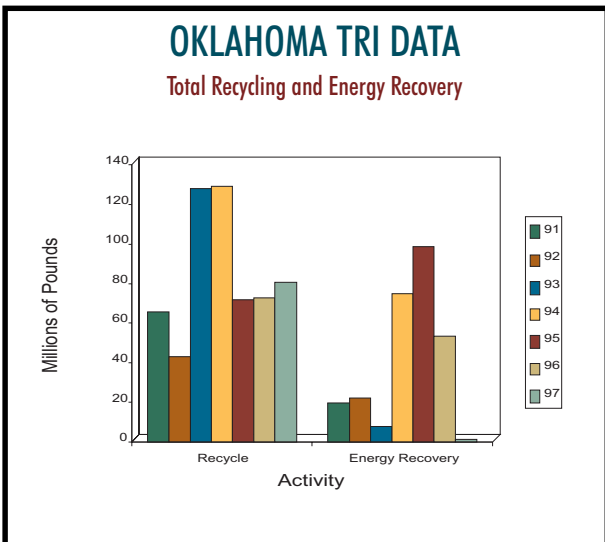
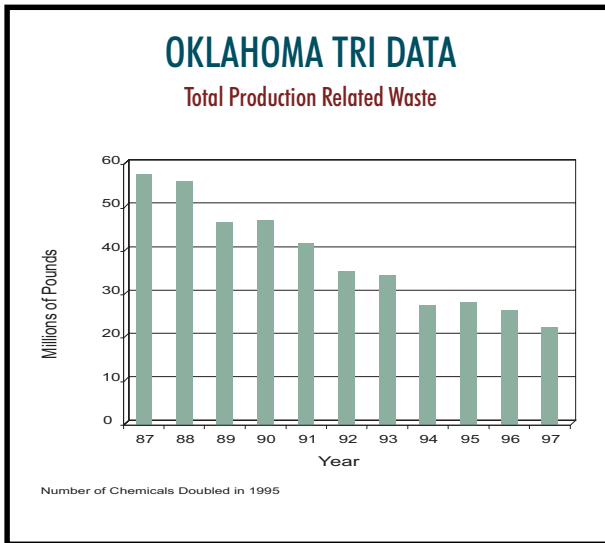
Oklahoma companies reported 21 million pounds released, 1 million pounds transferred, 81.5 million

pounds reused, and 38 million pounds treated. These figures for releases and transfers represent a fifty-eight percent decrease from the first reporting year, 1987. When consideration is made for the fact that the total number of reports received, the number of facilities reporting, and the number of chemicals reported have all increased over that time period, the decrease is even more significant. Reuse figures, including recycling, have only been kept since 1991. But since 1991, recycling of reported wastes in Oklahoma has more than doubled. Since 1994, total production related waste in Oklahoma has declined from 284 million pounds to 144 million pounds, a decrease of forty-nine percent. This decline is due to the elimination or reduction of use of toxic chemicals below reporting levels. This decline has occurred in Oklahoma even though total produced waste nationally has risen over the past years.

The 1997 TRI report continues to reflect the success of the Target '98 program. Target '98 was a voluntary pollution prevention program sponsored by the DEQ in which companies agreed to reduce emissions of 15 target chemicals by 50 percent by the year 1998. In 1995, the total releases for the target chemicals had declined from 33 million pounds reported in the baseline year to 15 million pounds. The Target '98 program surpassed its goal three years ahead of schedule. In 1997, those releases of target chemicals had declined to 13 million pounds. This shows that voluntary pollution prevention is an effective tool for environmental protection in Oklahoma.



The graphs on pages 35 and 36 show that when consideration is made for the fact that the total number of reports received, the number of facilities reporting, and the number of chemicals reported have all increased over that time period, the decrease in the amount of toxic waste released reported in Oklahoma is more significant.



The graphs on pages 35 and 36 show that when consideration is made for the fact that the total number of reports received, the number of facilities reporting, and the number of chemicals reported have all increased over that time period, the decrease in the amount of toxic waste released reported in Oklahoma is more significant.

## Emergency Response

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Number of Emergency Response Incidents	2	0	0	1	3

## Emergency Response

### The May 3rd Tornadoes

On May 3, 1999, Oklahoma experienced an unprecedented disaster as intense thunderstorms moved through the state. A series of 51 separate tornadoes left Oklahoma and its citizens to deal with the aftermath of 318 mph winds which resulted in 43 deaths, over 800 injuries, some 2 million cubic yards of debris from over 8,000 destroyed or damaged homes and over 10,000 destroyed vehicles. Additionally, the loss of electrical power resulted in the temporary loss of 51 public water supplies and 46 wastewater treatment systems. The potential for a state-federal partnership became obvious as attention was turned from disaster response to disaster recovery, specifically the collection and disposal of storm related debris, including household hazardous waste. Through its Emergency Response Coordinator, DEQ was instrumental in the formation of a partnership between itself, EPA and FEMA. As a consequence of this partnership, the process of documenting compliance with applicable federal and state environmental requirements was reduced from a daunting, multiple-day task to a "less than one day" process. The vehicle for simplified compliance documentation was "Emergency Disposal Site Evaluation and Registry." With this single page form, local DEQ Environmental Specialists assisted cities and towns with the selection, evaluation and documentation of compliant emergency burning, burial and/or stockpiling. Through DEQ's central coordination of environmental matters, all agencies were able to develop and followed a single-minded course of action for assisting Oklahomans on the road to recovery to pre-disaster conditions.

## COMPLAINT RESOLUTION

### Response

#### Complaints

The agency continues to place complaint response and resolution among its highest priorities. The foundation of the program is response by DEQ. In most cases, environmental pollution is cleaned up.

Some of the major points of this program are:

- Toll-free Hotline for reporting environmental complaints. The Hotline is answered 24 hours a day, seven days a week.
- From the time a complaint is received, no more than two working days will pass before the person investigating that complaint will contact the complainant.
- Within seven working days of receipt of the complaint, the complainant will receive a written update of the investigation progress.
- Throughout the process, the complainant is kept informed.
- When the complaint is resolved, the complainant receives a closure letter notifying them of the final decision.
- A self-imposed deadline is established to have all complaints resolved within 90 days of the time they are received.
- If a complaint is outside DEQ's jurisdiction, it will be referred to the appropriate agency and the complainant will be notified of this referral.

#### Chronic Complaints

In keeping with DEQ's policy to be pro-active, a process was developed to address concerns raised by multiple citizens about a single issue. This process was designed to identify a problem area that may be affecting several citizens so that the agency could direct resources where necessary to correct the pollution concern. There are three levels of concern with the most significant being categorized as "Chronic." Chronic complaints are defined as complaints where three or more citizens express a concern or where a specific environmental issue persists for six months or longer. A working group, established by the Executive Director, develops specific approaches for resolving these long-term, difficult issues. A very positive

step in bringing the parties together utilizes the Customer Services Division. CSD often provides a forum to facilitate discussion between the various parties. The three chronic issues DEQ dealt with this year were air quality concerns and all three issues were brought to a satisfactory conclusion.

### Release Reporting

The agency established a tracking process and database through a Hotline for all self-reported accidental spills or releases, and for spills reported by first responders who are requesting technical assistance from the agency. Because there are 34 local offices strategically placed throughout the state, DEQ can have an environmental specialist on site within a relatively short time frame to provide that technical assistance. Once the immediate concern is addressed, the database provides data needed to perform the agency's oversight role for cleanups.

### Spills and Complaints Breakout

The agency received a total of 6,271 spills and complaints during FY99 and referred 357 of these to other agencies. Environmental Complaints and Local Services Division responded to the vast majority of these that were in DEQ's authority. All complaints within DEQ's jurisdiction were either corrected or in the legal process in 90 days or less during FY99.

### Enforcement

Complaints identifying surfacing sewage problems continue to receive significant enforcement action. In FY99 ECLS issued 48 notices of violations and 168 consent or compliance orders for sewage violations. Open dumping violations resulted in 15 notices of violation and 38 consent or compliance orders. Open burning cases resulted in six notices of violations and two consent or compliance orders.

## Spills and Complaints Breakout

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Total Spills/Complaints Received	1,727	1,285	1,619	1,640	6,271
Spills/Complaints Referred to Other Agencies	64	87	84	122	357
Spills Referred	26	30	24	28	108
Complaints Referred	38	57	60	94	249
Total DEQ Spills/Complaints Received	1,663	1,198	1,535	1,518	5,914
Spills Received	120	104	72	86	382
Complaints Received	1,543	1,094	1,463	1,432	5,532
Public Water Supply Complaints	206	70	91	75	442
Publicly Owned Wastewater Complaints	178	191	224	310	903
Industrial Wastewater Treatment Compl.	11	2	4	3	20
Storm water Complaints	32	31	59	71	193
Fugitive Dust Complaints	89	38	60	38	225
Unpermitted Emissions Complaints	16	5	1	1	23
Excess Emissions Complaints	41	27	27	27	122
Landfill Complaints	4	10	10	13	37
Hazardous Waste Complaints	16	13	11	12	52
Unpermitted Disposal Complaints	318	241	325	287	1,171
Private Sewage Complaints	356	247	438	491	1,532
Private Water Complaints	24	17	18	8	67
Open Burning Complaints	63	87	65	48	263
Complaints from Other Sources	189	115	130	48	482
Chronic Complaints	1	NA	1	1	3
High Profile Complaints	0	NA	0	2	2
Target Complaints	7	NA	4	10	21
Complaint Resolution					
Number of Complaints Resolved	1,543	1,094	1,463	1,432	5,532
Number Resolved within 90 Days	1,543	1,094	1,463	1,432	5,532
% Resolved within 90 Days	100%	100%	100%	100%	100%
Mediation Referrals	0	1	1	0	2
Successful Mediation	0	1	1	0	2

## Enforcement

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Enforcement Actions - Unpermitted Activities					
Notices of Violation					
Open Burning	2	4	0	0	6
Open Dumping	4	3	3	5	15
Surfacing Sewage	7	8	13	20	48
Formal Actions					
Open Burning	1	1	0	0	2
Open Dumping	10	8	8	12	38
Surfacing Sewage	42	35	39	52	168
Fines Paid					
Open Burning	0	0	0	0	0
Open Dumping	0	0	0	0	0
Surfacing Sewage	0	0	\$125	0	\$125

