

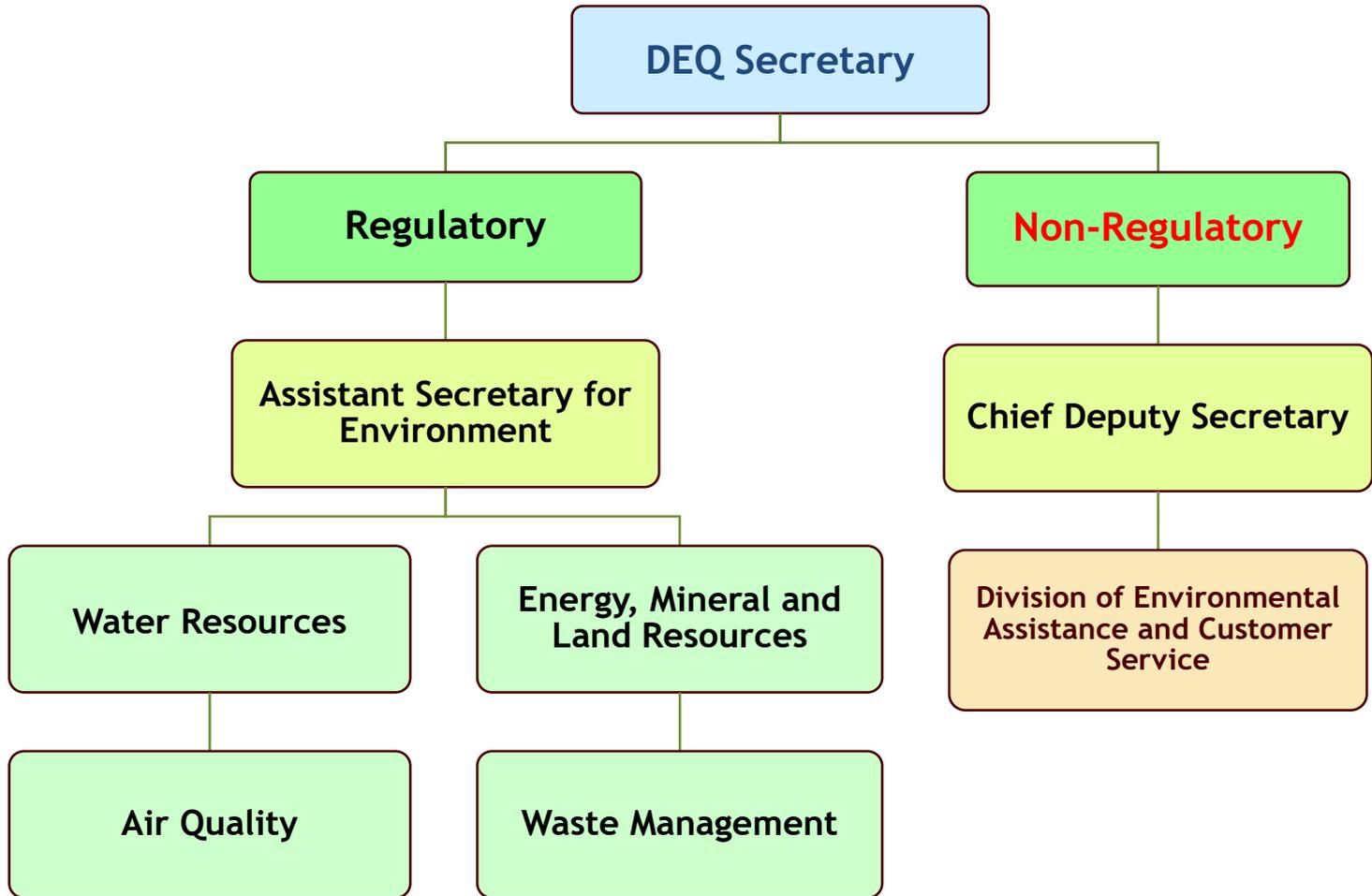


***Environmental Stewardship Initiative (ESI) -
Assisting Organizations go Beyond Compliance***

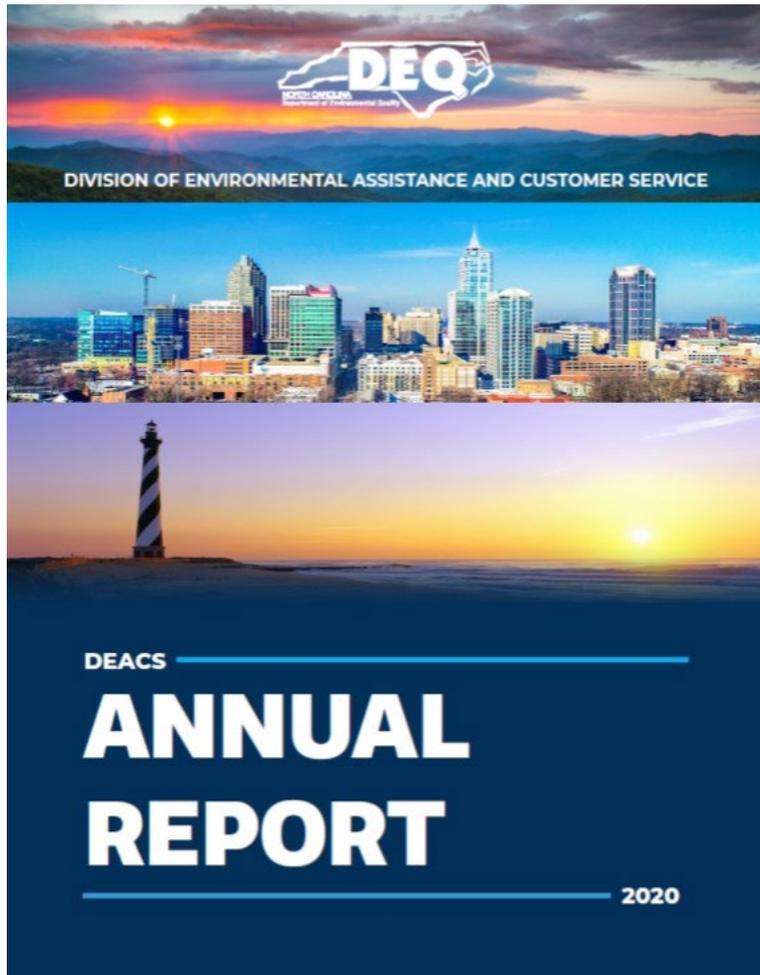
Division of Environmental Assistance and Customer Service



Division of Environmental Assistance and Customer Service



Division of Environmental Assistance and Customer Service



DEACS helps its customers:

- Navigate regulatory and permitting challenges
- Become more environmentally efficient and make the most of available resources
- Achieve and be recognized for environmental excellence
- Contribute to economic growth

www.ncenvironmentalassistance.org



Division of Environmental Assistance and Customer Service



• Environmental Stewardship Initiative

• Recycling Program and Services

• Waste Reduction Partners

• Regional Permitting/SEPA Coordinators

• Small Business Assistance Center

• Green Travel Recognition

• DEQ toll-free hotline & RO Administration

• PTP Oversight

Division of Environmental Assistance and Customer Service

Small Business Assistance Program

- Mandated under Section 507 of the 1990 CAAA
- Technical Assistance to small business
 - Assist with compliance issues
 - Provide outreach to SB including trade groups
 - Assist with emissions calculations
 - SME on autobody and paint booth emissions
 - Promote pollution prevention and accidental release prevention
- Small = ≤ 100 employees
- Small Business Ombudsman - comment on state & federal rules



Environmental Assistance Coordinators



N.C. Division of Environmental Assistance and Customer Service
Permit Assistance
Responsible and efficient permitting from the mountains to the coast

Does your project involve:

Permitting requirements vary according to the project type and individual site location. Analyze your project by asking these questions below.

	Municipal & County Government	Federal Agencies	Other State Agencies	Water Resources	Air Quality	Coastal Management	Energy Mineral & Land Resources	Waste Management
Involve a bridge or a culvert(s)?	•	•	•	•		•	•	
Involve the addition of any materials or fill to surface waters or to a wetland?		•		•		•	•	
Involve any work in the water, over the water or wetland(s), or on high ground near the water (e.g., buffer zones, riparian areas, etc.)?	•	•		•		•	•	
Involve land disturbance or construction proposed on a barrier island or mainland shoreline?	•	•				•	•	
Result in stormwater discharge to surface waters or wetland(s)?	•	•		•		•	•	
Involve site grading, filling, excavating or any land clearing?	•	•	•	•		•	•	
Involve a wastewater discharge into surface waters or wetland(s)?		•	•	•		•	•	
Involve a new wastewater discharge or the installation of any type of sewer collection system?	•	•	•	•		•	•	
Involve the disposal of wastewater in a manner other than discharging to surface waters?	•		•	•		•	•	
Divert or obstruct the natural flow; or change the natural bedding or bank of the creek or any surface water?	•	•		•		•	•	
Involve the demolition of an existing structure?	•	•	•	•	•	•	•	•
Involve the installation or abandonment of any type of well?	•	•	•	•				
Involve constructing or expanding a public or shared waterline?	•			•			•	
Involve providing drinking water for greater than 15 connections or greater than 25 people?	•	•	•	•			•	
Involve development within a coastal county?	•	•	•	•		•	•	
Require using or removing materials from the ground or a streambed?	•	•	•	•		•	•	
Involve the management, treatment, storage and/or disposal of hazardous/solid waste?	•			•	•	•	•	•
Involved in an activity that results in the abatement or emission of an air pollutant?	•				•			
Involve the installation of an air pollution control device?	•				•			
Involve installing, owning, removing or operating an underground or aboveground storage tank?	•	•	•					•

Permit Assistance

381
Express Permitting and scoping meetings facilitated for DEQ customers.

982
Regulatory assistance inquiries handled.

25,519
Total customer service interactions provided, including phone calls and emails.

Based on 2020 data

Visit DEQ's Online

- Permit Handbook
- Permit Toolbox
- Permit Tracker

on our website at <https://deq.nc.gov/permit-assistance>.

- Customized permit assistance and coordination
 - Tailored permit lists
 - Timeline development
 - Application tracking
 - Coordinate DEQ SEPA
- Coordinate express, pre-application, multi-agency scoping and compliance assistance meetings
- Assist with environmental questions on “Requests for Information”
- DEQ Prosperity Zone Liaison
- Coordinate Dept. of Commerce Compliance Checks



Environmental Assistance Coordinators

DEACS – Permit Toolbox

- [DEQ Permit Directory](#)
- Considerations for Development
- Permit Application Pitfalls
- Permit Tips and Timesavers
- Scoping Meeting - What to Expect and How to Prepare?
- Online form to request permitting assistance

Water

Animal Waste NPDES Permits

What Activities Require This Permit? Certificates of coverage (COC) under the National Pollutant Discharge Reporting System (NPDES) general permits and individual permits is optional for the management system for facilities with 2,500 or more swine (greater than 55 lbs in weight); 1,000 confined beef or 700 mature dairy; 30,000 or more chickens in a management system, 125,000 non-laying poultry with a dry litter waste management system, 125,000 non-laying poultry with a dry litter waste management system.

Animal operations that exceed the above thresholds are given the option of obtaining a Certificate of Coverage (COC). General Permits and Individual Permits are available options under both the NPDES and the Clean Water Act.

What Is The Purpose of This Permit? To protect waters of the state that are subject to the Clean Water Act from quality laws regarding direct discharges of wastewater.

Who Issues This Permit? N.C. Division of Water Resources, Animal Fee

How Much Will This Permit Cost?

Annual fee for small operations with a design capacity of 38,500 or more animals, \$60.

Annual fee for medium operations with a design capacity of 100,000 or more animals, \$180.

Annual fee for large operations with a design capacity of 800,000 pounds or more, \$360.

What Are My Payment Options for Permit Application Fees?

Payments can be made either by check/money order OR by electronic payment. To pay electronically, visit: <http://portal.ncdenr.org/web/wq/epayment>. Or by credit card. Credit card transactions are not accepted.

Considerations for Development

1. There are streams and wetlands all over the state. To be assured that the proposed project does not impact jurisdictional water features, [contact the US Army Corps of Engineers](#) to have undeveloped land slated for development evaluated for the presence of wetlands and streams. Additionally, there may be isolated wetlands that are regulated by the State. To learn more about these requirements, visit the 401 & Isolated Wetlands/Waters Program: <https://deq.nc.gov/401-sw>
2. Contact the State Historic Preservation Office prior to land disturbance to determine if there are any cultural or archaeologically significant features on or near your site. http://www.hpo.ncdcr.gov/er/er_email_submittal.html and <http://hpo.ncdcr.gov/> - Click on HPOWEB Map Service
3. Submit a site-specific request to the Natural Heritage Program (NHP): <http://www.ncnhp.org/data/request-information> to initiate a search of the NHP database for lists of rare species, natural communities, natural areas, etc. Additionally, you should consult the U.S. Fish and Wildlife's endangered species database at <http://www.fws.gov/endangered/>. Please note that the absence of records does not necessarily mean that there are not rare, threatened or endangered species present. It may simply mean that the area has not been surveyed and the use of these resources should not take the place of on-site surveys prior to any land-disturbing activities. Please note that the listing of the Northern long-eared bat may affect your land-clearing activities.



Environmental Assistance Coordinators

Multi-agency Scoping Meetings

- All parties in the same room – saves project owner time, money and resources
- Learn how different agencies/permits interact
- Agencies comment on best permit pathway – requirements vs. recommendations
- Identify project next steps
- Helps avoid costly missteps and surprises



Occurs in the planning phase when project proposal is defined enough to provide conceptual plans – but flexibility exists to incorporate recommendations

Environmental Assistance Coordinators



- Asheville Region
Alison Davidson – (828) 296-4698
alison.davidson@ncdenr.gov
- Mooresville and Winston-Salem
Paul Williams – (336) 776-9631
Paul.e.williams@ncdenr.gov
- Raleigh and Fayetteville Regions
David Lee – (919) 791-4204
david.lee@ncdenr.gov
- Washington Region
Lyn Hardison – (252) 948-3842
lyn.hardison@ncdenr.gov
- Wilmington Region
Cameron Weaver – (910) 796-7265
cameron.weaver@ncdenr.gov



Division of Environmental Assistance and Customer Service



- Highly-experienced staff of retired engineers and scientists
- Provide consulting services to identify cost-savings
- Services are confidential and supported through government and utility-sponsored grants
- Clients include businesses, manufacturers and institutions
- Recent focus on water and wastewater facilities (CFPUA, Two Rivers Utilities and City of Asheville)



Division of Environmental Assistance and Customer Service



WASTE REDUCTION PARTNERS' CLIENT PERFORMANCE FY 2019-20

CLIENT OUTCOMES	FISCAL 2019-20
Number of On-site Assessments	98 in 39 counties
Total Utility Cost Savings	\$1.07 million
Energy Reduced	32,614 million Btu
Greenhouse Gas Reduction	3,149 MTCO ₂ e
Solid Waste Reduced	32,017 tons
Water-use Conserved	11,083,000 gallons
Technical Assistance Provided	10,568 hours

A recent follow-up survey finds that 87% of WRP energy efficiency recommendations are being implemented by past clients.



Payback of \$5.2 to \$1 investment

Division of Environmental Assistance and Customer Service



Recycling and Materials Management

- Manage State's recycling grant programs – financial assistance to recycling businesses and local governments
- Coordinate outreach efforts to build public commitment to recycling and provide support to local recycling educational efforts



Division of Environmental Assistance and Customer Service



- Promote recycling and help expand recycling infrastructure
- Recycling provides critical material supply to manufacturers and reduces dependence on landfills
- Recycling creates jobs and private investment- ~16,000 jobs in NC



Division of Environmental Assistance and Customer Service



- Partnership of the DEQ, The Center for Sustainability at ECU, Waste Reduction Partners and Visit North Carolina
- Assists North Carolina's tourism businesses Improve their brand through Going Green
- Recognizes their accomplishments in environmental stewardship
 - ✓ Energy conservation
 - ✓ Water conservation
 - ✓ Waste reduction and recycling



Division of Environmental Assistance and Customer Service



- DEQ **recognition** program for superior environmental performance
- DEACS staff serve as coach to member and manage program
- **Voluntary** and **free**
- Funded through EPA Pollution Prevention Grant



Division of Environmental Assistance and Customer Service

ESI Benefits and Services

- Technical Assistance
- Networking
- Recognition
- Electronic Newsletter
- DEACS Coach
- No-cost training
- EMS Assistance
- Steward Forum
- ESI Listserv
- Member Marketing



Division of Environmental Assistance and Customer Service



ESI Program Staff Provide Members:

- Personalized on-site EMS assistance
- Internal Auditing Assistance
- EMS Gap Analysis
- Assistance with compliance questions
- Access to/mentoring by ESI members & DEQ
- Networking opportunities:
 - Annual ESI Conference
 - Benchmarking events at member facilities – usually includes tour
 - Topic based/facility lead
 - Energy reduction programs
 - Solid waste reduction
 - EMS topics
 - Community outreach



Division of Environmental Assistance and Customer Service

ESI Program Staff Coordinate:

- Events
 - Hazardous Materials Quarterly Topics
 - Energy Webinar Quarterly Series
- Training
 - ISO 14001 –
 - EMS Implementation Series (7 Modules)
 - EMS Internal Auditing
 - ISO 14001:2015 Overview (2-days)
 - Lean and Green
 - Zero Waste to Landfill 101
 - Developing SMART Environmental Goals



Division of Environmental Assistance and Customer Service



Membership at the Partner Level:

- Organizations beginning to develop systematic approach to environmental performance improvement
- Must not be under any environmental criminal indictment/conviction - compliance check completed by DEQ Internal Working Group
- Partners must either commit to:
 - Implementing an environmental management system (EMS) or
 - Setting long-term measurable environmental performance goals
- Report annually on progress toward their environmental goals – such as reductions in environmental emissions, discharges, and solid/hazardous waste disposal and energy and water usage

Division of Environmental Assistance and Customer Service

Membership at the Rising Steward Level:

- Must meet the requirements of the Partner level
- Must demonstrate a mature environmental management system (EMS)
- Must set long-term measurable environmental performance goals
- Must demonstrate a commitment to go beyond compliance
- Must undergo program review at 5-year intervals to ensure meeting membership level requirements



Membership at the Steward Level:

- Must meet the requirements of the Partner/Rising Steward levels
- Must set aggressive environmental performance goals
- Must commit to exemplary environmental performance
- Must integrate EMS into its core business functions
- Must communicate with the local community - program activities and progress toward goals
- Once a Steward they must mentor others in the program
- Must undergo 5-year program review

Division of Environmental Assistance and Customer Service

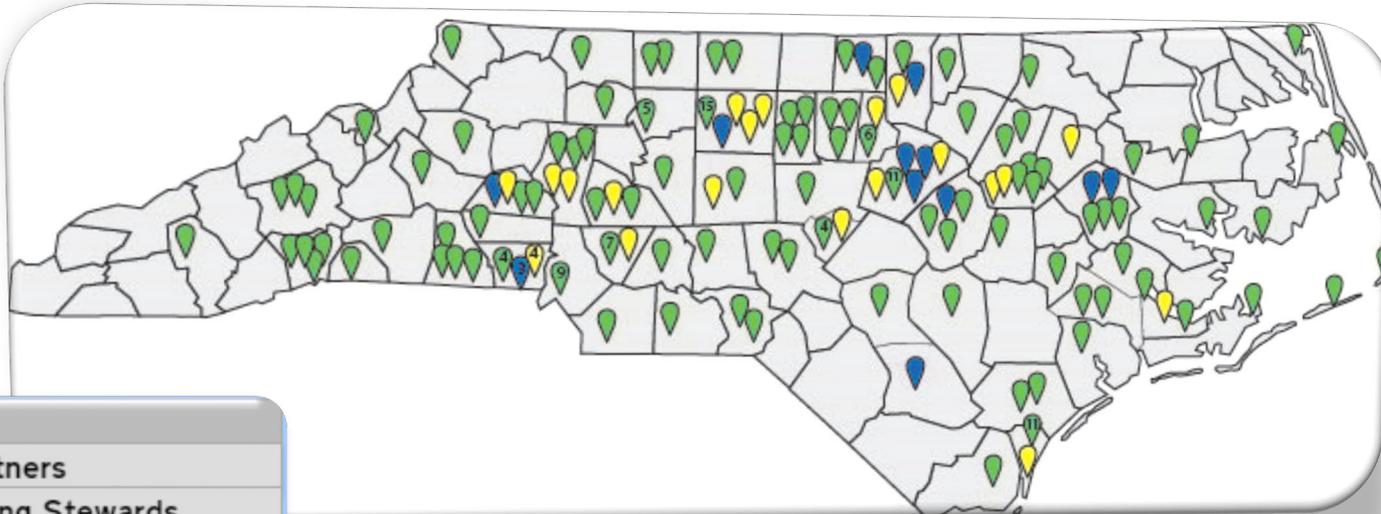
2002

- 1 Steward
- 27 Partners

2021

- 30 Stewards
- 10 Rising Stewards*
- 56 Partners at 159 member sites

*Rising Steward Level added in 2004



Legend

<input checked="" type="checkbox"/>	 Partners
<input checked="" type="checkbox"/>	 Rising Stewards
<input checked="" type="checkbox"/>	 Stewards



ESI Members



Division of Environmental Assistance and Customer Service



ESI Advisory Board:

- Balanced group (not to exceed 15 members) - Environmental Stewards are given preference for membership
- Members can include manufacturers, industries, industry trade groups, environmental and citizen NGOs, agribusiness, small businesses, local and state/federal government representatives, DEQ representatives, and/or others deemed appropriate
- Reviews applications and provides recommendations to the DEQ Secretary regarding new members or renewals at the upper levels
- Review program effectiveness and make bring suggestions for program improvement to the DEQ Secretary



Division of Environmental Assistance and Customer Service

Internal Working Group:

- Consists of individuals from the DWM, DWR, DAQ, DEMLR and DEACS
- Reviews all membership applications for compliance
- Provides internal comments on applicant performance
- Reviews and recommend Environmental Partners
- Reviews program materials and provide guidance to the Advisory Board
- Increases visibility of ESI within DEQ
- Provides regulatory updates to ESI staff and membership as appropriate
- Serves as technical contact to the Advisory Board and ESI staff for potential member compliance issues
- Recommends incentives to the Secretary as identified



Division of Environmental Assistance and Customer Service

2020 ESI Members Reported Reductions			
	Area	2020	Unit
Reductions	Air Emissions	498	Tons
	Greenhouse Gas Emissions*	22,320	Metric Tons CO2e
	Hazardous Waste	723	Tons
	Landfilled Waste	32,268	Tons
	Energy Use	8,203,092	mmBtu
	Water Use	1,290,141,538	Gallons
	Material Consumption	600	Tons
	Wastewater Pollutants	6,730	Tons
	Wastewater Volume	1,029,291,748	Gallons
Totals	Biomass Recovery**	86,620	Tons
	Total Recycled Volume	341,881	Tons
	Total Cost Savings	\$ 7,193,815.75	
*Indirect not reported in energy reductions			
**Category created for compost/mulch related goals			



Division of Environmental Assistance and Customer Service

Steward Forum:

- Held once per year
- Face-to-Face meeting with DEQ Secretary
- Offers Stewards opportunity to share ideas, experiences and concerns regarding their interactions with DEQ programs and staff
- Stewards receive feedback from the Secretary
- Secretary directs ESI program changes as “his/her” program
- Future forums will include invite of DEQ regulatory program directors

Division of Environmental Assistance and Customer Service



Upcoming Events for anyone!

**ESI's
Environmental
Benchmarking Series
Webinar**

**Smithfield Foods – Wilson
Water Reduction**

**November 16
2-3 pm**



Division of Environmental Assistance and Customer Service

The screenshot shows the homepage of the North Carolina Environmental Stewardship Initiative (NCESI). The header includes navigation links for Home, Divisions, Energy & Climate, News, and About. The main content area features a description of the initiative, a logo with a tree and the text 'NC Environmental Stewardship Initiative', and the website URL 'www.ncesi.org'. Below this are three green call-to-action boxes: 'About ESI' (with an information icon), 'ESI Membership' (with a checkmark icon), and 'ESI Events' (with a calendar icon, which is circled in red). The 'ESI Events' box contains the text: 'Learn more about ESI events and the ESI annual conference'.

The screenshot shows a page titled 'NC DEQ: ESI Events' with the URL 'https://deq.nc.gov/about/divisions/environmental-assistance-and-customer-service/nc-environmental-stewardship-0'. The navigation bar includes Home, Divisions, Permits & Rules, Outreach & Education, Energy & Climate, News, and About. The main content area consists of six dark blue tiles, each with an icon and a title: 'ESI Annual Conference' (calendar icon), 'Hazardous Materials Roundtables' (warning triangle icon), 'Energy Management Series' (lightbulb icon), 'Environmental Management System Training' (document icon), 'ESI Networking Events' (checkmark icon), and 'Other ESI Events and Resources' (laptop icon). Each tile includes a brief description of the event or resource.



Contact Information

ESI Program Information

<https://www.ncesi.org>

Angela Barger, ESI Program Manager

Angela.barger@ncdenr.gov - 919.707.8126

Don Burke, ESI Membership & Outreach Coordinator

Don.burke@ncdenr.gov - 919.707.8131

Marcia Allocco, Environmental Assistance Section Chief

Marcia.allocco@ncdenr.gov - 919.707.8206

DEACS Program Information

<https://deq.nc.gov/about/divisions/environmental-assistance-customer-service>

