N.C. Division of Environmental Assistance and Customer Service
Permit Assistance

Responsible and efficient permitting from the mountains to the coast



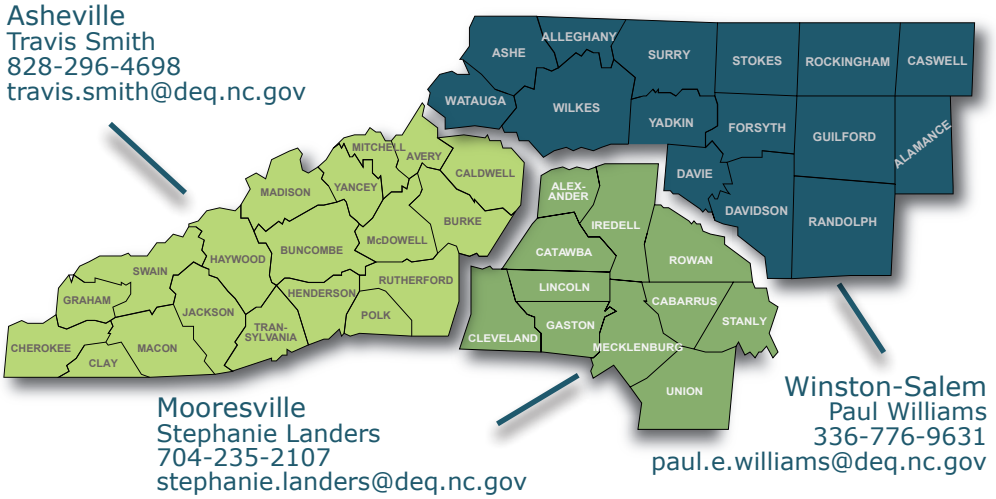
The N.C. Division of Environmental Assistance and Customer Service (DEACS) Environmental Assistance Coordinators are closer to our customers in the department's seven regional offices and can provide on-site consultation and coordinated permit reviews for proposed projects. Their primary responsibility is to assist businesses, industries, local governments, other institutions, consultants and residents as they seek to identify, understand and comply with the state's environmental requirements.

How can we help?

- Serve as a single point of contact to address customer inquires, complaints and information requests as the department's customer service liaisons;
- Provide hands-on compliance assistance by developing customized permit information;
- Work closely with the N.C. Department of Commerce and other agencies to provide factual, timely and comprehensive permit assistance to new economic development projects;
- Coordinate scoping meetings with DEQ regulatory staff, state/federal resource agencies and the customer. We outline potential permitting requirements, pitfalls, fees and timelines;
- Coordinate and assist clients interested in Express Permitting program for quicker permitting decisions.

What is a scoping meeting?

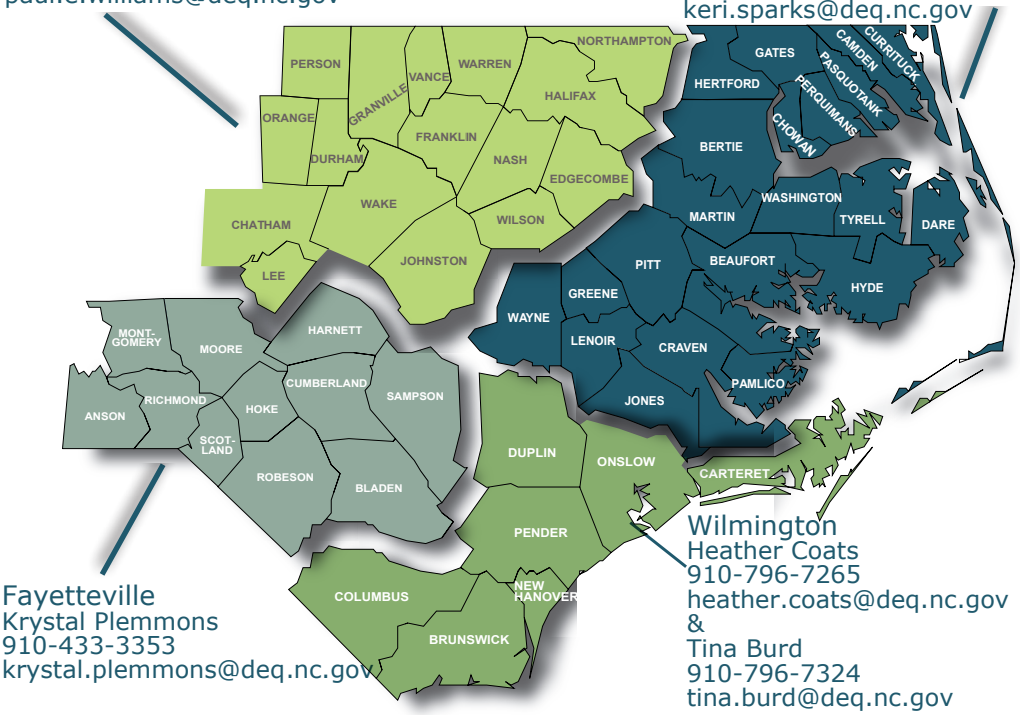
A scoping meeting is an opportunity to meet with the DEQ staff as well as other local, state and federal officials who may review your application(s). The goal of having all regulatory and resource agency representatives at the table is to discuss possible permits, identify foreseeable obstacles and eliminate unnecessary environmental impacts for the course of the given project. These meetings are designed for complex projects that may need local, state and federal review.



Asheville
Travis Smith
828-296-4698
travis.smith@deq.nc.gov

Mooresville
Stephanie Landers
704-235-2107
stephanie.landers@deq.nc.gov

Winston-Salem
Paul Williams
336-776-9631
paul.e.williams@deq.nc.gov



Raleigh
Paul Williams, Interim
336-776-7631
paul.e.williams@deq.nc.gov

Washington
Keri Sparks
252-948-3842
keri.sparks@deq.nc.gov

Fayetteville
Krystal Plemmons
910-433-3353
krystal.plemmons@deq.nc.gov

Wilmington
Heather Coats
910-796-7265
heather.coats@deq.nc.gov
&
Tina Burd
910-796-7324
tina.burd@deq.nc.gov

Jamie Ragan, DEACS Director
www.deq.nc.gov
Toll-Free 1-877-623-6748

Rev 9-26

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 By the Numbers

248
Express Permitting and scoping meetings facilitated for DEQ customers.

678
Regulatory assistance inquiries handled.

24,408
Total customer service interactions provided, including phone calls and emails.

Based on 2023 data

Visit DEQ's Online Permit Resources:

- Permit Handbook
- Permit Toolbox
- Permit Tracker

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

NORTH CAROLINA Department of Environmental Quality

Jamie Ragan, DEACS Director
www.deq.nc.gov
Toll-Free 1-877-623-6748
Rev 9-26