

**DEPARTMENT OF ENVIRONMENTAL PROTECTION
OFFICE OF THE SMALL BUSINESS OMBUDSMAN**

ANNUAL REPORT

**SMALL BUSINESS ENVIRONMENTAL
ASSISTANCE PROGRAMS**

JULY 1, 2006– JUNE 30, 2007



Edward G. Rendell, Governor
Commonwealth of Pennsylvania

Kathleen A. McGinty, Secretary
Department of Environmental Protection

Julien F. Gaudion, Ombudsman

For more information, visit DEP's Web site at
www.depweb.state.pa.us, keyword: Ombudsman 2007 Annual Report.

Small Business Programs

Small Business Ombudsman's Office

Julien F. Gaudion, Small Business Ombudsman

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Small Business Assistance Program

Christopher Lynch
Director

Environmental Management Assistance Program (EMAP)
Pennsylvania Small Business Development Centers

Small Business Compliance Advisory Committee

Dale Kaplan, Chair
Kaplan's Careful Cleaners

Christopher Lynch, Vice Chair
Pennsylvania Small Business
Development Centers

Members

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Department of
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Hon. Camille George
Pennsylvania House of Representatives

Glenn Heilman
Heilman Pavement Specialties, Inc

Jay P. Niskey
Bowman's Petroleum

Sharon Roth
Pennsylvania Chamber of Business
and Industry

Paul F. Burroughs
The Quinn Law Firm

Isabelle W. Smith
Department of Community and
Economic Development

Robert Williams
Williams Metal Finishing

Introduction

The Pennsylvania small business environmental assistance program has been helping small businesses comply with environmental laws and operate more efficiently since the mid-1990s. This year, the Small Business Assistance Program, the Small Business Ombudsman of the Department of Environmental Protection (DEP) and the Compliance Advisory Committee continued to work together to provide confidential compliance assistance, educational opportunities and financing programs to small businesses in the Commonwealth.

First, the Small Business Assistance Program, currently outsourced to the Pennsylvania Small Business Development Centers (SBDCs), provides free compliance assistance through a toll-free hotline and on-site visits. The SBDCs also provide assistance with permit applications and pollution prevention and energy efficiency assessments and can refer the small business to general business and financial assistance professionals if appropriate. Second, the Small Business Ombudsman represents DEP to the small business community, provides free confidential compliance assistance to small businesses, sits on the Compliance Advisory Committee and administers small business financing programs. Third, the Compliance Advisory Committee meets quarterly and takes up issues related to new and changing environmental regulation and other matters of concern to the small business community. These three inter-related programs were created by the Clean Air Act and the Pennsylvania Air Pollution Control Act and originally worked only on air issues; however, all three have been expanded to provide small businesses with assistance in relation to all environmental media. About half of the states presently have multi-media programs and half limit their programs to air issues.

The federal Clean Air Act requires state small business assistance programs to report on their activities to the U.S. Environmental Protection Agency (EPA) annually. Pennsylvania's report to EPA for 2006 is attached.

Small Business Assistance Program – Technical Assistance Provider

The Small Business Assistance Program (SBAP) provides technical assistance to small businesses through a third-party contractor. Pennsylvania has traditionally outsourced this function because many small businesses are more comfortable discussing environmental matters with someone outside the Department. The contractor provides free, confidential environmental assistance to help business owners determine their regulatory requirements and the best environmental management strategies for meeting those requirements. The technical assistance provider can help business owners with emissions calculations, regulatory paperwork, plan approvals, or operating permits. The program also offers facility site visits to help businesses look for ways to lower energy costs and reduce waste.

The Department partners with the SBDCs to provide technical assistance through the SBDCs' existing Environmental Management Assistance Program (EMAP). Providing no-cost, confidential environmental consulting assistance since 1997, EMAP has built a considerable assistance network and presence. EMAP has 13 environmental

professionals working through 18 college and university-based centers around the Commonwealth. Assistance can be accessed directly through a toll-free hotline at 877.ask.emap or through the website located at www.askemap.org.

The cooperative agreement between the Department and EMAP will be renewed in September 2007 at a cost to the Department of \$400,000. This partnership has been effective at improving the ability of the Department-sponsored technical assistance program, or SBAP, to reach the greater Pennsylvania small business community. For the 2006-07 year, EMAP reports the following information:

For the 2006-07 fiscal year:

133 Hotline contacts

427 Non-hotline contacts (e-mails or direct calls)

431 Businesses provided with in-depth assistance (one hour or more)

145 Site Visits

Small Business Ombudsman's Office

Activities of the Small Business Ombudsman's Office

The Ombudsman's Office provides assistance to Pennsylvania small businesses through a number of avenues. The office provides direct, confidential compliance assistance to small businesses, as well as indirect assistance to small businesses through legislators, associations, small business assistance providers, and federal and state agencies. The Ombudsman's Office served a total of 400 clients from January 1, 2006, through December 31, 2006. Of these, 323 were direct contacts with small businesses.

In the first half of 2007, the Ombudsman's Office assisted 189 clients with environmental matters. Of those, 158 were direct contacts with small businesses, 28 were government agencies, other assistance providers or consultants. Three inquiries came from other types of entities, including large business and non-profits. In addition to those figures, the Ombudsman's Office fielded approximately seven to nine calls per day concerning the Small Business Advantage Grant program during that period. Thus, the Advantage program generated an additional 750 to 1,170 calls to the Ombudsman's Office during that period.

As described below, the Ombudsman's office administered two financing programs during the 2006-07 fiscal year.

Small Business Advantage Grant Program

The Small Business Advantage Grant program marked its third year of offering grants to Pennsylvania small businesses. This grant program provides 50 percent matching grants, up to a maximum of \$7,500, for Pennsylvania small business to implement energy efficiency or pollution prevention projects. Energy efficiency and pollution prevention projects can help businesses cut costs and may reduce their regulatory requirements, while simultaneously protecting the environment. Each project is required to achieve at least a 10 percent increase in energy efficiency or pollution prevention. Eligible small businesses must be a for-profit business located within the

Commonwealth with no more than 100 full-time employees. Any type of small business is eligible, including manufacturers, retailers, service providers, mining businesses, and agricultural interests.

The Small Business Advantage grant program awarded \$834,429 in grants during the 2006-07 fiscal year. The grant program opened July 1, 2006 and was so popular that it reached the limits of its funding by August 15, 2006. In the second half of 2006, the Ombudsman's Office assisted 287 clients in regards to this grant program. The program received 199 applications during the year and considered 160 for funding.¹ Funding was approved for 138 applicants. The grant program received applications at an even greater rate than during the prior year and reached the limits of its budget even earlier than during the prior year. The Small Business Advantage grant program reopened on August 13, 2007.

The department has been gathering data from projects funded through this grant program during the period from July 1, 2005, to June 30, 2006 -- its second year of operation. The energy and pollution prevention savings presented in the following chart are based on annual follow up reports from 30 companies.²

¹ During the previous year, DEP received a total of 277 applications and approved 190 of those applications for funding.

² Grants awarded during the year included 131 anti-idling technology projects, 34 upgraded coin-operated laundromats, 17 general process equipment upgrades, 27 HVAC equipment upgrades, 18 lighting upgrades, 2 digital dental radiography applications, 15 alternate fuel projects, 1 solvent recycling/recovery project, and 17 dry cleaning equipment upgrade projects.

Industries Providing Pollution Prevention/Energy Efficiency Savings Annual Reports for FY 2005-2006 Grant Funded Projects - 30 Reports Represented by this data.								
TYPE OF BUSINESS	NUMBER OF APPLICANTS Total Received And (number of annual reports received)	H2O GALLONS	WASTE OIL GALLONS	Kwh at an average rate of 9 cents per Kwh	OIL at an average rate of \$2.80 per gallon	HAZ/GEN WASTE	Related resource items, film, reagents, wiring, disposal fees, etc.	TOTAL DOLLARS SAVED by 30 of 262 applicants awarded grants during FY 05-06.
Trucking/Anti-Idling (APU)	131 (18)				40,000			\$111,000
Coin Laundromats	34 (2)	1,660						\$5,333
Process Equip Modification	17 (5)		150	4,500	18,000			\$50,000
Alternate Fuels Systems	15 (2)				6,000		\$13,000	\$31,294
Process Chillers/Boilers	27 (2)	2,323	3,119	4,064	1,202			\$0
Lighting Upgrades	18 (0)							\$0
Dental Equip Digitals	2 (0)							\$0
Dry-cleaning Systems	17 (0)							\$0
Motor Controllers	0 (0)							\$0
Recycling	0 (0)							\$0
Insulation	2 (0)							\$0
Distributed Power	3 (1)			\$899				\$899
Paint Spray Booths	0 (0)							\$0
Non-Solvent Parts Cleaning	0 (0)							\$0
TOTAL SAVED								\$198,526

Small Business Pollution Prevention Assistance Account (PPAA) Loan Program

The Small Business Pollution Prevention Assistance Account (PPAA) Loan Program, created in 1999, provides low-interest, fixed-rate loans to small businesses undertaking projects that reduce waste, pollution or energy use. Loans may be used to fund up to 75 percent of total eligible project costs, up to a maximum of \$100,000. Small businesses located within the Commonwealth with 100 or fewer full-time employees are eligible. Terms include a fixed interest rate of 2 percent and a maximum term of 10 years. The Department and the Department of Community and Economic Development (DCED) jointly administer this program. The Department reviews the technical applications and DCED reviews the financial application, performs the credit check and handles the loan closing and maintenance.

For the 2006-07 fiscal year:

- 29 applications (\$1,592,891) have been submitted;
- 29 technical applications (\$1,592,891) have been approved by the Department;
- 19 commitment letters (\$1,263,039) have been issued by DCED;
- 12 loans (\$828,038) have closed.

From program inception through June 30, 2007:

- 155 applications (\$7,849,527) have been submitted;
- 146 technical applications (\$7,427,427) have been approved by the Department;
- 80 commitment letters (\$4,383,224) have been issued by DCED;
- 57 loans (\$3,160,194) have closed.

From plan inception to June 30, 2007, 34 small businesses have reported savings of \$4,446,080 since implementing their pollution prevention/energy efficiency project. These 34 small businesses borrowed a total of \$1,860,791 from the loan program. This equates to a \$2.39 savings for the small business on each \$1.00 borrowed. In addition, since this is a loan program, the principal is repaid to the Commonwealth with interest. Total actual savings reported by the 34 small businesses are as follows:

- Air – 28 Tons
- Water – 121,041,101,775 Gals.
- Waste – 14,028 Tons
- Energy – 321,243,097,521 BTUs
- Amount of money saved - \$4,446,080

DEP Bureau of Air Quality, Compliance Assistance & Pollution Prevention Section (BAQ CAPP)

This section oversees the planning, development, coordination, implementation and evaluation of the statewide Air Quality compliance assistance & pollution prevention program. It develops compliance assistance outreach tools and materials and pollution prevention programs.

Mercury Switch Program

On November 9, 2004, the Department announced the creation of the Pennsylvania Mercury Automobile Switch Removal Program (PA MASRP). The MASRP is a voluntary program that encouraged the removal of mercury switches from automobiles in a safe, effective and relatively easy manner. In December 2005, Pennsylvania Automotive Recyclers Trade Society (PARTS) was awarded a sole-source grant from DEP to administer the voluntary program until September 30, 2007. The program offers a reimbursement of \$2 per switch to participating auto recyclers at least until the grant's expiration date. On August 11, 2006, the United States Environmental Protection Agency announced the creation of the National Vehicle Mercury Switch Removal Program (NVMSRP). In the fall of 2006, the PA MASRP was merged with the NVMSRP. A total of 21,835 mercury-containing switches, or 48.09 pounds of mercury, have been removed since the inception of the program.

2007 Dry Cleaner Calendar – During the week of November 6, 2006, the 2007 Dry Cleaner Compliance Calendar was mailed to over 1,000 Pennsylvania dry cleaners. The calendar is a convenient way for dry cleaners to maintain required federal and state records. The Department has distributed this compliance assistance tool since 2001. Revisions were also completed for the 2008 calendar which will be distributed in the fall of 2007.

Electrotechnology Applications Center (ETAC) – ETAC helps businesses gain a competitive advantage by applying alternative technologies to improve heating, drying, coating and curing processes. With support from the Pennsylvania Department of Environmental Protection (DEP), ETAC helps businesses investigate new equipment, materials and processes before making large investments or production changes. As part of its outreach efforts this year, BAQ CAPP provided assistance to 64 small businesses through its grant with ETAC.

PENNSYLVANIA'S SMALL BUSINESS ASSISTANCE
PROGRAM'S 2006 ANNUAL REPORT TO EPA

**STATE SMALL BUSINESS STATIONARY SOURCE
TECHNICAL AND ENVIRONMENTAL COMPLIANCE
ASSISTANCE PROGRAM (SBTCP)**

ANNUAL REPORTING FORM

FOR THE PERIOD 1/01/06 TO 12/31/06 (Each Calendar Year)

OMB NO. 2060-0337

EXPIRATION DATE: 10/31/2007

*****Completed forms are due by April 30*****

This is the Annual Reporting Form for the State Small Business Stationary Source Technical and Environmental Compliance Assistance Programs (SBTCPs) under the Clean Air Act (CAA) as amended in 1990. We are collecting objective information on each SBTCP. This report is not an evaluation of your program.

INSTRUCTIONS FOR COMPLETING THIS FORM

1. **STOP!** Save (using the save as function from the File menu) this document to your hard drive using the name of your State or Territory as the document title before continuing.
2. Please complete the electronic version of the form. Do not answer questions by referring to attached documents or a previous SBTCP report.
3. You should have already collected the requested information. If a question asks for data you do not have, please briefly explain why it is not available in the narrative section of this document. For future reports, you may need to revise the statistics that you track.
4. Each answer block (with the noted exceptions) must contain complete information. If part of the question does not apply, indicate "not applicable", "NA", "0", or another appropriate answer.
5. Use the **Tab key** to move between entry fields. If you use another method to navigate the form the totals will not be accumulated accurately.
6. In the narrative section at the end of the Form you may cut and paste text from another file, however, you will not be able to spell check the text after pasting. It is recommended that you check spelling and grammar prior to pasting into this document.
7. Once your form is complete please file a copy for future reference and e-mail a copy of the document to Angela Suber suber.angela@epa.gov.
8. See the "Definitions" on the following page to assist you in what to count in your report.
9. Contact Angela Suber at 202-566-2827 if you have questions, or e-mail, suber.angela@epa.gov.

SUGGESTIONS FOR COMPLETING THIS FORM

- Gathering information for this report is definitely a team effort! Enlist the help of key contacts from the SBO, the SBAP, and the CAP, and ask them to complete applicable sections.
- One person should take responsibility to complete and submit this Form (most likely the SBO).
- Refer to last year's report when completing this year's Reporting Form.

Definitions: The following definitions are a guide for gathering information for the Annual Report. They are not all-inclusive, however, should be used to determine how to count total assistance and total outreach activities.

- 1) **On Site Visit:** a one-on-one meeting at the business's work site to answer questions about environmental issues, to assist with self audit activities, or present information about environmental programs. Not an inspection. Each time a site visit is made to the same site, it counts as an additional visit for total assistance provided. **Note: if the site visit turns into a permit assistance visit, you may count as a site visit and a permit assist.**
- 2) **Phone Calls Made/Received:** phone calls made to business, trade associations, federal offices, or the general public that answer questions about environmental issues, or are in the course of researching an environmental question. Phone calls received, either "hotline" or standard office phone that relate to assistance in understanding environmental regulations or questions about environmental issues combined with phone calls made will give you the total number.
- 3) **E-Mails Received/Made:** e-mail activities in relationship to compliance assistance.
- 4) **Workshops/Seminars:** the number of total workshops and seminars that were attended or provided to anyone for any reason by the SBO/SBAP Staff in the State. Include a count of all attendees.
- 5) **Permit Assistance:** any type of assistance provided to a business in relationship to permit or compliance requirements, reviews, written permits, answering questions about permits, or directing business owner or managers to the correct office or web site for additional assistance.
- 6) **Walk-ins:** any visit to the SBO/SBAP's office for meetings or one-on-one assistance.
- 7) **Publication/direct mail/newsletters (Compliance Assistance Tools):** number of publications that were mailed directly to a business or the general public. The total number for assists will equal the total distribution of documents. Not total published documents.
- 8) **Other Types of Assistance and Activities:** events like Public Service Announcements, Radio Talk Shows, news print, ,special events, state fairs, presentations for the public, speaking engagements that cannot be defined as to total number of businesses reached, may be counted. This is an estimated audience reached as part of the total effort of your office. Estimated numbers should be as accurate as possible.
- 9) **Computer Web-sites Hits:** Hits are contacts made by the outside organizations or the general public to obtain information about your environmental assistance program, regulations, or guidance through access to your web site.

PROGRAM INFORMATION

Provide the name of the State or Territory for which this report is being submitted.

Pennsylvania

	REPORTING FORM CONTACT
Name	Ted Laubach, Susan Foster
Title	Air Quality Program Specialist
Agency/Organization	DEP
Address	400 Market Street, P.O. Box 8468
City, State, Zip	Harrisburg, PA 17105-8468
Telephone Number	717-787-7019 X
FAX Number	717-772-2303
E-mail Address	sufoster@state.pa.us

BUDGET

Record the combined budget for your SBO, SBAP, and CAP for calendar year. (If your budget is by fiscal year, please indicate the FY budget that is in effect as of 12/31.)

2005 Budget Total	\$2424459.00		
Sources	<input checked="" type="checkbox"/> Title V Fees	<input type="checkbox"/> 105 Funds	<input type="checkbox"/> Other
Budget Change	<input type="checkbox"/> Increase	<input type="checkbox"/> Decrease	<input type="checkbox"/> No Change

STAFFING

How many employees, measured as full-time equivalents (FTEs), support the SBO/SBAP?

Total FTEs	
SBO Staff #4	SBAP Staff # 8.81

What is the status of your Compliance Advisory Panel (CAP)?

Status	Check if Applicable
Do you have a CAP?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No # Positions Vacant
Active (holding meetings or conference calls)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

OUTREACH AND TECHNICAL ASSISTANCE

Does your program offer air-only or multimedia assistance?

<input type="checkbox"/> Air only	<input checked="" type="checkbox"/> Multimedia
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Please provide the requested data for each type of activity during the year.

Method of Assistance Provided	# of Events	Total Assists
1) Site Visits		237
2) Phone Calls Made and Received		811
3) E-Mails Made and Received		7599
4) Permit Assistance		62
5) Walk-ins		2
6) Mailings/Newsletters/Publications Distributed to a Business or Public	57	38361
7) Workshops and Seminars	27	6579
Total Assistance Provided		47099

Please provide information on Outreach Activities for the calendar year.

Other Types of Assistance Provided	# of Events	Estimated Audience
8) Public Service Announcements	2	100
9) Radio Talk Shows		
10) Other Special Events	2	50
11)		
12)		
13)		
14)		
Total Outreach		150

Web Site Activity: How many times did people access your web site to get information on your environmental assistance program?

Your Web Site Address	Number of Web Site Pages	Total Number of Hits
http://www.dep.state.pa.us/dep/deputate/pollprev/Ombudsman/ombudsma.htm	9	44685
http://www.askemap.org		

Please include information about your program that you would like to highlight, significant accomplishments, awards, actions taken to move to multimedia, changes in annual budget or FTE's, etc. Positive outcomes and case studies are especially appreciated!

1. The Department of Environmental Protection (DEP) provided a total of \$4,549,021.50 in financial assistance to small businesses in Pennsylvania thru the Small Business Pollution Prevention Assistance Account loan program, the Site Assessment Grant program, the Advantage Grant program, the Pennsylvania Energy Development Authority, and the Energy Harvest Grant program.
2. The Ombudsman's Office and the Electrotechnology Applications Center (ETAC) partnered to provide free half-day workshops statewide to help small business owners learn how to implement measures that can reduce energy usage, save on energy costs, increase profits, and improve the environment. The workshops provided business owners with information on energy supply options, illustrated how to identify energy cost-saving opportunities and showed how to develop an energy action plan. Particular emphasis was given to easily implemented, cost-effective changes for small commercial and industrial facilities. Municipalities and local government officials were also invited to attend the workshops.
3. The Small Business Ombudsman also facilitated outreach on environmental compliance issues to the Central PA chapters of the Alliance of Automotive Service Providers. The office gave presentations and provided written materials to the chapters on waste issues, air issues and financial assistance. Waste bureau personnel participated in the outreach as did the PA SBAP.
4. ETAC received the Western PA Environmental Excellence Award from the Dominion and PA Environmental Council and the Most Valuable Pollution Prevention Partner from the National Pollution Prevention Roundtable.
5. DEP awarded a grant to the Pennsylvania Automotive Recycling Trade Society (PARTS) to market the mercury automobile switch removal and recycling program, register participants and send incentive payments to participating recyclers. The grant is effective through September 30, 2007. There are 99 recyclers participating in the program. Twenty-four participants have sent in 14,815 switches that translates to 32.63 pounds of mercury that have been recycled. In November 2006, the switch removal program merged with the National Vehicle Mercury Switch Recovery Program (NVMSRP). The NVMSRP pays for shipping and recycling of the mercury-containing automobile switches as well as educational and collection materials.

6. The Bureau of Air Quality developed published and distributed the 2007 Pennsylvania Dry Cleaners Calendar to over 1300 dry cleaners. The calendar is designed to help dry cleaners meet the recordkeeping requirements under the Clean Air Act and the PA Air Pollution Control Act.