

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

**ANNUAL REPORT**

**SMALL BUSINESS ENVIRONMENTAL  
ASSISTANCE PROGRAMS**

**JULY 1, 2011 – JUNE 30, 2012**



**pennsylvania**  
DEPARTMENT OF ENVIRONMENTAL  
PROTECTION

Jay R. Moyer, Ombudsman

## **Small Business Programs**

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### **Small Business Ombudsman's Office**

Jay R. Moyer, Small Business Ombudsman

#### **Staff**

Gene DeVecchio  
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David Barnes

### **Small Business Environmental Assistance Program**

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

Nancy Crickman  
Director, Environmental, Energy & Technology Services

### **Small Business Compliance Advisory Committee**

Committee Chairman  
Dale Kaplan  
Kaplan's Careful Cleaners

Committee Vice Chairman  
Nancy Crickman  
Pennsylvania Small Business  
Development Centers

#### **Members**

Patricia M. Allan  
Department of  
Environmental Protection

Jay R. Moyer  
Department of  
Environmental Protection

Honorable Camille George  
Pennsylvania House of Representatives

Michael Leib  
Weatherly Casting and Machine Co.  
Hazleton Casting Co.

Jay P. Niskey  
Bowman Petroleum Company

Paul F. Burroughs  
The Quinn Law Firm

Ann Brennan  
Department of Community and  
Economic Development

Letitia C. Baker  
Baker Printing

## **Introduction**

The Pennsylvania Small Business Environmental Assistance Program (SBEAP) has been helping small businesses comply with environmental laws and operate more efficiently since the mid-1990s. This year, the SBEAP, the Small Business Ombudsman of the Department of Environmental Protection (Department) 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.

The Small Business Ombudsman represents the Department 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. The SBEAP, 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, pollution prevention and energy efficiency assessments and can refer the small business to general business and financial assistance professionals if appropriate. The Compliance Advisory Committee meets quarterly to address issues that impact the small business community. This includes environmental regulations, as well as technical and financial assistance programs. These inter-related programs were created by the Clean Air Act and the Pennsylvania Air Pollution Control Act and originally addressed only air issues; however, all have been expanded to provide small businesses with assistance in relation to all environmental media, when feasible.

## **Small Business Environmental Assistance Program – Technical Assistance Provider**

The SBEAP 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 grant applications, 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' 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 five 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 (877-275-3627) or through the website, [www.askemap.org](http://www.askemap.org).

The five-year cooperative agreement between the Department and EMAP was renewed in June 2012 for \$300,000 for the 2012-13 fiscal year. This cooperative agreement may be renewed for an additional term. This partnership has been effective at improving the ability of the department-sponsored technical assistance program, or SBEAP, to reach

the greater Pennsylvania small business community. For the 2011-12 fiscal year, EMAP reports:

- 124 Hotline contacts
- 212 Non-hotline contacts (emails or direct calls)
- 352 Businesses provided with in-depth assistance
- 51 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 1,730 clients from Jan. 1, 2011 through Dec. 31, 2011. Of these, 1,628 were direct contacts with small businesses.

In the first half of 2012, the Ombudsman's office assisted 774 clients with environmental and energy matters. Of those, 556 were direct contacts with small businesses, 158 were government agencies, other assistance providers or consultants. Sixty inquiries came from other types of entities, including large businesses and non-profits.

As described below, the Ombudsman's office administered three financing programs during the 2011-12 fiscal year.

### **Small Business Advantage Grant Program**

The Small Business Advantage Grant (SBAG) program marked its eighth year of offering grants to Pennsylvania small businesses. This grant program provides 50 percent matching grants, up to a maximum of \$7,500, for a 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 25 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. Examples of the types of small businesses that are eligible include manufacturers, retailers, service providers, mining businesses, and agricultural interests.

The Small Business Advantage grant program awarded \$655,529 in grants during the 2011-12 fiscal year. The grant program opened July 25, 2011 and closed February 3, 2012. The program received 188 applications during the year and funding was approved for 89 applicants.

The following table lists the number of approved projects per county for the 2011-12 Fiscal Year.

Project County	Number of SBAG Approved Projects	Project County	Number of SBAG Approved Projects
Allegheny	5	Lancaster	2
Beaver	3	Lawrence	5
Bradford	1	Lehigh	2
Bucks	2	Luzerne	3
Butler	2	Lycoming	3
Cambria	2	Mercer	2
Carbon	2	Montgomery	6
Centre	2	Northumberland	1
Chester	1	Philadelphia	5
Clarion	1	Pike	1
Clinton	1	Schuylkill	1
Crawford	2	Snyder	1
Dauphin	3	Venango	1
Delaware	1	Wayne	2
Elk	1	Westmoreland	6
Erie	1	York	9
Fayette	1		
Franklin	4	Total = 35 Counties	Total = 89 Projects
Lackawanna	4		

### Small-Business Advantage Grant Program - Results

The Department has been gathering data from projects previously funded through this grant program during the period from July 1, 2010 to June 30, 2011 -- its seventh year of operation. Data from the one-year follow-up reports detailing energy and pollution prevention savings submitted by 64 small businesses are presented in the charts on Pages 4 and 5. These 64 companies were awarded a total of \$395,071 from the grant program.

The projects generated from these 64 grant awards allowed these small businesses to save \$421,933 in energy and pollution-related expenses in just the first year since implementing their projects.

## Reported Unit Savings for FY 2010-2011 SBAG Funded Projects – 64 Reports Submitted

Project Type	Annual Reports Submitted	Air Emissions (Tons)	Waste (Pounds)	Diesel Fuel (Gallons)	Heating Oil (Gallons)	Water (Gallons)	Electricity (kWh)	Propane (Gallons)
Lighting Upgrades	27						1,428,766	
Heating Ventilation Air Conditioning Systems	16	79			2,246		380,816	
Process Equipment	4					169,147	309,474	524
Chillers/Freezers	6						343,152	
Anti-Idling Systems	5	7		90,111				
Digital Radiography	2		63				8,110	
Insulation	4						2,100	
<b>Total Savings</b>	<b>64</b>	<b>86</b>	<b>63</b>	<b>90,111</b>	<b>2,246</b>	<b>169,147</b>	<b>2,472,418</b>	<b>524</b>

## Reported Dollar Savings for FY 2010-2011 SBAG Funded Projects – 64 Reports Submitted

<b>Project Type</b>	<b>Annual Reports Submitted</b>	<b>Diesel Fuel Savings (\$)</b>	<b>Heating Oil Savings (\$)</b>	<b>Utility Cost Savings (\$)</b>	<b>Waste Disposal (\$)</b>	<b>Total Savings (\$)</b>
Lighting Upgrades	27			268,929		268,929
Heating Ventilation Air Conditioning Systems	16		10,132	34,227		44,359
Process Equipment	4			14,000		14,000
Chillers/Freezers	6			35,599		35,599
Anti-Idling Systems	5	48,750				48,750
Digital Radiography	2			494	1,700	2,194
Insulation	4			8,102		8,102
<b>Total Savings</b>	<b>64</b>	<b>48,750</b>	<b>10,132</b>	<b>361,351</b>	<b>1,700</b>	<b>421,933</b>

## **Storm Relief – Small Business Advantage Grant Program**

The Storm Relief Small Business Advantage Grant (SR-SBAG) program provided 50 percent matching grants, up to \$9,500 to for-profit small business owners whose business suffered damage in either Hurricane Irene or Tropical Storm Lee, and was located in one of the counties included in the Federal Declaration of Disaster. SR-SBAG had the same eligibility criteria as the Small Business Advantage Grant. The Department accepted applications August 26, 2011 thru February 3, 2012. SR-SBAG received 11 applications and approved 10 of those for funding. The 10 approved applications totaled \$71,697. Funding was used primarily for heating, ventilation, and air conditioning systems and lighting projects.

## **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. The maximum loan amount is \$100,000. Small businesses located within the Commonwealth with 100 or fewer full-time employees are eligible. Terms include a fixed interest rate of two percent and a maximum term of 10 years. The Department and the Department of Community and Economic Development (DCED) jointly administer this program. DEP reviews the technical applications and DCED reviews the financial application, performs the credit check and handles the loan closing and maintenance.

### **For the 2011-12 fiscal year:**

- 3 technical applications (\$170,500) have been submitted and accepted;
- 3 technical applications (\$170,500) have been approved by the Department;
- 4 commitment letters (\$255,498) have been issued by DCED;
- 4 loans (\$187,056) have closed.

### **From program inception through June 30, 2012:**

- 259 technical applications (\$13,726,790) have been submitted;
- 250 technical applications (\$13,304,690) have been approved by the Department;
- 138 commitment letters (\$7,717,650) have been issued by DCED;
- 106 loans (\$6,003,663) have closed.

From plan inception to June 30, 2012, 54 small businesses have reported savings of \$12,600,868 since implementing their pollution prevention/energy efficiency project. These 54 small businesses borrowed a total of \$3,015,871 from the loan program. This equates to a \$4.18 savings for the small business on each \$1.00 borrowed. In addition, since this is a revolving loan program, the principal is repaid to the Commonwealth with interest. Total actual savings reported by the 54 small businesses are as follows:

- Air Emissions – 42 Tons
- Water – 121,132,141,377 Gals.
- Waste – 74,148 Tons
- Energy – 460,018,422,164 BTUs
- Amount of money saved - \$12,600,868



## **DEP Bureau of Air Quality, Compliance Assistance & Monitoring Section (BAQ CAM)**

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 Nov. 9, 2004, the Department announced the creation of the Pennsylvania Mercury Automobile Switch Removal Program (PA MASRP). The MASRP was 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 the Department to administer the voluntary program until Sept. 30, 2007. The program offered a reimbursement of \$2 per switch to participating auto recyclers at least until the grant's expiration date. On Aug. 11, 2006, the U.S. 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. There are 338 Pennsylvania recyclers registered in the program. A total of 95,286 mercury-containing switches, or 209.63 pounds of mercury, have been removed since the inception of the program.

### **2012 Dry Cleaner Calendar**

The 2012 Dry Cleaner Compliance Calendar was distributed in September 2011 to approximately 826 dry cleaners in Pennsylvania. The 2012 calendar was available on the Department's website. 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. The 2012 calendar includes a five-page Korean translation of the instructions.

**Emerging Technology Applications Center (ETAC)** – ETAC helps small businesses gain a competitive advantage by applying alternative technologies to improve heating, drying, coating and curing processes, as well as reducing their energy usage and carbon footprint. With support from the department, ETAC helps businesses investigate new equipment, materials and processes before making large investments or production changes. The following chart summarizes the assistance that the BAQ CAM has provided through its grant with ETAC.

## Summary of ETAC Activities and Benefits

Calendar Year	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010*	2011**	Total
Companies Consulted	68	68	72	122	104	107	47	100	68	48	43	52	34	933
Different Industry Types	20	5	4	5	3	1	17	14	4	2	2	2	1	80
Demonstration Projects Completed	15	16	11	14	9	11	5	7	10	12	7	13	8	138
Emissions Reductions (tons per year) of Volatile Organic Compounds	3,383	10,356	5,260	7,373	5,655	2,207	293	13,977	4,761	2,438	1,151	19	7	56,880
Emissions Reductions (tons per year) of Hazardous Air Pollutants	0	251	438	4,146	0	0	0	60	0	600	0	0	0	5,495
Emissions Reductions (tons per year) of Particulates	70	0	0	0	2,000	0	0	1	0	0	52	0.1	0.25	2,123

\*In addition, ETAC assisted small businesses in reducing their emissions by 68,661 tons of CO<sub>2</sub>, 596 tons of SO<sub>x</sub> and 157 tons of NO<sub>x</sub> during 2010.

\*In addition, ETAC assisted small businesses in reducing their emissions by 13,442 tons of CO<sub>2</sub>, 13 tons of SO<sub>x</sub> and 12 tons of NO<sub>x</sub> during 2011.

For more information, visit  
[www.depweb.state.pa.us](http://www.depweb.state.pa.us), keyword: Ombudsman.

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