Chapter 5 Contents:
Public Relations

Chapter 5 Public Relations

Responding to Consumer and Operator Demands

Overview

The development of a positive relationship between local officials and the public relating to wastewater utility service is critically important. The public has given local authorities the responsibility for providing proper wastewater treatment and disposal. The public expects protection of the environment and public health, as well as, quality service for a fair price.

The intricacies of wastewater systems operation and maintenance are foreign to the vast majority of the public. Citizens do want to make meaningful input to local government on the public impact and costs of these facilities. For this public input process to have useful substance, there should be both public education and an established process by which the public may participate.

Managing and Updating an Enlightened Rate System

Customers will be most aware of the impact of wastewater service each time they receive their utility bill. Wastewater service costs represent a financial impact for many users, and public officials need to ensure that the rates charged for water and wastewater service are fair and correct. Responsible financial management is of the utmost importance. This includes proper budgeting and planning for operations and future equipment replacement, as well as other improvements that may influence the rate structure for your system.

The rates charged for wastewater service will have a significant impact on a community's potential for growth and viability. Utility management must look for the most cost-efficient ways to provide top quality service and must devise user rates that are fair to the customers, but give due consideration to the long-term integrity of the utility.

Methods for Avoiding "Shock" Rate Increases

Proper annual budgeting and planning for future needs allow officials to prepare for the financial obligations for wastewater management. Based on the financial data, utility rates can be managed to avoid excessive "shock" rate increases.

Annual budgets will, of course, increase incrementally with time. This is due to inflationary increases in most typical components of the budgets, including energy, labor, chemicals, and supplies. Sharp increases in annual budgets should be avoided. Unless past financial management has been lax, or preventive maintenance consistently deferred, there should be no necessity for drastic budget increases. There should be no serious unforeseen financial emergencies. Rates and connection fees should be allowed to float gently upward to accommodate inflation and to provide funds for the orderly, planned replacement of capital equipment as ends of life cycles are reached.

Example of Rate Inflation

If inflation rates average three percent per year, the cost of replacing a $10,000 main booster pump will increase about $0.82 cents every day that it is in service. This suggests that if the pump were to give 15 years of service, its predicted replacement cost would be about $14,789. This amount must be collected from customers as service that is rendered and be placed in capital equipment reserves to be available when needed. Several approaches have been used successfully in local communities for both capturing the reserves needed and meeting the financial requirements of ongoing O&M.

Adapting Rates

The first approach is to adapt rates to long-term financial trends. Increases in charges result from an annual average prime rate that is established for the preceding calendar year. Some utilities use other indices, such as the annual inflation rate or increases in energy costs. This approach is usually codified into local ordinance, effectively limiting acrimonious debate.

Another approach is to establish multi-year rate structures in which one rate is charged over three, five, or seven year periods. This rate is carefully calculated to accommodate expected growth, inflation, and equipment replacement and must be based on careful and informed planning. Early years of the multi-year rate structure will yield more revenue than needed (late years less). Obviously, surpluses from the early years must be placed in reserves to cover later shortfalls.

Planning is required in any water or wastewater system for day-to-day operation and maintenance, equipment replacement, and service upgrades. Planning must also include the potential for emergency situations. Proper planning combined with good financial management calls for funds for these activities to be set aside early and well managed in budgets and reserve accounts.

Major improvements to wastewater facilities may require additional sources of revenue such as grants and loans. Choosing the best available sources of funding can have a significant impact on ultimate user cost, and therefore local officials should thoroughly evaluate all funding options. Good public relations demands that local officials work effectively on behalf of the utility users to secure the lowest cost financing available.

Note that additional information relating to user rates can be found in Chapter 2, in the section entitled "Financial Management and Business Planning."

Educating Consumers and Promoting Best Practices and Consumer Responsibility

Because local government acts as the primary provider for wastewater treatment to its citizens, government also becomes their link to understanding the proper use of those services. Utilities have the opportunity (and the duty) to educate their customers regarding the services, citizen responsibilities, and the worthy environmental protection goals which those utilities support.

Plant tours can be very educational and enlightening to the public.

Health and Safety

Another public relations responsibility is to educate consumers about how their actions can protect the environment, their own health and safety, and that of the community.

Water and Energy Conservation

Water conservation is an important issue on two levels. First, as consumers conserve water, they conserve the capacity of the facilities that carry out treatment. Excessive water use wastes the capacity of the systems producing the water and treating the resulting wastewater. Second, with increasing regularity, public demand for water exceeds locally-available supplies. Water conservation efforts are the best tool for stretching those supplies as far as possible to serve the present and future needs of communities.

Experience and public opinion surveys indicate that most customers are interested in conserving water. However, they may not know how, despite the fact that water conservation techniques are convenient and easy to implement. Customers appreciate cost savings from reduced usage, as well as interest by their water company in helping them protect the environment and public health. Effective public education campaigns can substantially improve water conservation, contribute to system capacity, and build appreciation for the important work of treatment plant staff and local officials.

Topics related to water conservation include the following:

- Leak Protection – How much water does a leak waste?
- Lawn and Garden – How much water is used for landscaping? What type of landscaping uses less water?
- Car Washing – What can be done to reduce water use with driveway car washing? How much water can be saved by commercial car washing?
- Household Use – How can changes in household water use habits save on water usage?
- Industrial and Commercial – How can pollution prevention concepts be used to reduce water usage and wastewater generation?
- Water Metering – How is water usage affected by billing based on usage vs. flat rates with no restrictions on usage?

Another good public relations tool is to implement and then publicize an in-plant energy conservation program. Energy conservation is significant because of the heavy impact of energy costs on a typical facility's operating budget. Energy conservation can be a positive tool for saving costs without reducing operating effectiveness. Energy conservation programs generally require identifying the locations with high energy use, identifying possible savings, establishing new operating practices to save energy, and making cost-effective capital investments in energy saving equipment.

Source Water Protection

The actions of irresponsible individual consumers can have disastrous effects on groundwater and surface water supplies. These impacts on water supplies can also prevent their use for recreation and as natural habitats. Customers must be informed about how their actions, such as the use and disposal of chemicals, fertilizers, and household products can affect water supplies.

To protect water supplies from contamination, communities need watershed management plans (surface water supplies) and wellhead protection programs (groundwater supplies).

Storm Sewers

While the operation of storm sewers may not be governed by the sewer authority, storm sewers are an important and often misunderstood part of a community's infrastructure. Misuse of storm sewers can lead to significant water pollution.

Many people do not know that sanitary sewers flow to treatment plants which provide significant treatment to remove pollutants before discharge. Most storm sewers flow directly to natural waters, with little or no treatment. Often these natural waters are community raw water supplies.

Chemicals that are discharged into storm sewers, or that run off into the storm sewers from lawns or driveways, are not removed before they reach those natural waters. Many communities have started educational programs to help the public understand the importance of limiting polluting discharges into storm sewers. These programs have often included painting messages next to storm water inlets (street drains) to indicate that only rainwater should be discharged.

Proper Disposal of Hazardous Waste

Improper disposal of hazardous waste can cause contamination of surface water supplies, groundwater, and soil. Hazardous waste can also adversely affect the biological treatment processes at wastewater plants and can contaminate landfills that were not designed to receive these materials. Many communities have started household hazardous waste programs to inform the public of the proper disposal procedures for various waste products.

Often the first step in a household hazardous waste program is to educate the public about the types of common materials that are hazardous. Many products used daily are considered hazardous when they become waste. For example, the used or leftover contents of household products such as paints, cleaners, stains and varnishes, car batteries, motor oil, and pesticides are all household hazardous wastes.

Brochures and bill stuffers can be used to address the issues relating to proper hazardous waste disposal. In addition, most state environmental protection agencies offer hazardous waste disposal programs that can help communities address this issue.

Communicating and Managing the Public Image of the Facility

It is essential for the public to know that the community's facilities are well managed. Because the public is so quick to realize when there are problems with their local facilities, assumptions could be associated with poor management. Consequently, it is important that all aspects of wastewater service, including management, provide the highest quality service and render a professional impression that begins with reliable service.

Public Meetings

As a public body, a community's utility commission will have regular public meetings. These meetings must be orderly, well managed, and productive. Technical presentations at these meetings should be well prepared and should be both technically complete and, especially if requiring budgetary appropriations, easily understood by the lay public. Business at public meetings should be completed in a professional manner, and unnecessary or repetitive discussion should be minimized.

While public participation is to be encouraged at such meetings, it too should be conducted and managed in a professional manner. Members of the public must be required to keep their presentations brief and to the point. At times, it may be necessary to place a time limit on public comments to allow sufficient time for all public input. It is important to manage the presentation of public comment so that it is relevant to the discussion and not repetitive. Leaders should be ready to refocus the discussions if individuals provide irrelevant testimony or repeat the comments previously presented.

Managing the Media

Absent of an effort to bring the good work of community utility systems to the media's attention, the media will not be seen until there is a problem. Even if the utility receives media coverage for the positive aspects of its operations, there is always potential to receive negative media attention. To make a good impression, leaders should be as open and honest as possible, being sure of their facts and providing fact sheets or summaries to avoid any misstatements about negative events or accidents.

Many publications and training courses are available to help staff deal with the media. It may be best to delegate responsibility for media contact to a single individual with good communication skills and to assure that they are trained in the specifics of media interaction. This individual can then coordinate media contacts with technical staff relating to specific issues.

Public Service Announcements

Public service announcements are a good way to promote environmental and safety messages to the public on behalf of utility operations. Local media outlets can provide more information on the specific requirements for placing a public service announcement.

Open Houses

An open house, tour, or other special event is an excellent way to get the public and perhaps the media to see what goes on in water or wastewater systems. It can also be an event in which employees and public officials may involve their families in their work.

The event should be well organized, with a specific schedule of events. Tours should be in small groups along a safe (and, if possible, odor-free) route. If necessary, safety equipment such as hard hats and hearing protection should be provided. Speakers should be well prepared and ready to answer questions from their audience. Often a panel of individuals may be the best approach to answering the wide range of questions that can come from the public.

Open house at Cooperstown celebrating their new UV system.

Bill Stuffer Announcements

The bill stuffer has long been a favorite tool of the water and wastewater utility manager. Bill stuffer informational packets are also available from a number of commercial suppliers. These are professionally prepared documents that cover a wide range of public education topics of interest to water and wastewater customers.

Some bill stuffers are specific to topics that may be of growing importance to the community, such as source water protection, biosolids (sludge) management, or wastewater recycling. Bill stuffers provide an opportunity to begin the educational process for the consumer and community. Most bill stuffers can be customized to include specific information about the utility.

Customer Surveys

Often a utility loses contact with its users. This may be the result of not listening, or listening to only a select vocal few. To obtain a representative set of consumer opinions, it can be helpful to conduct a customer survey. It may also be used to gauge the level of customer satisfaction and to direct efforts for service improvements. A survey development, marketing, or public relations professional should be consulted for assistance in conducting a customer survey. These professionals are familiar with the procedures for proper survey preparation, distribution, validation, and interpretation.

Newsletters

An annual, biannual, or quarterly newsletter is an excellent way to communicate to customers the plans and accomplishments of a water or wastewater utility. Newsletters should be brief and to the point. An important consideration in deciding to publish a newsletter is consistency. Once a utility decides it is going to publish a newsletter, it must maintain that commitment. Failure to follow through will reflect poorly on the professionalism of the operation.

Responding to Correspondence

It is important that the utility respond promptly to all correspondence from its customers. If an issue is likely to take some time to address, a reply should nevertheless be sent immediately, indicating when the customer may expect a specific response. The response should be thorough and attempt to fully address the issues raised in the original correspondence. Replies to correspondence may require a meeting to discuss more difficult issues, and a summary of the results of that subsequent meeting should be sent to the correspondent.

All correspondence should be professionally prepared. It should be signed by an authority representing the organization. A file of all incoming correspondence and replies should be maintained for future reference.

Tools for Public Education

Overview

Many organizations are available to assist communities with outreach and communication programs. These programs assure the public that their water quality and wastewater facilities are operating efficiently. Educational programs refrain from using technical jargon and communicate in layman terms in order to effectively reach their audiences. To ensure that the community understands the value of their municipality's utility center, educational programs should be made available.

Water Environment Federation (WEF) Public Education Program

As a leading source of water quality information, the Water Environment Federation (WEF) develops programs and materials to help its members communicate with their target audiences about key water quality issues. As a not-for-profit technical and education organization for water quality professionals, its goal is to increase an understanding of the direct role water and wastewater services have in the protection of public health, the economy, and the environment.

Since 1928, WEF has worked to provide its members, public officials, and the general public with the necessary tools to engage in or learn ways to improve quality of life through water resources management, water protection, and water and wastewater treatment.

For the general public, WEF offers a full brochure series, videos, posters, and CD-ROMs on a wide range of water quality topics including wastewater treatment processes, careers, point and non-point source pollution, watershed management, water and wastewater infrastructure, fats, oils and greases, and water and biosolids recycling. Developed by water quality professionals, the materials can be used as informational mailers, bill inserts, and handouts for community meetings, exhibits, plant tours, and school programs.

For educators, WEF offers "The Water Sourcebook," a supplemental K-12 school curriculum on water quality. The popular hands-on series is designed to be an easy way for teachers, non-formal educators, and water quality professionals to teach elementary and secondary grades about today's most important water quality issues including wastewater and drinking water treatment, ground and surface water, and wetlands.

Recognition of an excellent operation in Old Forge. From left to right: Gregg Gendron, NYSDEC; Robert Moore, Town Supervisor; Ted Riehle, Chief Operator; Sandra LeBarron, NYSDEC; John De Voldre, Operator; Ken Skibinski, NYWEA.

To supplement this effort, WEF also offers a full-day, hands-on training workshop for high school science teachers at WEFTEC®, the Federation's annual technical exhibition and conference. Featuring Sewer Science, a mobile wastewater treatment plant equipped with specially designed tanks, real-life laboratory analytical equipment and workbook, the award-winning WEF, guides teachers through a simulation of the wastewater treatment process. The miniature laboratory and supplemental materials through a unique partnership of corporations, municipalities, consultants, community organizations, and area high schools are then provided exclusively to high schools in the conference host city for a full academic year.

For students, WEF organizes the Stockholm Junior Water Prize (SJWP), the most prestigious international youth award for a high school water science research project. Organized in the United States by WEF and its member associations, with support from ITT Industries and the Coca-Cola Company, its purpose is to increase students' interest in water-related issues and research, and to sensitize them, as future leaders, to global water challenges.

Winners from St. Johnsville. From left to right: Mark Trombetta, Operator; Fred Campione, Operator; Gene Colorito, Plant Supervisor; N.G. Kaul, DOW NYSDEC; Mayor Wilfred Y. Kraft.

Four levels of competition culminate with a US national winner joining representatives from 30 countries at the international competition in Sweden. Held in conjunction with World Water Week, national winners participate in a seven-day educational and cultural exchange program including exhibition and presentation of their projects. The international winner receives $5,000 (USD) and a blue crystal sculpture in the shape of a water droplet presented by HRH Crown Princess Victoria of Sweden, Patron of the Prize.

Understanding the influential role of the general public, public officials, and the media in the formation of public opinion and policy, WEF also works to inform those audiences about water quality through educational tours, congressional testimony, newsletters, news releases, press events, formal comments on regulatory and legislative matters, and grassroots public education programs.

Currently, WEF is in the process of developing *Water is Life, and Infrastructure Makes it Happen*™, a grassroots program designed to educate the general public, local leaders, and media about the value of water and wastewater infrastructure and the importance of investing in its long-term stability.

Centered on the issue of crumbling or overburdened US water and wastewater systems, the program highlights the need for user rate increases due to declining federal and state funding for water-related projects. Developed by WEF, in alliance with several national partners, the program will use drinking water and wastewater utilities to distribute materials and create activities both locally and statewide. With a goal of full implementation by WEFTEC® 2006 in Dallas, Texas, WEF is actively working with several key partners to refine and finalize the multi-faceted program.

A description of WEF awards, as well as other organizations that honor and recognize achievements in water and environmental stewardship and professionalism, are described on the next page.

Awards for Excellence

Water Environment Federation (WEF)

The Water Environment Federation (WEF) also presents a variety of awards that recognize achievements in the water environment profession. Some of the categories include the following:

- Outstanding Personal Service
- Excellence in Water Quality Achievement
- Service in Public Education
- Published Papers
- Project and Professional Excellence
- Service in the Operations Field

For further information, contact:

WEF
601 Wythe Street
Alexandria, VA 22314-1994
Phone: 703-684-2400
Fax: 703-684-2492
www.wef.org

Andrew M. Weist Operations and Maintenance Awards Program

NYSDEC has the *Andrew M. Weist Operations and Maintenance Awards Program* that recognizes wastewater treatment facilities for their quality operations and an exemplary record of compliance. This award acknowledges the efforts of staff and municipal leaders for their dedication and professionalism. This award was founded in 1996. This award was renamed in 1999 in memory of Andrew M. Weist. Andy was with the NYSDEC for over 32 years and was the Section Chief of the Facility Operations Assistance Section. Applications are due by March 21 of each year.

For an application package, contact:

Gregg Gendron
NYSDEC
Phone: 518-402- 8096
Fax: 518-402-8082
Email: gwgendro@gw.dec.state.ny.us
www.dec.state.ny.us/website/dow/bwcp/w_awards.html

New York Water Environment Association

The New York Water Environment Association (NYWEA) has several awards for wastewater treatment plants and operators. NYWEA members are eligible to receive special recognition for professional achievements in the field of water quality and for individual service to the Association. Awards are presented at the annual meeting each year.

For further information, contact:

NYWEA
525 Plum Street, Suite 102
Syracuse, NY 13204
Phone: 315-422-7811
Fax: 315-422-3851
www.nywea.org.

NYRWA Wastewater Operator of the Year

The New York Rural Water Association (NYRWA) has awards for the Wastewater Operator of the Year in recognition of their commitment to protecting the environment and also the Wastewater System of the Year for continued excellence in treatment operations and progressive management practices. Awards are presented at the annual conference in May of each year. NYRWA also recognizes a Water Operator and System of the Year, a Friend of Rural Water, and an Associate Member of the Year.

For further information, contact:

NYRWA
P.O. Box 487
Claverack, NY 12513
Phone: 518-828-3155
Fax: 518-828-0582
www.nyrwawater.org

Useful Contacts and Additional Resources

In addition to the resources at the end of each chapter, the following contacts and resources are available for your convenience:

EPA Headquarters
Environmental Protection Agency
Ariel Rios Building
1200 Pennsylvania Avenue, N.W.
Washington, DC 20004
Main Number: 202-272-0167

EPA Region 2 Offices and Facilities
Main Regional Office
290 Broadway
New York, NY 10007-1866
Phone: 212-637-3000

Hudson River Field Office
421 Lower Main Street
Hudson Falls, NY 12839
Phone: 518-747-4389
Toll Free: 866-615-6490
Fax: 518-747-8149

Western New York Public Information Office
186 Exchange Street
Buffalo, New York 14204
Phone: 716-551-4410
Fax: 716-551-4417

Long Island Sound Office
888 Washington Boulevard
Stamford, CT 06904-2152
Phone: 203-977-1541
Fax: 203-977-1546

Headquarters Information Resource Center
Phone: 202-566-0556
Fax: 202-566-0562
Email: library-hq@epamail.epa.gov

Public Outreach

Specific questions or needs may be directed to:
Media Relations:
Phone: 212-637-3675
Fax: 212-637-4445

Environmental Education:
Phone: 212-637-3671
Fax: 212-637-4445

Inter-Governmental Relations & Community Involvement:
Phone: 212-637-3650
Fax: 212-637-3657

EPA Regional Library
Voice: 212-637-3185
Fax: 212-637-3086
Email: Library.Region2@epa.gov

Important Regional Offices

New York City Department of Environmental Protection
Commissioner Emily Lloyd
59-17 Junction Boulevard
Flushing, NY 11373
Phone: 212-NEW YORK (212-639-9675)
Fax: 718-595-3525

New York State Department of Environmental Conservation
Commissioner Denise M. Sheehan
625 Broadway
Albany, NY 12233-1011
Phone: 518-402-8540
Fax: 518-402-9016

Interstate Environmental Commission (IEC)
Howard Golub, Executive Director and Chief Engineer
Judith L. Baron, Chairperson
311 West 43rd Street – Suite 201
New York, NY 10036
Phone: 212-582-0380
Fax: 212-581-5719

Important Numbers

AIR RISC Hotline 919-541-0888

Antimicrobial Hotline 703-308-0127

Asbestos and Small Business Ombudsman 800-368-5888

Center for Publications & Information 800-490-9198

Clean Air Technology Center 919-541-0800

Environmental Justice Hotline 800-962-6215

Energy Star Hotline 888-STAR-YES (888-782-7937)

Indoor Air Quality 800-438-4318

Inspector General 202-566-2476

Lead Info. Center 800-LEAD-FYI (800-532-3394)

National Pesticide Information Center 800-858-7378

Pay-As-You-Throw Helpline 888-372-7298

Radon Information Hotline 800-767-7236

Radon "Fix-it" Hotline 800-644-6999

Pollution Prevention Clearinghouse 202-566-0799

RCRA/Superfund/UST/EPCRA 800-424-9346

Safe Drinking Water Hotline 800-426-4791

Small Business (and Asbestos) Ombudsman 800-368-5888

STORET Hotline (surface water quality database information) 800-424-9067

Stratospheric Ozone 800-296-1996

Toxic Release Inventory 800-535-0202

Toxic Substances Control Act (TSCA) 202-554-1404

Wastewater/Small Flows 800-624-8301

WASTEWI$E Help line 800-EPA-WISE (800-372-9473)

Wetlands Protection 800-832-7828

DEC Contact Information for Wastewater Treatment Facility Assistance

Main Offices
Facility Operations Assistance Section
625 Broadway
Albany, NY 12233-3506
Phone: 518-402-8177)
Fax: 518-402-9029

Phil Smith, P.E.
Section Chief
518-402-8092

Alan Cherubin
Environmental Program Specialist 1
Regions 4 & 6 Certification
518-402-8155

G. Michael Coley, P.E.
Environmental Engineer 2
Region 3 Certification
518-402-8086

Gregg Gendron
Environmental Program Specialist 2
Regions 5 & 8 Certification
518-402-8096

Rich Malaczynski, P.E.
Environmental Engineer 2
Regions 1 & 7 Certification
518-402-8087

Tim Miller
Environmental Program Specialist 2
Region 2 Certification
518-402-8106

Bob Wither, P.E.
Environmental Engineer 2
Region 9 Certification
518-402-8097

Robin Yasinsac
Administrative and *Operator Facts*
518-402-8089

DEC Regional Offices

Region 1 Suffolk and Nassau Counties 631-444-0204

Region 2 Manhattan, Bronx, Queens, Brooklyn, and Staten Island 718-482-4900

Region 3 Sullivan, Ulster, Orange, Dutchess, Putnam, Rockland, and Westchester Counties 845-256-3000

Region 4 Montgomery, Otsego, Delaware, Schoharie, Schenectady, Albany, Greene, Rensselaer, and Columbia Counties 518-357-2234

Region 5 Franklin, Clinton, Essex, Hamilton, Warren, Fulton, Saratoga, and Washington Counties 518-897-1200

Region 6 Jefferson, St. Lawrence, Lewis, Oneida, and Herkimer Counties 315-785-2239

Region 7 Oswego, Cayuga, Onondaga, Madison, Tompkins, Cortland, Chenango, Tioga, and Broome Counties 315-426-7400

Region 8 Orleans, Monroe, Wayne, Genesee, Livingston, Ontario, Yates, Seneca, Steuben, Schuyler, and Chemung Counties 585-226-2466

Region 9 Niagara, Erie, Wyoming, Chautauqua, Cattaraugus, and Allegany Counties 716-851-7000

Additional Resources for Environmental Information

Air and Waste Management Association
420 Fort Duquesne Blvd.
Pittsburgh, PA 15222-1435
Phone: 412-232-3444
Fax: 412-232-3450
www.awma.org

American Water Works Association (AWWA)
6666 West Quincy Avenue
Denver, CO 80235
Phone: 303-794-7711
Fax: 303-347-0804
www.awwa.org

Center for Environmental Research Information (CERI)
P.O. Box 42419
Cincinnati, OH 45242-0419
Phone: 513-569-7562
Fax: 513-489-8695
www.epa.gov/ttbnrmrl

Emergency Planning and Community Right-to-Know Information Hotline (EPCRA)
Arlington, VA
Toll Free: 800-535-0202
Phone: 703-412-9877

Environmental Council of States
444 North Capitol Street
Suite 305
Washington, DC 20001
Phone: 202-624-3660
Fax: 202-624-3666
www.sso.org/ecos

Foundation for Cross-Connection Control and Hydraulic Research
University of Southern California
AHF 232
Los Angeles, CA 90089-0371
Phone: 213-740-6780

The Groundwater Foundation
P.O. Box 22558
Lincoln, NE 68502-0558
Phone: 402-434-2740
Fax: 402-434-2742
www.groundwater.org

Local Government Environmental Network (LGEAN)
Phone: 877-865-4326
www. LGEAN.org

National Association of Counties
440 First Street, NW
Washington, DC 20001
Phone: 202-393-6226
www.naco.org

National Drinking Water Clearinghouse
West Virginia University, P.O. Box 6064
Morgantown, WV 26506-6064
Toll Free: 800-624-8301
Fax: 304-293-3161
www. ndwc.wvu.edu

National Environmental Training Association (NETA)
3020 E. Camelback
Suite 399
Phoenix, AZ 85016-4421
Phone: 602-956-6099
Fax: 602-956-6399
www.ehs-training.org

National Response Center
c/o U.S. Coast Guard
2100 2nd Street, SW
Washington, DC 20593-0001
Toll Free: 800-424-8802 or
Phone: 202-267-2675
Fax: 202-267-1322
www.nrc.uscg.mil/nrchp.html

National Rural Water Association (NRWA)
2915 S. 13th Street
Duncan, OK 73533
Phone: 580-252-0629
Fax: 580-255-4476
www.nrwa.org

Safe Drinking Water Hotline
US EPA Office of Groundwater and
Drinking Water (4601)
1200 Pennsylvania Avenue, NW
Washington, DC 20460-0003
Toll Free: 800-426-4791
Fax: 202-564-3753
www.epa.gov/safewater/hotline/index.html

Solid Waste Association of North America (SWANA)
P.O. Box 7219
Silver Spring, MD 20907-7219
Toll Free: 800-467-9262
Fax: 301-589-7068
www.swana.org

Toxic Substances Control Act (TSCA) Assistance Information Service
Washington, DC
Phone: 202-554-1404

US EPA Pollution Prevention Information Clearinghouse (PPIC)
1200 Pennsylvania Avenue, NW (7409M)
Washington, DC 20460
Phone: 202-566-0799
Fax: 202-564-8899
www.epa.gov/oppt/ppic/index.htm

U.S. Geological Survey
Branch of Distributions
Water Information Clearinghouse
P.O. Box 25286
Denver, CO 80225
Toll Free: 800-426-9000
www.usgs.gov/

Water Environment Federation
601 Wythe Street
Alexandria, VA 22314-1994
Phone: 703-684-2492
Fax: 703-684-2492
www.wef.org

Waste Reduction Resource Center
1639 Mail Service Center
Raleigh, NC 27699-1639
Toll Free: 800-476-8686
Fax: 919-715-1612
http://wrrc.p2pays.org