

**Chapter 5 Contents:**

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Excerpted and adapted from the Maryland Center for Environmental Training  
*Drinking Water and Wastewater Handbook for Local Officials*

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Contributed by Lori Burkhammer  
Water Environment Federation

## 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.

To supplement this effort, WEF also offers a full-day, hands-on training workshop for high school science teachers at WEFTEC<sup>®</sup>, 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 corpora-

tions, 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.



**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.**



**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](http://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](mailto:gwgendro@gw.dec.state.ny.us)  
[www.dec.state.ny.us/website/dow/bwcp/w\\_awards.html](http://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](http://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](http://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
WASTEWISE 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

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

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

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

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

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

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

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

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

***DEC Regional Offices***

<b><i>Region 1</i></b> Suffolk and Nassau Counties . . . . .	631-444-0204
<b><i>Region 2</i></b> Manhattan, Bronx, Queens, Brooklyn, and Staten Island . . . . .	718-482-4900
<b><i>Region 3</i></b> Sullivan, Ulster, Orange, Dutchess, Putnam, Rockland, and Westchester Counties . . . . .	845-256-3000
<b><i>Region 4</i></b> Montgomery, Otsego, Delaware, Schoharie, Schenectady, Albany, Greene, Rensselaer, and Columbia Counties . . . . .	518-357-2234
<b><i>Region 5</i></b> Franklin, Clinton, Essex, Hamilton, Warren, Fulton, Saratoga, and Washington Counties . . . . .	518-897-1200
<b><i>Region 6</i></b> Jefferson, St. Lawrence, Lewis, Oneida, and Herkimer Counties . . . . .	315-785-2239
<b><i>Region 7</i></b> Oswego, Cayuga, Onondaga, Madison, Tompkins, Cortland, Chenango, Tioga, and Broome Counties . . . . .	315-426-7400
<b><i>Region 8</i></b> Orleans, Monroe, Wayne, Genesee, Livingston, Ontario, Yates, Seneca, Steuben, Schuyler, and Chemung Counties . . . . .	585-226-2466
<b><i>Region 9</i></b> 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](http://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](http://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/ttnrmrl](http://www.epa.gov/ttnrmrl)

### **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](http://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](http://www.groundwater.org)

### **Local Government Environmental Network (LGEAN)**

Phone: 877-865-4326  
[www.LGEAN.org](http://www.LGEAN.org)

### **National Association of Counties**

440 First Street, NW  
Washington, DC 20001  
Phone: 202-393-6226  
[www.naco.org](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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/](http://www.usgs.gov/)

**Water Environment Federation**  
601 Wythe Street  
Alexandria, VA 22314-1994  
Phone: 703-684-2492  
Fax: 703-684-2492  
[www.wef.org](http://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>