

Environmental Assistance Division

Jason E. Robinson

Rural Ombudsman
Central Office-Austin



Small Business & Local Government Assistance
1-800-447-2827 www.TexasEnviroHelp.org



Rural Ombudsman

- Liaison between TCEQ and Local Governments
- Credibility
- Outreach and education
- Partnership development
- Provides Local Government perspective
- Advocacy



Small Business & Local Government Assistance
1-800-447-2827 www.TexasEnviroHelp.org



Environmental Assistance Division

- Small Business and Local Government Assistance (SBLGA)
- Pollution Prevention and Education (PPE)



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So What Do We Do?



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WE

HELP !!



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SBLGA Customers

- Business & Industry
- Local Governments
- Associations
- Other Agencies



*Help For Smaller
Entities*



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Small Business

Any independently
owned and operated
company with 100 or
fewer employees
across all locations



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Types of Business

- Auto Body Shops
- Auto Repair Shops
- Auto Salvage Yards
- Car Washes
- Clean Texas Marinas
- Dry Cleaners
- Electronics Recycling
- Fleet Maintenance
- Foundries
- Medical Facilities
- Metal Finishers
- Oil and Gas Facilities
- Petroleum Storage Tanks (PST)
- Printers
- Public Water Supply
- Reinforced Plastics
- RV Parks
- Sawmill Operations
- School Bus Operators
- Surface Coating
- Wastewater Treatment Plants
- Wood Product Manufacturing



Small Local Government



- City of 50,000 or Fewer
- County of 100,000 or Fewer
- ISD with 100,000 or Fewer Students



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SBLGA Programs

Free & Confidential

- ☑ Technical Assistance

with understanding the rules and meeting requirements

- ☑ One to One Help

- ☑ Compliance Tools



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SBLGA Programs

- Hotline
- Regional Staff
- EnviroMentor
- Compliance Commitment (C2)
- Advisory and Advocacy Groups
- *Advocate e-Newsletter*



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Getting Help

★ Hotline

★ **1-800-447-2827**

★ M-F 8:00am-5:00pm

★ www.TexasEnviroHelp.org

★ Office & Site Visits

★ Free & Confidential



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- For **Public**
- For **Businesses**
- For **Governments**
- Air**
- Land**
- Water**

- Licensing
- Permits, Registration
- Forms
- Rules
- Publications

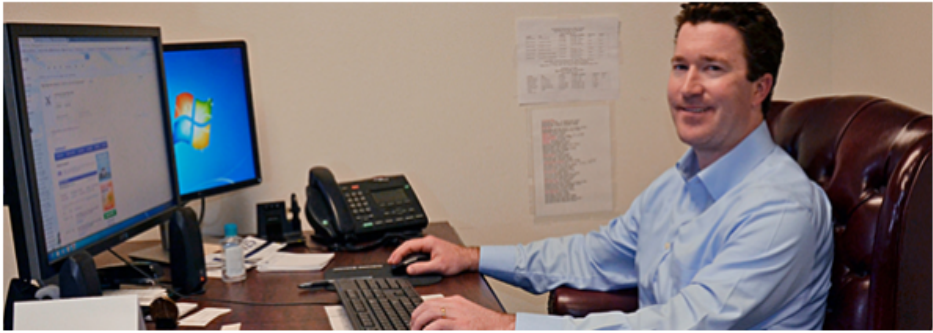
- TCEQ Online Services: ePay, ePermits, eLicenses, eReporting, eFiling, eComments

- Records
- Data

Search By:

- Permit/Registration (program ID number)
- Name/Company (customer)
- Facility/Site (regulated entity)

- Reporting
- Pollution Prevention
- Recycling



84th Texas Legislative Session Brings New Faces, New Initiatives, New Challenges

The 84th Texas Legislative session begins Jan. 13. The TCEQ's Mark Harmon talks about the agency's role.

[Read More Articles](#)

Central Texas Environmental Summit Promotes Collaboration Along the Corridor



On Dec. 8, the TCEQ and District 14 Senator Kirk Watson hosted the 3rd Central Texas Environmental Summit. Hundreds of attendees packed the Bastrop Convention and Exhibit Center, to hear the TCEQ commissioners and Sen. Watson speak on the long-term solutions to the environmental challenges facing the

Commissioners' Corner

- [Agenda Meetings and Work Sessions](#)
- [View Pending Matters and File Documents](#)
- [Orders Issued](#)
- [About the Commissioners](#)
- [Executive Director's Agendas](#)



Hot Topics

[Featured Municipal Solid Waste Permit Applications](#)



Home Navigation

- Planups, Remediation
- Emergency Response
- Permitting
- Permits, Registration
- Preventing Pollution
- Recycling
- Reporting
- Resources

You are here: [Home](#) / [Agency](#) / [Resources for Governments](#)

[» Questions or Comments: ac@tceq.texas.gov](#)

Resources for Governments

Links to information of interest to governments

Local Governments



- [TexasEnviroHelp: Small Business and Local Government Assistance](#)
- [Sign Up for E-mail Announcements](#)
- [Advisory Groups](#)
- [Public Water Systems](#)
- [Districts](#)
- [Participating in Permitting and Other TCEQ Affairs](#)
- [Pollution Prevention Planning and Technical Assistance](#)
- [Training, Workshops, Seminars, Events](#)
- [Programs](#)
 - [Clean School Bus Program \(School Districts\)](#)
- [Permits](#)
 - [Air Permits](#)
- [Compliance with Permits](#)
 - [Compliance Help](#)
 - [Compliance Histories](#)
 - [Enforcement Policies and Procedures](#)
 - [Enforcement Reports and Status](#)
 - [Supplemental Environmental Projects](#)
- [Licenses](#)
 - [Renew Your License Online](#)
 - [Municipal Solid Waste \(MSW\) Facility Supervisor](#)
 - [On-Site Sewage System \(OSSF\) Designated Representative](#)
 - [Smoke School: Visible Emissions Evaluators](#)
 - [Water Operators](#)

BOOKMARK!

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Response

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Pollution

You are here: [Home](#) / [Small Business and Local Government Assistance](#)

TexasEnviroHelp - Small Business and Local Government Assistance

Resources specifically tailored to help small businesses and local governments comply with environmental regulations.



The Small Business and Local Government Assistance (SBLGA) program provides confidential technical assistance without the threat of enforcement.

- Call us toll free at 1-800-447-2827.
- Find the nearest [Compliance Assistance Specialist](#).
- Read more about rule changes that impact small businesses and local governments in our quarterly newsletter, *The Advocate*.

[Learn more about environmental compliance assistance](#)

BOOKMARK!

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You are here: [Home](#) / [Small Business and Local Government Assistance](#)

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[Learn more about environmental compliance assistance](#)

EAD COMPLIANCE ASSISTANCE TEAM MEMBERS IN TCEQ REGIONS

REGION 1 – AMARILLO

Patty Avery, 806-468-0505

REGION 2 – LUBBOCK

Celeste Hoehne, 806-796-7642

REGION 3 – ABILENE

Ryan Steck, 325-698-6104

REGION 4 – DFW

Kathryn Bazan, 817-588-5827

Danielle Cochran, 817-588-5927

Morgan Jansing, 817-588-5868

REGION 5 – TYLER

Jack Holsomback, 903-535-5158

REGION 6 – EL PASO

Pamela Aguirre, 915-834-4974

REGION 7 – MIDLAND

Diana Steele, 325-481-8061

Shannon Chambers, 325-481-8054

REGION 8 – SAN ANGELO

Diana Steele, 325-481-8061

Shannon Chambers, 325-481-8054

REGION 9 – WACO

Polly Porter, 254-761-3039

REGION 10 – BEAUMONT

Charlie Adams, 409-899-8788

Lori Palmer, 409-899-8789

REGION 11 – AUSTIN

Colin Barth, 512-239-7015

REGION 12 – HOUSTON

Laura Suffridge, 713-767-3726

Becky Costigan, 713-767-3693

Jennifer Amelang, 713-767-3549

REGION 13 – SAN ANTONIO

Nathan Weiss, 210-403-4092

Asma Vahora, 210-403-4039

REGION 14 – CORPUS CHRISTI

Jennifer Klidies, 361-825-3275

REGION 15 – HARLINGEN

Imelda Peña, 956-389-7427

REGION 16 – LAREDO

Carmen Ramirez, 956-721-8457

EnviroMentor Program

- Technical Assistance
- Volunteer Professionals
 - Consultants
 - Engineers
 - Lawyers
 - Operators



Small Business & Local Gov
1-800-447-2827 www.Tceq.com



EnviroMentor Benefits



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Compliance Commitment

- Voluntary
- Free & Confidential
- Educates on regulations
- Opportunities to comply
- Certification
- Exemption from inspection



Advisory and Advocacy Groups

- Small Business Advisory Committees
- Compliance Advisory Panel
- Participate In:
 - *Regulatory Process*
 - *Public Comment*
 - *Local/State Planning*



Resources

- ★ *The Advocate e-Newsletter*
 - ★ *Subscribe Online*
- ★ Rule Change Outreach
- ★ Compliance Initiatives
- ★ Workshops & Seminars
- ★ Online & Print Publications
- ★ Multi-media



The Advocate

*For and about small businesses
and local governments affected
by environmental regulations*

Workshops and Seminars

- Oil and Gas
- PST
- Stormwater
- Drought



Workshops and Seminars

- Dam Safety
- Managing Small Public Water Systems
- Managing Small Domestic Wastewater Systems



!! COMING SOON !!



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Managing Small PWS's

Managing Small Public Water Systems



- RG-501
- Spreadsheets
- Planning
- Budgeting
- Managing



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Other SBLGA Resources

- GI-290
- Do' and Don'ts
- With Fats, Oils, and Grease

Let's Tackle the Grease in This Kitchen!

Why should I help?

- Prevent grease buildups from blocking sewer lines.
- Stop sewer overflows into streets and storm drains.
- Save money spent on costly cleanups of sewage spills.
- Reduce the number of times you have to clean your grease trap (food service).
- Protect the quality of our water.

DO!

- ✓ Pat oil and grease in covered collection containers.
- ✓ Scrape food scraps from dishes into trash cans and garbage bags and dispose of properly. Avoid using your garbage disposal.
- ✓ Remove oil and grease from dishes, pans, fryers, and griddles. Cool first before you skim, scrape, or wipe off excess grease.
- ✓ Prewash dishes and pans with cold water before putting them in the dishwasher.
- ✓ Cover kitchen sink with catch basket and empty into garbage can as needed.
- ✓ Cover floor drains with fine screen and empty into garbage can as needed.

DON'T!

- ✗ Don't pour oil and grease down the drain.
- ✗ Don't put food scraps down the drain.
- ✗ Don't run water over dishes, pans, fryers, and griddles to wash oil and grease down the drain.
- ✗ Don't rinse off oil and grease with hot water.

More Ways to Tackle Grease

- ▶ Use environmentally safe cleaning products instead of harsh detergents or cleaners that can damage sewer lines.
- ▶ If you generate large amounts of used cooking oil, reuse or recycle it. To find a recycler, check the phone book under "recyclers" or "rendering companies."
- ▶ If you generate small amounts of used cooking oil, reuse it as often as possible and then pour it into a container you can throw away. Never pour it down the drain.
- ▶ Start a compost pile at your home with scraps that are not meat. The TCEQ publication *Wasting and Composting: A "Take Care of Texas" Guide* (GI-26) provides basic information to get you started.

For more information, contact the Texas Commission on Environmental Quality (TCEQ) Small Business & Local Government Assistance Section
1-800-447-2827 • TexasEnviroHelp.org

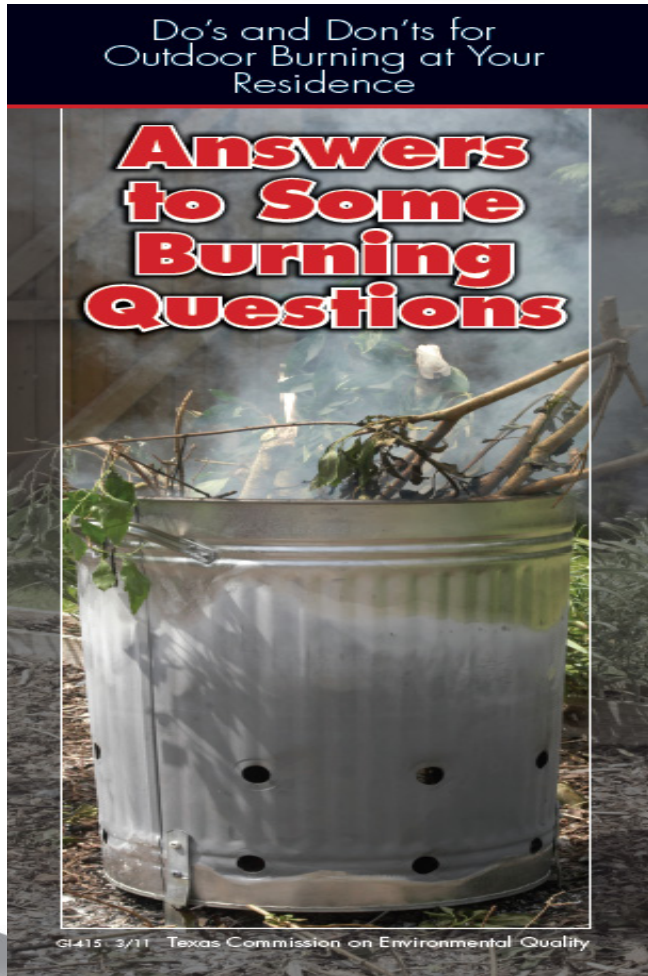
TCEQ **Take Care of Texas**



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Other SBLGA Resources



- GI-415
- Do' and Don'ts
- Reference to
RG-049 "Outdoor
Burning in Texas"



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- Find the nearest **Compliance Assistance Specialist**.
- Read more about rule changes that impact small businesses and local governments in *The Advocate*.

Learn more about environmental compliance assistance

- [Small Business Assistance](#)
- [Local Government Assistance](#)

Search by Environmental Issue

- [Air](#)
- [Water](#)
- [Waste](#)

Common Resources

- [Assistance Tools for Stormwater Permitting](#)
- [Assistance Tools for Minor Sources of Nitrogen Oxides](#)
- [Due Dates to Remember](#)
- [30 Texas Administrative Code](#) 

Learn more about our FREE environmental compliance programs

- [EnviroMentor Program](#)
- [Compliance Commitment \(C2\) Site Visit Program](#)

Learn more about our advisory groups

- [Small Business Advisory Committees](#)
- [Compliance Advisory Panel](#)

Hot Topics

HOT [The Advocate Moves from Paper to Electronic Delivery](#)

The Advocate newsletter will no longer be provided in print. Articles will now be delivered electronically.

 You can **sign up for free to receive an e-mail or text alert** when each new article is available to view.

Need help signing up? Give us a call at 1-800-447-2827.

HOT [Petroleum Storage Tank Workshops](#)

The TCEQ will be conducting PST Compliance Workshops to help underground storage tank owners prepare for a UST investigation. Visit the [workshop page](#) for more information and to register online.

HOT [Compliance Assessment Site Visits](#)

Learn more about our free, on-site, confidential site visits.

HOT [Emergency Control of Mosquitoes: Texas Requirements](#)

Information about emergency application of pesticides and how to comply with TXG870000.

[Water and Wastewater Funding Sources](#)

View a list of financial assistance

Other Resources

- Texas Water Infrastructure Coordinating Committee (TWICC)
- Financial, Managerial, and Technical Assistance (FMT)



TWICC

- “ONE STOP SHOPPING”
- Voluntary participation
- State and Federal funding agencies
- Technical assistance providers
- Trade organizations
- Regulatory agencies
- www.twicc.org



FMT Assistance

- Free
- Utility Assistance
- Water and Wastewater

Contact:

**Your local SBLGA Compliance
Assistance Specialist in your
region**



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Take Care of Texas. TakeCareOfTexas.org

Check out
Take Care of Texas!

 facebook.com/TakeCareOfTexas

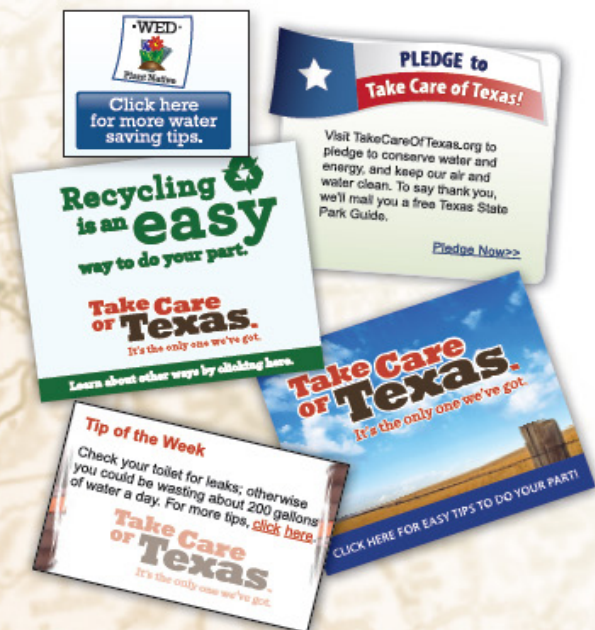
 twitter.com/TakeCareOfTX

 youtube.com/user/TCEQNews

Banner Ads & Widgets

Promote Take Care of Texas with these animated banner ads and static widgets that are simple to add to your own website.

[TakeCareOfTexas.org/
news-publications/media-kit](https://www.takecareoftexas.org/news-publications/media-kit)



For More Information:



[TakeCareOfTexas.org](https://www.TakeCareOfTexas.org)

Take Care of Texas, MC 108
Texas Commission on Environmental Quality
PO Box 13087
Austin TX 78711

512-239-3143


educate@tceq.texas.gov



Texas Commission on Environmental Quality

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GI-202 (4/14)

 Printed on recycled paper using vegetable-based ink.



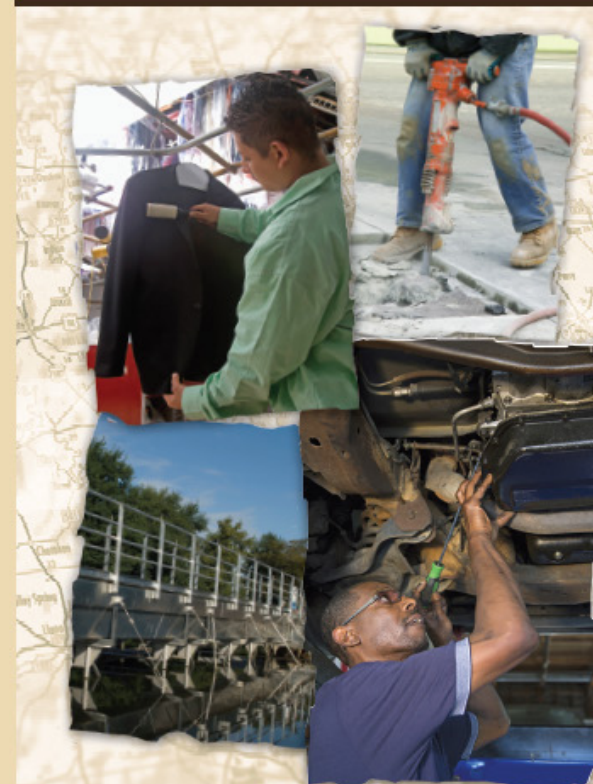
How is our customer service?

tceq.texas.gov/survey



Get Help from the TCEQ

TexasEnviroHelp.org



The Texas Commission on Environmental Quality has many programs and resources that can help you achieve and maintain compliance with our rules.

Assistance includes:

- Staff to help you face-to-face in your part of the state
- Confidential programs that will not lead to enforcement and fines
- Guidance documents written in plain language to help you understand how rules may apply to you

How do you get started?

The Small Business and Local Government Assistance program provides confidential technical assistance without the threat of enforcement. We are available to help you with any questions related to compliance with our rules or to our programs. You can start by calling our toll-free hotline at 800-447-2827, or by sending an e-mail to <sbap@tceq.texas.gov>.

Regional Assistance

We have SBLGA compliance assistance specialists in all regions of the state. You can ask us to visit you or you can make an appointment to visit us at the regional office in your area. To contact the staff that covers your area, call 800-447-2827 and ask for your local contact, or go to <www.tceq.texas.gov/goto/gi-002a> to find their contact information.



What publications are available?

Guidance Documents

We publish a number of documents that provide guidance for complying with rules regarding air, water, and waste. You can find these documents on our SBLGA website, <TexasEnviroHelp.org>.

The Advocate

The Advocate is a free quarterly publication that announces changes in environmental rules, recurring compliance dates, and upcoming events. It also provides rules updates and links to current rulemaking. You can subscribe to either the print or electronic version by calling our toll-free number, 800-447-2827.

Compliance Assistance Tools

In addition to publications, we offer other resources for small businesses and local governments on our SBLGA website, <TexasEnviroHelp.org>. These tools—organized by environmental issue and by industry—cover a range of subjects, such as information on drought contingency planning, recordkeeping templates, calculation tools, and due dates to remember.

What programs are available?

Site Visit Program

This program offers free, confidential, on-site, compliance assessments of independently owned and operated small businesses, facilities that are owned or operated by local governments, and independent school districts. Site visits are conducted by an environmental consultant under contract with the TCEQ. Those who demonstrate 100 percent compliance with the program requirements may receive a Compliance Commitment (C₂) certificate and can earn up to a two-year exemption from routine investigations from the TCEQ, the EPA, and participating local entities.

EnviroMentor Program

We have many volunteer consultants, engineers, operators, and attorneys who offer free and confidential services to small businesses, small local governments, and ISDs that are experiencing a financial hardship. These volunteers can assist with environmental compliance issues—such as troubleshooting a wastewater



plant, getting into compliance with discharge permits, performing calculations for air permits by rule, and conducting inventory control for petroleum storage tanks.

Advisory Committees

Small Business and Local Government Advisory Committees (SBAC) give small businesses and small local governments in Texas a voice in the regulatory process and help promote environmental quality. We coordinate meetings where SBAC members comment on existing and proposed environmental rules, policies, and programs and their effects on small businesses and small local governments. SBACs also serve as forums for the regulated community to learn environmental rules and how to comply with them.



Workshops and Seminars

We offer workshops and seminars throughout the year to help educate you on rules and compliance. See a list on our website at <www.tceq.texas.gov/p2/events>.

Rural Ombudsman

Our Rural Ombudsman brings real-world experience and perspective from working in a small community to the TCEQ to help us in developing policies and rules. The Rural Ombudsman serves as the primary liaison between the TCEQ, small local government representatives, and rural community staff members.

Financial, Managerial, and Technical Assistance Program

The FMT assistance program helps water and wastewater systems with financial, managerial, and technical issues such as budgeting, funding information, asset management, sampling and analysis, and water-loss audits. The program is free and available to systems of any size, but the service is not confidential.

Future Workshops and Conferences

- Public Drinking Water Conference
 - August 11-12, 2015
 - FREE to attendees
 - Registration Closed
 - Wait List Available



Future Workshops and Conferences

- Water Quality/Storm Water Seminar
 - September 23-24, 2015
 - Agenda and registration coming soon



Stay Connected

- ★ Sign Up For Email Alerts

- ★ TCEQ Jobs

- ★ Proposed Rules and Regulations

- ★ New or Revised Publications

- ★ Conferences and Workshops

- ★ <https://service.govdelivery.com/accounts/TXTCEQ/subscriber/new>



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SBLGA HOTLINE

1-800-447-2827

www.TexasEnviroHelp.org

Questions?



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Jason Robinson
512-239-6710

Jason.Robinson@tceq.texas.gov



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