



DIVISION OF ENVIRONMENTAL ASSISTANCE AND CUSTOMER SERVICE



DEACS

ANNUAL REPORT

2019



DIRECTOR'S LETTER

Friends and Colleagues,

I want to personally thank you for reviewing the Division of Environmental Assistance and Customer Service's (DEACS) inaugural annual report for Fiscal Year 2018-2019. DEACS is a non-regulatory division within the North Carolina Department of Environmental Quality with staff ranging from regional office administrative support to environmental engineers. Our work directly complements DEQ's mission and strategic plan by assisting entities to reduce their dependency on natural resources and minimize their environmental footprint while providing customer focused assistance and positively affecting the state's diverse economy. In addition, we partner with other DEQ divisions to support the regulated community in navigating through the permitting process.

We provide wide-ranging assistance to industries, businesses, governmental agencies, the public and other entities in North Carolina. It has been an exciting and busy year. This report provides a snapshot of our division and a chance to see the scope of the varied work we do.

I invite you to reach out to learn more about how DEACS can assist you.

Best Regards,
Jamie Ragan
DEACS Director



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WHAT IS DEACS?

NON-REGULATORY TECHNICAL, PERMITTING AND FINANCIAL ASSISTANCE

DEACS is a non-regulatory division in the North Carolina Department of Environmental Quality which protects the state's natural resources for the health and prosperity of all North Carolinians. The division accomplishes these goals by encouraging sustainable practices, promoting recycling efforts and reduced waste generation and disposal, as well as by encouraging more efficient resources consumption. The division also strives to promote compliance and help navigate environmental permitting.

HELPING OUR CUSTOMERS

Navigate regulatory and permitting challenges.

Contribute to economic growth.

Become more environmentally efficient and make the most of available resources.

Understand how to address environmental problems.

Achieve and be recognized for environmental excellence.

Coordinate the State Environmental Protection Act (SEPA) process.

PROGRAMS

TECHNICAL ASSISTANCE

DEQ Toll-free Hotline

Permit Assistance

Small Business Assistance

RECYCLING AND MATERIALS MANAGEMENT

Recycling Business Assistance Center (RBAC)

Local Government Recycling Assistance

RESOURCE AND ENERGY EFFICIENCY

Waste Reduction Partners

On-site Assessments

RECOGNITION PROGRAMS

Environmental Stewardship Initiative

NC GreenTravel

RECYCLING OUTREACH PROGRAMS

Recycle Guys

RecycleMore NC

RecycleRight NC

REGIONAL OFFICES

Office Management and Customer Service for Seven DEQ Regional Offices

ENVIRONMENTAL AND COMPLIANCE ASSISTANCE

NAVIGATING COMPLEX REGULATIONS AND PERMITTING REQUIREMENTS

NON-REGULATORY LIAISON

DEACS Environmental Assistance coordinators in the department's seven regional offices are located close to our customers and provide non-regulatory, on-site consultation and coordinated permit reviews for proposed projects. Their primary responsibility is to assist businesses, industries, local governments, other institutions, consultants and residents as they seek to identify, understand and comply with the state's environmental requirements.

CUSTOMIZED PERMIT ASSISTANCE AND COORDINATION

Environmental Assistance Coordinators provide permitting assistance that is tailored to individual customer needs. Coordinators also provide personalized guidance through each step of the permitting process. Regional environmental coordinators provided clients with at least 105 customized permit lists in FY 2018-19. See page 7 for DEQ Regional Office map.

MULTI-AGENCY SCOPING MEETINGS

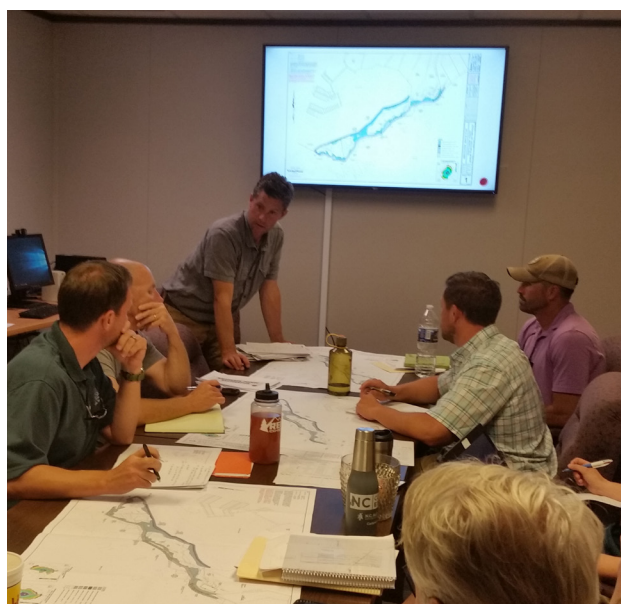
A scoping meeting provides an opportunity for customers to meet with coordinators and environmental regulatory agency staff. This interaction allows for pre-permitting discussion and feedback, which facilitates a more efficient permitting pathway. DEACS Environmental Assistance coordinators attended and provided assistance in 187 scoping meetings within FY 2018-19.

Military Permitting

Cameron Weaver, environmental assistance coordinator in the Wilmington Regional Office, facilitated six multi-agency scoping meetings for environmental permitting of construction projects at US military installations last year. The coordination efforts led to 12 Express Permits being issued by Stormwater and Erosion Control programs within the Division of Energy, Mineral and Land Resources (DEMLR) for these military projects in the Wilmington Region.

EXPRESS PERMITTING

Staff provides coordination and assistance to clients to facilitate expedited permitting decisions within the Express Permitting Program. The assistance acts as a key component, which can lead to more timely permitting decisions in relation to DEQ regulatory requirements. In FY 2018-19, Environmental Assistance coordinators took part in 221 DEMLR express permitting meetings.



Scoping permitting meeting, North Carolina. DEQ/DWR Archive.

DEQ PROSPERITY ZONE LIAISON

There are eight Prosperity Zone locations throughout the state in Sylva, Hickory, Albemarle, Lexington, Wilson, Fayetteville, Washington, and Jacksonville. These offices provide a single location where the regional Environmental Assistance Coordinator can provide comprehensive assistance for development projects. These locations also provide businesses and citizens a place to interact and collaborate with multiple state agencies. In FY 2018-19, staff assisted both national and international business clients from Brazil, China, Columbia, and Spain through these offices.

STATE ENVIRONMENTAL POLICY ACT (SEPA)

The State Environmental Policy Act (SEPA) requires state agencies to consider and report environmental actions and consequences related to projects that use public funding or public lands, public monies or private use of public land, while also providing a means for project implementation. The project applicant is required to submit a draft document to DEQ for comment and approval.

Division representatives perform important roles in this process by giving the associated A95 environmental review document to the required DEQ staff for comment. DEACS staff also creates a final comment report package for each SEPA project proposal. In FY 2018-19, DEACS staff processed over 330 SEPA reviews.



Lyn Hardison, a 30-year DEQ veteran, received a departmental 2018 Distinguished Employee Award for her work as an Environmental Assistance and SEPA coordinator.

CUSTOMER SERVICE

WE ARE THE FACE OF DEQ

OFFICE MANAGEMENT AND CUSTOMER SERVICE FOR SEVEN DEQ REGIONAL OFFICES

REGIONAL OFFICE CUSTOMER SERVICE

DEQ's seven regional offices are strategically located throughout North Carolina. The regional office managers facilitate, manage and operate these offices by providing administrative, operational logistics and customer service support to the public, government agencies, municipalities, and DEQ divisions/programs in the regional offices.

DEACS administrative staff provides complete office and logistical support for all DEQ divisions/programs located in the regional offices. Staff also provides assistance and outreach to customers, and serve as the face for customer service in the region. In their office management role, DEACS staff handles and tracks incoming customer calls, welcomes and assists visitors, directs and coordinates incoming and outgoing correspondences, and verifies daily fiscal management reports.

OFFICE SUPPORT TO DEQ PERMITTING PROCESSES

DEACS administrative staff works directly with DEQ permit and inspection personnel to serve their assigned regions and counties by performing a wide variety of fiscal, data and communications management tasks. Staff are heavily involved in program records by preparing files for scanning and records retention. Transferring hard copies to electronic records improves maintenance for staff and ease of access for the public. This work also serves as a precursor for the department's permitting transformation project.



ADMINISTRATIVE SUPPORT TO DEQ DIVISIONS IN THE REGIONAL OFFICES

DEACS staff provides administrative planning and coordination assistance for DEQ divisional regional office staff. Tasks include:

Daily processing of deposits and audits of permit fees.

Entering data into permit tracking databases.

Tracking and recording of monthly and annual inventories.

Conducting fire and risk inventory assessments.

Managing safety equipment and state vehicles.

Assisting with file reviews and public records requests.

NORTH CAROLINA DEQ TOLL- FREE NUMBER 1-877-623-6748

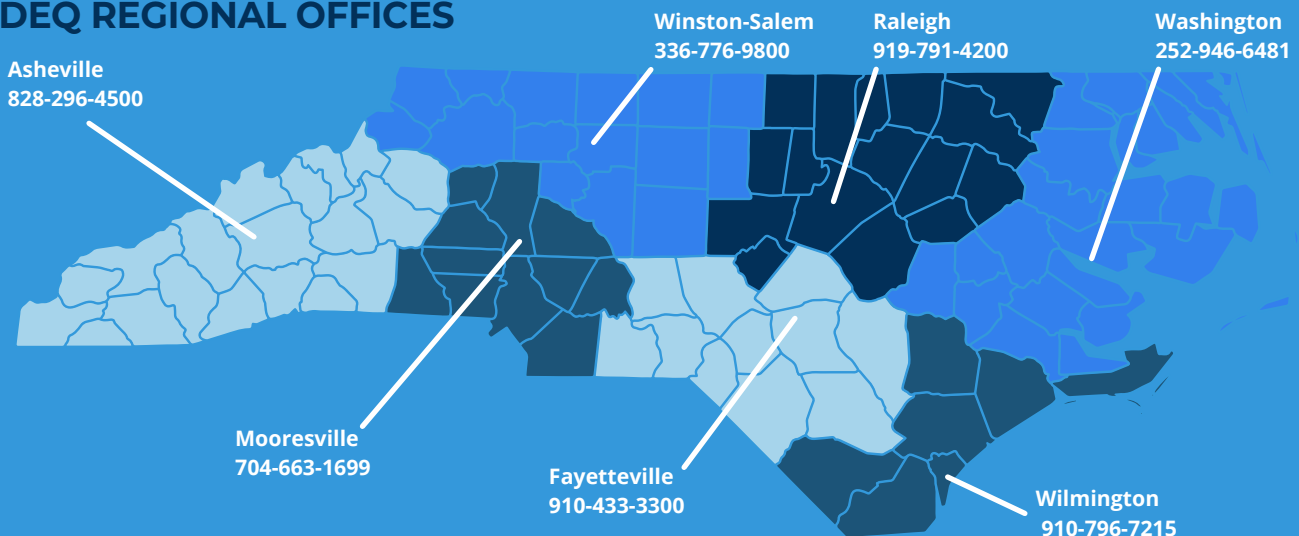
DEACS staff manages DEQ's toll-free hotline and by fielding customer calls leads the department's responsiveness to customers' needs. Our technical expertise helps guide clients to the appropriate staff; 85 percent of received calls are handled through programs administered by DEQ. During FY18-19 more than 8,559 customer calls were fielded by the hotline.

REGIONAL OFFICE METRICS

 **22,705**
Walk-ins

 **53,446**
Phone Calls

DEQ REGIONAL OFFICES



SUPPORTING THE RECYCLING ECONOMY

GLOBAL CHANGES; LOCAL SOLUTIONS

In 2018, China stopped accepting much of the world's recycling with a regulation called Chinese National Sword. Scrap plastic and paper that previously went to China is staying in the United States, leading to an abundance of supply and decrease in material value. Local recyclers are dealing with rising levels of contamination, or non-recyclable items, that Chinese markets used to sort out. The result: revenue from the sale of recyclables no longer covers the expense of processing, and customers are left bearing the cost.

DEACS is responding in two primary ways: helping local governments reduce contamination in the recycling stream and supporting private industry to strengthen domestic recycling markets.

ANTI-CONTAMINATION WORKSHOPS

In December 2018, DEACS partnered with the Carolina Recycling Association to present contamination reduction strategies to 133 attendees over two single-day workshops. To help execute ideas from the workshops, DEACS awarded FY 2019-20 grants to 17 local governments who will implement educational campaigns in their communities to fight contamination.



DEACS recycling staff at the annual Carolina Recycling Association conference, attended by more than 500 recycling professionals from North and South Carolina.

GRAPHIC DESIGN SUPPORT

Effective outreach tools lay the groundwork for successful recycling education. DEACS offers a suite of free ready-to-use outreach material designs. Benefits are twofold: assisting governments and businesses that lack resources to develop materials on their own and improving consistency of messaging as more communities implement statewide tools. During FY 2018-19, DEACS worked one-on-one to design customized brochures, signs, mailers and cart tags for 29 local governments.



"I think this is a fantastic way for communities to speak with one another and ... work together on making sure recyclables are indeed recyclable."

QUOTE FROM POST-WORKSHOP SURVEY

MARKET DEVELOPMENT

Through the annual Recycling Business Development Grant program, DEACS is prioritizing projects that directly respond to China's import restrictions. The 2018 and 2019 grant rounds included 24 private sector projects that increase North Carolina's capacity to process and consume scrap plastics that are no longer welcome in China's ports. DEACS recycling staff presented about this targeted market development strategy at the national Plastics Recycling Conference in Washington, D.C. and published an article in *Resource Recycling* magazine. DEACS also works closely with the Economic Development Partnership of North Carolina (EDPNC) to support recycling business recruitment and expansion efforts. The result is a stronger local marketplace, creation of new jobs and a statewide system of materials diversion that is less reliant on foreign demand.

NEW REGIONAL RECYCLING INFRASTRUCTURE GRANT:

To help alleviate financial stresses on recycling programs, DEACS announced a new grant opportunity offering \$80,000 to local governments or private businesses to build or expand recycling sorting facilities or transportation systems for multi-county regions. Eligible projects will add value to recycling programs by creating economies of scale and improving material quality.

2018 RECYCLING BUSINESS DEVELOPMENT GRANT HIGHLIGHTS:

14

priority projects (to address materials impacted by China) out of 21 total grants

66

new jobs created

\$574,000

total awarded grant funding

\$2,139,000

private matching contribution

110,786

tons of recycling processing capacity added

“We learned a valuable lesson from the Chinese sword, that we’ve got to recycle right. It’s got to be clean; it’s got to be better material.”

MIKE GREENE
MOUNTAIN XPRESS

ENVIRONMENTAL STEWARDSHIP INITIATIVE



PEER-TO-PEER PROMOTION OF ENVIRONMENTAL EXCELLENCE



Steward ceremony at the Eaton Corporation - Youngsville Production Operations site (NC DEQ Secretary Michael Regan presenting).

The Environmental Stewardship Initiative (ESI) is a voluntary environmental recognition program designed to promote superior environmental performance in North Carolina. Currently, 196 member sites benefit from trainings, technical services, coaching and networking events facilitated and hosted by DEACS staff and ESI members.

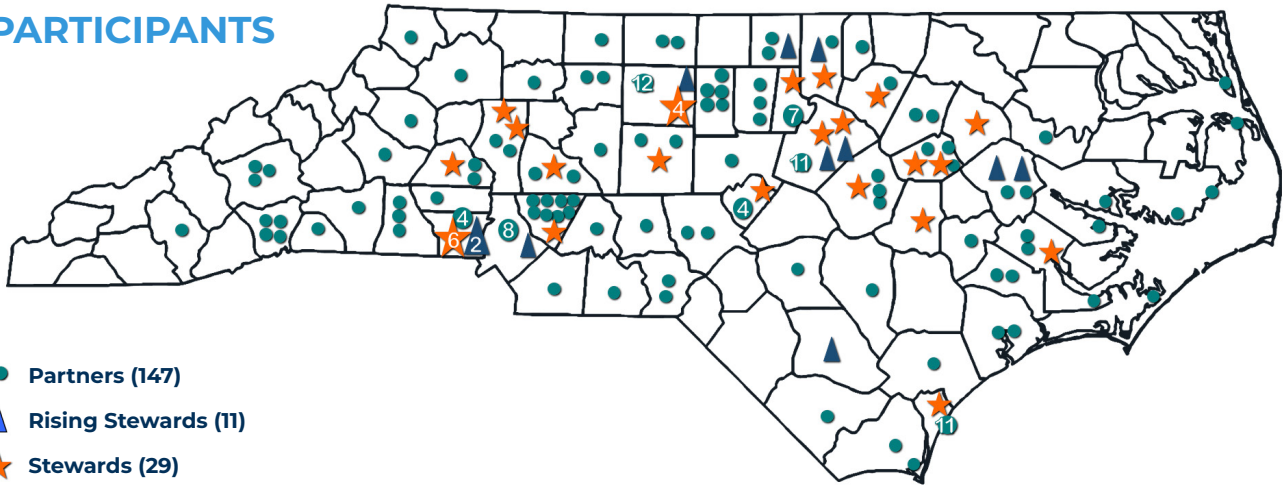
ISO TRAININGS

The ESI program is premised on its members employing environmental management systems (EMS) to help improve compliance and reduce environmental impacts. ISO 14001 is an international industry standard for EMS used by many companies. Last year, the ESI program provided multiple detailed ISO EMS trainings as a benefit of membership. ESI staff also provide on-site third-party reviews of member's EMS for continual improvement.

BENCHMARKING AND NETWORKING

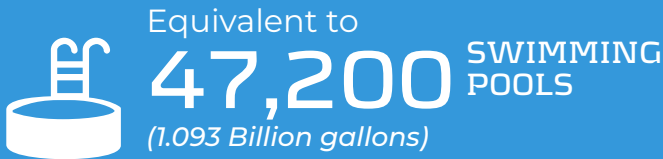
ESI Stewards take pride in sharing environmental best management practices by hosting plant tours and presenting to peer members through ESI environmental benchmarking events. In April, Keihin Carolina System Technology hosted a Benchmarking Series event on innovative energy use reduction techniques at its Tarboro site. Other examples include Caterpillar's zero waste event and Bridgestone's stormwater management tour.

2017 ESI PARTICIPANTS



ESI MEMBER ACHIEVEMENTS*

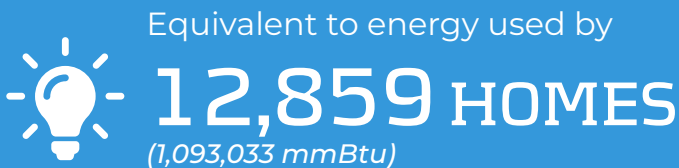
WATER SAVED:



SOLID WASTE REDUCTION:



ENERGY SAVED:



COST SAVINGS:



*2017 report year.

Steward Highlight:
TE Connectivity



TE Connectivity in Greensboro produces plastic electrical connectors for the automotive industry. TE recently completed an “Energy Treasure Hunt” in which cross-functional teams conducted facility walk-throughs and generated ideas for high-impact, low-cost measures to reduce energy usage.

TE identified and implemented multiple process and equipment changes (lighting adjustments, lowering of air compressor pressure, raising chilled water temperatures, replacing high-pressure air nozzles, modifying heat for plastic molds etc.). These changes are not only reducing energy use and environmental impacts, they are also saving TE around \$230,000 per year.

ECONOMIC DEVELOPMENT

SUPPORTING RECRUITMENT AND NAVIGATING ENVIRONMENTAL REQUIREMENTS



EGGER headquarters. EGGER Archive.

The Division of Environmental Assistance and Customer Service coordinated efforts to help facilitate both EGGER Wood Products, LLC and POLYWOOD, LLC to locate manufacturing facilities within North Carolina. The efforts included collaborations between DEACS environmental assistance and recycling staff, EDPNC, the North Carolina Department of Commerce and multiple DEQ divisions.

EGGER

EGGER is constructing its first U.S. manufacturing facility, which will be located in Davidson County. This facility will produce raw particle board, thermally fused laminate panels, furniture and flooring products. The EGGER project is expected

to create up to 770 total jobs with an estimated \$700 million capital investment over a six-year period. This facility is scheduled to begin operations in the fall of 2020.

DEACS ROLE:

Provided recycled wood generation/availability data.

Arranged and facilitated tours of potential feedstock suppliers.

Provided economic incentives available to recycling companies.

Developed customized permit list and organized meetings with regulatory staff.

Connected with North Carolina recycling industries and continues providing potential wood suppliers.

Clarified requirements and tracked permit issuance.

POLYWOOD

POLYWOOD, a manufacturer of outdoor furniture made from recycled plastic milk jugs, announced plans in October 2018 to open a new production campus in Roxboro. The company plans to invest \$35.3 million, create 384 new jobs in Person County and use an estimated 40 million pounds of recycled HDPE plastic each year.

DEACS staff assisted with recruitment efforts by working with local and state economic development partners to highlight state tax incentives and demonstrate DEACS' resources.

"This investment in Person County is going to bring good jobs and growth to Roxboro, and POLYWOOD's recycling innovation is proof that the furniture industry in North Carolina continues to adapt, innovate and thrive."

GOVERNOR ROY COOPER



POLYWOOD archive.

HURRICANE FLORENCE

PREPARATION — RESPONSE — RESILIENCY

REGIONAL OFFICE MOBILIZATION

The regional office managers are on alert when information is received regarding a possible emergency or adverse weather event. The managers immediately coordinate with on-site divisions to address the established checklist in place for such events. Regional office managers are critical in ensuring that DEQ leadership have the most current information regarding changing conditions with the weather and regional office operating conditions. This is accomplished through daily situation reports and conference calls with DEQ leadership. DEQ regional office facilities, vehicles and equipment are prepared for potential emergency response needs. Regional office managers communicate with regional supervisors and regional office staff to share updates on facilities and DEQ advisories. Administrative staff works with divisions to:

Prepare for an upcoming event.

Support technical staff during emergency response situations and post-event.

Ensure Continuity of Operations Plans are followed.

DEQ HOTLINE HURRICANE RESPONSE

The DEQ toll-free hotline managed by DEACS experienced a three-fold increase in daily calls during the first three weeks following Hurricane Florence. This was due in part because multiple DEQ regional offices as well as the divisions of Coastal Management and Marine Fisheries offices and their staff were impacted by the storm and its aftermath. DEACS staff worked closely with the Division of Information Technology and our phone service providers to direct calls from the impacted areas to the hotline. When operations could resume, the calls were directed back to the appropriate DEQ field office.

The handling of all of the extra call volume, after-hours work and emergency referrals were accomplished despite existing staff vacancies and while DEACS phone staff were dealing with their own hurricane impacts. It really was a team effort to ensure this vital service to the citizens of the state experienced minimal disruptions.

ASSISTANCE TO FARMERS

DEACS recycling staff partnered with a multi-agency task force to support farmers in eastern North Carolina who lost livestock due to flooding from Hurricane Florence. The most efficient way for farmers to handle these losses is to compost on-site, which requires carbon material in the form of wood chips. With existing relationships and knowledge of recycled wood markets, DEACS created a map of available mulch stockpiles and put the managers of those sites in contact with the N.C. Department of Agriculture and Customer Services who was directly working with the farmers in need.

WILMINGTON OFFICE RECOVERY

In September 2018, when the forecast track for Hurricane Florence aimed straight for Wilmington, the Wilmington DEACS office manager and staff followed the Continuity of Operations Plan, secured their offices and assets, and then made the difficult decision to evacuate or find a safe location to stay during the storm. With 26 inches of rainfall combined with 105 mph wind gusts, the Wilmington Regional Office (WiRO) Annex experienced the most severe damage, displacing more than 37 DEQ staff, who continue to operate from makeshift work areas while the property owner made repairs. WiRO Manager Patricia Hay plays a key logistical role. She supported staff and operations, ensured safety and communicated with FEMA staff, the DEQ Safety Director, the property owner, insurance adjusters and repair contractors throughout the recovery process. Projected re-occupancy date is Aug. 31, 2019.

Manufacturers Share Resiliency Practices:



At the ESI annual member's conference, Bridgestone America's Wilson facility shared their experiences with emergency preparedness practices deployed for Hurricane Florence. The 2,000-employee tire manufacturer reviewed key preparation practices before, during and after the storm event and discussed lessons learned to help other companies better prepare for these emergency events.

SUSTAINABILITY + RESOURCE EFFICIENCY = COST SAVINGS

RETIRED ENGINEERS ADVISE ON SUSTAINABLE PRACTICES

AG PLASTICS RECYCLING PROJECT

DEACS' Waste Reduction Partners (WRP) program has been leading an initiative to help North Carolina agriculture growers and nurseries recycle plastics pots, trays and films with financial support from the North Carolina Tobacco Trust Fund Commission.

PLASTIC POT COLLECTION SITES

WRP teamed with state farmers markets to establish consolidation sites for used plastic pots and flats at the Piedmont Triad and Raleigh State Farmers Markets sites. WRP then worked with NCSU Extension agents, master gardeners, landscapers and the public to promote the sites. This year WRP projects that 66 tons of plastic will be recycled through these two sites, serviced by Verity Resins.

MULCH FILM RETRIEVAL AND RECYCLING TRIALS

The use of plastic mulch ground films for growing high-yield vegetable and fruit crops is a steadily increasing practice. The North Carolina Agricultural Plastics Recycling Project is working to help improve the retrieval and collection process of these mulch films at the end of the growing season, with an ultimate goal of recycling these used films. In partnership with NCSU Extension, WRP has conducted retrieval equipment trials with several Western North Carolina growers to more efficiently and cleanly lift and collect the plastic film and drip tape. The new best management practices developed are showing a cost savings to growers of \$125 per acre.

WRP engineers have been researching domestic markets and novel processes to “dry” clean and recycle these plastic mulch films. Last year, DEACS has awarded recycling development grants to Verity Resins and AEIPLUS Inc. — two recyclers working to expand recycling capacity for agricultural plastics in North Carolina.

ENERGY EFFICIENCY AND EXECUTIVE ORDER 80

In partnership with the Land of Sky Regional Council, the Waste Reduction Partners program conducts energy-efficiency assessments for businesses, manufacturers and institutions across North Carolina. This service supports the climate mitigation goals of Executive Order 80, which Governor Roy Cooper signed on Oct. 29, 2018.

WRP engineers provided a comprehensive energy efficiency assessment for the Sweeney Water Treatment Plant of the Cape Fear Public Utility Authority (CFPUA) in Wilmington. CFPUA also is a Partner in the state's Environmental Stewardship Initiative. When added to energy surveys provided to multiple CFPUA sites last year, the assessments identified more than \$200,000 per year in potential energy costs savings.

The energy costs to operate water and sewage system are typically the second highest operating cost faced by local governments. WRP continued focus on providing cost-saving, energy-use reduction assessments at plants across the state. In 2019, WRP engineers completed an energy efficiency review of multiple water production plants and pumps stations of the City of Asheville's Water Resources Department. The assessments provided a cost-benefit analysis of energy management recommendations to save \$85,700 per year.

Results:

A recent follow-up survey finds that 87% of WRP energy efficiency recommendations are being implemented by past clients.



WRP engineer, Ron Haynes surveys a pump station of the Water Resources Department of the City of Asheville.

WASTE REDUCTION PARTNERS' CLIENT PERFORMANCE FY 2019

No. of On-site Assessments	127 in 43 counties
Total Utility Cost Savings	\$1.17 million
Energy Reduced	113,750 million Btu
Greenhouse Gas Reduction	5,312 MTCO _{2e}
Solid Waste Reduced	3,232 tons
Water-use Conserved	4,119,000 gallons
Technical Assistance Provided	11,227 hours

CUSTOMER SERVICE BY THE NUMBERS

FY 2018-19

 **53,446**
Regional Office
Customer Phone Calls

 **22,705**
Regional Office
Walk-ins

 **187** **221**
Scoping Meetings Express Meetings

 **339**
SEPA and Related Reviews

 **\$9.3 MILLION**
Client Cost Savings Reports

 **8,559**
Toll-Free Hotline Calls


Site Visits
293 ACROSS 57 COUNTIES
Audience reached: **1,443**


Presentations
80 ACROSS 13 COUNTIES
AND 4 OTHER STATES
Audience reached: **3,065**

Program Highlight: NC GreenTravel



The NC GreenTravel program is a free, voluntary recognition program for tourism-oriented organizations that wish to be recognized for their accomplishments in environmental sustainability. To date, 214 North Carolina businesses have been recognized by DEQ and are experiencing the competitive advantages of being a member of the program.

DEQ PERMITTING TRANSFORMATION

A TOP STRATEGIC GOAL OF DEQ

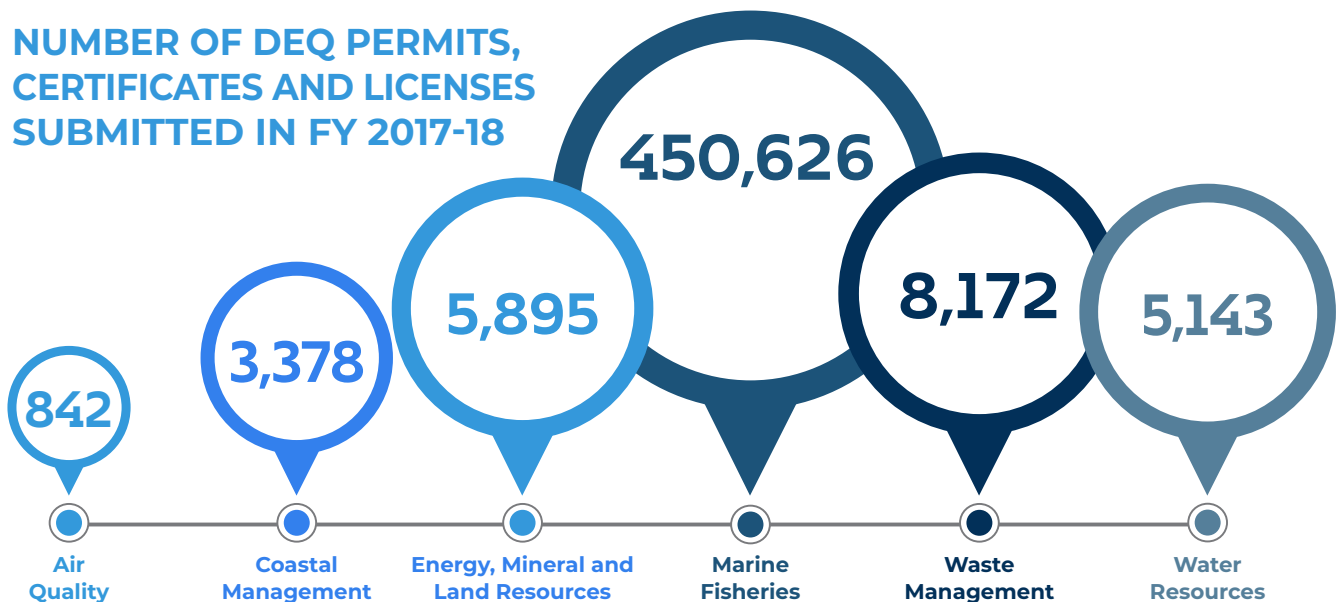
DEACS was given responsibility for leading the Permitting Transformation Project (PTP) in 2017. After gathering input from internal and external stakeholders, DEACS developed a project plan with milestones and monthly update presentations to stakeholders. A key component of the PTP is bringing the DEQ permitting process into the 21st century. This includes transitioning multiple processes and databases into one enterprise system that includes an online portal, allowing DEQ's customers to apply, submit, pay and track all their permit applications.

In the FY 2018-19, DEACS organized and led the PTP Workgroup with representation from DEQ's permitting divisions. Workgroup members provide feedback, guidance and metrics on the permitting process; assist in determining how DEQ

will meet the goals of the project; and inform their division of workgroup progress and opportunities for process improvement.

The North Carolina Department of Information Technology (DIT) has partnered with DEQ and is supporting the move of the permitting systems into Microsoft Dynamics CRM system that uses the latest workflow and reporting technologies. Before any process can move to the new system, a current and future state process map must be developed. This step is being facilitated by two DIT process engineers who have achieved LEAN Six Sigma black belts. Current state mapping on all processes is almost complete, and future state mapping has begun for those with priority going into the new system.

NUMBER OF DEQ PERMITS, CERTIFICATES AND LICENSES SUBMITTED IN FY 2017-18



THE DEACS TEAM

DEACS DIRECTOR

JAMIE RAGAN

DEACS ADMINISTRATION AND BUDGET

EULA ALEXANDER

GWENDOLYN PALMER

PUBLIC INFORMATION OFFICER

LAURA LEONARD

ENVIRONMENTAL ASSISTANCE SECTION

MARCIA ALLOCCO, Section Chief

ANGELA BARGER, Environmental Stewardship Initiative

DON BURKE, Environmental Stewardship Initiative

RON PRIDGEON, Technical Assistance

KEYES MCGEE, Technical Assistance

TONY PENDOLA, Small Business Assistance

LISA SHANKLIN, Technical Assistance

PAUL E. WILLIAMS, Environmental Assistance Coordinator, Mooresville and Winston Salem RO

ALISON DAVIDSON, Environmental Assistance Coordinator, Asheville RO

DAVID LEE, Environmental Assistance Coordinator, Raleigh and Fayetteville RO

LYN HARDISON, Environmental Assistance Coordinator, Washington RO, SEPA

CAMERON WEAVER, Environmental Assistance Coordinator, Wilmington RO



RECYCLING AND MATERIALS MANAGEMENT SECTION

WENDY WORLEY, Section Chief

SANDY SKOLOCHENKO, Recycling Business Assistance

MIKE GREENE, Recycling Business Assistance

MATT JAMES, Recycling Business Assistance

MEL GILLES, Recycling Outreach

EMILY BURNETT, Community Technical Assistance

DAVID HANCE, Community Technical Assistance

TOM RHODES, Community Technical Assistance

ALEXA CHUMPITAZ, Graphic Design (T)

CAROL ABKEN, Research Assistance (T)



WASTE REDUCTION PARTNERS

TERRY ALBRECHT, Section Chief

JAN FOSTER, Land of Sky Regional Council

RUSS JORDAN, Land of Sky Regional Council

TOM KIMMELL, Land of Sky Regional Council

DEE HANAK, Land of Sky Regional Council

35 WRP STATEWIDE FIELD ASSESSORS

DEQ REGIONAL OFFICE (RO) OPERATIONS AND ADMINISTRATION

ASHEVILLE RO

LINDA STAMEY, Manager

CARRIE EMRICK

STEPHANIE FRADY

SUSANNAH BEW

FAYETTEVILLE RO

LEE COTTRELL, Manager

KIMBERLY MCKOY

WENDY MCNEIL

SARAH VANDEVER

MOORESVILLE RO

ANGELA EDMONDS, Manager

CATHY SHIPP

DEBORAH LUCKMAN

SHERIAN BLACK

LISA ELLEDGE

RALEIGH RO

JANENE CHILDS, Manager

STEPHANIE AIKENS

CHERYL RICHARDSON

TERESA WILKINS

BARBARA DUNN (t)

WASHINGTON RO

KELLY BULLOCK, Manager

BEA DILLON

HEIDI SHASTEEN

MELANIE MCROY

KERI SPARKS

PAMELA CADE

WILMINGTON RO

PATRICIA HAY, Manager

JAN DAVIS

DONNA PRIDGEN

TINA BURD

WINSTON-SALEM RO

SANDRA CASTLE, Manager

SHEILA MCINTOSH

STACIE MABE

JESSICA CARLSON

KENDRA JORDAN (T)

(T) Temporary

CONTACT US

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North Carolina Department of Environmental Quality

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Raleigh, North Carolina 27603

Toll-free: 877-623-6748

Website: www.ncenvironmentalassistance.org

