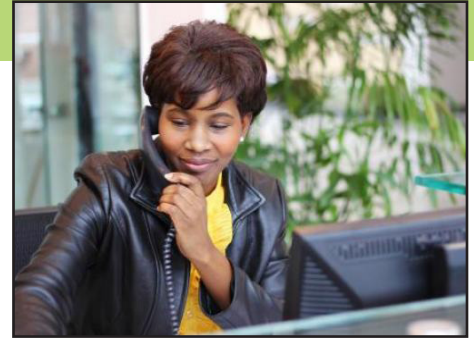




# N.C. Division of Environmental Assistance and Customer Service

*Customer service through no cost technical, compliance and financial assistance*

**The N.C. Division of Environmental Assistance and Customer Service (DEACS)** offers assistance to local and state agencies, businesses, and residents throughout North Carolina for a wide range of environmental issues.



Through its technical services, DEACS helps its customers:

- Navigate regulatory and permitting challenges.
- Become more environmentally efficient and make the most of available resources.
- Achieve and be recognized for environmental excellence.
- Contribute to economic growth.
- Understand how to address environmental problems.
- Coordinate SEPA process.



*DEACS staff provides assistance to facilitates working towards achieving Zero Waste to Landfill or solid waste reduction goals.*

## Technical Assistance

### **The N.C. DEQ Hotline**

Staff assist more than 6,000 callers each year through our toll free hotline. Staff answer questions, explain programs and regulations, provide technical information, respond to complaints or refer customers to appropriate offices that can assist them.

### **Permit Assistance**

Regional environmental assistance coordinators use a proactive approach to work with existing and prospective businesses to identify permit requirements, arrange pre-application meetings and bring all parties together to address environmental concerns and meet deadlines.

### **Small Business Assistance**

The ombudsman works with small businesses to ensure correct interpretations of N.C. DEQ regulations and help develop cost effective compliance solutions.

## Recycling and Materials

The Recycling and Materials Management Section (RMMS) helps expand and improve recycling programs and infrastructure in North Carolina. Waste reduction and recycling provide tremendous benefits to North Carolina's economy and environment by creating jobs and private investment, providing critical material supply to manufacturers, reducing dependence on landfills and conserving natural resources.

### **Recycling Business Assistance Center**

Specialists provide assistance to start-up, existing, or relocating recycling businesses. Recycling Business Assistance Center works with recycling companies to assess needs and provide assistance.

### **Local Government Recycling Assistance Team**

A team of analysts supports North Carolina's municipalities and counties in operating cost-efficient, effective recycling programs while diverting valuable commodities from disposal.

## Resource and Energy Efficiency

### **Waste Reduction Partners**

Waste Reduction Partners is a program that uses the expertise of 40 retired engineers, scientists and volunteer professionals to help North Carolina's businesses, institutions and government agencies reduce energy, conserve water, cut waste and save money.





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## Recognition Programs

### N.C. Environmental Stewardship Initiative

The Environmental Stewardship Initiative recognizes and encourages superior environmental performance by many organizations. There are three levels of participation: Partner, Rising Steward and Steward, with the Steward level being the highest level of participation. The ESI has 195 member sites who reported in their 2019 annual report a total cost savings of more than \$11.3 million through implementation of environmental projects. Also reported were reductions of 247 tons in air emissions, 24,190 MTCO<sub>2</sub>e emissions, 1.05 billion gallons of water usage, and 988 tons of waste.



### N.C. Green Travel Initiative

The N.C. Green Travel Initiative promotes robust economic growth and environmental stewardship in the travel and hospitality sector through the recognition of businesses in North Carolina's travel industry. N.C. Green Travel is a partnership with the East Carolina University Center for Sustainable Energy & Environmental Engineering, Visit NC, and the Waste Reduction Partners program. With more than 220 participating businesses, properties are awarded recognition based on their level of environmental stewardship.



## Recycling Outreach Programs

### Recycle Guys

North Carolina adopted the Recycle Guys campaign from South Carolina for North Carolina elementary and middle school children in 2000. It includes an activity book, commercials, posters, stickers, tattoos and trading cards.



### Recycle More NC

In 2010, the division embarked on a new campaign called Recycle More NC for the 35-year-old and older demographic. The goal is to increase curbside recycling and increase recycling while people are at work or away from home.



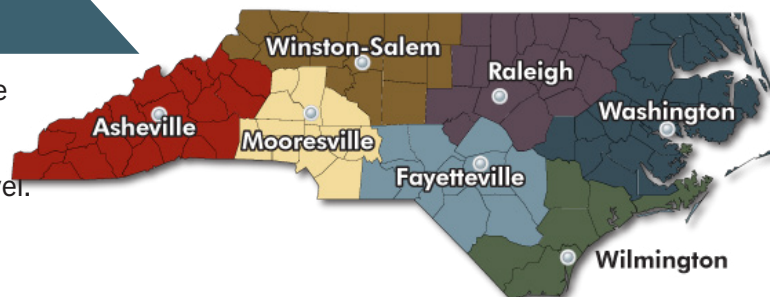
### Recycle Right NC

In 2019, DEACS launched Recycle Right NC, a statewide anti-contamination campaign to clean up recycling. The campaign makes available free outreach toolkits for local governments to customize and distribute to their residents. In the first year and half of the campaign, educational materials were used by more than 260 local governments and colleges across North Carolina and social media posts reached more than 2.1 million people on Facebook.



## N.C. DEQ Regional Offices

There are seven regional offices of the N.C. Department of Environmental Quality. The regional offices perform the department's duties on a local level. Department employees are near the public and the counties we serve.



## Customer Service By the Numbers

**982**

Regulatory assistance inquiries handled by regional assistance coordinators in 2020.

**340** Pounds recycled

per person per year through public recycling programs in 2019.

**\$1.08**

Millions in cost savings for WRP clients during fiscal year 2020.

**7,139** Calls to the

N.C. DEQ hotline handled by DEACS staff in 2020.

**24,190**

Metric tons carbon dioxide equivalent, or CO<sub>2</sub>e, reduced by ESI members in 2019.

**15,712**

Number of N.C. private sector recycling-related jobs in 2019.

