



John R. Kasich, Governor  
Mary Taylor, Lt. Governor  
Craig W. Butler, Director

April 1, 2015

## **RE: Enhancing Ohio EPA's Service to Businesses and Communities**

Dear Partners and Stakeholders:

As Director of Ohio EPA, I am responsible for ensuring we have strong regulatory programs to protect public health and the environment. An equally important responsibility of the Agency is providing our customers with access to technical and financial resources that will help them achieve and maintain compliance. With my own personal experience at Ohio EPA beginning in our Office of Pollution Prevention, I have seen, first hand, the environmental benefits that come through education, outreach and innovative approaches to promote stewardship.

Many of our regulated entities are familiar with the voluntary, non-regulatory programs we offer. However, many are not. Smaller businesses and communities have limited time to search for the resources and tools available to them, and can quickly get lost trying to navigate the Agency for information that is relevant to them.

One of my major initiatives over the next two years is to create a "one-stop shop" environment within Ohio EPA for customers seeking our technical and financial resources to help them achieve compliance. This approach will both enhance the way in which we serve our customers and improve our own internal operations through a more efficient, coordinated and strategic approach to administering resources. By realigning some of our key compliance assistance and funding programs here, I believe we also will be more strongly positioned to help even more regulated entities with a greater level of service.

I took the first step toward this goal early in June 2014, when I announced that Ohio EPA's Recycling and Litter Prevention Program would become part of the Office of Compliance Assistance and Pollution Prevention (OCAPP). This program supports source reduction, recycling, market development and litter prevention activities statewide, and I saw a natural connection between the functions of each to help build more sustainable practices within businesses and communities.

Today, I am pleased to announce another significant milestone, with the merger of our Office of Compliance Assistance and Pollution Prevention (OCAPP) and our Division of Environmental and Financial Assistance (DEFA). The new division will retain the name of DEFA; however, will provide a wider variety of services. Effective May 1, DEFA will house several of the Agency's core programs that have supported business and community development for many years, with emphasis on:

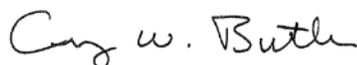
- Administering our State Revolving Fund (SRF) loan programs to help communities construct and maintain wastewater and drinking water infrastructure. Over our 25 year history, Ohio EPA's SRF programs have facilitated loans totaling more than \$7.2 billion for construction and improvements to public wastewater and drinking water infrastructure. The new division will administer both the Water Pollution Control Loan Fund (WPCLF) and Water Supply Revolving Loan Account (WSRLA) programs.
- Providing technical assistance to help small community wastewater treatment plants improve operations and efficiency.
- Helping thousands of small businesses annually comply with environmental regulations through on-site assistance, help completing forms, training events, plain-English publications and other services.
- Helping entities identify and implement pollution prevention (P2) measures that save them money, increase performance and benefit the environment.
- Providing funding for recycling, litter cleanup and scrap tire management activities, and identifying market development opportunities to support Ohio's efforts to recycle materials such as glass, plastics, rubber and construction and demolition debris.
- Recognizing the outstanding efforts of businesses, communities and other entities making a commitment to environmental stewardship through our Encouraging Environmental Excellence (E3) Program.

The new DEFA will have a more proactive approach in reaching out to Ohio's communities and businesses to share information on our services. It is important to me that our regulated entities not only understand what resources are available, but that we make ourselves available to guide them through the process of getting help, so that we can more fully meet their needs.

This reorganization effort has required a significant level of planning, and I foresee the implementation process to fully bring everything together will take some time. However, I am confident that bringing these resources together under one division will not only improve our responsiveness, but also increase the level and range of services we can provide.

The goal of this letter and initial roll-out is to make our stakeholders aware of my objectives, and to assure you that our efforts are focused on better meeting the needs of our customers. To this end, I and my staff welcome your feedback. DEFA will be hosting webinars and meetings to provide information and discuss our progress. I invite you to join us at an upcoming event, details of which will be posted on DEFA's website at <http://epa.ohio.gov/defa/>. You also can contact Laurie Stevenson, my deputy director for business relations and chief of DEFA, at 614-644-2344 with questions. We appreciate your support and look forward to working with you as we move ahead.

Sincerely,



Craig W. Butler  
Director