



State of Ohio Environmental Protection Agency

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11/06/2008

«first_nm» «last_nm»
«facility_nm»
«address1»
«address2»
«city», «state_cd» «zip5»

Re: Facility ID: «facility_id»
Location: «facaddress1»
«facaddress2»
«facity», «facstate_cd» «faczip5»

Dear «first_nm» «last_nm»:

As you are aware, Ohio EPA launched Air Services on June 30, 2008. Air Services is a component of the Agency eBusiness Center. Many facilities have begun to use the system; largely to positive reviews. **If you or a representative of your facility has not yet accessed your facility information in Air Services, we strongly urge you to do so before the end of 2008.** In this letter you will find answers to the following questions:

- **What are we required to submit via Air Services?**
- **Why should I or my staff get into Air Services right now?**
- **What is being done to train users and help them get assistance with the software?**

What are we required to submit via Air Services?

Here is a summary of what is required to be submitted via Air Services for facilities subject to Title V and Synthetic Minor permitting:

- Title V applications and revisions
- Permit-to-Install (PTI)/Permit-to-Install and Operate(PTIO) applications and revisions
- Quarterly deviation reports; beginning, 4th Quarter 2008 due January 31, 2009
- Semi-annual deviation reports; beginning July to December 2008 due January 31, 2009
- Annual Title V Compliance Certifications; due April 30, 2009
- Annual Title V Air Fee Emission Reports (FER), Emissions Inventory Summary (EIS) and Emissions Statement (if applicable); due April 15, 2009
- Annual Synthetic Minor Title V Air FER and Emissions Statement (if applicable); due April 15, 2009

Why should I or my staff get into Air Services right now?

As a Title V or Synthetic Minor (SMTV) facility, your operations are most affected by roll-out of this new system. There will be a significant, one-time, "clean up" effort of the Air Services Facility Profile migrated data in preparation for the emission reports due April 15, 2009. We migrated all permitting and emissions reporting

Ted Strickland, Governor
Lee Fisher, Lieutenant Governor
Chris Korleski, Director

Helpful Links

eBusiness Center

<https://ebiz.epa.ohio.gov>

Ohio EPA Answer Place

<http://ohioepa.custhelp.com>

Use this resource to find answers and tutorials on a variety of topics related to Air Services and other Agency subjects. You can search on answer numbers (see below) if you know them or key words. If you can't find the answer, simply ask a new question and get a response within 1 business day!

- 1129 - See an eBusiness Center description
- 1206 - Learn about the process of creating an account
- 1166 - Phone numbers of contacts for assistance with Air Services
- 1525 - Overview Diagram of Air Services

related data available into Air Services (including STARShip data). However, in many cases it was not a field-to-field match up since several processing and accuracy improvements were made. In cases where the data could not be migrated correctly, an attachment was made to the item. For example, there is an Adobe PDF version of Title V emissions reports available as an attachment to historic reports that were submitted.

If you have not interacted with the system based on permit application activities, we strongly urge you to begin the process of accessing your facility data now in preparation for your first required use of the system. Namely, submission of the Fourth Quarter 2008 deviation reports (due January 31, 2009) and the July to December 2008 semi-annual deviation reports (due January 31, 2009). These reports can be submitted as attachments to the system using the format you have developed over the years (spreadsheet, word processing, etc.) and will serve as a good first touch point with Air Services.

What is being done to train users and help them get assistance with the software?

We are here to assist in any way we can to make this as smooth a transition as possible. We have implemented the following tools and support mechanisms for you.

- **Web page-specific online help within Air Services**
- **Electronic mailing list for Air Services users** - All established Air Services accounts will be signed up automatically to receive updates to Air Services-related topics (you will have the option to “opt-out” if you wish).
- **Searchable frequently asked questions and fast responses to new questions** - DAPC is taking advantage of the Agency “Answer Place” to post topics, videos, and links to guidance in navigating and using the eBusiness Center and Air Services. We strongly encourage you to visit the Answer Place and sign up to receive updates to Air Services-related topics if you are not currently an Air Services user.
- **Training Videos** - We have posted video training sessions on the Answer Place to help you through processes such as getting an account on the eBusiness Center and gaining access to your facility. We will be continually adding to those videos to include specific Air Services functions (i.e., creating and submitting a quarterly report).
- **COMING SOON! Live Webinar Training Sessions** - We are setting up web-based interactive training sessions on Air Services functionality based on feedback and experience of current Air Services users and upcoming filing deadlines. Look to the Answer Place and Answer Place communications for more information on this innovative tool.
- **Phone assistance** - DAPC Central Office staff along with your District Office or local Air Agency contacts are ready and waiting to assist you.

While there have been some bugs and hiccups early on, DAPC is very pleased with the feedback and acceptance by the regulated community of such a major change in the permit, emissions reporting, and compliance reporting business interaction with the Agency. We are also getting permits out faster than ever before.

In summary, we hope your experience with Air Services is a positive one as you meet your compliance obligations with the new tool. We look forward to working with you to make your experience a success. If you need assistance or would like further information, please contact Linda Lazich at linda.lazich@epa.state.oh.us or (614) 644-3626. We also encourage you to look for guidance by searching the Answer Place.

Sincerely,



Robert F. Hodanbosi
Chief, Division of Air Pollution Control