

N.C. DIVISION OF
ENVIRONMENTAL ASSISTANCE
AND CUSTOMER SERVICE

Customer service through technical, compliance and financial assistance.

Toll Free: 1-877-623-6748



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DWQ merges with DWR

With a goal to provide greater efficiency in the execution of state water protection activities, Division of Water Quality programs have merged with the [Division of Water Resources](#) (DWR) and the [Division of Energy, Mineral and Land Resources](#) (DEMLR). All stormwater permitting programs have moved to the DEMLR. All other DWQ programs join with the DWR. The redesigned DWR will strengthen the linkages between surface water and groundwater protections for water quality and water quantity. The division will also have balanced management of water resource planning, permitting and enforcement. To learn more, click [here](#).

North Carolina **Division of Water Resources**



Tip...

Establish a preventative maintenance program for your heating, venting and air conditioning (HVAC) equipment and systems. Ensure that you regularly:

- Change or clean all air filters, preferably every month.
- Clean all heat exchanger surfaces, water and refrigerant coils, condensers and evaporators.
- Repair leaks in piping, air ducts, coils, fittings and at the unit(s).

Water Quality Annual Fees Now Paid Electronically

DWR and DEMLR now have in place an electronic option for municipalities, industries and animal operations to pay annual wastewater or stormwater fees. The water quality [ePayment system](#) allows customers to enter their permit number and proceed to a secure third party payment site, known as PayPoint, to process the payment. Fees must be paid in full by an 'e-check.'" The divisions plan to make credit card payment options available by early 2014. The e-payment option is available for annual renewal fees associated with National Pollutant Discharge Elimination System wastewater and stormwater permits, municipal collection system permits, land application wastewater permits, and permits for animal operations. Fee payment is still available using the traditional mail process. To learn more, click [here](#).

Ted Bush Named DEACS Director



Theodore (Ted) L. Bush Jr was named the director of the Division of Environmental Assistance and Customer Service in May. Prior to becoming the DEACS director, Ted held the position of Deputy Director for the Division of Water Quality. He earned his bachelor's in Chemical Engineering from N.C. State University and started his career in DENR as an environmental engineer for the Division of Environmental

Management in 1984. For almost 30 years, Ted has served various roles in DENR including regional water quality supervisor for DEM, assistant chief of the Groundwater Section in DWQ and chief of the Aquifer Protection Section in DWQ.

- Replace defective equipment insulation, ducting and piping.

Dates to Remember:

The NC Chamber Energy Conference is to be held in Durham on Dec 4th. To learn more, click [here](#).

The 2013 Carolina Recycling Association Annual Conference and Trade Show has a focus on "**Zeroing in on Waste Reduction**" being held March 31- April 3, 2014 in Asheville North Carolina. To learn more, click [here](#).

If you would like to have DEACS present or have a booth at your next event, please contact [Jamie Ragan](#) at 919-707-8141.

To remove your name from our mailing list or if you have questions or comments please email us at Jamie.Ragan@ncdenr.gov or call 919-707-8141.

ncenvironmentalassistance.org

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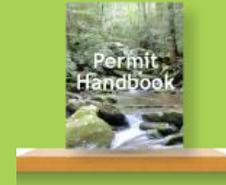
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Utility Savings Initiative Moves to DEACS

DEACS welcomes the state's Utility Savings Initiative to the division. USI is North Carolina's lead-by-example program supporting energy efficiency in public buildings. The program was created to help North Carolina governmental units manage the use and cost of energy, water and other utilities. Since 2002, the USI team has supported state institutions in avoiding \$553 million in utility costs. The program serves state agencies, the University of North Carolina system, the state's community colleges, public schools, and local governments. The USI team also helps public building managers pursue Performance Contracting, a way to make significant facility upgrades while paying for them with the utility cost savings. To learn more about the program, read the [2012 Utility Savings Initiative Report](#) and the [2012 Performance Contracting Report](#). Contact Len Hoey at len.hoey@ncdenr.gov to learn more.

For permit assistance, please contact a DEACS regional [environmental assistance coordinator](#).



All DENR's permits are centralized in the [Permit Handbook](#).

Museum of Art Saves with Performance Contracting

The use of a performance contract, with the assistance provided by the USI team, allowed the North Carolina Museum of Art to finance a complete retrofit of its heating and cooling central plants, air handling and control systems, lighting and plumbing fixtures. For the last six years, the museum is realizing annual savings of more than \$550,000, a 58 percent reduction from the original utility and operating budgets. Humidity fluctuations have been drastically reduced to only 5 percent. In addition, system upgrades have allowed the museum to move from a large to a small service tariff, reducing energy costs more than \$30,000 a year. The museum now meets the strict "AA" ASHRAE indoor environment classification requirements and the often more stringent requirements of art lending institutions and individuals.

