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TCEQ

Texas Commission on Environmental Quality

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# Get Help from the TCEQ

## TexasEnviroHelp.org

**The Texas Commission on Environmental Quality has many programs and resources that can help you achieve and maintain compliance with our rules.**

Assistance includes:

- Staff to help you face-to-face in your part of the state
- Confidential programs that will not lead to enforcement and fines
- Guidance documents written in plain language to help you understand how rules may apply to you

# How do you get started?

The Small Business and Local Government Assistance program provides confidential technical assistance without the threat of enforcement. We are available to help you with any questions related to compliance with our rules or to our programs. You can start by calling our toll-free hotline at 800-447-2827, or by sending an e-mail to <sbap@tceq.texas.gov>.

## Regional Assistance

We have SBLGA compliance assistance specialists in all regions of the state. You can ask us to visit you or you can make an appointment to visit us at the regional office in your area. To contact the staff that covers your area, call 800-447-2827 and ask for your local contact, or go to <www.tceq.texas.gov/goto/gi-002a> to find their contact information.

# What publications are available?

## Guidance Documents

We publish a number of documents that provide guidance for complying with rules regarding air, water, and waste. You can find these documents on our SBLGA website, <TexasEnviroHelp.org>.

## The Advocate

*The Advocate* is a free quarterly publication that announces changes in environmental rules, recurring compliance dates, and upcoming events. It also provides rules updates and links to current rulemaking. You can subscribe to either the print or electronic version by calling our toll-free number, 800-447-2827.

## Compliance Assistance Tools

In addition to publications, we offer other resources for small businesses and local governments on our SBLGA website, <TexasEnviroHelp.org>. These tools—organized by environmental issue and by industry—cover a range of subjects, such as information on drought contingency planning, recordkeeping templates, calculation tools, and due dates to remember.

# What programs are available?

## Site Visit Program

This program offers free, confidential, on-site, compliance assessments of independently owned and operated small businesses, facilities that are owned or operated by local governments, and independent school districts. Site visits are conducted by an environmental consultant under contract with the TCEQ. Those who demonstrate 100 percent compliance with the program requirements may receive a Compliance Commitment (C2) certificate and can earn up to a two-year exemption from routine investigations from the TCEQ, the EPA, and participating local entities.

## EnviroMentor Program

We have many volunteer consultants, engineers, operators, and attorneys who offer free and confidential services to small businesses, small local governments, and ISDs that are experiencing a financial hardship. These volunteers can assist with environmental compliance issues—such as troubleshooting a wastewater plant, getting into compliance with discharge permits, performing calculations for air permits by rule, and conducting inventory control for petroleum storage tanks.

## Advisory Committees

Small Business and Local Government Advisory Committees (SBAC) give small businesses and small local governments in Texas a voice in the regulatory process and help promote environmental quality. We coordinate meetings where SBAC members comment on existing and proposed environmental rules, policies, and programs and their effects on small businesses and small local governments. SBACs also serve as forums for the regulated community to learn environmental rules and how to comply with them.

## Workshops and Seminars

We offer workshops and seminars throughout the year to help educate you on rules and compliance. See a list on our website at <www.tceq.texas.gov/p2/events>.

## Rural Ombudsman

Our Rural Ombudsman brings real-world experience and perspective from working in a small community to the TCEQ to help us in developing policies and rules. The Rural Ombudsman serves as the primary liaison between the TCEQ, small local government representatives, and rural community staff members.

## Financial, Managerial, and Technical Assistance Program

The FMT assistance program helps water and wastewater systems with financial, managerial, and technical issues such as budgeting, funding information, asset management, sampling and analysis, and water-loss audits. The program is free and available to systems of any size, but the service is not confidential.