

Take the Survey!



Did you know you can give the TCEQ feedback on the job we are doing? Well, you can and we want to hear from you.

The TCEQ Customer Satisfaction Survey gives you the opportunity to let us know about your experience working

with the agency—if you prefer, you can give us your comments anonymously. We are seeking your feedback on how we can better serve our customers—from your overall satisfaction with the TCEQ to the courteousness and responsiveness of our staff to your opinion about our facilities. And if requested, we will send you a response to your specific comments or questions.

The TCEQ is committed to providing the highest quality customer service. We value your opinion on how we are doing and how we can improve. To make your opinion known, fill one out today. Go online at www.tceq.state.tx.us/goto/customersurvey, or to request a paper copy, call 800-687-4040.

Looking for a Place to Take Your Recyclables?

Next time you are searching for a place to take your recyclables, visit www.recycletexasonline.org to find a facility near you. **Recycle Texas Online**, an online recycler locator, can help you find a place to take many kinds of materials.



Using this Web site, you can search 18 different categories, including electronics, light bulbs, paper, and plastic. Finding a facility close to home is easy because you can search 24 different areas of the state.

Do you own or operate a recycling facility? Do you need to find markets for your recyclables? Look no further! **Recycle Texas Online** offers this free service for you to find markets and for customers to locate you.

As a recycler, you can list the materials you accept and the services you offer. All listings are free.

Recyclers post their own information, so a facility or company appearing on the list does not imply it is in compliance with TCEQ regulations or other applicable laws.

To search for a recycler or to sign up with listings, visit www.recycletexasonline.org.

Texans Work to Raise Groundwater Awareness

Groundwater is found beneath the Earth's surface in the cracks and spaces of soil, sand, and rock. An important resource in the Texas environment, groundwater replenishes our streams and rivers, and provides fresh water for irrigation, industry, and communities. In Texas, groundwater provides 59 percent of the freshwater used by the state, supplies 79 percent of the water used by agriculture, and is a source of drinking water for more than 6.95 million residents.

Do your part to protect both the quality and quantity of our groundwater by trying the following tips:

- **Find out where your tap water comes from.** Learn whether it comes from a spring, lake, or other public water supply.
- **Use fewer toxic cleaning products.** Cut down on the use of household chemicals and learn to dispose of them properly. When using chemicals in your lawn and garden, make sure you follow the label instructions.
- **Use less water.** To reduce your water use, try taking shorter showers and running only full loads of laundry and dishes.

To help people understand the importance of groundwater, the National Groundwater Association sponsored National Groundwater Awareness Week from March 7–13, encouraging citizens to protect and conserve groundwater.

To learn more about groundwater, visit www.tgpc.state.tx.us.

Simple Changes Saved El Paso's ReadyOne Industries over \$250K



ReadyOne Industries in El Paso saved over \$250,000 by making a few simple changes. In 2008, this Bronze-level Clean Texas member implemented a new recycling program and an electricity-reduction program.

The largest contribution to ReadyOne's recycling program consists of paper scrap from the production of corrugated products for local clients. In addition, staff members received recycling containers to collect their recyclable office paper. The company also began collecting soft drink cans and aluminum scraps from maintenance activities for recycling.

For its electricity-reduction program, ReadyOne Industries installed automated office lighting with sensors that detect when someone approaches the area—lights turn on only when

necessary and turn off when no one is near the lighting. In addition, when consolidating its operations, the company disconnected the electricity in nonessential or unused areas of the facility.

These simple changes allowed ReadyOne to far exceed its 2010 environmental goals, as well as save thousands of dollars. According to its 2008 Clean Texas Performance Report, the company far surpassed its recycling goal and saved \$122,154. ReadyOne also exceeded 2010 goals for reducing its use of electricity by 887,947 kilowatt-hours, saving approximately \$134,990.

For more information about the Clean Texas Program, go to <www.cleantexas.org>.

Safely Dispose of Agricultural Waste Pesticides

Safely disposing of unwanted or unused pesticides is a priority for many agricultural producers in Texas. The correct use and disposal of agricultural chemical products helps keep Texans and our state's water sources safe. To assist with disposal, the TCEQ Agricultural Waste Pesticide Collection program organizes free, voluntary collections where agricultural producers can dispose of products that may pose a hazard to the environment.

Participants take the following to collection events: insecticides, herbicides, and other pesticides; lead-acid batteries; anti-freeze; and rinsed, empty pesticide containers. Since 2000, the program has held more than 120 collections that have drawn 11,260 participants and have received more than 1,638 tons of waste.

Sign up for e-mail updates to find out about future collections. For more information, visit <www.tceq.state.tx.us/assistance/AgWaste/agwaste.html>.

WaterSense Helps Homeowners Save Water and Money

Home builders can now partner with the U.S. Environmental Protection Agency (EPA) to earn the WaterSense label for new construction. Since 1995, more than 1 million newly constructed houses have earned the EPA's Energy Star label by meeting strict energy efficiency guidelines. Showing a growing commitment to water conservation, home builders now have the opportunity to construct houses that are both energy and water efficient.

By using WaterSense-labeled plumbing fixtures, houses earning this designation are 20 percent more efficient than typical new houses. According to the EPA, houses earning the WaterSense label can save homeowners up to \$200 a year on utility bills compared with their current houses.

For more information on the WaterSense program, visit <www.epa.gov/WaterSense/>.

Don't Forget! TCEQ's Environmental Trade Fair and Conference: May 4-5

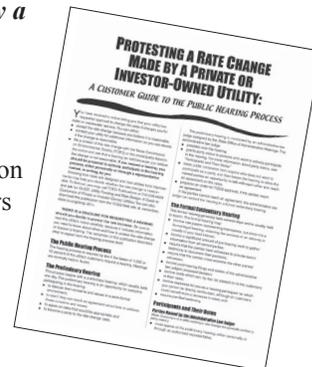
For more information, and to register, visit
<www.tceq.state.tx.us/assistance/events/efc/ef.html>.

Highlighted TCEQ Publications

Protesting a Rate Change made by a Private or Investor-Owned Utility, GI-266, is a customer guide to the public hearing process.

Appealing a Rate Change Decision, GI-024, offers information to water and sewer utility customers on how to appeal a rate change decision made by a board of directors, a city council, or county commissioners.

To order TCEQ publications, visit <www.tceq.state.tx.us/publications>.



Take Care of Texas Tips

At Home Turn Off Exhaust Fans

If you use a bathroom exhaust fan, run it for up to 15 minutes after showering to control moisture, reducing your use of heating and cooling energy. When replacing exhaust fans, install a properly sized Energy Star-rated fan; these are much quieter than standard models and use less energy.

Around the Office Turn Off the Lights



Lighting accounts for 29 percent of an office's energy consumption. By turning off lights when not needed, performing regular maintenance, and installing upgrades, you can save significant energy and lower your electric bill. Replacing older lights with energy-efficient ones can save up to 30 percent of your lighting cost and up to 5 percent of your overall energy cost.

www.takecareoftexas.org