



North Carolina Department of Environment and Natural Resources

Division of Air Quality
Michael F. Easley, Governor

William G. Ross, Jr., Secretary
B. Keith Overcash, P.E., Director

October 23, 2007

Permitted Community
Fall CAPCA
Myrtle Beach, South Carolina

Subject: Customer Service
North Carolina Division of Air Quality
Permitting Section

Dear Permitted Community:

In order to provide you with the highest level of customer service, we would like to focus your attention on a few issues we have observed in the processing of title V permit applications in the Raleigh Central Office.

Responsible Official

In accordance with 40 CFR § 70.5(a)(2) and Title 15A of North Carolina's Administrative Code (NCAC) 2Q .0507, title V permit applications "...shall be certified by a responsible official for truth, accuracy, and completeness." Put simply, this means that any substantive information submitted in support of a permit application must bear the signature of the responsible official (RO) for the facility submitting the application. While certain details may be discussed with environmental staff or consultants over the telephone or via electronic mail, DAQ will insist that any commitments to this information be transmitted through the RO.

Application Content

Over the years DAQ has disseminated information, in various contexts, regarding what we feel constitute the minimum necessary elements for various types of permit applications as well as common errors we observe in applications we receive. Recently we have received permit applications that do not meet the minimum level of technical completeness or contain the very errors we have already pointed out. We strive to process your permit applications in the most efficient and effective manner possible. However, the amount of research and communication needed for applications that are received without even the minimum information necessary hinders us from doing so.

Additional Information Requests

With regards to the communications necessary to address deficient applications, please be assured that DAQ does not ask for additional information simply for the purpose of generating paperwork or placing additional burdens on the regulated community. For some time now, we have encountered resistance from consultants and applicants to provide us with some of the most basic information necessary to properly review permit applications and defend permitting decisions to our management, the public and the EPA. We do not believe that this benefits anyone and does not allow us to provide the best possible customer service.

If you have any questions regarding this letter or specific questions regarding your permit application, please feel free to call me at (919) 715-6253 or William Willets at (919) 715-6252.

Sincerely,

Donald R. van der Vaart, Ph.D., P.E.
Chief

Permitting Section

1641 Mail Service Center, Raleigh, North Carolina 27699-1641
2728 Capital Blvd., Raleigh, North Carolina 27604
Phone: 919-715-6235 / FAX 919-733-5317 / Internet: www.ncair.org

One
North Carolina
Naturally