



# N.C. Division of Environmental Assistance and Customer Service

*Customer service through no cost technical, compliance and financial assistance*

**The N.C. Division of Environmental Assistance and Customer Service (DEACS)** offers assistance to local and state agencies, businesses, and residents throughout North Carolina for a wide range of environmental issues.



Through its technical services, DEACS helps its customers:

- Navigate regulatory and permitting challenges.
- Become more environmentally efficient and make the most of available resources.
- Achieve and be recognized for environmental excellence.
- Contribute to economic growth.
- Understand how to address environmental problems.
- Coordinate SEPA process.



*DEACS staff provides assistance to facilitates working towards achieving Zero Waste-to-Landfill or solid waste reduction goals.*

## Technical Assistance

### **The N.C. DEQ Hotline**

Staff assist more than 6,000 callers each year through our toll free hotline. Staff answer questions, explain programs and regulations, provide technical information, respond to complaints or refer customers to appropriate offices that can assist them.

### **Permit Assistance**

Regional environmental assistance coordinators use a proactive approach to work with existing and prospective businesses to identify permit requirements, arrange pre-application meetings and bring all parties together to address environmental concerns and meet deadlines.

### **Small Business Assistance**

Engineers work with small businesses to ensure correct interpretations of N.C. DEQ regulations and help develop cost effective compliance solutions.

## Recycling and Materials Management

### **Recycling Business Assistance Center**

Specialists provide assistance to start-up, existing, or relocating recycling business. Recycling Business Assistance Center works with recycling companies to assess needs and provide assistance.

### **Local Government Recycling Assistance Team**

A team of analysts supports North Carolina's municipalities and counties in operating cost-efficient, effective recycling programs while diverting valuable commodities.

## Resource and Energy Efficiency

### **Utility Savings Initiative**

The Utility Savings Initiative is a technical assistance team that supports state agencies, universities and public facilities in utility cost reduction goals through facility upgrades and performance contracting.

### **Waste Reduction Partners**

Waste Reduction Partners is a program that uses the expertise of 65 retired engineers, scientists and volunteer professionals to help North Carolina's businesses, institutions and government agencies reduce energy, conserve water, cut waste and save money.



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## Recognition Programs

### N.C. Environmental Stewardship Initiative

The Environmental Stewardship Initiative recognizes and encourages superior environmental performance by many organizations. There are three levels of participation: Partner, Rising Steward and Steward, with the Steward level being the highest level of participation. The ESI has 134 member sites who reported in their 2015 annual report a total cost savings of more than \$2.6 million through implementation of environmental projects. Also reported were reductions of 76 tons in air emissions, 2.4 billion gallons of water usage, and 72,740 tons of waste.



### N.C. Green Travel

A program in partnership with the Center for Sustainable Tourism at East Carolina University, the N.C. Division of Tourism, Film & Sports Development and Waste Reduction Partners to help promote robust economic growth and environmental stewardship in the travel and hospitality sector through the recognition of "green" travel-oriented businesses. Properties are awarded recognition based on their level of environmental stewardship. N.C. Green Travel has recognized more than 150 businesses.



## Recycling Outreach Programs

### Recycle Guys

North Carolina adopted the Recycle Guys campaign from South Carolina for North Carolina elementary and middle school children in 2000. It includes an activity book, commercials, posters, stickers, tattoos and trading cards.



### RE3

The RE3.org campaign kicked off in 2005 for high-schoolers, college students and other young adults. Original funding for the creation of the campaign was through an EPA grant. The campaign includes bottle openers, commercials, posters and T-shirts. This campaign differs from other recycling campaigns in that it uses different messaging, graphics and media outlets.



### Recycle More NC

In 2010, the division embarked on a new campaign called Recycle More NC for the 35-year-old and older demographic. The goal is to increase curbside recycling and increase recycling while people are at work or away from home.



## N.C. DEQ Regional Offices

There are seven regional offices of the N.C. Department of Environmental Quality. The regional offices perform the department's duties on a local level. Department employees are near the public and the counties we serve.



## Customer Service By the Numbers

**1,181**

Regulatory assistance inquiries handled by regional assistance coordinators.

**90**

Percentage of N.C. households with recycling carts in areas with municipal curbside recycling.

**1,310**

Jobs created since 2011 through USI's performance contracting for facility upgrade.

**6,362**

Calls to the N.C. DEQ hotline handled by DEACS staff in 2016.

**818**

Metric tons carbon dioxide equivalent, or CO<sub>2</sub>e, reduced by ESI members in 2015.

**17,002**

Number of private sector recycling-related jobs in N.C.

*Based on 2016 data*