



Maine Department of Environmental Protection

Division of Water Quality Management Wastewater Discharge Program

Annual Customer Service Survey Results for 2008

The Maine Department of Environmental Protection Division of Water Quality Management regulates the discharge of wastewater to waters of the state through the Maine Pollutant Discharge Elimination System program (MEPDES) that implements the Clean Water Act, and the state Waste Discharge License program (WDL) that implements State law.

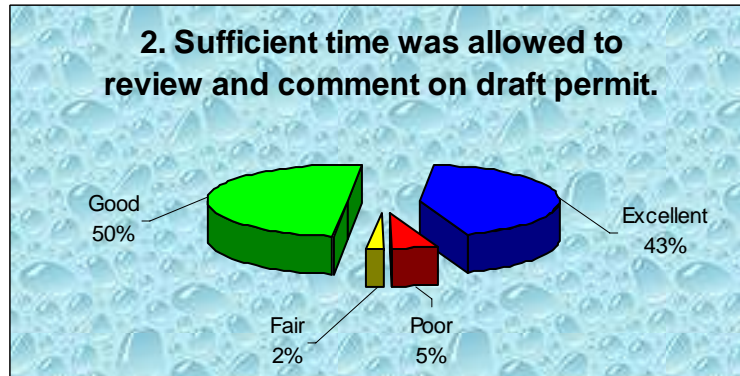
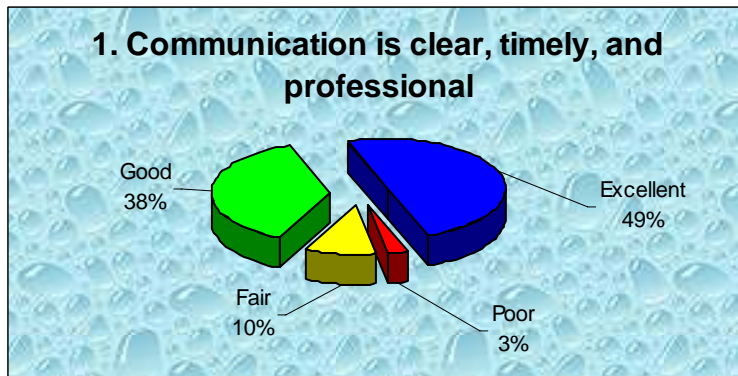
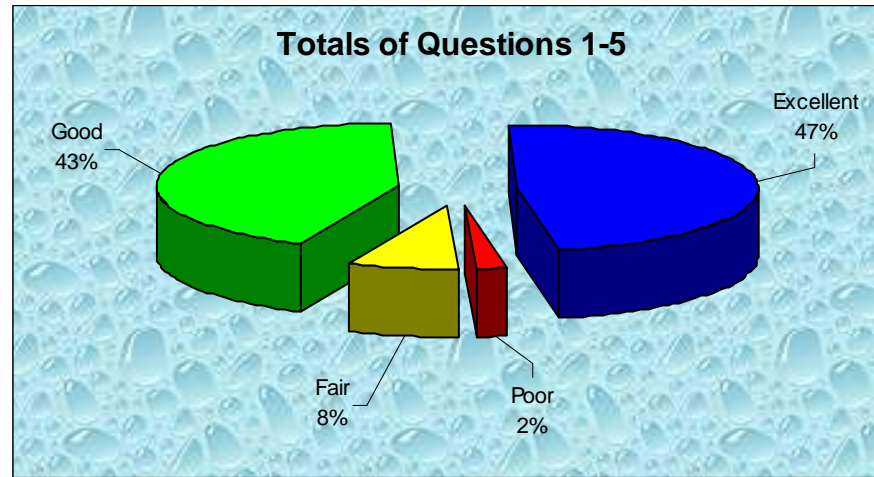
In January, 2009 a customer service survey was mailed to approximately 400 licensed dischargers to gather feedback on the Department's performance in implementing these, and associated, programs.

106 surveys were returned to the Department. The results of those surveys are contained in this report.

For additional information please contact:

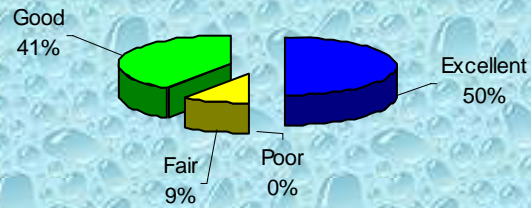
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Wastewater Discharge Program
Customer Service Survey Results
1/1/08 to 12/31/08
Permitting

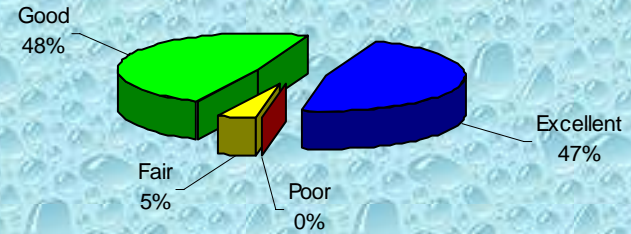


Wastewater Discharge Program
Customer Service Survey Results
1/1/08 to 12/31/08
Permitting

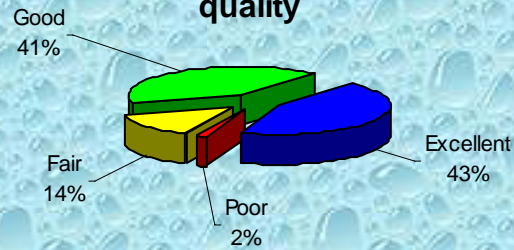
3. Questions/comments were responded to with complete accurate information



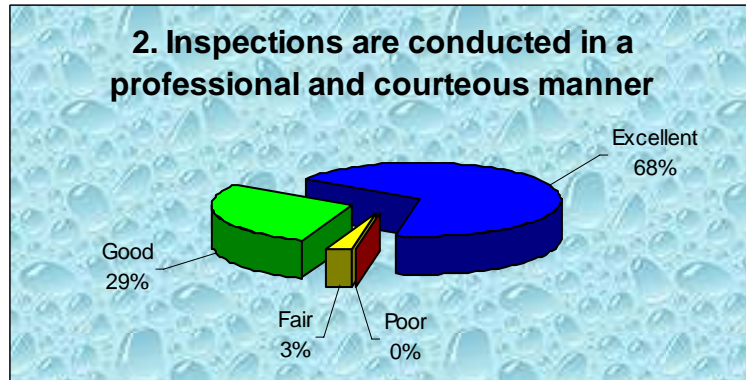
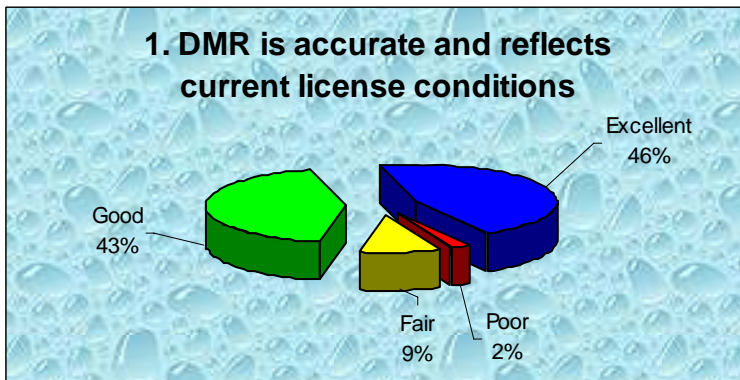
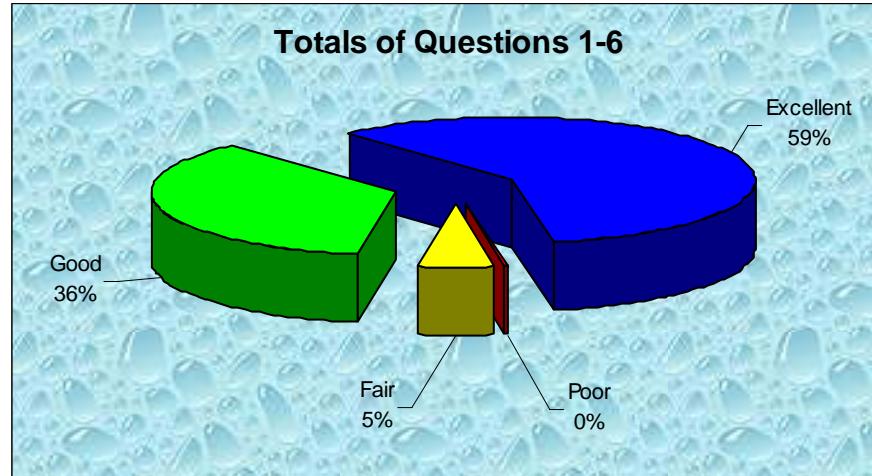
4. Permit is legally and factually correct



5. Overall effectiveness of permit in maintaining and improving water quality

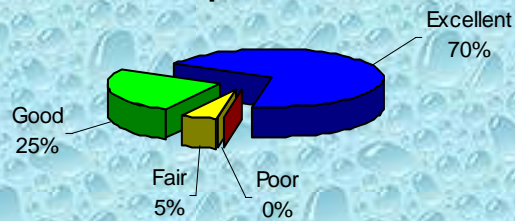


Wastewater Discharge Program
Customer Service Survey Results
1/1/08 to 12/31/08
Compliance

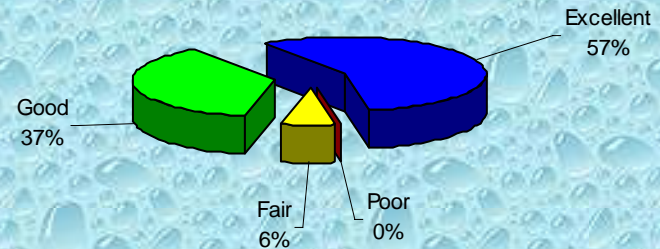


Wastewater Discharge Program
Customer Service Survey Results
1/1/08 to 12/31/08
Compliance

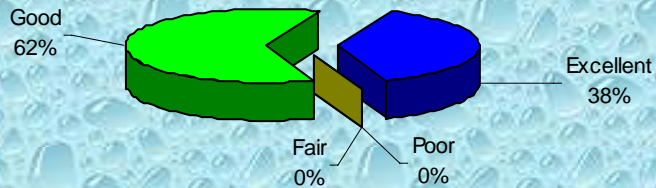
3. Inspector has experience and knowledge to conduct an effective inspection



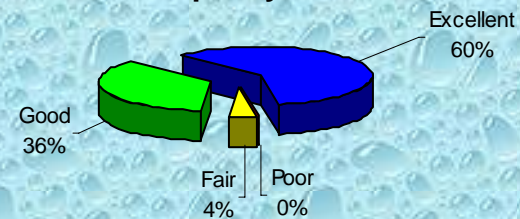
4. Written reports are clear, accurate, and timely



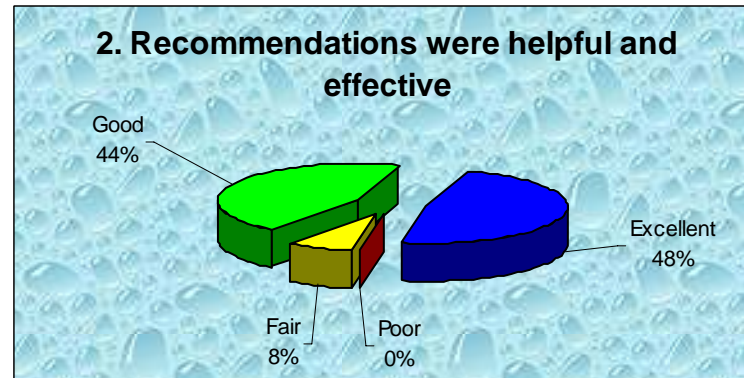
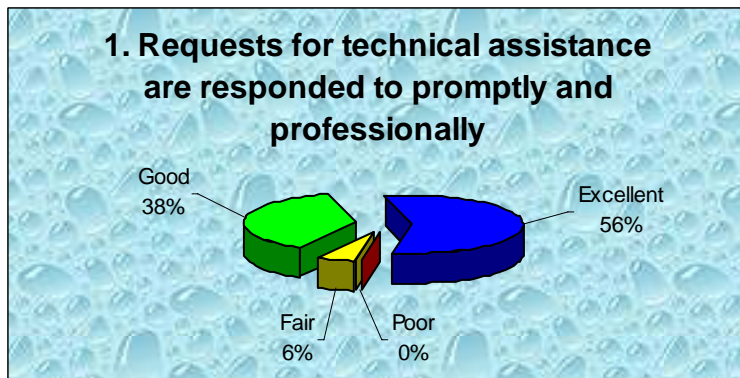
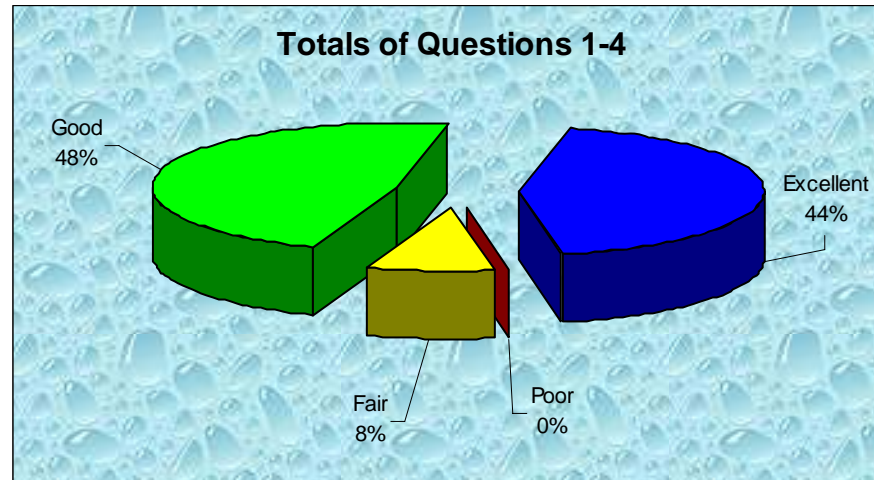
5. Pretreatment submittals are reviewed in a timely fashion



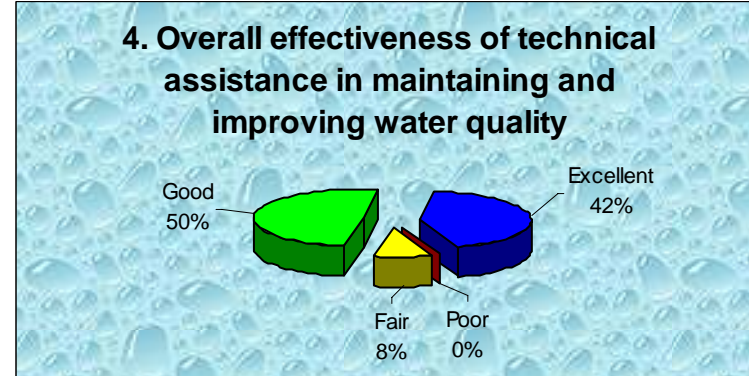
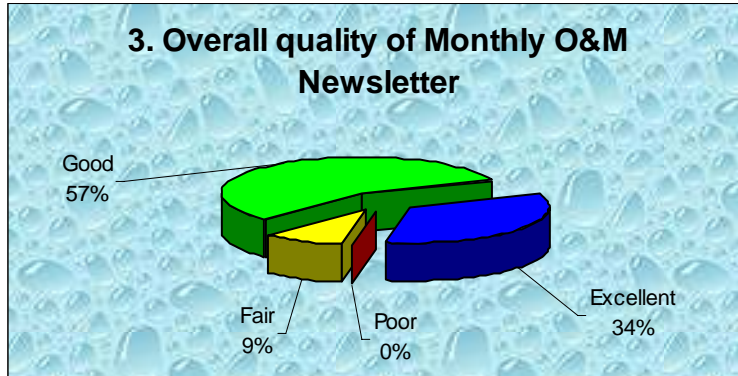
6. Overall effectiveness of inspection in maintaining and improving water quality



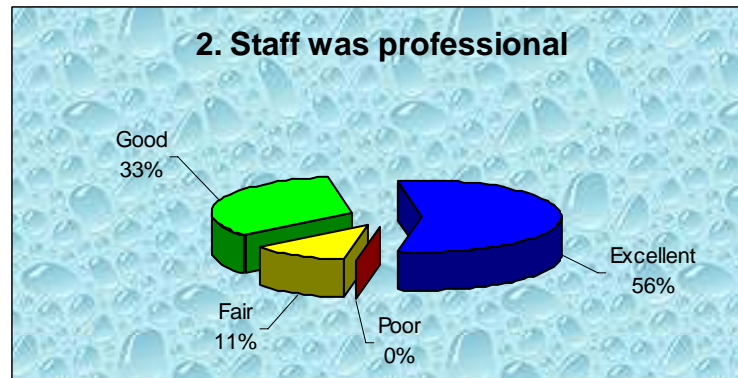
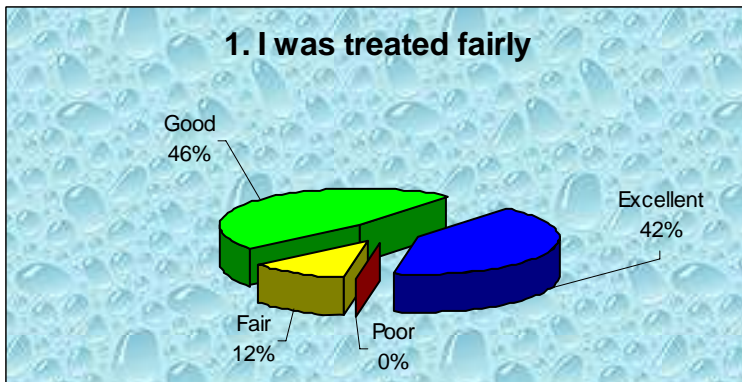
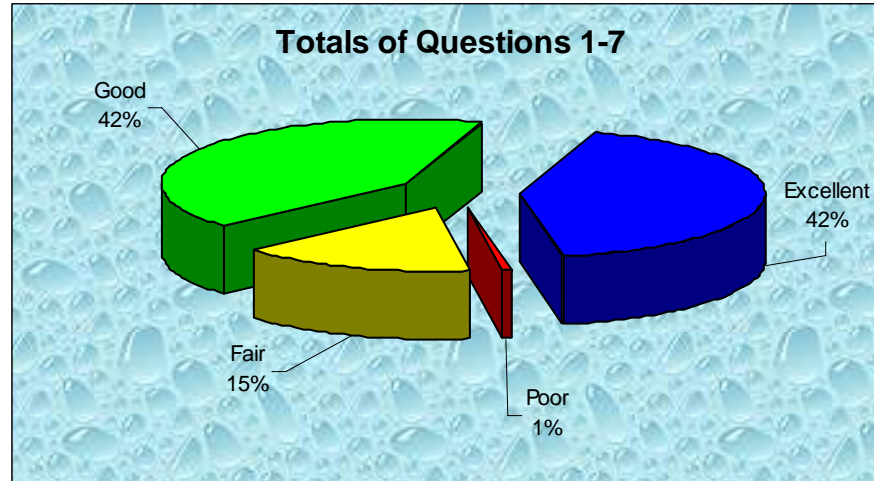
Wastewater Discharge Program
Customer Service Survey Results
1/1/08 to 12/31/08
Technical Assistance



Wastewater Discharge Program
Customer Service Survey Results
1/1/08 to 12/31/08
Technical Assistance

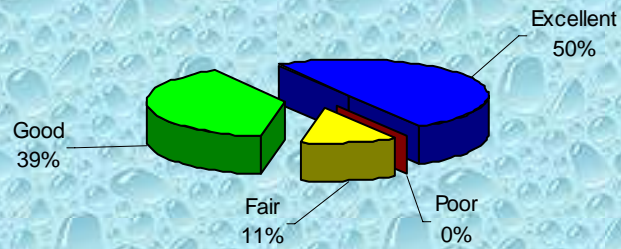


Wastewater Discharge Program
Customer Service Survey Results
1/1/08 to 12/31/08
Enforcement

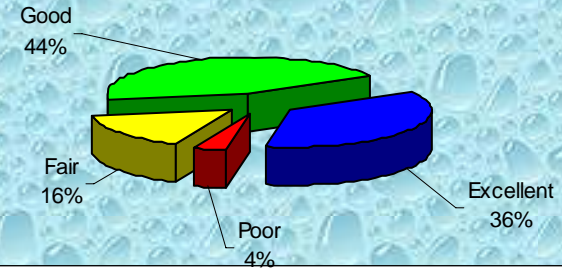


Wastewater Discharge Program
Customer Service Survey Results
1/1/08 to 12/31/08
Enforcement

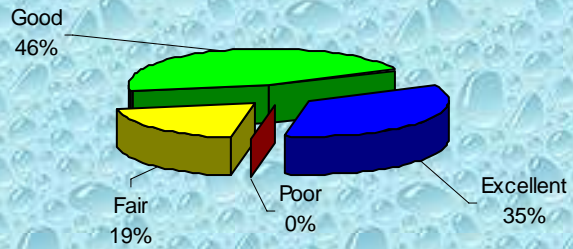
3. Case was resolved in a timely manner



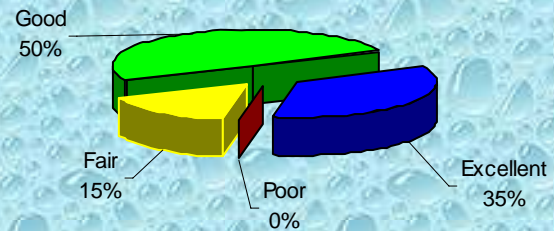
4. Willingness of staff to listen and understand the situation



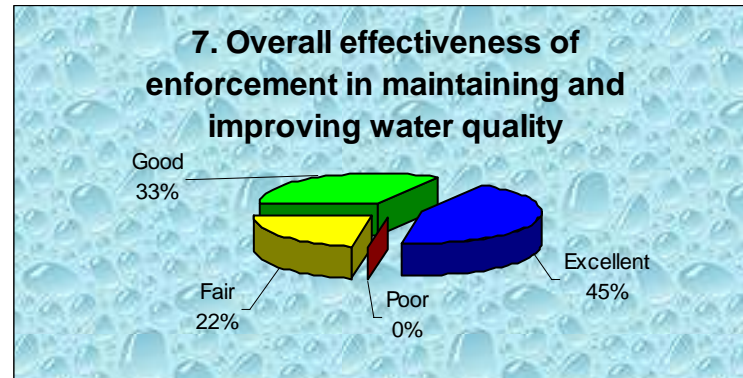
5. Staff's knowledge of issues and technical information



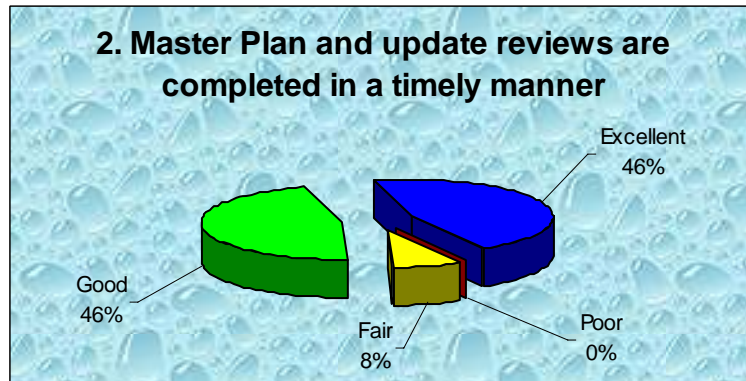
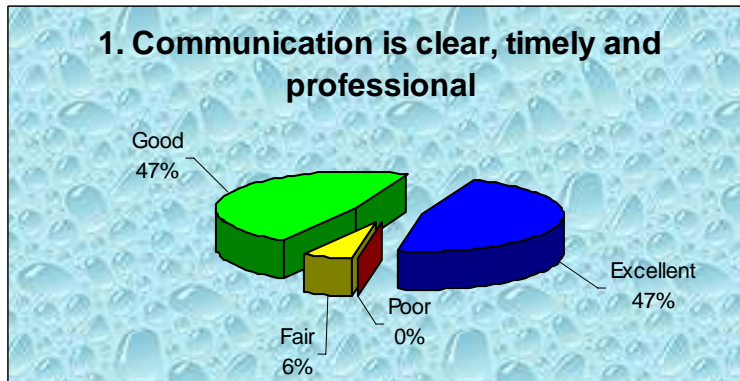
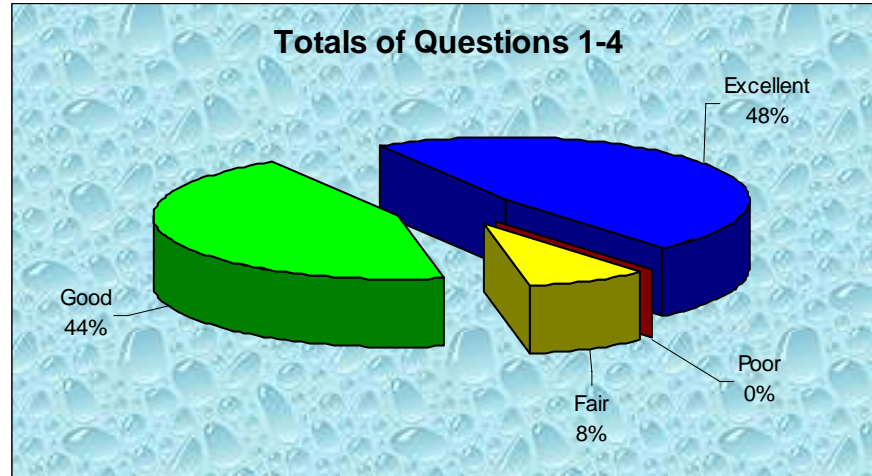
6. Accuracy of information and facts in correspondence or orders



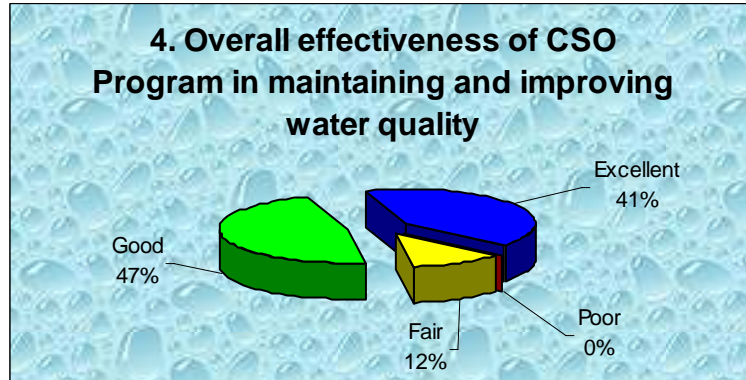
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Customer Service Survey Results
1/1/08 to 12/31/08
Enforcement



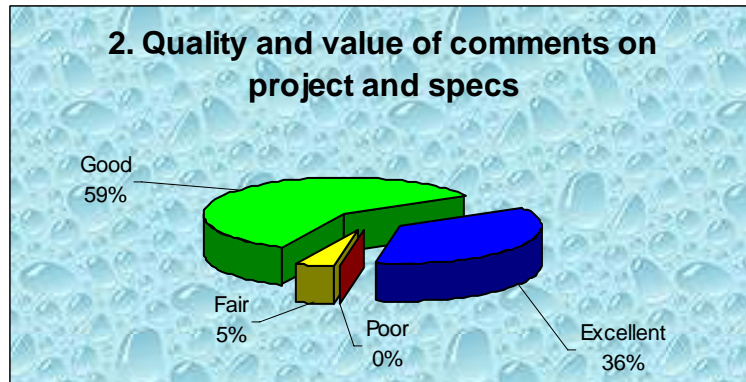
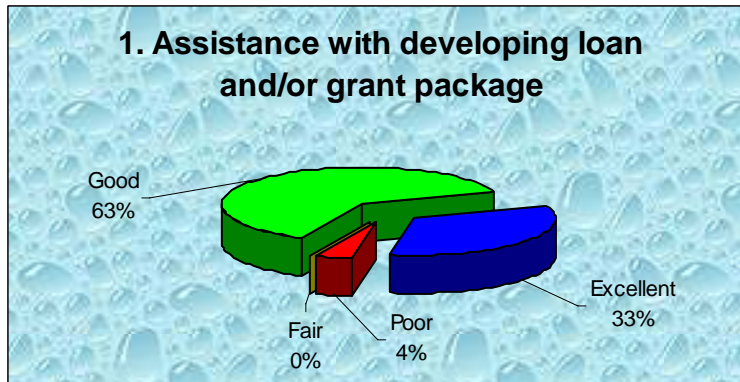
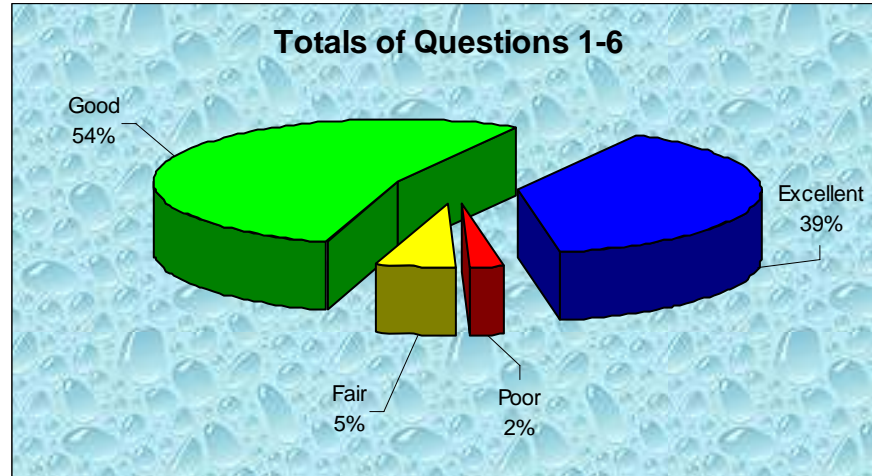
Wastewater Discharge Program
Customer Service Survey Results
1/1/08 to 12/31/08
Combined Sewer Overflow Program



Wastewater Discharge Program
Customer Service Survey Results
1/1/08 to 12/31/08
Combined Sewer Overflow Program

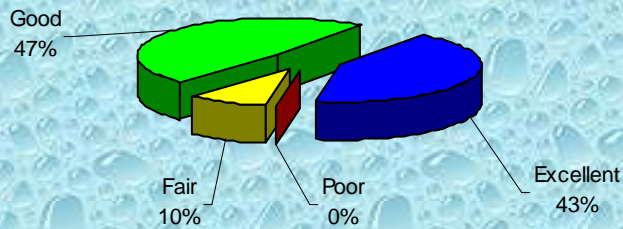


Wastewater Discharge Program
Customer Service Survey Results
1/1/08 to 12/31/08
State Revolving Loan Fund and Grant Program

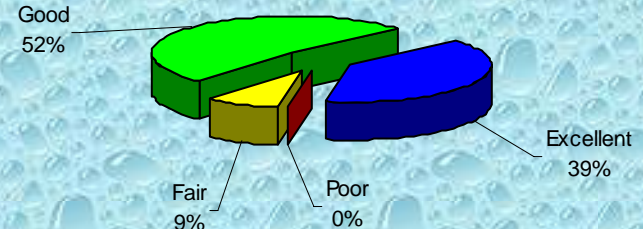


Wastewater Discharge Program
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State Revolving Loan Fund and Grant Program

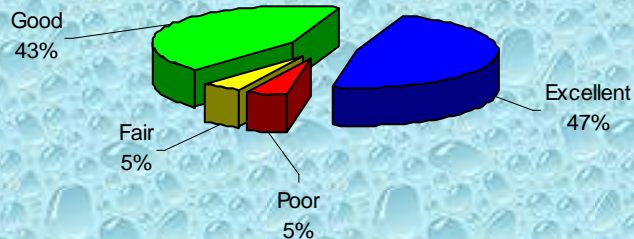
3. Timeliness of project review



4. Helpfulness in explaining program



5. Timeliness in processing payments



6. Overall effectiveness of SRF/Grant Program in maintaining and improving water quality

