

Small Business Ombudsman - Regulatory Assistance for Small Business and Others

United States Environmental Protection Agency

EPA 180-F-94-001

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Small Business Ombudsman (1230C)

Small Business Hotline 1 (800) 368-5888,

or in the DC Area (703) 305-5938

One-Stop Relief: EPA's Small Business Ombudsman

If you're an owner or manager of a small business, the Environmental Protection Agency knows you don't have time to be president, general manager, shipping agent, advertising executive, chief bookkeeper, plant mechanic, and truck repairman, while discovering, interpreting, and meeting environmental requirements.

Yet the law requires you to comply and assumes you know what to do. You want to do what's right, but you don't have a staff of engineers or other technicians, nor hundreds of hours to spend on air or water pollution or on waste problems.

What's "right" for the large companies of this world is often "not right"--and--shouldn't be right--for you. This pamphlet shows what we're doing to bridge this gap.

The Office of the Ombudsman keeps up to date on all environmental matters of concern to small business. Ombudsman staff are active in each of the components of EPA. Through this network, the entire array of diversified technical expertise within the Agency contributes to the Ombudsman's response to specific inquiries from small business. The Ombudsman maintains alertness to small business concerns through hotline inquiries and through close contact with small business "umbrella" organizations, industry-specific trade associations, and relevant governmental entities. Additionally, assistance is provided through development and distribution of publications and audiovisual materials, as well as participation in small business seminars, workshops, and conventions.

The Ombudsman closely follows the development and status of EPA's policies and regulations affecting small businesses, solicits your ideas on how to improve them, and makes sure that your ideas are carefully considered. You can save time and money (and much frustration) by calling the Ombudsman.

Call Toll Free (800) 368-5888 (in DC Area (703) 305-5938), Telefax: (703) 305-6462

A member of the Ombudsman's staff will answer between 8:30 a.m. and 4:30 p.m. EDT. Message-recording devices for calls during nonbusiness hours and overload periods are provided. All calls are personally handled on a fast turnaround basis.

You may also write the Asbestos and Small Business Ombudsman at the U.S. Environmental Protection Agency (1230-C), 401 M Street, S.W., Washington, DC 20460, or visit the Ombudsman when in the Nation's Capitol.

The Small Business Ombudsman will make sure that your problems and suggestions are heard and you are fairly treated. The Ombudsman:

- Gives you easier access to the Agency
- Helps you comply with EPA's regulations
- Provides, or gets, answers to technical questions
- Investigates your problems with the Agency
- Provides outreach to small businesses

- Works with national small business trade associations
- Increases EPA's responsiveness and sensitivity to your needs.

Asbestos Ombudsman and Asbestos Technical and Regulatory Information

The Small Business Ombudsman also serves as the Agency's Asbestos Ombudsman. Information concerning asbestos management is available also through toll-free calls to (800) 368-5888, or in the DC area (703) 305-5938. The questions answered cover those about Asbestos in Schools, Buildings and Industrial Facilities.

Pollution Control Financing

Information covering Assistance Programs for Pollution Control Financing is available on request from the EPA Small Business Ombudsman. This information identifies and describes possible sources of financing. A prime source is the Pollution Control Financing Guarantee Program of the Small Business Administration (SBA), specially designed to help small business firms secure commercial bank loans for pollution control needs. For information on this program, call (202) 205-6570 or write to:

Pollution Control Financing Staff
Small Business Administration
409 Third Street, 8th Floor, S.W.
Washington, DC 20416.

Other Available Assistance TSCA-Toxic Substances

To help businesses comply with the Toxic Substances Control Act (TSCA), a variety of services are provided, including:

- Seminars, publications, audiovisual materials
- Advice on premanufacturer notifications.

The TSCA Assistance Information Service telephone number is (202) 554-1404. You may also write to:

Director, Environmental Assistance Division
Office of Prevention, Pesticides and Toxic Substances
U.S. Environmental Protection Agency (7408)
401 M Street, S.W.
Washington, DC 20460.

National Pesticide Telecommunication Network

The National Pesticide Telecommunication Network Hotline provides medical personnel and others with help in coping with pesticide poisonings, and also provides pesticide products information. The toll-free number is (800) 858-7378; in Texas call (806) 743-3091.

RCRA and CERCLA (or Superfund) Solid and Hazardous Wastes, and EPCRA Emergency Preparedness and Right-to-Know Hotlines Toll-free telephone services are provided for information on the Resource Conservation and Recovery Act (RCRA), the Comprehensive Environmental Response, Compensation and Liability Act (CERCLA), better known as Superfund, and the Emergency Planning and Community Right-to-Know Act (EPCRA), the Title III component of the Superfund Amendments and Reauthorization Act (SARA). RCRA requires the Environmental Protection Agency (EPA) to regulate hazardous and other solid wastes and

underground storage tanks (USTs). CERCLA, or Superfund, establishes an emergency response mechanism for incidents involving hazardous substances which threaten human health and the environment. The Emergency Planning and Community Right-to-Know Act (EPCRA) sets forth procedures for emergency planning at the local level, and for apprising the community-at-large on routine or accidental releases of toxic substances to the environment. The toll-free telephone numbers, (800) 424-9346 and (800) 535-0202, are for access to information on the programs governed by these acts, but not for reporting emergencies. (See National Response Center below.)

National Response Center

The National Response Center for Oil and Hazardous Chemical Spills is operated by the United States Coast Guard. The center should be contacted for initiating emergency mobilization of resources or coping with spillage and accidental chemical releases. The toll-free number is (800) 424-8802; in the District of Columbia call (202) 426-2675.

Safe Drinking Water

The Safe Drinking Water Hotline, (800) 426-4791, provides information on the Safe Drinking Water Act (SDWA), policy, technical, and regulatory questions.

Clean Air

The 1990 Clean Air Act Amendments and other air pollution related EPA programs and legislation significantly expand small business regulatory responsibilities and informational needs. Noted elsewhere in this brochure are five (5) EPA Hotlines that can provide information pertaining to Air Pollution Control Technology, Stratospheric Ozone Protection, Acid Rain, Indoor Air Quality and Radon. Under Section 507 of the Clean Air Act, each state has to establish a Small Business Technical Assistance Program and a Small Business Ombudsman Office. Information on your state's points of contact may be obtained by calling or writing our Office.

The Environmental Protection Agency's Small Business Ombudsman is here to serve Small Business. Please Give Us A Call:

1 (800) 368-5888 or in the DC area (703) 305-5938

In addition, a number of other hotlines are operated by EPA and other organizations to provide help with environmental regulations and related issues:

- Other EPA Hotlines
 - Indoor Air Quality Information Clearinghouse (800) 438-4318
 - Radon (800) 767-7236
 - Air Control Technology Assistance Center (919) 541-0800
 - Stratospheric Ozone Protection (CFC's)-Clean Air Act (800) 296-1996
 - Acid Rain (emissions trading, auctions, general information) (202) 233-9620
 - Storm Water: Office of Water Resource Center (202) 260-7786
 - Wetlands Information (800) 832-7828
 - Pollution Prevention Clearinghouse (202) 260-1023
 - Solid Waste Information Clearinghouse (SWICH) (800) 677-9424
 - Office of Pesticide Program Registration Div. (Ombudsman) (703) 305-5446

- Other Help
 - Energy-efficiency & Renewable Energy Clearinghouse (800) 363-3732 (Operated by the Dept. of Energy for inquiries on energy related matters)
 - Information Exchange--HAZMAT (US except IL) (800) 752-6367 (operated by the Department of Transportation and the Federal Emergency Management Agency for questions about the transportation of hazardous materials) (Illinois Only) (800) 367-9592
 - CHEMTREC Information Center Non-Emergency Services (800) 262-8200 (operated by the Chemical Manufacturers Association--Health & Safety)
 - National Lead Information Center (General Information) (800) 532-3394 (Technical Assistance) (800) 424-5323
 - Small Business Administration (800) 827-5722
 - Occupational Safety & Health Administration (800) 321-6742
 - Consumer Product Safety Commission (800) 638-2772