



pennsylvania
DEPARTMENT OF ENVIRONMENTAL PROTECTION



Bureau of Safe Drinking Water

Permit Review Process & Permit Decision Guarantee

Department of Environmental Protection
Nov. 26, 2012

Dial-in number for audio is: 1-877-668-4493

Access code: 646 360 416

Today's Speakers

Hayley Book

Director, Office of Program Integration

Lisa Daniels

Director, Bureau of Safe Drinking Water

Susan Weaver, P.E.

Environmental Program Manager

Agenda

- 1. Review of Safe Drinking Water Program Standard Operating Procedures (SOPs) for Public Water Supply Permit Applications**
- 2. Questions & Comments**

Note: WebEx Technical Support is available at
866-229-3239

General

- 2 SOPs (to date) for Safe Drinking Water permits
- SOPs are available on DEP website
http://www.portal.state.pa.us/portal/server.pt/community/permit_decision_guarantee/21215/sops/1294992
- SOPs are not static documents
- PRP and PDG Policy contains a list of PDG permits and authorizations handled by Safe Drinking Water Program

PDG Permits

Public Water Supply Community Water System Permits

- Application types covered:
 - New Public Water Supply construction and operation permit applications
 - Major Permit Amendments
 - Minor Permit Amendments
 - Permit Transfers

General Steps in SOPs

- **Step 1:** DEP receives application, enters it into eFACTS, and processes fee, if applicable
- **Step 2:** Permits Chiefs prioritize application for review and assigns an Application Manager
- **Step 3:** Application managers (permit reviewers) conduct a “Completeness Review”
- **Step 4:** Application managers conduct a “Technical Review” for complete applications only

General Steps in SOPs (cont'd)

- **Step 5:** Application manager prepares final permit package
- **Step 6:** Permits Chief reviews final permit package and transmits to Program Manager for review
- **Step 7:** Program Manager makes a final decision, and the final action is published in PA Bulletin

Potential Issues

- **Step 1:** DEP receives application, enters it into eFACTS, and processes fee

Potential Issues:

- Incorrect application fee submitted
- Incorrect application form submitted
- Incorrect or unclear information on form (e.g., client and site information, addresses, signatures, etc.)

Potential Issues

- **Step 3:** Application manager (permit reviewer) conducts a “Completeness Review”

Potential Issues:

- Incorrect application form submitted
- Required attachments and supplementary information not included with application (appropriate PWS Modules, forms, design engineer’s report etc.)
- Signatures and seals not on applications, plans, reports, etc. (e.g., P.E., P.G.)

Potential Issues

- **Step 3:** Application manager (permit reviewer) conducts a “Completeness Review”

Potential Issues:

- Application is not completed as specified in the instructions

Completeness Review Issues

- If application is not complete, application manager will determine if the issue(s) are “significant” or “insignificant”
- Significant deficiencies – “Incomplete” letter to the applicant
 - Applicant has 10 business days to address deficiencies
 - A “Denial Letter” sent if deficiencies are not corrected
- Insignificant deficiencies – Corrected by phone call
- An “Acceptance Letter” is sent for all complete applications

Potential Issues

- **Step 4:** Application manager conducts a “Technical Review” for complete applications only

Potential Issues:

- Conflicting information in application
- Design deviates from recognized standards
- Regulatory requirements were not met

Technical Review Issues

- If deficiencies are identified during the technical review, the application manager will determine if the issue(s) are “significant” or “insignificant”
- Significant deficiencies – “Technical Deficiency Letter”
 - Applicant has 20 business days to correct all deficiencies
 - Example – Finished water storage capacity does not meet design requirements
- Insignificant deficiencies – phone call
 - Example – there are minor differences between an Engineer’s Report and design plans

Elevated Review Process

- How could an application reach this stage?
 - Inadequate or untimely response to a technical deficiency letter
- You may be contacted for a face-to-face meeting to discuss resolution of application issues
- Possible outcomes:
 - Permit is issued
 - Permit application is denied

Minor Permit Amendments And Permit Transfers

Some of the major differences between this SOP and SOP for New and Major Amendments are:

- There are no fees
- Deficiencies are addressed through a phone call without a written communication
- The processing time is 60 business days

▶ Tips for a Smooth Permitting Experience

- For complex projects, contact the appropriate regional office to schedule a **pre-application meeting**
- Follow the **checklists and instructions** within each permit application package in DEP's eLibrary system
- Do not hesitate to contact DEP for assistance and clarification of application requirements
- Ensure information is consistent throughout the application, plans, etc.

Other Important Information

- Your application may be tracked through *eFACTS on the Web* by going to DEP's home page (www.dep.state.pa.us), selecting "Tools" and then "eFACTS"
- For assistance in using *eFACTS on the Web*, contact DEP's Help Desk at 717.705.3768
- To locate your appropriate regional office, go to DEP's home page and select "Regional Resources"

Website Information



For more information, visit
www.dep.state.pa.us

Click on the Permit Decision Guarantee button.

For more information on laws, forms, design manuals
and permit modules, visit
<http://www.elibrary.dep.state.pa.us/dsweb/HomePage>



pennsylvania
DEPARTMENT OF ENVIRONMENTAL PROTECTION



Bureau of Safe Drinking Water

Questions?



pennsylvania

DEPARTMENT OF ENVIRONMENTAL PROTECTION



Bureau of Safe Drinking Water

Please contact pparikh@pa.gov
with any additional questions or
comments