

Testimonials

After becoming Village Administrator, I discovered we owed U.S. EPA more than \$600,000 for five years of CSO violations. At first I had a lot of sleepless nights, but through the financial help and the great people in DEFA we are getting there. It has not been easy but we are much better off!

-Village Administrator

We now recycle/reuse all of our acetone. We went from purchasing 1,375 gallons to 770. We now have zero waste and our emissions dropped more than 38% in the first year. We are now recycling our plastic bottles and paper products.

-An aerospace manufacturer

Creating a good water and sewer system would never have happened without DEFA's help. The sheer scope seems overwhelming. You came here, you were informed about our past projects and problems, and you didn't rush. I can't express how important outreach is for struggling communities!

-Village Mayor

I am a huge fan of OCAPP. I personally believe this program is one of the best "tools in the box." Each event leaves me extremely pleased with the level of customer service and true attention to my particular issue. This program is fantastic.

An environmental remediation company

As a town with lots of sewer issues, it's been a pleasure to work with the Office of Outreach. The personal approach made us more comfortable in sharing our challenges to make the corrections needed. We applied for a planning loan and look forward to working with them for the design and construction phases. This probably wouldn't have happened without the encouragement we received.

-Small Community



P.O. Box 1049
Columbus, Ohio 43216-1049
Phone: (614) 644-2798

outreach.defa@epa.ohio.gov

epa.ohio.gov/defa

Compliance Assistance Hotline: (800) 329-7518
Monday through Friday, 8 a.m. to 5 p.m.



Need Help with Environmental Issues?



The Division of Environmental and Financial Assistance (DEFA) helps communities and businesses access compliance, technical and financial assistance for their environmental needs.

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Helping communities and businesses access compliance, technical and financial resources

Office of Outreach and Customer Support (OCS)

OCS reaches out to Ohio communities and businesses to help them understand what resources are available and guide them through the process of getting help, so their needs can be fully met in an expedient manner.



OCS connects customers to the environmental assistance they need, through:

- in-person meetings to guide customers to the appropriate financial and technical resources;
- coordinating outreach to specific industries, communities or other stakeholder groups;
- presenting an overview of DEFA services at meetings and conferences; and
- providing information about important topics such as compliance deadlines, training events and new resources through DEFA's monthly listserv updates and quarterly electronic newsletter. To receive this information, please email outreach.defa@epa.ohio.gov.

Office of Financial Assistance (OFA)

OFA works to improve the quality of Ohio's water resources by financing cost-effective and environmentally sound wastewater, storm water and drinking water infrastructure improvements and other water resource projects.



Infrastructure projects are primarily financed through the state's two revolving loan fund programs. OFA also provides funding to local governments, communities and businesses through the Recycling and Litter Prevention grant program. Additionally, technical assistance is available for small wastewater treatment plants struggling to achieve or maintain compliance with permit requirements.

The Water Pollution Control Loan Fund (WPCLF) provides financial and technical assistance to public or private applicants for planning, design and construction of a wide variety of wastewater infrastructure projects to protect or improve the quality of Ohio's water resources.

The Water Supply Revolving Loan Account (WSRLA) offers assistance for projects that address failing drinking water infrastructure and human health threats.

OFA's customer-focused approach includes working with applicants from the beginning of the funding process through project completion.

Office of Compliance Assistance and Pollution Prevention (OCAPP)

OCAPP provides free and confidential assistance to Ohio businesses to help them comply with Ohio's environmental requirements, focusing on the needs of small business.

Many resources are available including:

- a toll-free hotline (800) 329-7518 staffed 8-5 Monday through Friday with environmental specialists who can answer compliance questions;
- help with Ohio EPA paperwork and permit applications;
- industry-specific compliance information, written in plain-English; and
- on-site assessment to help identify ways to achieve and maintain compliance with environmental requirements.

Free pollution prevention (P2) assessments also are available to help businesses identify and implement measures that can save money, increase business performance and benefit the environment.

OCAPP also administers the Encouraging Environmental Excellence (E3) Program. The E3



program recognizes businesses, industries, trade associations, professional organizations or local governments of Ohio for their commitment to environmental excellence.