



PAUL R. LEPAGE
GOVERNOR

STATE OF MAINE
DEPARTMENT OF
ENVIRONMENTAL PROTECTION



PAUL MERCER
COMMISSIONER

February 16, 2016

Division of Water Quality Management Wastewater Discharge Program

Annual Customer Service Survey Results for 2015

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 2016, 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.

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

For additional information, please contact:

Sincerely,

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Bureau of Water Quality
Maine Department of Environmental Protection
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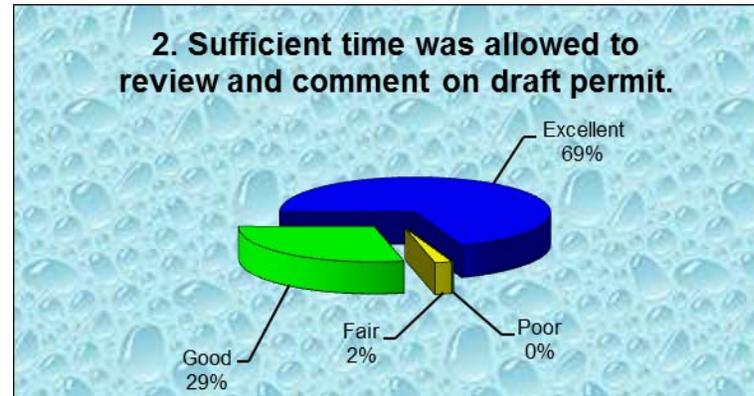
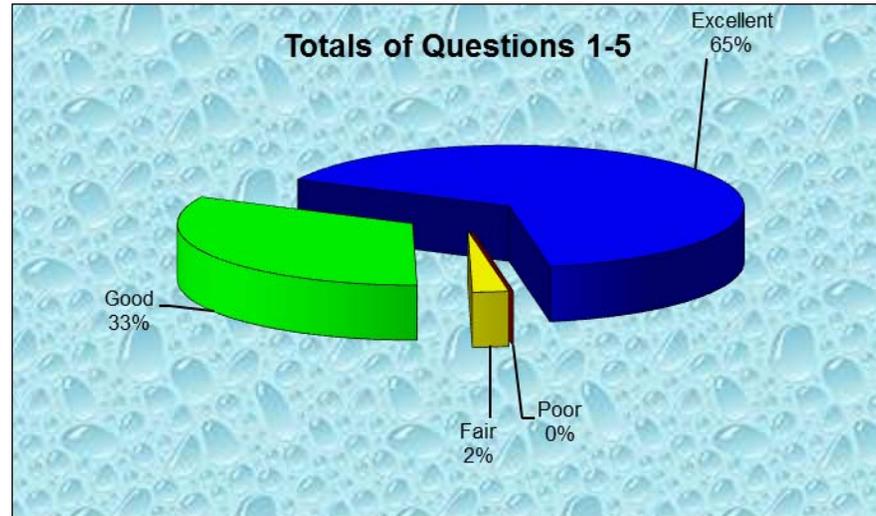
AUGUSTA
17 STATE HOUSE STATION
AUGUSTA, MAINE 04333-0017
(207) 287-7688 FAX: (207) 287-7826

BANGOR
106 HOGAN ROAD, SUITE 6
BANGOR, MAINE 04401
(207) 941-4570 FAX: (207) 941-4584

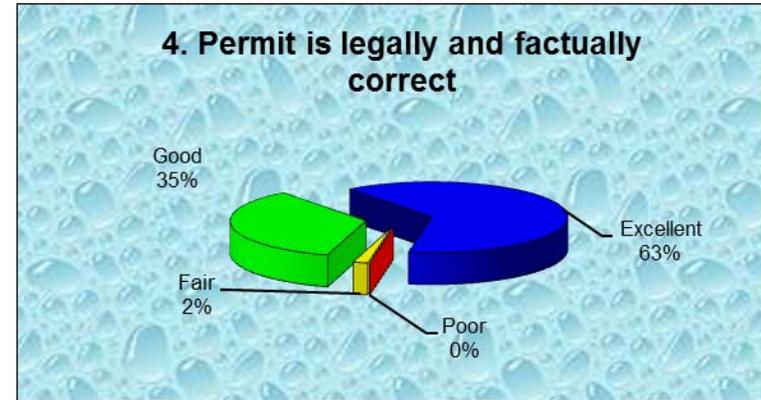
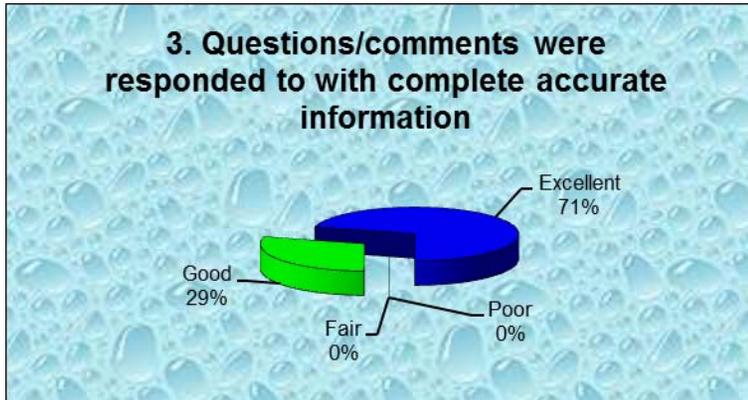
PORTLAND
312 CANCO ROAD
PORTLAND, MAINE 04103
(207) 822-6300 FAX: (207) 822-6303

PRESQUE ISLE
1235 CENTRAL DRIVE, SKYWAY PARK
PRESQUE ISLE, MAINE 04769
(207) 764-0477 FAX: (207) 760-3143

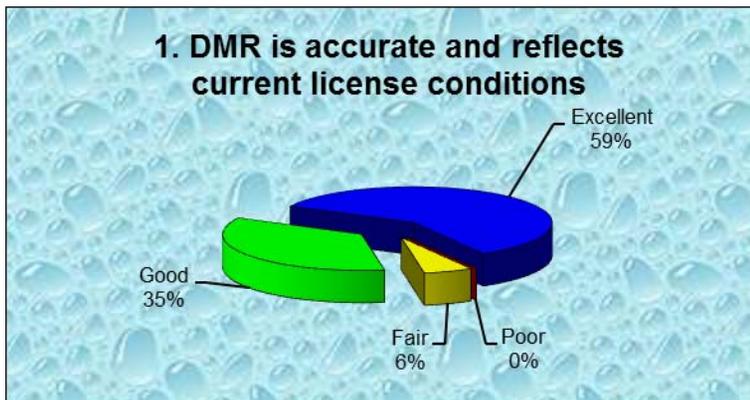
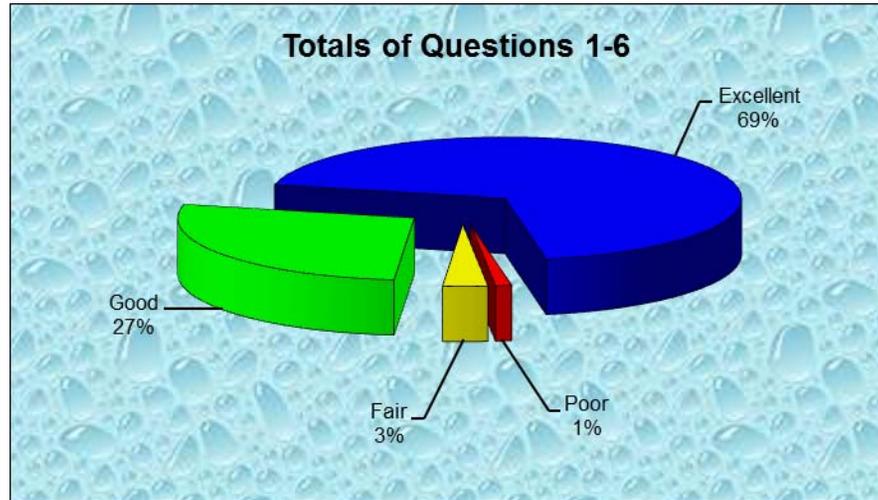
Wastewater Discharge Program
Customer Service Survey Results
1/1/15 to 12/31/15
Permitting



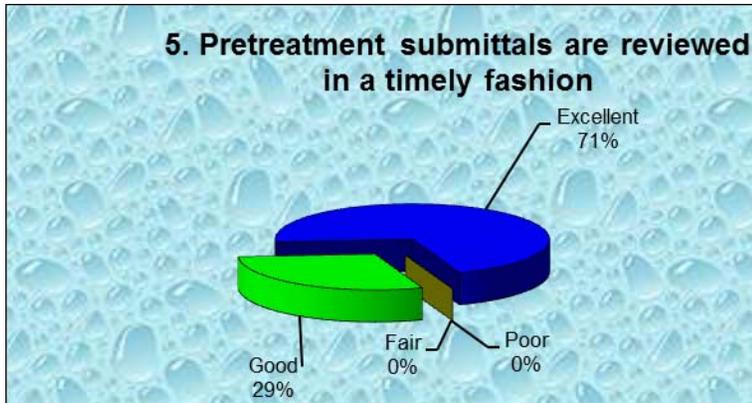
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1/1/15 to 12/31/15
Permitting



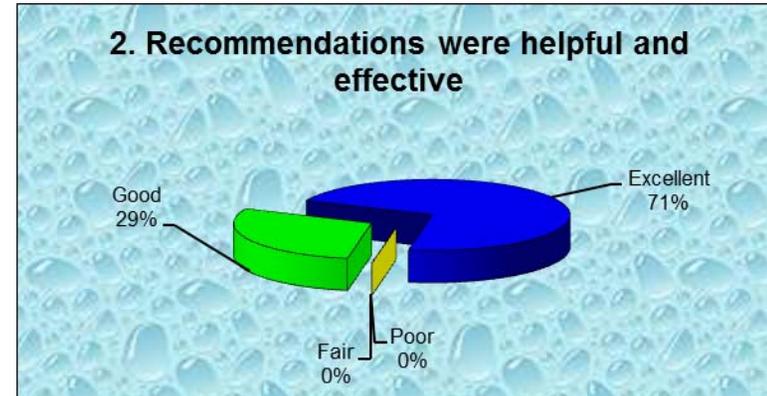
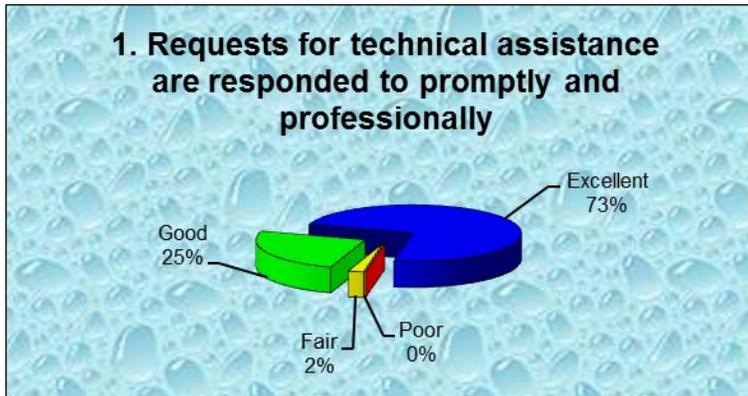
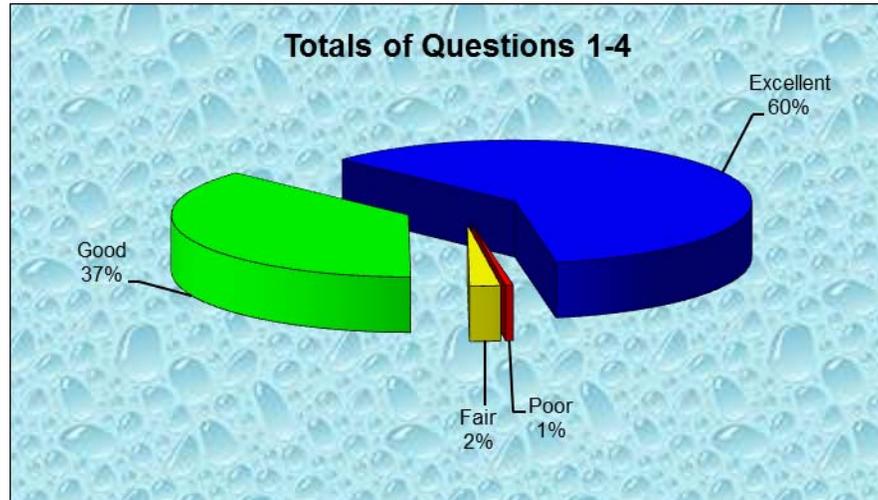
Wastewater Discharge Program
Customer Service Survey Results
1/1/15 to 12/31/15
Compliance



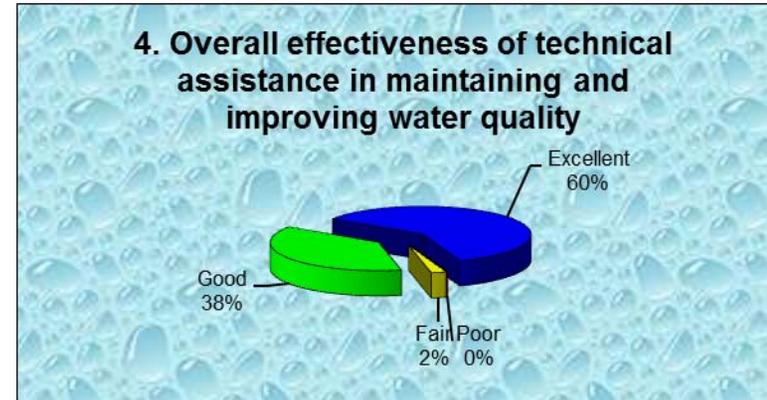
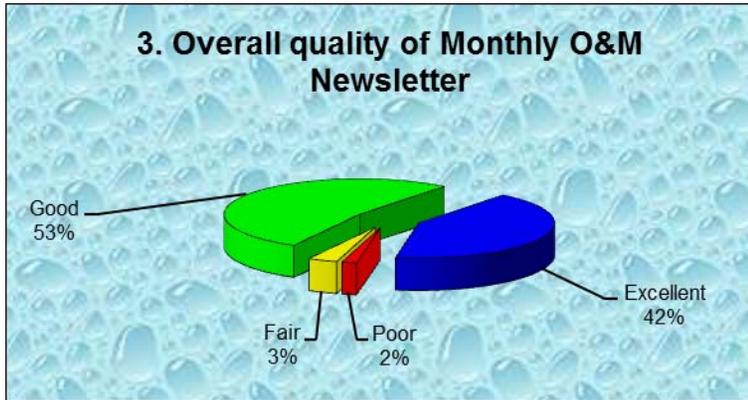
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Customer Service Survey Results
1/1/15 to 12/31/15
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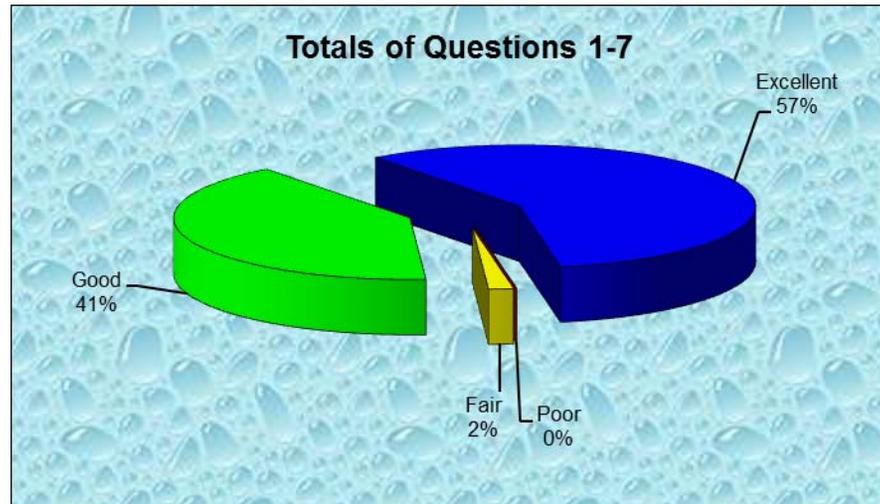
Wastewater Discharge Program
Customer Service Survey Results
1/1/15 to 12/31/15
Technical Assistance



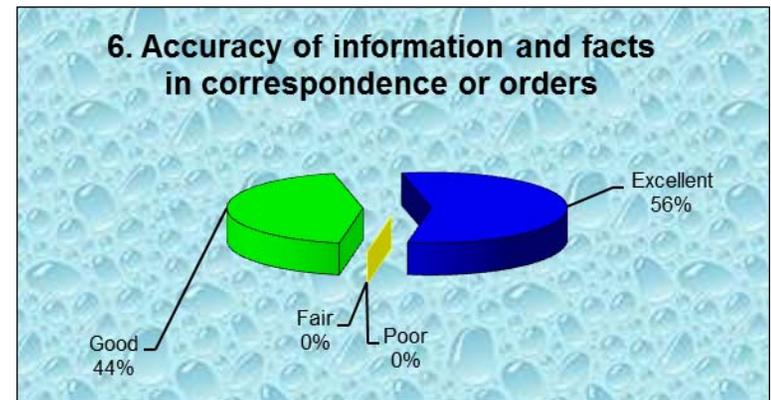
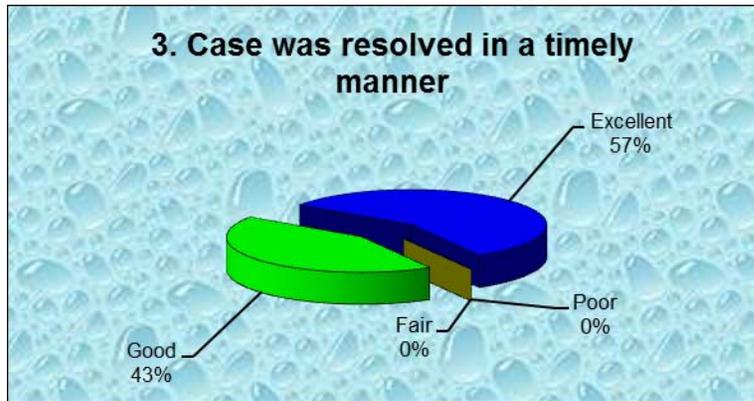
Wastewater Discharge Program
Customer Service Survey Results
1/1/15 to 12/31/15
Technical Assistance



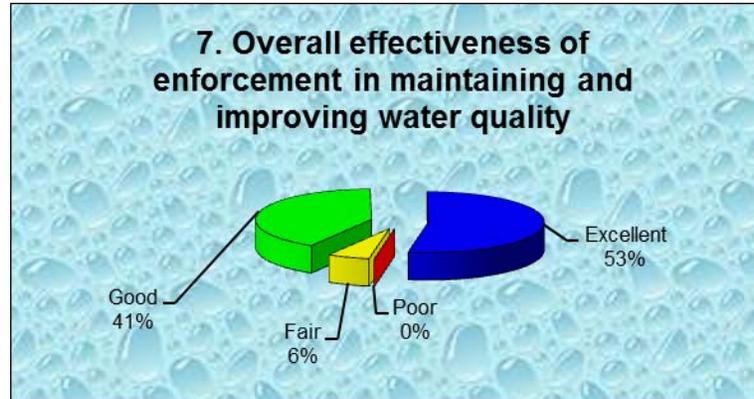
Wastewater Discharge Program
Customer Service Survey Results
1/1/15 to 12/31/15
Enforcement



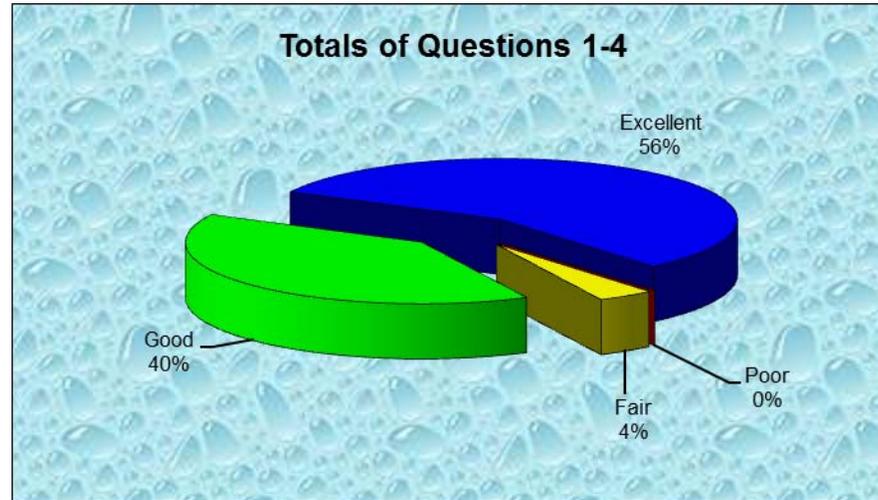
Wastewater Discharge Program
Customer Service Survey Results
1/1/15 to 12/31/15
Enforcement



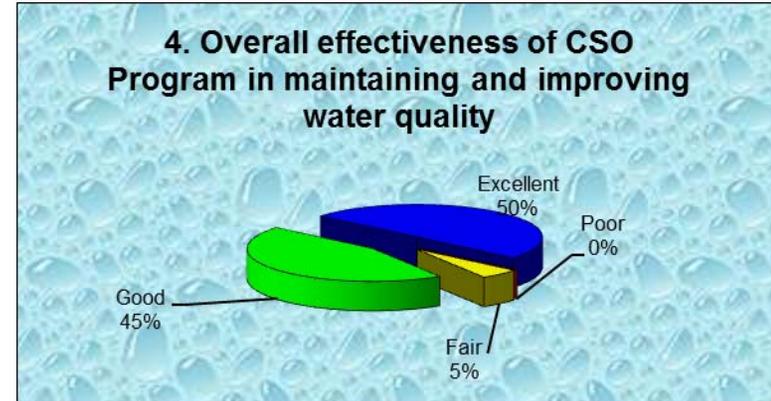
Wastewater Discharge Program
Customer Service Survey Results
1/1/15 to 12/31/15
Enforcement



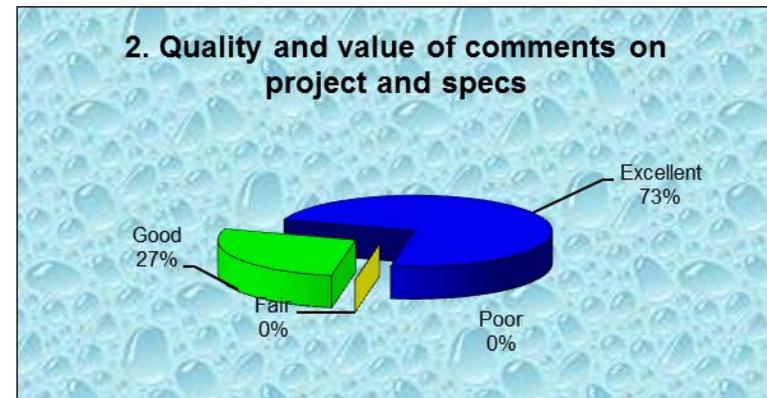
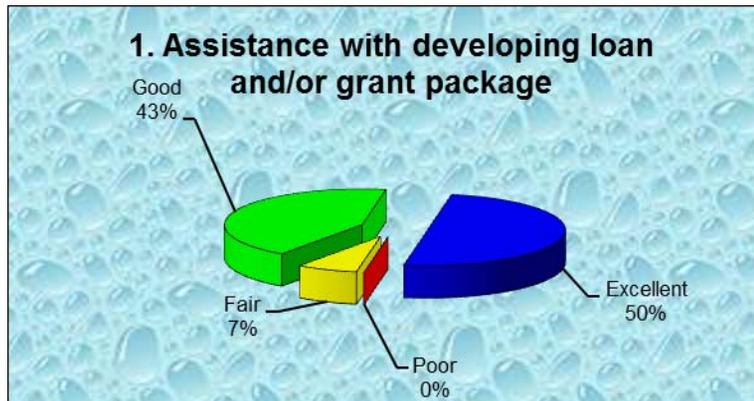
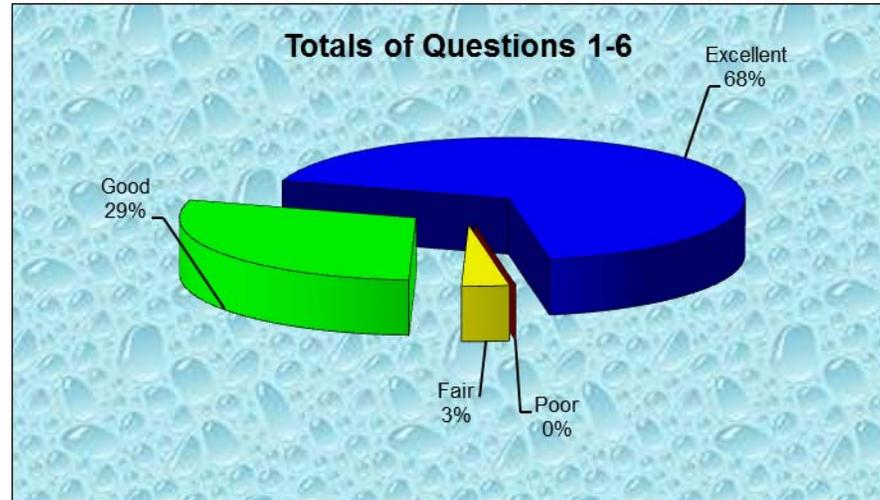
Wastewater Discharge Program
Customer Service Survey Results
1/1/15 to 12/31/15
Combined Sewer Overflow Program



Wastewater Discharge Program
Customer Service Survey Results
1/1/15 to 12/31/15
Combined Sewer Overflow Program



Wastewater Discharge Program
Customer Service Survey Results
1/1/15 to 12/31/15
State Revolving Loan Fund and Grant Program



Wastewater Discharge Program
Customer Service Survey Results
1/1/15 to 12/31/15
State Revolving Loan Fund and Grant Program

