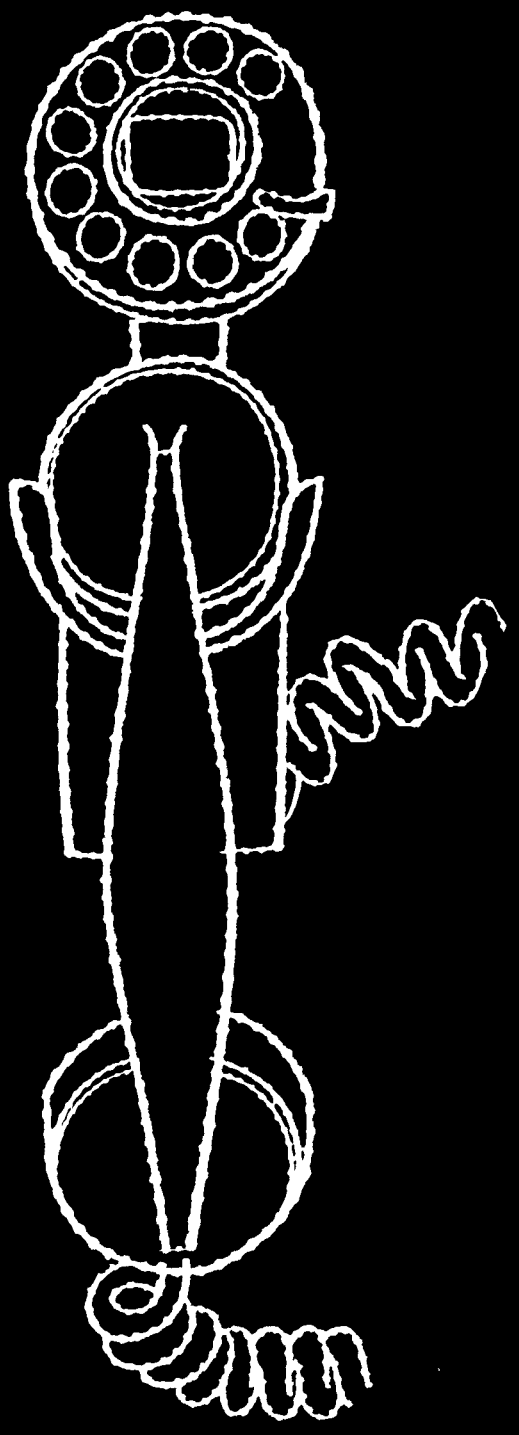
United States Environmental Protection Agency
Region 5 Office of Public Information
230 South Dearborn Street
Chicago, Illinois 60604

EPA GUIDELINES FOR ANSWERING PUBLIC INQUIRY

905R80125



SERVING THE PUBLIC

All of EPA's programs affect the lives of the public, directly or indirectly, and from time to time many Region V staff members in all of the divisions and branches are called upon to answer telephone requests for information or other assistance.

Since the Office of Public Information (OPI) handles more of these calls than other offices, and since this service is part of the professional responsibility of the OPI staff, the office has developed some simple guidelines to help make sure that the public is served courteously, efficiently, and professionally by all Region V personnel.

These suggestions are intended to help you to respond to telephone requests you receive in the course of your duties. However, if you do not have the information requested and cannot promptly find the proper source for an answer by use of the techniques described here, don't hesitate to put the caller in touch with OPI. The Office of Public Information has ultimate responsibility for answering public requests and also serves as an information clearinghouse for other offices and divisions of EPA.

ANSWERING THE TELEPHONE

Answer Promptly

When possible, answer your phone on the first ring. Responsiveness builds a reputation for efficiency for you and for the Agency. If an unmanned phone rings in your office, **answer** it, and offer to take a message.

Identify Yourself

After identifying the Agency or your branch and saying "Good morning" or "Good afternoon," give your own name. This gets the conversation off to a good start and helps to personalize the call. If you are answering the phone for someone else, indicate that the phone is his or hers and then identify yourself.

Be Friendly

Show that you are interested. Be a good listener so that the caller will not have to repeat himself or herself.

Be Considerate

Do not try to carry on a conversation with someone in your office while you are talking on the phone. The caller should not have to compete for your attention.

Be Tactful

When answering the phone for someone else, offer what information you can and tell the caller when your co-worker will be back or where he or she can be reached. It is better to say that the person is away from the office rather than that he or she is "out for coffee" or "hasn't come in yet." Offer to have the call returned and take a message.

Take Accurate Messages

When you take a message, be sure to write down the time and date, the full name and telephone number of the caller, and your name or initials. If necessary, ask the caller to spell his or her name or repeat his/her number. If he or she is calling long distance, get the area code and city so that returning the call by FTS is easier. Deliver the message as soon as possible.

Be Helpful

Even if you are very busy and it's the hundreth call you have answered today, take the time to find a solution for the person on the line.

Be Courteous

Be enthusiastic and sincere, and use common terms of courtesy: "Please," "Thank you," and "You're welcome."

Keep Your Promises

If you've agreed to call back or mail additional information, follow through at the time promised.

Don't Make Excuses

Everyone makes errors. If you've made one, offer an apology, not an excuse.

SOLVING PROBLEMS

Be a Problem Solver

If someone is calling EPA for help with a problem, it is our business to try to solve it or to direct the caller to a solution. Assume responsibility for finding answers. Listen carefully, ask questions until you understand what it is the caller wants, and take notes to be sure you keep it straight. Then find the best person available to answer the caller's questions, if you cannot answer them yourself.

Don't Pass the Buck

Transfer calls only when necessary. Don't bump calls to other divisions or offices without being sure that there is someone there who will personally attend to the caller you transfer. Be a problem **solver,** not a problem **passer.** Never dismiss a problem as "not in EPA's jurisdiction." If the caller has a problem or needs information, the chances are that there is a government department or agency that does have jurisdiction. Find out which agency handles that kind of problem and refer the caller to it, with a number to call. (The blue pages in the Chicago telephone directory contain government numbers at the Federal, State, and local levels. Take time to look through them.) Don't be a dead end. Be a pathway to solutions. **Always give a caller your name and number so that he or she can get back to you if necessary.**

Find the Answer

You can't be expected to know everything, but you should be able to find people who have the answers. You have, or should have, a number of directories, including a current EPA Specialists List, to help you find these people.

Locating Personnel

If a call comes in requesting a person **by name,** you can transfer that call directly to him or her. Use the EPA directory. Do not assume that the number in the directory is correct, but give it to the caller while asking him or her to hold on while you transfer the call. Make sure that the person to whom you are transferring the call is indeed there and can take the call; then ring the caller back onto the line and politely ring off. If the person you are trying to reach is not available, ask if someone will take a message for him or her, ring the caller back onto the line, explain that he or she should leave a message with the person on the line, and politely sign off.

Locating EPA Offices

If the caller requests to be put in touch with a specific office, you can transfer the call directly. It is best to inquire first what information the caller is seeking, to be sure he or she is asking for the right office. Use the directory to determine the office number, and call it to be sure it's the right number before you transfer the caller.

Locating Other Government Offices

If a caller has mistakenly assumed that he or she wants EPA when in fact he or she should talk to the Department of Energy or some other Federal agency or local government body, there are several government directories available for your use. Any time you refer someone to another agency, make sure the caller has your name and number so he or she can get back in touch with you if necessary.

Getting the Information

When you have found the right office and a person capable of answering the caller's questions, explain the problem carefully. If a simple answer can be given, offer to handle it yourself, without connecting

the caller to the answer source. If you feel the answer is complicated beyond your ability to understand or communicate it, ask politely if the source has time to explain it to the caller directly, or if someone else in his or her office is available to do so. If no one is available at that time to answer the question, ask if the person you're talking to will take the name and number of the caller and return the call. Ask for a deadline by which time the call will have been returned. Then get back to caller yourself and explain from whom he or she wil be hearing and when. **Again, be sure the caller has your name and number if further problems should arise.**

Transferring Calls

When you must transfer a call to another number, explain why it's necessary to connect the caller to someone else. Be sure the caller wants to be transferred—he or she may prefer to be called back. Give the name and number to which you are transferring the caller and ask him or her to hold a moment while you make the transfer. When you reach the right party to receive the call, explain whom you are transferring and the purpose (if known). Then ring the caller back into the call and politely sign off.

Taking Notes

Frequently, in tracking answers or specialists to supply answers, you may make many calls before finding the correct source. Keeping track of whom you called and who ultimately solved the problem can save you from repeating the same sequence of dead-end calls if the problem should arise again later. File these notes and keep them for future use. Also, if you discover new "experts" that should be placed in the Specialists List, or new phone numbers for those experts listed, correct your directory and notify OPI of any changes or additions.

WHEN ALL ELSE FAILS...

Call the Office of Public Information at 353-2072

The OPI staff is ready to help you find elusive answers to public inquiries. It can also locate speakers, provide display units for exhibits, supply publications, and help untangle communications knots.

Here is a brief summary of the services and resources available to you from OPI:

Public Inquiry

OPI staff members who answer the 353-2072 phone lines are especially trained to track down information and to locate answers to problems. This includes answers to complex problems that require written responses.

Requests for Publications

Requests for single and multiple copies of EPA brochures are handled by the **OPI Publications Coordinator.** Copies are free. Requests for technical publications are handled by **OPI Library** (phone 353-2022; hours 10:00 a.m. to 5:00 p.m., Monday through Friday). In addition to copies of technical reports, the Library offers reference and literature-search services.

Speakers' Bureau

OPI's Speakers'Bureau can provide program specialists to speak on almost any EPA-related topic. If you have a request for a speaker or accept a speaking engagement, please contact OPI.

Requests for Films

The Region distributes a selection of films, slide-shows, and filmstrips to the public. You may refer callers to OPI for more information about how to borrow these materials.

Exhibits

OPI assembles display units and photographic exhibits for public meetings and conventions.

Resource Center

OPI has access to a mini-library, or resource center, that contains files of speeches, reports, press clippings, policy statements, and publications. These are assembled by program and topic.

MAKING TELEPHONE CALLS

Be Sure of the Number

Before dialing, check the telephone directory or your own personal call list. It will help you to avoid wrong numbers. Always note new or changed numbers for future reference.

Let the Phone Ring

Give the person you are calling at least one minute, or about 10 rings, to answer the phone.

Identify Yourself

Others may not recognize your voice, so get the conversation off to a good start by giving your name right away.

Remember Time Differences

When calling long distance, don't forget the four time zones in the United States. A map showing these areas is included in the "Call-Guide" section in the front of most telephone directories.

LETTING YOUR VOICE SPEAK WELL FOR YOU AND FOR EPA

Every time you make or receive a telephone call at work, you are representing EPA. The impression you make can be a lasting one, so you will want to be sure that your voice and manner always show you at your alert and attractive best.

FIVE WAYS TO SOUND AS GOOD AS YOU REALLY ARE:

Alertness

Show that you are wide-awake, ready to help the person on the line.

Pleasantness

Put a smile in your voice.

Naturalness

Use simple, straightforward language. Avoid jargon, technical terms, and slang.

Distinctiveness

Speak directly into the telephone, pronouncing your words clearly and carefully.

Expressiveness

Speak at a moderate rate and volume, but vary the tone of your voice. This will add emphasis and variety to what you say.

REMEMBER...

The Office of Public Information can help you find **what** you need to reply helpfully to inquiries from the public. **How** you handle the public—your attitude—is up to you, and it is the single most important factor in shaping public opinion about EPA and about you, too.

ADDITIONAL RESOURCES FOR LOCATING SOURCES OF INFORMATION

* **Finding Your Way Through EPA**
* **EPA Topical Directory**
* **Region V Environmental Hotline**
* **Consumers' Resources Handbook**
* **Region V Specialists List**
** **Region V Telephone Directory**
** **EPA Headquarters Telephone Directory**
** **Region V Government Directory**
** **FTS Users' Guide**

* = Available through OPI Publications (353-2072)
** = Available through General Services Office (353-8911)

Because most EPA employees are already or soon will be in the Centrex III system, the instructions in *Guidelines for Answering Telephone Inquiry* match up to the capabilities of that system. Transferring calls, for instance, is explained according to what Centrex III allows employees to do. Staff members who are not yet in that system will need to interpret instructions accordingly.

We include the following chart as a refresher course in the various features the Centrex III system has. Keep it handy as an adjunct to the front-of-phone instructions card supplied by Illinois Bell to new Centrex III users.

Dialing Ir

☒ Indicates Features Available to Station _____

☑ CALL FORWARDING	within system	LIFT HANDSET ▬ DIAL [
☑ CALL FORWARDING	outside system	LIFT HANDSET ▬ DIAL
	to cancel forwarding	LIFT HANDSET ▬ DIAL
☑ CALL HOLD	*to insure privacy*	DEPRESS SWITCHHOOK ■ ■ ■ •
	to return to held call	HANG UP ● *your telephone will r.*
	to hold second call	DEPRESS SWITCHHOOK ■ ■ ■ • *alternate conversations*
☑ CALL PICKUP	other telephone rings	LIFT HANDSET ▬
	while talking if you also have 'Call Hold'	DEPRESS SWITCHHOOK ■ ■ ■ • *conversations by using* 'CALL HOL
☑ CONFERENCE	more than 3 conferees	LIFT HANDSET ▬
☑ CONSULTATION[1]	to hold a call & consult	DEPRESS SWITCHHOOK ■ ■ ■ •
	to return to held call	*wait for called party to hang up* ● *depressions)* ● *reconnected to orig*
☑ THREEWAY CALL[1]	to add third person	DEPRESS SWITCHHOOK ■ ■ ■ • SWITCHHOOK *once* ● *threeway c*
☑ TRANSFER[1]	to transfer a call	DEPRESS SWITCHHOOK ■ ■ ■ •

NOTES

1. Features apply when call in progress is.
   ☑ ANY type call.

2. If BUSY, NO ANSWER or a dialing ERROR is made—depress switchhook *twice* (pause between depressions) to return to original call.

3. *While Call Forwarding is activated your telephone may be used to* originate other calls.

HANG UP for 5 seconds

'uctions

] ▬▬ DIAL STATION NUMBER■■ RINGING ● *announce* ● HANG UP [3]
] ▬▬ DIAL [9] ▬▬DIAL NUMBER■■ RINGING ● *announce* ● HANG UP [3]
]■■ ▬▬HANG UP
▬ DIAL [18]■■ ▬▬ DIAL NUMBER
● *answer and resume conversation*
▬ DIAL [18] *reconnected to original party* ● *repeat to*
DIAL [19] *call connected to your telephone* ● *answer*
▬ DIAL [19] ● *call connected to your telephone* ● *alternate*
DIAL [228] ● *operator answers* ● *give call details*
▬ DIAL NUMBER[2] ● *party answers* ● *start conversation*
RESS SWITCHHOOK *twice (pause between* *:all*
▬ DIAL NUMBER[2] ● *party answers* ● *announce* ● DEPRESS *:tablished*
▬ DIAL STATION NUMBER ● *party answers* ● HANG UP

TONES AND SIGNALS

▬▬ DIAL TONE
A continuous steady tone (you can dial)

■■■ ▬▬ RECALL DIAL TONE
Three short tones followed by a steady tone
(call is held, proceed with dialing)

■■ CONFIRMATION TONE
Two short tones (action accepted)

■ CALL WAITING SIGNAL
Spurt of tone (another call waiting for you)

Illinois Bell

:en calls

SPECIALISTS LIST

This directory should serve as a supplement to your Region V Directory to be used in locating a knowledgeable contact for specific information on EPA programs and areas of involvement. Please note any changes in either contacts or phone numbers and call them to Ann Brash or Chris Clason on 3-2072. Changes will be reflected in the next update of this list.

SUBJECT/TOPIC	CONTACT	PHONE
Acid Rain	Dan Adams	886-6066
Agricultural Land (sewage treatment impacts)	Gene Wojcik	353-2157
Agriculture (nonpoint-source pollution control)	Carl Wilson	353-2165
Agriculture Constituency Coordinator	Marcia Carlson	886-6586
Air Modeling	Dennis Trout	886-6057
Air (toxics)	Sue Karacki	886-6066
Ambient Air Quality Monitoring & data analysis	Steve Goranson	886-6226
Analytic Center	Laird Starrick	886-6871
Asbestos	Tony Restaino	886-6000
Auto Emissions Systems/Tampering	Steve Hoover	8-472-9363
Bicycling Program	Michelle Rocawich	886-6082
Biomonitoring	Gary Milburn Pete Redmond Max Anderson	353-2098 886-6112 886-6228
Bubble Policy	Laird Starrick Dick Dalton	886-6871 886-6054
Business & Industry Constituency Coordinator	Marcia Carlson	886-6586
Cadmium	Carolyn Hesse Dana Davoli	886-6005 886-6115
CAPDET (Computer Assistance Programs Evaluation of Wastewater Treatment Plants)	Paul Bitter	353-2314
Carbon Monoxide SIP	Ed Doty	886-6048
Carbon Monoxide Monitoring	Steve Goranson	886-6226
Catalytic Converters	George Kittredge	8-426-2514
Certification of Autos	Jim Marzen	8-374-8275
Chemical Processes (fertilizers, oil refineries, fine chemicals, paper, pulp)	Y.J. Kim	886-6140
Chlorination	Vacys Saulys	353-3544
Civil/Criminal Penalties —Air —Water	Mike Smith Roger Grimes	353-2082 353-2094
Clean Lakes Program (Section 314)	Donald Josif	353-2165

SUBJECT/TOPIC	CONTACT	PHONE
Combined Sewer Overflow	Chuck Pycha	353-2314
Corps of Engineers Coordinator (wastewater treatment plants)	John Kelley	353-2146
Correspondence (response to public inquiry)	Ann Brash	353-2072
Drinking Water	Joe Harrison	353-2151
Dredge and Fill	Barry DeGraff	886-6681
Dredging (Great Lakes)	Tony Kizlauskas	353-3576
Economics	Mary Lu Lageman	353-2040
Effluent Guidelines (Water)	Jon Barney	886-6109
Emissions Inventory— Air Sources & Facilities	Barry Bolka	886-6227
Endangered Species	Cathy Garra	353-2157
Energy	Jim Phillips Laird Starrick	886-6054 886-6871
Environment Midwest	John Rapsys	886-6131
Environmental Impact Statements (Region V)	Eugene Wojcik	353-2157
Environmental Impact Statement Review (other agencies' EIS)	Barbara Taylor	886-6690
Environmental Constituency Coordinator	Jane Kenneally	886-6587
Exhibits	Leah Ferrara	886-6127
Films, Slide shows that Region V distributes	Leah Ferrara Susan Nelson	886-6127 886-6128
Fish & Wildlife	Cathy Garra	353-2157
Flood Plains	Cathy Garra	353-2157
Freedom of Information	Nancy Sullivan	886-6126
Fuel Economy	Greg Dana	8-755-0596
Fuel-switching (complaints, reports)	Eastern District Office	8-472-9363
Gas Drilling in Lake Erie	Paul Horvatin	353-3612
Grants, Section 105 (air pollution control)	**General**-Joe Clesceri IL John Doolen IN Jay Bortzer MI John Doolen MN Jay Bortzer OH Joe Morbito WI Tom Mateer	886-4577 886-6080 886-4577 886-6080 886-4577 886-6064 886-4577
Grants, Section 106 (Water Quality Management)	IL Mike Phillips IN Don Roberts MI Gerry Phillips MN Bill Cloe OH Ed Waters WI Bob Tolpa	353-2163 353-2163 353-2160 353-2167 353-2172 353-2167

SUBJECT/TOPIC	CONTACT	PHONE
Grants, Section 201 (design & construction of Wastewater Treatment Plants)	IL Arwin Hothan IN Tom Geishecker MI Max Richards MN/WI Jack Dawson OH Chuck Poremba	353-2140 353-0144 353-2142 353-2545 353-2144
Great Lakes Enforcement	Howard Zar	886-6743
Great Lakes Environmental Planning	Kent Fuller	353-3503
Great Lakes Information, Exhibits	Susan Nelson Jane Kenneally	886-6128 886-6587
Great Lakes Issues	Madonna McGrath	353-2117
Great Lakes Surveillance	Bob Bowden	353-1369
Groundwater	Jim Mayka Karen Theison	886-6184 886-6190
Hazardous Wastes	Arnie Leder Jay Goldstein Larry Kyte	353-2114 353-2197 353-2094
Hazardous Waste Incineration	Y.J. Kim	886-6140
Health Effects on Humans & Wildlife (Water)	Joe Prince	353-2151
Historic Preservation (impacts of construction) (Water)	Cathy Garra	353-2157
Importation of Cars	Jerry Kraus	8-472-9413
Indiana Water Supply Program	Bob Hilton	886-6206
Industrial Waste Treatment	Irv Dzikowski	353-2105
Innovative Alternative Technology (Municipal)	Steve Poloncsik	353-2314
Inside Story	Leah Ferrara	886-6127
Inspection & Maintenance (Air)	Karl Nash Jerry Kelman Kent Kozina	886-6069 886-6070 886-6063
Labor Constituency Coordinator	Jeff Reckinger	886-6581
Laboratory Analyses/Contracts	Curtis Ross Chuck Elly Dr. Emilio Sturino	353-8370 353-8370 353-8370
Malfunction Regulations (air pollution-control equipment)	Henry Onsgard	886-6043
Meteorology	Ed Klappenbach Dennis Trout	353-2317 886-6057
Mining Activities (Water Division)	Mike Phillips	353-2163
Minority Business Enterprise (OCR)	Irene Little	353-2320
Mobile Sources (Air)	Steve Hoover	8-472-9363

SUBJECT/TOPIC	CONTACT	PHONE
National Emissions Inventory Systems (NEDS) (Air)	Barry Bolka	886-6227
Monitoring-Air Quality	Steve Goranson	886-6226
Monitoring-Water Quality	David Stoltenberg	886-6234
National Emissions Standards for Hazardous Air Pollutants (NESHAPS)	Bruce Varner	353-2086
National Emissions Inventory Systems (Air)	Barry Bolka	886-6227
Needs Survey (Construction Grants)	Tom Marx	353-2138
New Source Performance Standards (NSPS) (Air)	Bruce Varner	353-2086
New Source Review (Air)	Dick Dalton Ron VanMusbergen	886-6054 886-6056
Nitrous Oxides	Joe Paisie	353-2205
Nitrogen Dioxide Monitoring	Steve Goranson	886-6226
Noise	Horst Witschonke Gale Hruska	886-6164
Nonpoint-source Pollution (Water)	Mike MacMullen	353-2165
NPDES Permits Industrial Municipal	Irv Dzikowski Jack Newman Peter Spyropoulos Jon Barney	353-2105 353-2105 353-2105 353-2098
Operation and Maintenance of Sewage Treatment Plants	Marv Luntz	353-2314
Ohio SO_2 overview/history	Charlie Smith Sue Karacki	353-1681 886-6030
Operation of Public Water-supply Plants	Harry VonHuben	886-6187
Outdoor Recreation Planning	Bobbie Lively	353-2157
Ozone Modeling	Ed Doty	886-6048
Ozone Monitoring	Steve Goranson	886-6226
Particulate (TSP) Standards	Joe Paisie	353-2205
PCBs	Sheldon Simon Marion Young	886-6087 886-6000
Personnel Locating	Personnel Office	353-2026
Pesticides	Mitchell Wrich	353-2192
Phosphates	Paul Horvatin	353-3162
Plant Closings	Mary Lu Lageman	353-2040
Pollution Standards Index (PSI) — Air	Steve Goranson	886-6226
Power Plants (Air programs) (pollutants discharged) (Thermal & Intake problems)	Edith Ardiente Richard Robichaud Jerry Rogers Gary Milburn	353-2086 886-6097 353-2105 886-6112

SUBJECT/TOPIC	CONTACT	PHONE
Press (Media)	Bob Hartian	886-6588
Pretreatment (Construction Grants)	Steve Poloncsik	353-2314
Pretreatment (State, local programs)	Bob Robichaud	353-2105
Prevention of Significant Deterioration (PSD) (Air)	Dick Dalton Ron VanMusbergen	886-6054 886-6056
Priority Pollutants (Water)	Jon Barney	886-6109
Public Information Director	Kathy Brown	353-2075
Public Interest Groups Constituency Coordinator	Jane Kenneally	886-6587
Public Participation		
(Air Programs)	Kent Kozina	886-6063
(201 & 208 Programs	George Neiss	353-2147
(Solid Waste Branch)	Bruce Mibeck	886-6162
(Regional)	Al Zemsky	886-6585
Public Water Supply	Joe Harrison	353-2151
Public Water Supply Program Grants	Steve Kieras	886-6180
Publications (Orders, inventory)	Margaret Gallien	353-2072
Quality Assurance Office—Air —Water	Kendall Young David Payne	353-9351 353-9351
Radiation	Pete Tedeschi Larry Jensen	353-2654 886-6175
Recall of Autos	Don Zinger	8-472-9425
Recreation and Open Space	Bobbie Lively	353-2157
Recycling	Pat Vogtman	886-3713
Remote Sensing (Water)	Ted Rockwell	353-2157
Resource Center (OIEP)	Chris Clason	353-2049
Resource Conservation and Recovery Technologies	Y.J. Kim	886-6140
Resource Recovery	Owen Thompson	353-0276
Sections 120 and 125 of the Clean Air Act (especially Illinois)	Pierre Talbert	353-2082
Section 126 of the Clean Air Act	Steve Rothblatt Gary Gulezian	886-6030 886-6029
Section 175 Grants (Transportation Control)	IL Richard Cox IN Richard Cox MI Richard Cox MN Richard Cox OH John Perrecone WI Richard Cox	886-6072 886-6072 886-6072 886-6072 886-6081 886-6072

SUBJECT/TOPIC	CONTACT	PHONE
Section 201 Grants (Water)	IL Thomas L. Smith IN Thomas L. Bramscher MI Elaine Greening MN Charles Orzehoskie OH Bruce Baker WI Richard Zdanowicz	353-2188 353-2133 353-2126 353-2131 353-2256 353-2129
Section 208 (Water Quality planning)	Gary Williams	353-2154
Section 303 of the Clean Air Act	John Connor	353-2082
Seek and Find Program	Arnie Leder	353-2114
Sewer Use Ordinances	Ted Horn	353-2137
Sludge	Steve Poloncsik	353-2314
State Coordinators	IL Mary Canavan IN Tony Leffin MI Jim Filippini MN Connie Hinkle OH Charlie Smith WI Jon Grand	353-1327 353-2200 353-2966 353-9391 353-1681 353-1223
State Implementation Plans (SIPs) (Air)	Gary Gulezian	886-6029
Sulfur Oxides	Deb Marcantino Joe Paisie	886-6039 353-2205
Sulfur Oxides issues in Ohio	Deb Marcantino	886-6039
Sulfur Oxides Monitoring	Steve Goranson	886-6226
Tampering with Auto Emissions Systems	Steve Hoover	8-472-9363
Total Suspended Particulate filter analysis (TSP)	John Paskevicz Steve Rosenthal	886-6044 886-6047
TSP Monitoring	Steve Goranson	886-6226
Toxic Substances	Karl Bremer	353-2291
Toxicology	Joe Prince	886-6188
Transportation Planning (Air)	Karl Nash	886-6069
Underground Injection Programs	Jim Mayka Mark Vendl	886-6184 886-6195
Urban Runoff	Mike MacMullen	353-2154
Urban Constituency Coordinator	Jeff Reckinger	886-6581
User Charges (wastewater treatment)	Ted Horn	353-2137
Value Engineering	Clarence Laskowski	353-2314
Warrantees on Autos	Rick Ackerman Rick Friedman	8-472-9350 8-472-9350
Wasteload Allocations	Jeff Gegler	353-2165

SUBJECT/TOPIC	CONTACT	PHONE
Waste Management State Specialists	IL Joel Schaffer	886-6160
	IN Chuck Lewis	886-6152
	MI Terry Sanders	886-6153
	MN Art Baden	886-6150
	OH Andre Fenwick	886-6156
	WI Diane Bartelt	886-6162
Water Quality Standards	Mike MacMullen	353-2165
Wild and Scenic Rivers (rural policy coordinator)	Roger Coppock	353-2124

U S GOVERNMENT PRINTING OFFICE 827-548

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