



**Compliance and Enforcement.** We will assist companies that seek to obey and exceed legal requirements and consistently enforce the law against those that do not.

**Permitting.** We will re-engineer our permitting process so that we can work more efficiently, encourage innovation and create more opportunities for public participation.

**Environmental Technology.** We will give industry the incentives and flexibility to develop innovative technologies that meet and exceed environmental standards while cutting costs.

#### **Customer Service Standards**

We will develop customer service standards with our customers by Spring 1995.

#### **Questions, Comments or Complaints**

Please forward any questions, comments, or suggestions to:

U.S. EPA  
Office of Air and Radiation  
Attention: Steve Harper (6103)  
401 M Street, S.W.  
Washington, D.C. 20460  
(202) 260-8953

or

U.S. EPA  
Office of Water  
Attention: Vivian Daub (4102)  
401 M Street, S.W.  
Washington, D.C. 20460  
(202) 260-6790

United States  
Environmental Protection Agency  
Office of Air and Radiation  
Attention: Steve Harper (6103)  
401 M Street, S.W.  
Washington, D.C. 20460

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### **Actions to Improve Our Services**

EPA will take the following actions to improve environmental and human health protection:

**Regulation.** We will review regulations for opportunities to achieve better environmental results at reduced compliance cost and to improve new rules through increased coordination.

**Pollution Prevention.** We will actively work with business to promote pollution prevention as a standard business practice and a central ethic of environmental protection.

**Recordkeeping and Reporting.** We will provide, use and publicly disseminate relevant pollution and environmental information.



## THE COMMON SENSE INITIATIVE

### Regulation Improvement Teams

#### *Pilot Customer Service Plan*

##### **Mission**

The purpose of the United States Environmental Protection Agency's (EPA) Common Sense Initiative is to achieve improved environmental and health protection for you at less cost.

The Common Sense Initiative, by looking at whole industries at a time and including all key customers — business, environmental groups, local citizens, state and local governments — seeks a new generation of “cleaner, cheaper, smarter” environmental solutions.

Initially, we have chosen industries with a strong commitment to improving their environmental performance through the “Common Sense” approach. By promoting flexibility and creativity in how businesses achieve “cleaner production,” we aim to make environmental protection less costly to industry and ultimately the public. Indeed, the Initiative will help EPA itself discover cheaper, cleaner (and thus smarter) ways of doing our job.

##### **Service to Our Customers**

We believe we can protect your health and environment by setting tough environmental goals while encouraging flexibility and innovation in how the goals are met. To that end, we will convene teams of industry executives; environmental and community representatives; and federal, state and local officials to improve the environmental regulation and performance of six pilot industries. The initial industries are:

- auto manufacturing
- computers and electronics
- iron and steel
- metal plating and finishing
- oil refining
- printing

The Common  
Sense Initiative

Regulation  
Improvement Teams



**Customer Service Plan**