

Water Grants
Management

Office of Water
and
Region 6, Dallas, TX

WATER GRANTS MANAGEMENT

Office of Water Programs and Region 6

Pilot Customer Service Plan

Mission

EPA's Office of Water is committed to protecting, restoring, and maintaining the quality of our Nation's waters. The states and Indian tribes are essential partners in our mission to ensure that we have clean water to drink and to use in businesses, on farms, for recreation, and for fish and other resources dependent on water.

Service to Our Customers

We are committed to providing quality service to the states and tribes to support their efforts to protect our waters. To support the states and tribes, we provide financial assistance for running the Water Pollution Control programs, administering State Revolving Funds for constructing wastewater treatment plants, and managing nonpoint source pollution control programs. We are committed to delivering this product to our government partners in a quality manner. This means timely grants with a minimum of "red tape." We believe that delivering financial assistance in a quality manner enhances the ability of states and tribes to deliver a quality product to our ultimate customers, the public.

Actions to Improve Services

To provide states and tribes with the most effective service possible, we have reviewed our established procedures for providing financial assistance. We are making modifications in the grants process to minimize paperwork, reduce the amount of time between receipt of the application and the award, emphasize results, and integrate environmental priorities and initiatives with funding priorities.

Region 6: Pilot Project

Our Region 6, based in Dallas, is serving as a pilot for the Agency as we strive to improve the Clean Water Act, Section 106 grants process. This Region and state representatives are analyzing the current system and will be making changes and establishing performance standards to simplify the water management grant process in this Region.

Our Customer Standards

For providing financial assistance, we have established the following standards:

- We will reduce the amount of paperwork by 20% through consolidation of application and reporting requirements;
- We will acknowledge receipt of application within 10 days;
- We will award grant monies within 90 days after EPA receives its appropriation from Congress or after we receive a complete application; and
- We will be as flexible as possible, under the law, in allowing use of the funds in ways that match your state's or tribe's environmental needs.

Questions, Comments, or Complaints

Please call

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