



# Regulatory Assistance for Small Business and Others



The EPA Small Business and  
Asbestos Ombudsman  
Small Business Hotline  
1(800) 368-5888, or in D.C.  
and Virginia (703) 557-1938

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## **One-Stop Relief: EPA's Small Business and Asbestos Ombudsman**

The Asbestos and Small Business Ombudsman will make sure that your problems and suggestions are heard and you are fairly treated. The Ombudsman:

- gives you easier access to the Agency;
  - helps you comply with EPA's regulations;
  - investigates and resolves your problems and disputes with the Agency; and
  - increases EPA's responsiveness and sensitivity to your needs.
- Provides, or gets, answers to technical questions

The Ombudsman closely follows the development and status of EPA's policies and regulations affecting small businesses, solicits your ideas on how to improve them, and makes sure that your ideas are carefully considered.

You can save time and money (and much frustration) by calling the Ombudsman.

<p><b>Call Toll Free (800) 368-5888 (in DC &amp; Va - (703) 557-1938) Fax-(703) 557-1462</b></p>
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A member of the Ombudsman's staff will answer between 8.30 a.m and 4:30 p.m. EDT.

Message-recording devices for calls during non-business hours and overload periods are provided.

You may also write the Asbestos and Small Business Ombudsman at the U S Environmental Protection Agency, (A-149C), 401 M Street, S.W., Washington, DC 20460, or visit the Ombudsman when in the Nation's Capitol. Note above Fax number.

If you're a small businessman, the Environmental Protection Agency knows you don't have time to be president, general manager, shipping agent, advertising executive, chief bookkeeper, plant mechanic, and truck repairman, while discovering, interpreting, and meeting environmental requirements.

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Yet the law requires you to comply and assumes you know what to do. You want to do what's right, but you don't have a staff of engineers or other technicians, nor hundreds of hours to spend on air or water pollution or on waste problems.

What's "right" for the large companies of this world is often "not right"—and—shouldn't be right—for you. This pamphlet shows what we're doing to bridge this gap.

The Office of the Ombudsman keeps up to date on all environmental matters of concern to small business. To achieve this, a network of Ombudsman Liaisons is active in each of the components of EPA. Through this network, the entire array of diversified technical expertise within the Agency contributes to the Ombudsman's response to specific inquiries from small business. The Ombudsman maintains alertness to small business concerns through hotline inquiries and through close contact with small business "umbrella" organizations, industry-specific trade associations, and relevant governmental entities. Additionally, assistance is provided through development and distribution of publications and audiovisual materials, as well as participation in small business seminars, workshops, and conventions.

## **Asbestos Technical and Regulatory Information**

Information concerning asbestos abatement problems is available also through toll-free calls to (800) 368-5888, or in DC and VA (703) 557-1938

The questions answered covers those about the Asbestos Emergency Response Act of (AHERA) of 1986, and other questions requiring technical response within EPA.

## **Pollution Control Financing**

A compilation of information covering Assistance Programs for Pollution Control Financing at Federal, state, and local levels is available on request from the EPA Small Business Ombudsman. This information identifies and describes in detail possible sources of financing. One source is the Pollution Control Financing Guarantee program of the Small Business Administration (SBA), specially designed to help small business firms

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secure commercial bank loans for pollution control needs. For information on this program, call (202) 205-6570 or write to: Pollution Control Financing Staff, Small Business Administration, 409 3rd Street, 8th Floor, S.W., Washington, DC 20416.

## **Other Available Assistance**

### **TSCA-Toxic Substances**

To help businesses comply with the Toxic Substances Control Act (TSCA), a variety of services are provided, including:

- seminars, publications, audiovisual materials;
- advice on premanufacturer notifications; and
- regulatory aid through a small-chemical company liaison based in Washington, DC.

The TSCA Assistance Office telephone number is (202) 554-1404. You may also write to the TSCA Assistance Office, Office of Toxic Substances, U.S. Environmental Protection Agency (TS-799) 401 M Street, S.W., Washington, DC 20460.

### **RCRA and CERCLA (or Superfund) Solid and Hazardous Waste**

Toll-free telephone service is available for information on the Resource Conservation and Recovery Act (RCRA) and the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) better known as Superfund. RCRA authorizes the Agency to regulate hazardous wastes. CERCLA, or Superfund, establishes an emergency response mechanism for hazardous substances that may threaten human health and the environment. For related assistance, call (800) 424-9346 (in Va. 703-920-9810).

### **National Pesticide Telecommunication Network**

The National Pesticide Telecommunication Network Hotline provides medical personnel and others with help in coping with pesticide poisonings, and also provides pesticide products information. The toll-free number is (800)858-7378; in Texas call (806) 743-3091.

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## **Chemical Emergency Preparedness, Emergency Planning, and Community Right-to-Know**

This Hotline provides response to questions, literature, and other assistance concerning community preparedness for coping with chemical accidents, as well as information covering the Community Right-to-Know component and the toxic chemical inventory release reporting requirements of the Superfund Amendments and Reauthorization Act (SARA). The toll-free number is (800) 535-0202; in the District of Columbia and Alaska call (202) 479-2449. This Hotline is an information resource service, not an emergency response number.

## **National Response Center**

The National Response Center for Oil and Hazardous Chemical Spills is operated by the United States Coast Guard. The center should be contacted for initiating emergency mobilization of resources for coping with spillage and accidental chemical releases. The toll-free number is (800) 424-8802; in the District of Columbia call (202) 426-2675.

## **Safe Drinking Water**

The Hotline (800) 426-4791 (in DC (202) 382-5533) provides information on the Safe Drinking Water Act (SDWA), policy, technical and regulatory questions.

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## **EPA Opportunities for Small Business**

The Office of Small and Disadvantaged Business Utilization (OSDBU) makes sure that a fair proportion of business opportunities resulting from EPA's direct procurement and grant activity go to small business, disadvantaged firms, women's business enterprises, and firms located in labor surplus areas. For information concerning these opportunities, you may call (703) 557-7777, or write to OSDBU, U.S. Environmental Protection Agency, (A-149C), 401 M Street, S.W., Washington, DC 20460.

United States  
Environmental Protection Agency  
Office of Small and  
Disadvantaged Business Utilization (A-149C)  
401 M Street, S W  
Washington DC 20460

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Official Business  
Penalty for Private Use \$300