



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF ENVIRONMENTAL PROTECTION

LICENSING/PERMIT QUESTIONNAIRE

We are looking for ways to improve our service to the public and the regulated community. Please take a few moments to respond to the following questions and statements about your recent experience in applying for a permit. Your comments and recommendations are important to us. A pre-addressed return envelope is enclosed for your use. If you have any questions regarding this questionnaire, please call the Office of Administration at (717) 787-7116. We thank you for providing us with this information.

- 1. For what type of license or permit did you apply? Please see the reverse for license/permit types and enter the number that precedes the appropriate permit type. # _____
2. Are you the [] Applicant [] Consultant
3. Was the permit application prepared by the [] Applicant [] Consultant [] Both
4. Please indicate the county in which the facility or activity exists. _____ County
5. How long did it take to get your license/permit? Please specify. _____
6. Do you think this was: [] Too Long [] Reasonable [] Faster Than Expected
7. Did you have to resubmit or revise your application? [] Yes [] No
If yes, why? [] Administratively Incomplete [] Technically Incomplete [] Other (Explain)
[] Administrative Errors [] Technical Errors
8. Did you attend a pre-application conference with DEP? [] Yes [] No
9. Did DEP staff visit the site or facility during the course of the permit review?
[] Yes _____ Number of Visits [] No [] Unknown
10. Had you previously applied for any DEP permit? [] Yes [] No

The following set of statements concern your feelings about certain aspects of DEP's permitting process. Please circle the one response that best describes your feelings.

- 11. The Department provides a reasonable explanation of all administrative requirements of the application.
Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4
12. The Department provides a reasonable explanation of all technical requirements of the application.
Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4
13. DEP staff presented a professional appearance when performing on-site visits or meetings.
Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4
14. I was treated courteously and professionally by DEP staff.
Strongly Agree 1 Agree 2 Disagree 3 Strongly Disagree 4

15. Do you have suggestions for improvements to the licensing or permit application process? (Attach additional sheets as needed.)

Multiple horizontal lines for providing suggestions for improvements to the licensing or permit application process.

TYPES OF DEP LICENSES / PERMITS

(PLEASE NOTE: The numbers associated with these permits are strictly intended for the purposes of evaluating this survey. They are not to be considered the official number for each permit and are not to be used when requesting information on a permit that has been submitted or for receiving application materials for other permits.)

AIR PLAN APPROVALS

- 100 Prevention of Significant Deterioration (PSD)
- 110 Major Source in Non-Attainment
- 120 New Source Performance Standard (NSPS)
- 130 Waste Incineration/Burning
- 140 General (Other)

BLASTING

- 150 Blaster's License
- 160 Explosives Storage Permit
- 170 Explosives Purchase/Sale Permit

MISCELLANEOUS

- 180 Earth Disturbance Permit

HAZARDOUS WASTE

- 190 Storage Facility Permit
- 200 Waste Piles Permit
- 210 Landfill Permit
- 220 Incinerator Permit
- 230 Chem/Phys/Bio Treatment Permit
- 240 Surface Impoundment Permit
- 250 Land Treatment Permit
- 260 Thermal Treatment Permit
- 270 Transporter License
- 280 Commercial Treatment/Disposal

INDUSTRIAL WASTE/WATER

- 290 NPDES (Part 1) Permit
- 300 Water Quality Management (Part 2)

INFECTIOUS & CHEMOTHERAPEUTIC WASTE

- 310 Transporter License

MINING

- 320 Letter of Authorization
- 330 Equipment Approval
- 340 Noncoal Mining Activity Permit
- 350 Refuse Bank Reprocessing Permit
- 360 Surface Coal Mining Permit
- 370 Underground Coal Mining Permit
- 380 Coal Prep Plant Permit
- 390 Coal Refuse Disposal Permit
- 400 Coal Surface Mining License
- 410 Noncoal Surface Mining License
- 420 Coal Extraction
- 430 Incidental Extraction

RADIATION

- 440 Radioactive Material License

SEWAGE

- 450 Planning Approval/Base Planning
- 460 Planning Approval/New Land Development
- 470 NPDES Part 1 for Sewage
- 480 Water Quality Management Part 2 Permit

MUNICIPAL/RESIDUAL WASTE

- 490 Residual Waste Processing and/or Disposal Permit
- 500 Municipal Waste Landfill Permit
- 510 Construction/Demolition Waste Landfill Permit
- 520 Incineration/Resource Recovery Facility Permit
- 530 Agricultural Utilization of Sewage Sludge Facility Permit
- 540 Demonstration Facility Permit
- 550 Land Reclamation of Sewage Sludge Facility Permit
- 560 Land Disposal of Sewage Sludge Facility Permit
- 570 Transfer Facility Permit
- 580 Municipal Waste Processing Facility Permit
- 590 Compost Facility Permit

OIL AND GAS WELLS

- 600 Oil and Gas Well Permit
- 610 Oil and Gas Well Registration
- 620 Oil and Gas Well Bond
- 630 Oil and Gas Well Coal Pillar Permit
- 640 Orphan Well Classification
- 650 Oil and Gas NPDES Permit Part 1/GP
- 660 Clean Streams Law Part 2 Permit

PUBLIC WATER SUPPLY

- 670 Public Water System Permit - Community Water System
- 680 Public Water System Permit - Bottled or Vended System
- 690 Public Water System Permit - Bulk Water Haulers
- 700 Non-Community Water System Approval
- 710 Non-Community Water System Permit
- 720 Water Allocation Permit

WATERWAY ACTIVITIES

- 730 Water Obstruction/Encroachment Permit