

COMPLIANCE ASSISTANCE MANUAL FOR ETHANOL FACILITIES

SURVEY OF CUSTOMER SATISFACTION JUNE 10 DRAFT

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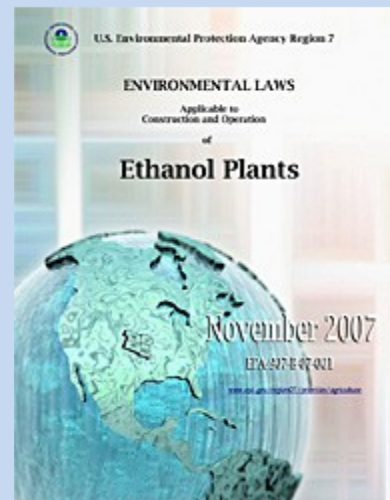
Thank you for participating in this survey so that EPA can serve you more effectively.

Assuming you have already read the compliance assistance manual, *Environmental Laws Applicable to Construction and Operation of Ethanol Plants*, we anticipate that the main part of this survey will take approximately 10-20 minutes and the optional questions at the end will take approximately an additional 10 minutes. Your participation will help EPA improve ethanol facilities' satisfaction with this manual.

You may also take this survey on-line at the following website: [X]. Submitting your responses on-line will take the same amount of time and will help us to analyze the results and provide feedback to EPA more quickly.

If you choose to fill out the paper survey instead, please return your responses by [Date] in the enclosed self-addressed stamped envelope.

Note about respondent confidentiality: The contractors evaluating the ethanol facilities' and contractors' satisfaction with the compliance assistance manual, *Environmental Laws Applicable to Construction and Operation of Ethanol Plants*, are gathering basic information to better understand how useful different types of customers have found the Manual to be. Informational responses will be generalized and made anonymous for the final results and no facility or contractor names or other identifiers will be provided to EPA as part of the results, *unless* a facility or contractor explicitly indicates at the end of this survey that they would like their responses to be identified.



Industrial Economics, Incorporated (<http://www.indecon.com/>) and Ross & Associates Environmental Consulting, Ltd. (<http://www.ross-assoc.com>) are the contractor team. For more information, please contact Anna Williams (anna.williams@ross-assoc.com) or Amy Wheelless (amy.wheelless@ross-assoc.com) by email or at (206) 447-1805.

PART 1: INFORMATION ABOUT YOU AS OUR CUSTOMER

1. Prior to receiving this questionnaire, were you aware that EPA developed the *Compliance Assistance Manual for Ethanol Facilities* (Manual) and that the Manual was publically available?

Yes

No

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2. Have you received (or downloaded) the *Compliance Assistance Manual for Ethanol Facilities*, published by EPA in November 2007? If No, please skip to Question 17.

Yes

No

3. Please check the method below that indicates how you learned about the Manual

Postcard distributed from EPA

EPA news release

EPA radio or TV interview

EPA Web site

State contact

Meetings / conferences (e.g., FEW workshop, CenSARA's National Environmental Biofuels Conference)

Other correspondence from EPA

Other method (please specify)

Don't know/don't remember

If other:

4. Why were you interested in receiving the Manual? (check all that apply)

Wanted to learn more about applicable Federal laws for construction of facilities

Wanted to learn about applicable Federal laws for operation of facilities

General reference

Other

If other:

Optional response:

I received the Manual without asking for it (check here if applicable)

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PART 2: ACCESSING THE MANUAL

5. Please check the method below that indicates how you accessed the Manual.

Downloaded the Manual from the EPA Web site

Received a Compact Disc (CD) from EPA

Received a CD from a state contact

Received a CD from another contact outside of my facility

Received a hard copy from EPA

Received a hard copy from a state contact

Received a hard copy from a different (not state/EPA) contact outside of my facility

Other method (please specify)

If other:

6. Please rate how satisfied you were with the ease of accessing the Manual.

Very Dissatisfied

Dissatisfied

Neither Dissatisfied nor Satisfied

Satisfied

Very Satisfied

No Opinion

Please describe any ways you think EPA could improve access to the Manual (optional):

7. Have you read any part of the Manual? If No, please skip to Question 17. If Yes, please continue to Part 3 of the survey.

Yes

No

PART 3: STRUCTURE AND READABILITY OF THE MANUAL

8. Please rate your satisfaction with the Manual's readability.

Very difficult to read

Difficult to read

Neither easy nor difficult to read

Somewhat easy to read

Very easy to read

No opinion

9. Please rate the ease of navigating through the Manual to get to areas of interest.

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- | | | | | | |
|---|--|--|---------------------------------------|--|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Very difficult to navigate to areas of interest | Difficult to navigate to areas of interest | Not easy, but not difficult to navigate to areas of interest | Easy to navigate to areas of interest | Very easy to navigate to areas of interest | No opinion |

10. How would you characterize the amount of information presented in the Manual?

- | | | | | | |
|--------------------------|-----------------------|-----------------------|-----------------------|------------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Significantly too little | Slightly too little | Right Amount | Slightly too much | Significantly too much | No opinion |

We welcome any comments on your response:

PART 4: YOUR OVERALL SATISFACTION WITH THE MANUAL

11. a. Please rate your satisfaction with how well the Manual met your needs for understanding compliance information.

- | | | | | | |
|-----------------------|-----------------------|---------------------------------------|-----------------------|-----------------------|-----------------------|
| Very Dissatisfied | Dissatisfied | Neither Dissatisfied
nor Satisfied | Satisfied | Very Satisfied | No Opinion |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

b. Please rate your satisfaction with how clear the information provided in the Manual was on where to go for more information.

- | | | | | | |
|-----------------------|-----------------------|---------------------------------------|-----------------------|-----------------------|-----------------------|
| Very Dissatisfied | Dissatisfied | Neither Dissatisfied
nor Satisfied | Satisfied | Very Satisfied | No Opinion |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

c. Please rate your satisfaction with the information thoroughness of the Manual.

- | | | | | | |
|-----------------------|-----------------------|---------------------------------------|-----------------------|-----------------------|-----------------------|
| Very Dissatisfied | Dissatisfied | Neither Dissatisfied
nor Satisfied | Satisfied | Very Satisfied | No Opinion |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

We welcome any comments on your response:

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FINAL QUESTIONS!

17. What category best describes your position?

Facility manager

Facility compliance officer

Other facility role
(please specify)

Contractor

If other:

18. Can we identify your facility or company (by name) as having participated in this survey?

Yes

No

Facility or Company Name (optional)

PRIMARY POINT PERSON (OPTIONAL)

If you are willing to provide the name of a primary point person who could be contacted by the contractors with any follow up questions or correspondence, please list that person here.

Name:

Phone Number:

E-mail Address:

Thank you for participating in this survey!

Please return your responses using the enclosed self-addressed stamped envelope by [Date].

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OPTIONAL ADDITIONAL CONTENT FEEDBACK

Optional Section: if you would like to provide more specific feedback on each Section of the Introduction, Chapter 1, Chapter 2, and the Appendices that you have reviewed, please answer the following questions.

1. Please rank your overall satisfaction with the ease of understanding, information thoroughness, and overall usability of each of the Manual's sections:

	Very Dissatisfied	Dissatisfied	Neither Dissatisfied nor Satisfied	Satisfied	Very Satisfied	No Opinion
Introduction						
Section I.1: Requirement for Renewable Fuels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Section I.2: Renewable Fuel Standard Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Section I.3: Brief Overview of Ethanol Production Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chapter 1: What Laws Apply When I'm Constructing or Modifying a Plant						
Section 1.1: National Environmental Policy Act	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Section 1.2: Clean Air Act	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Section 1.3: Clean Water Act	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Section 1.4: Safe Drinking Water Act	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Section 1.5: Pollution Prevention Act	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chapter 2: What Laws Apply to Operating an Ethanol Plant?						
Section 2.1: Clean Air Act	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Section 2.2: Emergency Planning and Community Right to Know Act	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Section 2.3: Clean Water Act	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Section 2.4: Safe Drinking Water Act	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Section 2.5: Resource Conservation and Recovery Act – Hazardous Waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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OPTIONAL ADDITIONAL CONTENT FEEDBACK

Appendices						
Appendix A (First half): Summary of Laws Pertaining to Ethanol Production and Contacts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appendix A (Second half): Contact Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appendix B: Emergency Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appendix C: Clean Air Act Section 112-r requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appendix D: Definitions of Acronyms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appendix E: The NEPA Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any specific suggestions for improving the usefulness of any of the Manual sections? (optional)

If you have not done so already, please remember to fill out the final section of the main part of the survey starting with “Part 4: Your Overall Satisfaction with the Manual” on page 4. Thank you!

Burden Statement: Public reporting burden for this collection of information is estimated to average fifteen (15) minutes per response, including the time for reviewing instructions, gathering information, and completing and reviewing the collection of information, with a possible ten (10) additional minutes for the optional section at the end. Send comments on the Agency’s need for this information, the accuracy of the provided burden estimates, and any suggestions for reducing the burden, including the use of automated collection techniques to the Director, OEI Collection Strategies Division, United States Environmental Protection Agency (Mail Code 2822T), 1200 Pennsylvania Avenue, Washington, DC 20460; and to the Office of Information and Regulatory Affairs, Office of Management and Budget, 725 17th Street NW, Washington, DC 20503, Attention: Desk Officer for EPA. Include the EPA ICR number (1711.04) and the OMB control number (2090-0019) in any correspondence.