

SERVICE QUALITY PLEDGE

To Oregon Wastewater Permit Holders

WE at DEQ Pledge to Provide Permit Holders:

1. Responsive, professional service consistent with DEQ's Code of Professional Conduct and Communication Credo
2. A clear description of permit application information requirements
3. Timely preparation of draft permits
4. Clearly written permits
5. Complete and clear explanations of permit decisions
6. A clearly defined and accessible elevation process to resolve permit-specific issues of fact or policy
7. A schedule for issuing/reissuing a permit, and advance notice of significant delays in the schedule
8. A clear description of how water quality fees are calculated and how they support the wastewater program
9. Consistent and comprehensive inspections documenting compliance status and, when appropriate, timely notice of any noncompliance issues
10. Clear communication on legislation, rule, policy and internal management directive changes that may affect permits