



# NHDES Small Business Technical Assistance Program Annual Report – 2021

R-CO-22-01

## About the Program

The Small Business Technical Assistance Program (SBTAP) was established by NHDES in 1992 to provide small business owners and operators free assistance to understand and comply with air and other environmental regulations. This confidential, non-regulatory program provides information about regulatory requirements and technical assistance to encourage compliance with sometimes complex environmental regulations.

## Services and Outreach Provided in 2021

From January 2021 to December 2021, SBTAP provided:

### 128 information requests

SBTAP fields a variety of inquiries from small businesses, NH residents, state agency staff, and other assistance providers. A sampling of questions received in 2021 included small quantity generator form guidance, used oil management, floor drain registration, air toxic rules, PFAS in car washing products, arsenic in drinking water, *Safetank* funding, and rock crushing dust control.

### 31 social media posts

SBTAP provided key content to the NHDES Facebook and Twitter social media accounts about battery recycling, dental amalgam separators, “e-cigarette” management, clean, dry wood piles to reduce air particulates, wastewater discharges, plastic film recycling, drought information, and the pollution prevention checklist for businesses. All the social media posts increased the number of visits to the suggested publications.

### 3 new publications

In 2021, SBTAP created two new publications on waste management and air emissions for wood finishers, and one publication on the management of mixing cups generated in the auto body sector.

### 16 site visits

SBTAP visited 15 auto body shops and one wood boat restoration shop in 2021. Auto body shops must manage hazardous waste properly and comply with air toxics rules. Many of the auto body shops employ only one or two people, and request much-needed, one-on-one assistance with forms and other requirements.

### 6 comments on proposed rule changes

SBTAP reviewed and commented on proposed federal rules changes for dental offices, auto body shops and dry cleaners.

### 3 advocacy services

As the Small Business Ombudsperson, the SBTAP Coordinator advocated for a towing and recovery shop, carpenter/wood finisher and retail/deli store.

### 12 Did You Know webpage updates

The “Did You Know” widget on the SBTAP webpage was updated every month with guidance on a variety of environmental topics, such as wood-burning appliances, broken mercury lamps and used oil management.

*“The ongoing partnership of air permit engineers, complaint coordinator and compliance staff with SBTAP is beneficial to the Division as well as to our small business community. Many small businesses need a little guidance and support on what environmental rules they may be subject to. SBTAP provides those resources and guidance in a timely and efficient manner.”*

**Craig Wright, Air Resources Division Director**

## A SBTAP Case Study

### Lakes Region Wooden Boats, Wolfeboro

Lakes Region Wood Boats (LRWB) has been in business since 1982. From a simple scratch repair to a full restoration, LRWB, works on boats up to 30 feet in length. Rob Lawrence, owner, bought LRWB from Phil Spencer in 2018. Rob has been boating “since he was born” and fell in love with wooden boats when his father brought home a stray ’50 Century when Rob was 6 years old.

“The restoration of a wooden boat is expensive and hidden issues may be found once the process starts. For those reasons, LRWB works with customers to create a maintenance plan on how to continue,” Rob Lawrence said.



*Left to right: Rob Lawrence, Steve Pelizza and Jed Duffin pose in front of a 1956 Century Resorter.*

## SBTAP Governance

The Clean Air Act Amendment of 1990 Title V Section 507 requires each state to establish a program to assist small business with environmental compliance and to allocate funding through Title V fees. SBTAP is one full-time employee and has an annual budget for calendar year 2021 of \$138,000. While the program is financially supported by the Air Resources Division, SBTAP is situated in the Commissioner’s Office in the Planning, Prevention, and Assistance Unit.

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