



Frequently Asked Questions – Public Hearings Solid Waste Management Bureau

This frequently asked questions (FAQ) document is a supplement to the [Notice of Public Hearing](#). Please read the public notice first, as many questions such as when the public hearing will occur, how to register for remote access, and where to submit written comments are provided in the notice.

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1. What is a public hearing?

A solid waste public hearing is a formal opportunity for interested people to provide comments to NHDES about a solid waste facility application. A public hearing on solid waste facility applications includes both an opportunity to provide comments orally and to submit comments in writing.

2. Why should I participate in the public hearing?

By participating in a public hearing, either through oral or written comments, you can express your concerns to NHDES about a particular application. NHDES will take those concerns into consideration during its review of the application. It is important to note that the public review process enables decisions to be thoroughly vetted and, if an approval is

issued, has helped to identify permit conditions necessary to address some key concerns.

3. How do I participate in the public hearing?

Both “in-person” and “remote access” methods are available for you to participate in the public hearing. The [Notice of Public Hearing](#) provides details on the date and time of the public hearing, and includes the physical location for in-person attendance as well as a registration link for remote access. A reliable internet connection is required to participate through the remote access option.

Hearing officials will be present in-person at the hearing location. The Hearing Officer will control the flow of the meeting and a Hearing Facilitator will run the conferencing software. The Hearing Officer will call upon one individual at a time to provide oral comments. Each participant is typically **granted 3 minutes** to speak. In-person testimony will be heard before remote access testimony. Depending on the number of attendees and after everyone who wants to has spoken once, the Hearing Officer may grant additional time, in 3 minute intervals, to those wishing to provide additional oral testimony.

For everyone’s benefit, NHDES is requesting that participants do the following to ensure that the hearing is conducted smoothly:

- **Plan your method of joining the hearing.** Do you wish to join the hearing at the in-person location or remotely via the internet?
- **If joining by remote access, pre-register as far in advance as possible.** While not required, advance registration is recommended for remote access. Advance registration will help NHDES assess the potential number of attendees and estimate the number of those wishing to provide oral testimony. Information on how to register for remote access is provided in the [Notice of Public Hearing](#) and discussed in FAQ #6 below.
- **Join the hearing 10 to 15 minutes early.** Whether you join in-person or by remote access, NHDES strongly recommends joining the hearing 10-15 minutes early. NHDES’ intent is to start the hearing promptly on time. Joining the hearing early will help avoid disruptions for the other hearing attendees. In the event of inclement weather, please call (603) 271-2925 for further information.

4. Will my level of access be different if I participate by “remote access” vs “in-person”?

Your level of access to NHDES officials will be similar no matter which method you choose. NHDES will use live feeds of the public hearing to show NHDES officials, information provided by the applicant or NHDES, and oral testimony of in-person attendees. Video feeds of the audience or remote access testimony will not be used. The public hearing and all oral testimony will be recorded. Note that the GoToWebinar® software automatically attempts to cancel echoes, adjusts audio volumes, and suppresses background noise, including audience reactions, so that all participants can clearly hear each other.

In-person testimony will be heard before remote access testimony. **Logging into the web conferencing software is required to provide oral testimony remotely.** Remote access

attendees that join by *only* calling the remote access phone number will only be able to listen. Written comments may also be submitted if it is not possible for you to attend in-person or by remote access.

5. What is required to participate in the hearing “in-person”?

If you choose to attend the hearing in-person, you are advised to follow current CDC guidance for mask wearing and social distancing to safeguard public health and safety. Please join the hearing 10 to 15 minutes early to help avoid disruption to the hearing and other hearing attendees’ testimony.

If providing oral testimony in-person, sign in at the hearing location to register to speak. Your name and contact information will be collected. Signing in is only required for those providing oral testimony. Written comments may also be submitted at the hearing location; however, attendance at the hearing location is not required to submit testimony. Written comments may also be submitted if it is not possible for you to attend in-person or by remote access.

During the hearing, NHDES will provide a microphone and loudspeakers to allow in-person attendees to deliver oral testimony. Attendees will be called upon one at a time to provide comment. Testimony will generally be heard in the order that speakers register. Please note that you can always change your mind about whether or not you want to provide oral testimony.

The public hearing and oral testimonies will be recorded. Note that the GoToWebinar® software automatically attempts to cancel echoes, adjusts audio volumes, and suppresses background noise, including audience reactions, so that all participants can clearly hear each other.

6. What is required to participate in the hearing by “remote access”?

Those attending the hearing by remote access will need a functioning, properly equipped computer including a microphone, speakers, and a reliable internet connection. A telephone may be used if your computer does not have a microphone or speakers. Remote access may also be accomplished by using only a smartphone; however, attendees must register and log in to provide oral testimony. **Attendees that join by telephone only will not be able to provide oral testimony.** A computer camera is not required because video feed from remote access attendees will not be allowed. Those who do not have remote access capability but wish to participate in the public hearing should plan on attending in-person at the hearing location. Written comments may be submitted if it is not possible for you to attend in-person or by remote access.

Registration is required for remote access. NHDES will be using the web conferencing software GoToWebinar® for remote access. See the [Notice of Public Hearing](#) for the link to register for remote access. Advance registration is not required, but is encouraged. You are not required to download GoToWebinar® to your computer. Additional information on how to join a GoToWebinar® meeting is available in the attached “How to Join a GoToWebinar

Session.” *Note that GoToWebinar® functions best using Chrome or Firefox browsers.*

After registering, a confirmation email will be sent to the email address you provided during registration with a link to the hearing and information on how to join. You can use the link to join the hearing with a computer or smartphone (iOS, Android or Windows Phone). The registration confirmation email will also provide a phone number for those without a computer microphone or speakers, or if you want to attend by telephone in listen-only mode. Participants will either log in or dial in to the hearing, similar to other video conferences. If dialing-in for audio, once you log in, you will receive an audio PIN to link you telephone number with your registration information. Please note that you must register and log in on a computer or smartphone in order to provide oral testimony remotely.

Instructions on how to provide testimony remotely will be provided during the hearing. Attendees will generally be called upon one at a time in the order in which each attendee provides their information to the Hearing Facilitator. Instructions will be provided during the hearing. In-person testimony will be heard before remote access testimony. **As with all public hearings, oral testimony will be recorded.** Note that the GoToWebinar® software automatically attempts to cancel echoes, adjusts audio volumes, and suppresses background noise, including audience reactions, so that all participants can clearly hear each other.

NHDES staff will be available during the public hearing to provide limited technical assistance on how to use the conferencing software. NHDES staff will not be able to assist with issues related to your internet and browser, your phone service provider, or ill-equipped devices such as old computers or obsolete operating systems.

7. *Can I request assistance to participate in the hearing?*

Individuals may request special assistance to attend in-person under the provisions of the Americans with Disabilities Act. Please contact Nelson Ordway, NHDES, 29 Hazen Dr., PO Box 95, Concord, NH 03302-0095; TDD Access: Relay NH 1-800-735-2964; or by email at solidwasteinfo@des.nh.gov. Requests for assistance must be submitted a minimum of 2 weeks before the public hearing. See the [Notice of Public Hearing](#) for additional details.

Assistance with remote access during the public hearing will be limited to use of the video conferencing software. NHDES staff cannot assist with issues related to your internet connection or ill-equipped devices such as old computers, old phones, or obsolete operating systems.

8. *Does oral testimony at the public hearing carry more weight than written comments?*

All comments carry equal weight whether received orally during the public hearing or in writing during the public comment period. While not required, NHDES encourages those who provide oral testimony to also provide their testimony in writing. See the [Notice of Public Hearing](#) for instructions on how to submit written testimony.

9. *When will NHDES make a decision on the application?*

Without an extension, NHDES has 30 days after closing the public hearing record to issue a decision. The public hearing record typically closes about 2 weeks after the hearing when the public comment period closes. See the [Notice of Public Hearing](#) for the date and time the public comment period is scheduled to close.

10. How do I request to be notified of the decision?

If you provide oral or written testimony, or register to attend the hearing by remote access, NHDES will notify you of the decision using the contact information you provide. If you do not provide testimony but wish to be notified of the decision, please send an email with your contact information to swpublic.comment@des.nh.gov or call (603) 271-2925.

11. What if I do not agree with NHDES' decision on the application?

Any person aggrieved by NHDES' decision can file an appeal with the New Hampshire Waste Management Council (Council). Any such appeal must be filed directly with the Council in accordance with the Council's rules, Env-WMC 204, *Appeals: Filing; Notice; Parties and Representatives; Scheduling; Motions*. **The appeal must be filed directly with the Council within 30 days** of the date of the decision and must set forth fully every ground upon which it is claimed that the decision complained of is unlawful or unreasonable. Only those grounds set forth in the notice of appeal can be considered by the Council. Information about the Council, including a link to the Council's rules, is available at <https://www.nhec.nh.gov>.

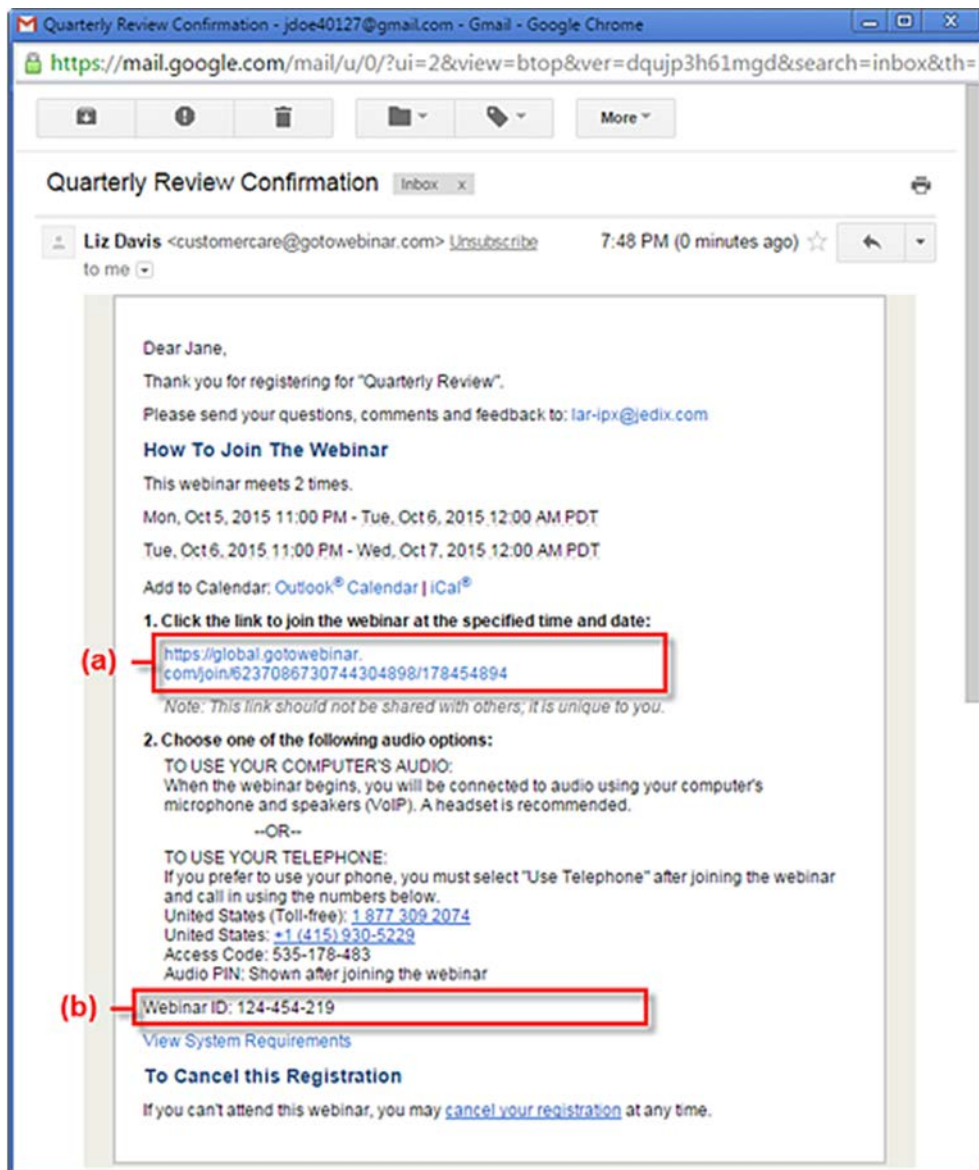
**Attachment:
How to Join a GoToWebinar Session**

How to Join a GoToWebinar Session

You can join a session using either the (a) Join URL or (b) Session ID. There are three options to pick from to join a session – see (c) below for a comparison.

(a) Join from the Join URL

Once you register for a session, the confirmation email will include a unique link associated with your registration email. This is the Join URL; you can open it in any web browser (Chrome or Firefox preferred) to automatically join the session! The Join URL is marked as (a) in the below example email. See (c) Compare Join Methods below to learn more about which of the 3 available join methods you may prefer to use.

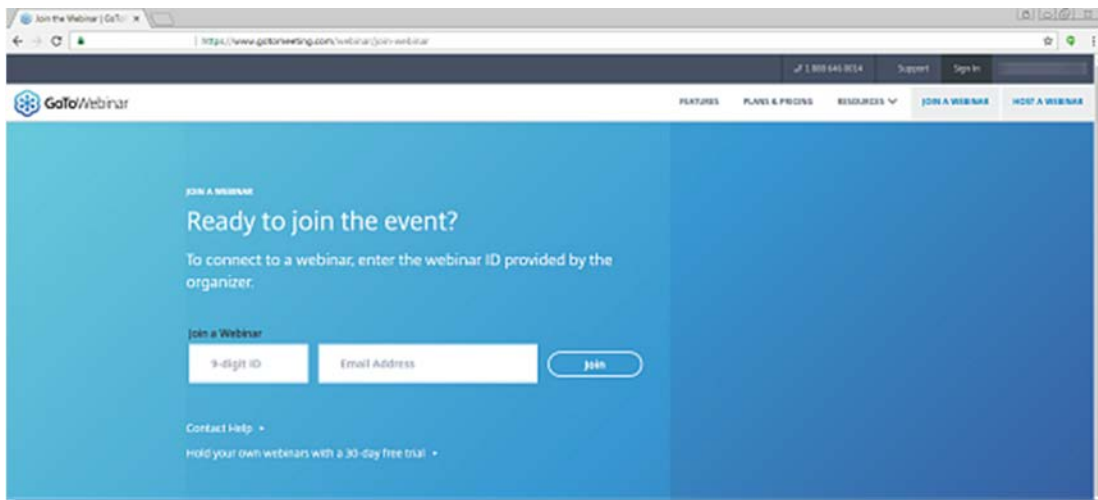


For source material, go to <https://support.goto.com/webinar> and type "How to Join a Webinar."

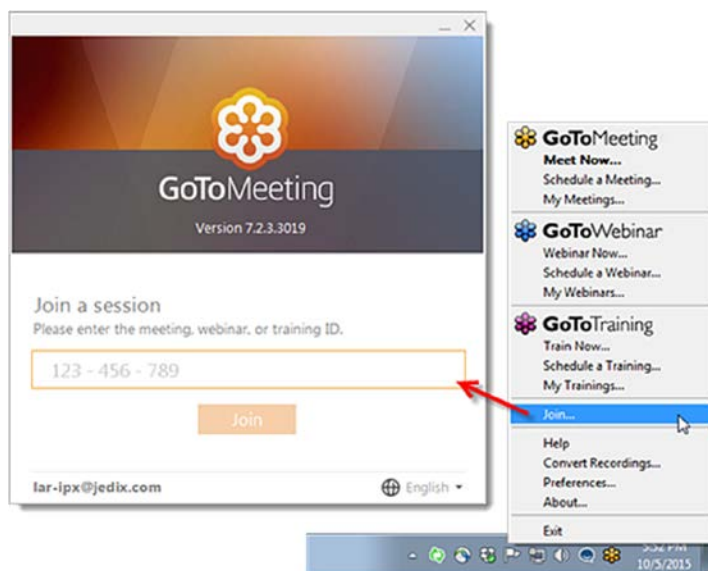
(b) Join from the Session ID

If you don't have the Join URL or are having trouble being automatically launched into session, you can join by manually entering the Session ID you received in your confirmation email (shown above).

- If you are on a computer, open a web browser (Chrome preferred) and go to www.gotomeeting.com/webinar/join-webinar and enter the Meeting ID (provided in your confirmation email).



- If you are on a mobile device, first download the iOS, Android or Windows Phone app. Then open the app and enter the Meeting ID.
- If you are on a computer and have the desktop app installed, you can also join directly by right-clicking the daisy icon 🌸 in the system tray (Windows) or toolbar (Mac), selecting Join and entering the Meeting ID.



For source material, go to <https://support.goto.com/webinar> and type "How to Join a Webinar."

(c) Compare join platforms

When you join a webinar, there are 3 unique options with which you can be launched into session. They will vary depending on things like operating system and browser type.

Instant Join app	Desktop app	Mobile apps
<i>No download required – Join online from a web browser on your Windows, Mac, Linux or Google Chrome OS computer</i>	<i>Desktop app required – Join from software downloaded onto your Windows or Mac computer</i>	<i>Mobile app required – Join on the go from your mobile phone or tablet</i>
<p>Benefits:</p> <ul style="list-style-type: none"> • Get into session quickly and easily. • Join from almost any computer, even if not compatible with the desktop app. 	<p>Benefits:</p> <ul style="list-style-type: none"> • Access the full suite of features and tools. • Use the full Control Panel to facilitate meetings. 	<p>Benefits:</p> <ul style="list-style-type: none"> • Join sessions on the go with one click. • Present content using a virtual whiteboard (iPad only).
<p>Resources:</p> <ul style="list-style-type: none"> • Join a Webinar Online (Instant Join App) • Instant Join Feature Comparison 	<p>Resources:</p> <ul style="list-style-type: none"> • Download GoToWebinar Now. • Using the Control Panel (Windows and Mac). 	<p>Resources:</p> <ul style="list-style-type: none"> • Join Webinars via iOS. • Join Webinars via Android. • Mobile Feature Comparison.

PLEASE NOTE: If you join a GoToWebinar by dialing the phone number only, the software does not “see” you and thus you will be in listen-only mode with no access to the above identified features.