



# Connecticut Department of Energy and Environmental Protection



# Pre-Application Law (Public Act No. 18-146)

SIPRAC

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Connecticut Department of Energy and Environmental Protection

# Summary of Pre-App Law

Effective October 1, 2018

- (a) Electronic **form** to request pre-app for new business, new manufacturing production line, or expansion of an existing business.
- (b) Within **30 days respond** to the requested pre-app; at the pre-app provide estimated timelines for processing of permit(s).
- (c) **Survey** each business that requested a pre-app collecting info on pre-app and permitting process; **summary of survey info** and average application processing time included in an annual report.



# Electronic Form

## **Electronic Form:** Pre-Application Questionnaire

One single questionnaire is available

Department-wide to request a pre-app meeting.

The questionnaire is to be submitted to the

Office of Planning and Program Development

(OPPD). OPPD will review and subsequently

schedule a multimedia pre-app (as it does

currently) or distribute to the appropriate

program to schedule a single media pre-app.



# Pre-Application Questionnaire

To provide consistent outreach to our customers, the new questionnaire will be accessible from the [Permits & Licenses main page](#) of our website with the following language:

*“Please complete the [Pre-Application Questionnaire](#) to request a Pre-Application meeting. Your responses will help ensure that appropriate staff are invited to the meeting.”*



# Pre-Application Guidance

[The Pre-Application Guidance](#) checklist is an additional series of check boxes that when completed will help our customers be better prepared for their pre-app meeting. Although submittal of this checklist is optional, staff may request that the checklist be submitted or brought to the pre-application meeting for certain activities.



# Response Time

When a questionnaire comes in, the Department has 30 days to respond.

OPPD will respond stating:

*“We have received your Pre-Application Questionnaire. After review of your completed questionnaire, we will schedule your pre-application meeting with appropriate staff. Please respond to this email with the number of persons attending and possible dates of availability to hold your Pre-Application meeting. We will try our best to accommodate you.*

*Please review the [The Pre-Application Guidance](#) checklist to better prepare for your pre-application meeting. Although submittal of this checklist is optional, staff may request that the checklist be submitted or brought to the pre-application meeting for certain activities.”*



# Pre-Application Meeting/Survey

At the pre-app, permit processing timelines will be discussed. The **post pre-app survey** that will be sent in a follow-up email will also be discussed.

After a single or multimedia pre-app is held a follow-up email will be sent from staff that includes a link to the post pre-app survey:

*“Help us improve our pre-application process! Please complete a quick [follow-up survey](#) of 5 questions!”*



# Permit Applications

Applications are in the process of being updated to include a question that asks whether a pre-app was held, date and with whom.

That date will be entered into SIMS on the application detail screen to be able to quickly assess in the future how many pre-apps have been held which then followed up with a license application.



# Post License Survey

For every license issued, where staff are **required to** send a license/notice to a permittee, (e.g., individual licenses, general permit approval of registrations, ezFile programs) an email will be sent from staff that includes a link to the post license survey, along with the license, stating:

*“Help us improve our permitting process! Please complete a quick [follow-up survey](#) of 7 questions! (Your license # XXX is required)”*

This email with a survey link will help obtain more survey results which then helps the Department to continue to improve its permitting process.



# Post License Survey

To provide consistent outreach to all of the Department's customers, the post license survey link will be available on the Department's [Permits & Licenses main page](#).

Although the pre-app law was not specifically intended for some of the Department programs, the post license survey can be a beneficial tool for improvement Department-wide.

The post license survey includes identification of a license number to weed out duplicate or erroneous surveys.



# Annual Report

Annually, a summary of survey information will be compiled by OPPD and shared with the programs.

The summary of survey information will be included in the Department's annual permitting report to the legislature, along with the average application processing time which is currently included in such annual report.



# Questions?

OPPD

860-424-3003

[DEEP.OPPD@ct.gov](mailto:DEEP.OPPD@ct.gov)

[Public Act 18-146](#)



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