



Connecticut Department of
**ENERGY &
ENVIRONMENTAL
PROTECTION**

We are dedicated to conserving, improving and protecting our natural resources and the environment - and increasing the availability of cheaper, cleaner, and more reliable energy.



DEEP Diversity Lean

DEEP is Using the Lean Model in Innovative ways to Maximize Results

Close to 80 Projects to Date

Interdisciplinary teams engaged in traditional (5 days), mini (2-3 days, narrow scope) and check Lean Kaizen events focused on unique opportunities of energy and environmental protection:

- Information technology
- Energy efficiencies
- Administration
- Permitting and Enforcement
- Natural Resources

DEEP Diversity Lean- Traditional Kaizen

Streamlining Financing for Energy Efficiency Investments at Multi-Family Properties

DEEP/CT Green Bank/DOH/CHFA/CHIF/DPH/HUD//Utilities



Opportunity for Improvement:

Multi-family housing spans multiple housing segments, resulting in a fragmentation of the energy efficiency financing and support programs for the affordable multi-family housing industry.

Results:

- A plan for consolidating 5 separate agency processes into 2 processes based on project type
- A reduction in the amount of time between applying for financing and project completion



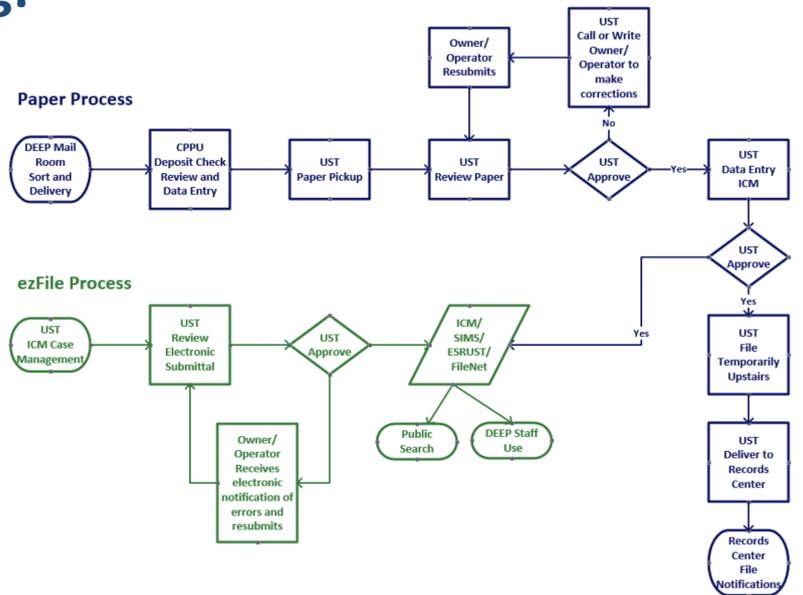
Electronic Transactions and Reporting:

E-UST Registration



Opportunity for Improvement:

- Online Notification & Payment
- Result of previous Underground Storage Tank (UST) inspection Lean



Benefits to our Customers:

- Gives the UST owner/operator control of their own UST information
- Provides guidance to assist in compliance as users migrate through the form

Results:

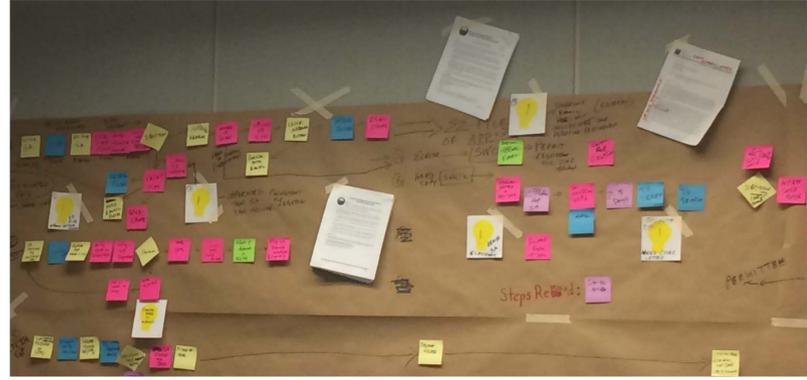
- 3145 Portal submissions
- Saved 37,740A sheets of paper
- Improved data quality
- Easier to perform customer outreach (contact via email)
- Self service (public looks up information rather than calling, emailing or making FOIA requests)
- Eliminates data entry, copying and filing

DEEP Diversity Lean- Mini Kaizen

Subscriber Agreement Process for Ezfile and Net DMR

Opportunity for Improvement:

Develop a process to manage subscriber agreements (SA) using standardized form(s) and standard operating practices and streamline the process with a goal towards requiring only one SA for Ezfile and Net DMR (Discharge Monitoring Report)



Results:

- Number of submitted subscriber agreements increased by 50%
- New subscriber agreement instructions for ezFile
- Automated NetDMR form for stormwater construction monitoring

Water Enforcement Consent Order Closure Process

Opportunity for Improvement:

Close outstanding consent orders by streamlining the compliance verification process



Benefit to our Customers:

- Faster compliance verification process and issuance of certificate of compliance

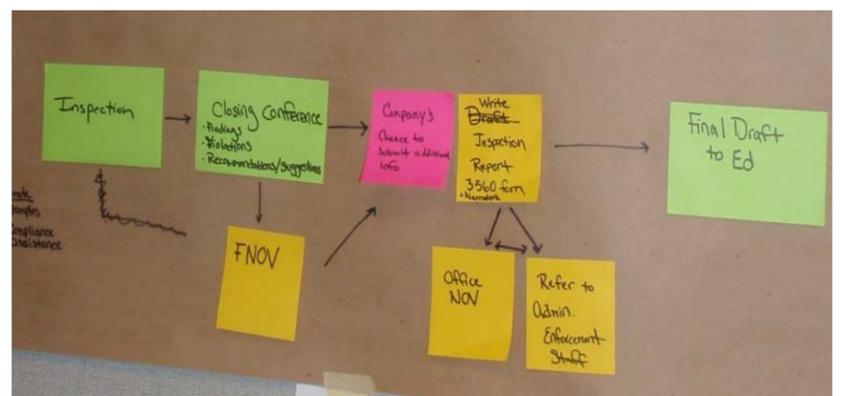
Goals:

- Decrease the time to administratively close a consent order by 50%

Preparing Inspection Reports for Wastewater Discharge Compliance Investigations

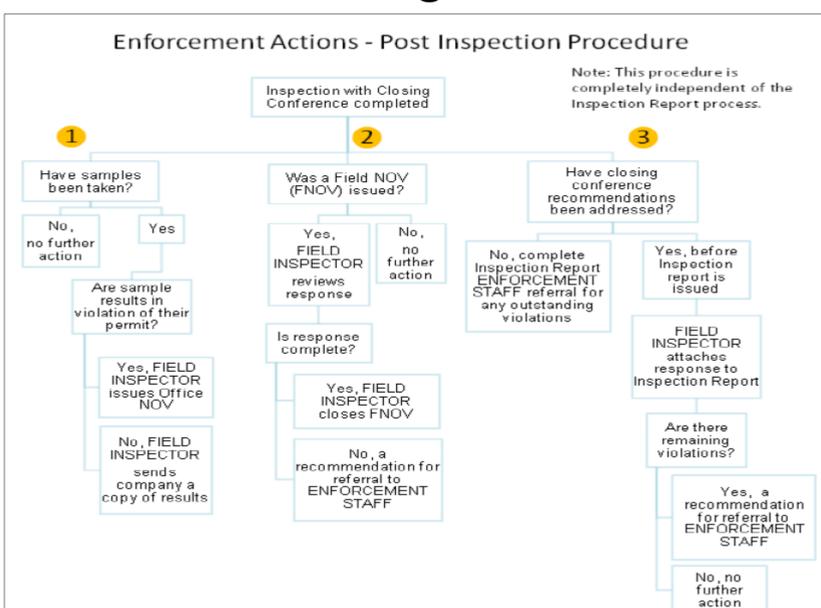
Opportunity for Improvement:

Streamline the inspection report preparation process and develop e-forms and tracking



Results:

- Less than 10 days to complete inspection report (more than 67% reduction)
- Sampling at permitted facilities has increased by 50%
- Total inspections conducted has increased by almost 50% between FY13 and FY15



DEEP Diversity Lean- Traditional Kaizen

DEEP's Seasonal Employment

- Each year DEEP hires approximately 600-800 seasonals
- Numerous steps involved from the recruitment and hiring to deployment and separation that need to be implemented within a short time frame.

Opportunity for Improvement:

Streamline the seasonal employment process, create SOPs and integrate DEEP's employment process with the reporting responsibilities to DAS on the Plan for Seasonal Hiring



IT'S THE FORMS!!!



Results:

- Updated, improved and reduced forms
- Simplified drivers' license verification process
- Updated website



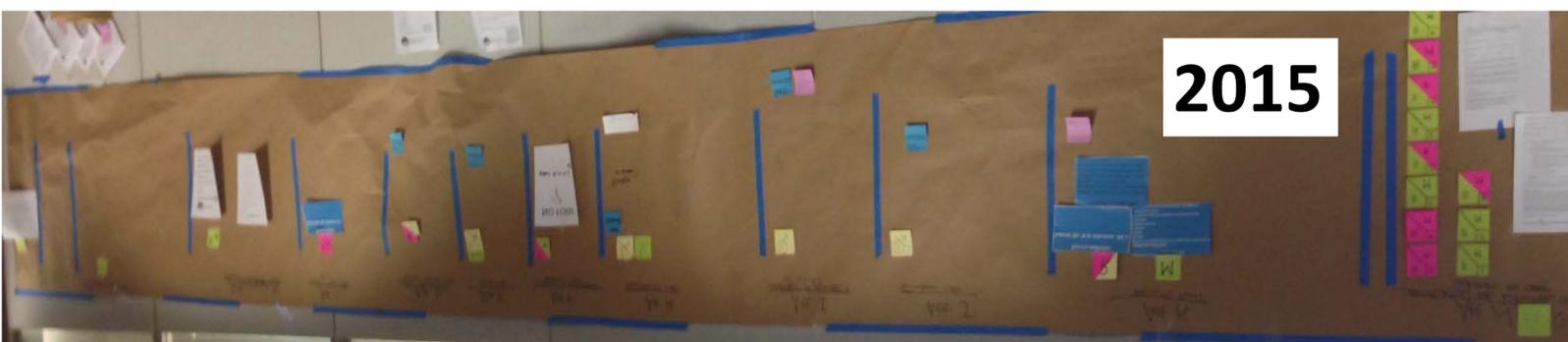
Solid Waste Facility Individual Permit Renewals and Modifications pursuant to CGS 22a-208a(e)

Opportunity for Improvement:

Processing times for renewals and modifications can exceed 240 days



2010



2015

Benefit to our Customers:

Renewed and modified permits issued in much shorter timeframes will assist the regulated community in instituting facility improvements more quickly in response to market changes.

Goals:

- Decrease timeframe for processing of renewal and modification applications by at least 50%
- Reduce backlog by at least 50%.