

# ENVIRONMENTAL NEWS

NHDES

Newsletter of the N.H. Department of Environmental Services

January/February 2010

## OES reports on ARRA successes

By Bud Fitch, Director, Office of Economic Stimulus  
Deputy Attorney General

New Hampshire is well on its way to successfully implementing the American Recovery and Reinvestment Act (ARRA) through transparency, accountability, and prudent choices for the use of these tax dollars. Through September 30, 2009, ARRA funds have been used to pay the wages of people working in New Hampshire for an estimated 3.87 million hours. ARRA funds put people to work, helped avoid layoffs, and helped avoid reductions in government services. ARRA funds have also been used to invest in infrastructure and other capital projects.

Workers were paid with ARRA funds in construction, education, corrections, weatherization, summer jobs for youth, and many other sectors of our economy. ARRA funds also added \$25 to the funds received each week by every person in New Hampshire who receives unemployment compensation. ARRA funds went to both full and part-time workers. Some jobs were temporary and have already been completed, others will last for up to three years using ARRA funds. There are many ways to calculate how many jobs are paid for by ARRA, one is to think of a job as full time work for one full year. Using this methodology as of September 30, 2009, 1,862 full-year jobs were paid for with stimulus funds.

Work on projects funded by ARRA are occurring, or are planned to occur, in every county of the state. The Office of Economic Stimulus website, [www.nh.gov/recovery/](http://www.nh.gov/recovery/), maintains a New Hampshire funding map at [www.nh.gov/recovery/map/index.htm](http://www.nh.gov/recovery/map/index.htm), which can be used to find out what ARRA funded programs are benefiting each town and city. Check back at this site in 2010 as we expand the information available on the ARRA projects map.



*Groundbreaking ceremony for the Seabrook drinking water facility held in November. The ARRA-funded loan made available through the Drinking Water State Revolving Fund program is providing \$5 million of the \$7.344 million in construction costs.*

## Commissioner's Column

### One stop permit shopping —

#### *The way of the future*

New Hampshire state government should operate as a single, integrated enterprise to provide the best possible service to the state's citizens. This is the guiding philosophy behind a new "one stop shopping" approach for parties seeking to create or expand facilities or operations in the Granite State, including those that may require approvals or authorizations from multiple state agencies. It should not matter whether the project is a new school, a hospital expansion, a factory expansion, or new affordable housing, we need to make it easier to initiate business with the state of New Hampshire.

Over the past year, DES has been meeting regularly with representatives from the Governor's Office, Office of Energy and Planning, as well as the departments of Transportation, Fish and Game, Resources and Economic Development, Revenue Administration, Cultural (Historical) Resources, and the Housing Finance Authority to determine how to collectively streamline and better manage large projects and permit applications on behalf of communities, businesses, the regulated community, non-governmental organizations and the general public.

# Motel certified as the first “Environmental Champion”

## New DES partnership assists hospitality industry become greener

DES and the N.H. Lodging & Restaurant Association (NHLRA) recently announced the first motel labeled as an “Environmental Champion” under a new program coordinated between the two organizations. The Gale River Motel and Cottages in Franconia was named the state’s first champion.

In November, NHLRA kicked off its redesigned green certification program for restaurants and lodging facilities to make them more accountable for keeping up their green practices. The program also provides a new teaching tool to assist hotels and restaurants in making their businesses more sustainable. Michele Veasey of the NHLRA Sustainability Program, and Tara Mae Albert of the DES Pollution Prevention Program completed a site assessment of the Gale River Motel, which was the final step for certifying the motel.

The recently revised certification manual now consists of a point award system, which allows a facility to choose projects that best apply to them. The point system gives accountability for all projects implemented but awards a higher point value for the more environmentally sustainable items on the list. To be considered an “Environmental Champion,” a facility must receive 175 points or more out of a possible 316. Once the application is complete, a site assessment must be completed to verify its self-certification.

The Gale River Motel, a year-round, family-oriented getaway, scored 251 points on its application. Motel owner Kevin Johnson stated, “As one of the smallest lodging properties in New Hampshire, it has been a challenge to pursue the ideals of eco-friendly business practices. But it is an effort that has yielded significant cost-savings and beneficial public relations.”

The most notable project described in Gale River’s application is its solar hot water system, the first in the state for a motel. To justify the installation, Johnson used electric bills and spreadsheets to conduct surveys calculating the motel’s emissions savings, which tie directly to its carbon footprint. If any business owner has questions on the system, Johnson “welcomes them to visit Gale River for a tour.” In addition, the motel has changed to energy efficient lighting in 95 percent of its guest rooms; 100 percent of their exterior lighting is energy-efficient; and they replaced the boiler system in 2008 with a more sustainable model. Gale River has also focused on water conservation by changing to 100 percent low-flow showerheads, faucets and toilets. Johnson has also built his own “irrigation” system for a small garden using a homemade rain barrel and a system of buried soaker hoses. Additionally, he limits landscape watering by only watering when necessary, and he has added moisture sensors to the automated systems.

To involve guests in its sustainability efforts, Gale River has developed room signs for the guest rooms informing them about its initiatives. It has set up a towel program and does not launder the sheets until the second guest day unless requested. In addition, there are informational signs asking guests to recycle a variety of items. This initiative alone has led to 4,743 pounds of waste not sent to landfill.

After receiving the certification Johnson remarked, “Certification under the NH Sustainable Lodging and Restaurant Program provides an objective and standardized evaluation utilizing a uniform criteria for recognition as an eco-friendly business. I have used these guidelines as a roadmap for developing policies and practices designed to positively impact

the environment and operate more efficiently as a business owner.”

In addition to these projects, Gale River set up a strategic plan for its future environmental goals. These commitments to obtaining future savings have led to its recent induction into the DES Aspiring Leaders Program. That program gives recognition to companies that go above and beyond the legal requirements for environmental and economic benefit. Bob Minicucci, program manager for Aspiring Leaders, said he was very impressed with the projects Gale River Motel has taken on and the way its management is tracking progress and continuing to try new ways to improve operations.

For additional information on the Sustainable Lodging and Restaurant Program, please contact Michele Veasey at [mveasey@nhlra.com](mailto:mveasey@nhlra.com). For information on the state’s Pollution Prevention Program, contact Paul Lockwood at [nhppp@des.nh.gov](mailto:nhppp@des.nh.gov) or (603) 271-2956. ■

### ENVIRONMENTAL NEWS

*Environmental News* is published six times a year by the N.H. Department of Environmental Services.

Thomas S. Burack, **Commissioner**  
Michael J. Walls, **Assistant Commissioner**

#### Division Directors

Michael Wimsatt, **Waste Management**  
Robert R. Scott, **Air Resources**  
Harry T. Stewart, **Water**

#### *Environmental News*

James Martin, **Editor**  
Patricia Gruttemeyer, **Assoc. Editor/Layout**

#### Editorial Board

Kathleen M. Brockett    Catherine Coletti  
Timothy W. Drew        Gretchen R. Hamel  
John F. Liptak            Rene Pelletier  
Eric Williams

29 Hazen Drive • Concord, NH 03301  
603-271-3503

[www.des.nh.gov](http://www.des.nh.gov)  
[editor@des.state.nh.us](mailto:editor@des.state.nh.us)  
*Printed on recycled paper.*

# Do you need another reason to recycle? Think JOBS!

By Donald E. Maurer, DES Recycling Coordinator

We all know recycling has significant environmental benefits, replacing virgin materials with secondary materials, and thus avoiding the mining, transport and processing energy inputs and environmental impacts. As the impacts of climate change become increasingly well documented, the environmental benefits of recycling become all that more important to a sustainable materials management policy. But, there is one more reason to recycle that is often overlooked: recycling means jobs!



part of the Division of Pollution Prevention and Environmental Assistance, has published a number of articles clearly demonstrating that recycling creates jobs. Recycling accounts for over 14,000 jobs in the state and that represents a 60 percent increase from 1994 to 2004. In the same period, manufacturing jobs dropped by 29 percent. Some examples of the companies that were created through the Recycling Business Loan Fund are Artist Colony, which makes beanbag chairs from recycled plastic, and Crumpler Plastic Pipe, which makes corrugated culverts and drain pipes from recovered high density polyethylene. Another example is Technimark Inc., which uses HDPE to make hangers for Wal-Mart. It employs 500 people and recycles 7,000 tons of HDPE per year.

Recycling *does* mean employment. In New Hampshire, approximately 5,000 people are employed in the solid waste industry and some of these are directly employed by recycling companies. But whether or not our recyclables stay in New Hampshire, recyclers depend on you to do your best to recycle to ensure a steady supply of feedstock for their “remanufacturing” process. ■

The Northeast Recycling Council updated its Recycling Economic Information Report in 2009 with data from 2007. The Council looked at five states--Delaware, Maine, Massachusetts, New York and Pennsylvania--to determine the economic impact of recycling on those states. It found that 11,378 establishments in the five states are involved in one or more phases of the recycling process. These establishments employed a total of 104,855 people and had a total payroll of \$4.2 billion. The gross receipts reported by these establishments were \$35 billion.

North Carolina's Recycling Business Assistance Center,

## OES on ARRA

*continued from page 1*

Many of the ARRA programs are well into the implementation stage and a few are nearly complete. For example, municipalities are starting to contract for Clean Water and Drinking Water projects funded through the Department of Environmental Services. The Department of Education has completed awards of funds made available to local school districts to acquire equipment for their student lunch programs. Many schools have acquired new equipment that is already in use helping to feed school children. The Department of Transportation has completed extensive paving and bridge work.

Other programs are just beginning to reach the stage where New Hampshire businesses, municipalities and

residents can seek ARRA funding for specific projects. Vendors working for the Office of Energy and Planning will soon make grants and loans available for energy projects. The State Energy Program and the Energy Efficiency and Conservation Block Grant Program will assist businesses, municipalities and homeowners to plan and implement long-term investments that will improve the energy efficiency of their buildings. These investments will bring lasting value well into the future. Overall more than \$35 million in ARRA funds will be put to work in New Hampshire investing in long-term energy efficiency. For more information, visit [www.nh.gov/oep/recovery/](http://www.nh.gov/oep/recovery/).

The Office of Economic Stimulus is committed to assisting the New Hampshire departments that are managing ARRA funds to do so with

transparency, accountability and prudence. A team lead by a CPA has started working with individual programs to help managers ensure that ARRA funds are being properly accounted for and spent in conformance with federal and state law. Anyone with concerns regarding waste, fraud or abuse of ARRA funds should report their concerns to the Office of Economic Stimulus through our reporting system at [www4.egov.nh.gov/recovery/fraud.asp](http://www4.egov.nh.gov/recovery/fraud.asp), by calling (603) 271-2121, or e-mailing [NHOES@nh.gov](mailto:NHOES@nh.gov). Please visit [www.nh.gov/recovery/](http://www.nh.gov/recovery/) regularly to stay updated on New Hampshire's implementation of ARRA. ■

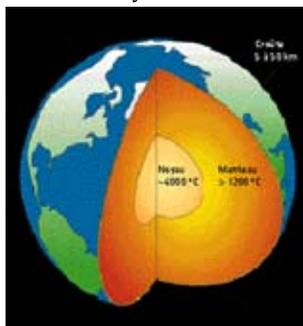
at [www.des.nh.gov](http://www.des.nh.gov)  
click on  
the icon  
for more ARRA info



## NHGS to play key role in geothermal energy search

The hunt for renewable geothermal energy just got a much needed shot in the arm. US Department of Energy Secretary Stephen Chu recently announced awards totaling \$338 million for geothermal energy across the country, including the population of a comprehensive nationwide geothermal resource data system by the nation's State Geological Surveys, of which New Hampshire is a key player, to help identify and assess new fields.

The Association of American State Geologists (AASG) organized a coalition of 40 state geological surveys to populate a new National Geothermal Data System with relevant state-specific geothermal data. The project will receive \$17.79 million from the Department of Energy over three years. As a member of the coalition, the New Hampshire Geological Survey (NHGS) will be collecting data from across the state that will aid industry in the identification and development of geothermal energy, and integrating them into the National Geothermal Data System.



State Geologist David Wunsch said, "This project will help us enhance our understanding of the geothermal potential in New Hampshire. It's exciting to be part of this national effort among all the state geological surveys to address such a critical energy need for the state and the country." NHGS expects to receive over \$297,000 to complete its share of the overall project.

Compiling state-specific geothermal data in an integrated distributed and searchable data system should drive renewed efforts to identify, assess and exploit geothermal energy resources across America. This national collaboration of state and federal agencies, universities, and industry, has the potential to reshape America's energy landscape, reduce greenhouse gas emissions, and leverage non-renewable petroleum resources well into the 21st Century.

AASG is already a partner in the Geothermal Data Coalition, based at Boise State University, to design and build the National Geothermal Data System (NGDS) under contract to DOE. AASG member surveys will adapt the Geoscience Information Network (GIN) to provide data discovery, access, and exchange services as a component in the developing data system. Other components include a data repository, software applications, vocabularies, data content, network operations and communications, and web portals.

GIN is a collaboration between AASG and the US Geological Survey to integrate geological survey data bases using web services and open source standards in a distributed system. The Arizona Geological Survey is the designated lead agency in building GIN for the nation's geological surveys and will manage the DOE-funded effort for AASG to populate the NGDS. The announced project includes the USGS, Microsoft Research, and the petroleum industry consortium, Energistics, as partners. All of the 123 other geothermal projects announced by DOE are expected to integrate their data into the NGDS as well.

For more information, please contact David Wunsch, president of AASG and state geologist, at (603)-271-6482 or [david.wunsch@des.nh.gov](mailto:david.wunsch@des.nh.gov). For a copy of the press release announcing DOE's grant of \$17.79 million, please see [www.energy.gov/news2009/documents2009/338M\\_Geothermal\\_Project\\_Descriptions.pdf](http://www.energy.gov/news2009/documents2009/338M_Geothermal_Project_Descriptions.pdf). ■

### Did you know ...?

Did you know that computers and monitors account for 40 percent to 60 percent of the energy used by office equipment? Their energy consumption is second only to office lighting.

## Free radon-in-air detection kits in January

Did you know radon gas kills more people in New Hampshire on an annual basis than anything else handled by the Department of Environmental Services!

It's surprising how many people ignore warnings about the dangers of radon gas. Maybe the reason people don't think about the dangers is because radon is a tasteless, colorless and odorless gas. However, radon is the second leading cause of lung cancer after cigarette smoking, and the leading cause of lung cancer in non-smokers. Testing is the only way to know if your home or well water has elevated radon levels.

The New Hampshire Radon Program will be giving away **free radon-in-air test kits** during the month of January as part of Radon Action Month. Please go to [www.des.nh.gov](http://www.des.nh.gov) and search for "radon" to fill out the form for a free test kit. For more information, please contact Owen David at (603) 271-6845 or [owen.david@des.nh.gov](mailto:owen.david@des.nh.gov). ■

### And did you know ...?

Did you know that for every 50 school buses that reduce idling by 30 minutes a day, a school bus company can save 2,250 gallons of fuel and \$9,000 per year? (source: USEPA, using \$4/gal. diesel fuel)

## Warwick Mills to pay \$114,454 civil penalty

The Hillsborough County Superior Court, Southern District recently approved a settlement between the state and Warwick Mills Inc., located in New Ipswich, to resolve a civil enforcement action involving violations of the state's air pollution and air toxics laws and federal air pollution laws. In its lawsuit, the state alleged that Warwick Mills violated state and federal laws by failing to comply with air pollution control requirements relating to hazardous air pollutants (HAPs), specifically, toluene and volatile organic compounds.

Warwick Mills owns and operates a facility where it manufactures custom high performance composites. Beginning in January 2006, Warwick Mills' manufacturing process included coating woven fabric and metal using various coating materials that contain HAPs and VOCs. In 2007, DES discovered during an inspection and review of information submitted by Warwick Mills that the company exceeded emission limits in its permit, thereby triggering several state and federal requirements, which require emission controls, emission limitations and stack testing. Warwick Mills thereafter modified its two boilers as a means to control VOC and HAP emissions.

The settlement imposes a \$114,454 civil penalty on Warwick Mills, \$31,908 of which will be paid in cash to the state. Warwick Mills will also spend \$72,696 in the form of two supplemental environmental projects (SEPs). The SEPs will fund an environmental restoration project to benefit the town of New Ipswich, and Warwick Mills will install a VOC capture system to further reduce VOC emissions from its facility, above and beyond regulatory requirements. In addition, \$9,850 of the penalty will be permanently suspended if Warwick Mills does not violate the settlement or state air pollution laws, state air pollution rules or any condition of Warwick Mills' permit within two years of the entry of the settlement agreement.

"Keeping New Hampshire's air quality high is an important part of our environmental protection efforts," said Attorney General Delaney. "The state's environmental laws must be followed."

"In settling this matter, we took into account the cooperation of the company, the expeditious efforts it took to address the violations and the ultimate environmental benefits that the supplemental environmental projects will provide to the town and to the environment," said Commissioner Burack.

Copies of the settlement agreements are available from the Attorney General's Office upon request. ■

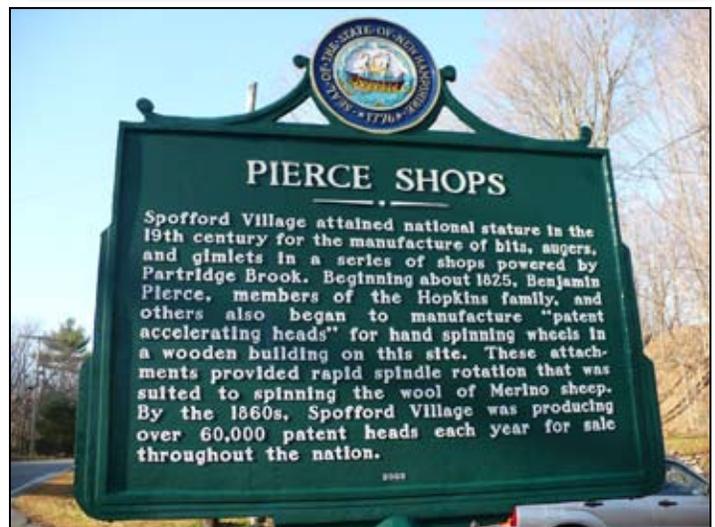
## Androscoggin River Watershed Council Annual Meeting and Conference

**January 7, 2010, 8:30 a.m. - 3 p.m.**  
**Bethel Inn & Conference Center,**  
**Bethel, Maine**

The conference will focus on the quality of the Androscoggin watershed environment and how it supports the evolving innovative, knowledge-based economy. Topics include wildlife habitat and land conservation, the importance of maintaining a working forest, and the potential of the Androscoggin River to be a sustainable economic resource.

The keynote speaker is Steve Barba, who owned and managed the Balsams in Dixville Notch for a number of years and is involved with the Northern Forest Sustainable Economy Initiative. Speakers from both Maine and New Hampshire will lead off the conference with information on state and regional programs to develop and promote a sustainable economy while conserving valuable resources.

The afternoon will be dedicated to soliciting and sharing the thoughts and ideas of participants through a visioning session. What should the valley look like in 20 years? Come and share your thoughts. See [www.androscogginwatershed.org](http://www.androscogginwatershed.org) for more information and a registration form.



*This historical marker, recently installed in November, notes the national significance of the former Pierce Shops located in Spofford Village in Chesterfield. The former mill area had to be demolished. Contamination at the site was cleaned up and the area restored thanks to efforts of the DES and EPA Brownfields programs.*

## Congrats to Jody Connor! Recipient of two prestigious awards

Since coming to work for DES in 1979, Jody Connor has dedicated his life to the protection and restoration of surface waters in New Hampshire. Jody created programs at DES that continue to protect state lakes and ponds from the impacts of cultural eutrophication, invasive species and toxic pollutants. These programs and the tireless education efforts put forth by Jody have empowered lake and watershed residents to become actively involved and educated in surface water protection. For these reasons and more, DES limnologist Jody Connor was recognized, on two separate occasions, with the Gulf of Maine Visionary Award from the Gulf of Maine Council, and with the David S. Chase Memorial Award for Exceptional Achievements in Science from DES.

Through legislation, education, research, and selfless dedication, Jody Connor has elevated the state of New Hampshire as a national leader in lake and pond protection, empowered and educated thousands about lake ecology, limnology and watershed management, and become the face of New Hampshire Lakes.

The Gulf of Maine Visionary Awards are made annually to individuals or organizations within each of the five Gulf of Maine jurisdictions of Massachusetts, New Hampshire, Maine, New Brunswick and Nova Scotia. The awards recognize innovation, creativity, and commitment to marine protection by businesses, environmental organizations or individuals who are making a difference to the health of the Gulf of Maine.

The Chase Memorial Award was named in honor of David S. Chase, who served as the state's DES Radon Program Manager for 16 years and who passed away in 2008. The award was created this year to recognize a



prevent future problems.

It is extremely difficult to provide a "brief" background on why Jody Connor was named for these prestigious awards. Here are but a few of his key accomplishments in New Hampshire and the Gulf of Maine watershed.

He initiated state legislation to create the following programs: the New Hampshire Volunteer Lake Assessment Program at DES in 1985, which has grown to 175 lakes and ponds with over 500 volunteer monitors throughout the state; the Comprehensive Shoreland Protection Program and Comprehensive Shoreland Protection Act managed by DES and enacted into law in 1991; the DES Exotic Species Program created in 1981; the DES Clean Lakes Program; the DES Public Pool and Spa Program; and the DES Beach Inspection Program.

Jody has also written legislation to ban phosphorus from laundry detergents (1990s) and more recently to close the loop and ban phosphorus from dishwashing detergents (2009); he created the Interactive Lake Ecology Program for schools in New Hampshire and around the world; initiated one of the first cyanobacteria monitoring programs at beaches in the country; and assisted New Hampshire towns to create the first watershed district/overlay ordinances in the state. Jody also pioneered the use and acceptance of volunteer generated data by government agencies.

DES employee whose scientific accomplishments have made a significant impact on our understanding of the environment, of how to improve its condition and

He provides lake residents, associations and towns with education/outreach on water quality issues by speaking at numerous meetings and workshops throughout the year, particularly on weekends and evenings during the summer months. Not only does he present at association meetings, conferences, and workshops, but he also handles thousands of phone calls and emails about lake issues each year.

The list could go on. Jody is a highly skilled environmental leader in our state; but what makes him stand out is his true love for our water resources and his passionate commitment to protecting them for the future. Congratulations, Jody! ■

### Ten employees recognized for their many contributions

At DES's annual awards and recognition ceremony held in December, Commissioner Tom Burack recognized the following staff for their outstanding accomplishments in 2009. Their accomplishments are many, and bring great pride to the agency and to their colleagues. Congratulations to—

**Kimmi Durgin**, Waste Management

**Barbara Fales**, Air Resources

**Stephen Landry**, Water

**Linda Magoon**, Water

**Jim Martin**, Commissioner's Office

**Jessica Morton**, Air Resources

**Nelson Ordway**, Waste Management

**Gretchen Rich**, Water

**Chris Skoglund**, Air Resources

**Joe Tristaino**, Air Resources

Follow DES news at  
[twitter.com/nhdes](https://twitter.com/nhdes).

DES on   
twitter



A winter's day in Sandwich. Photo by Brenda J. Johnsdon.

## Jim Martin, 2009 DES Employee of the Year!

James Martin, Director of Public Participation, has helped to foster a strong sense of community spirit at DES and has expanded our reach as partners in the "greater community" with caring and compassion. In recognition of his humanity, his humanitarianism, and his commitment to supporting each and every DES employee in achieving our department's mission, the DES Rewards and Recognition Committee is pleased to recognize one of our peers, Jim Martin, by bestowing on him the honor of 2009 DES Employee of the Year.



In his role as DES's principal voice to the public, Jim has a keen understanding of the importance of communications, and has incorporated the use of the latest technology with a fine-tuned human touch. From e-news to Twitter accounts, and web sites to web blogs, he continually strives to better DES's communications tools to better serve the agency and beyond.

But daily, Jim goes beyond his official role as spokesperson. He is forever finding new ways to bring the humanities into our lives. Over his relatively short time at DES, Jim has launched a thought-provoking environmental film series, the popular annual staff photography contest, and the gorgeous, DES Adopt-an-Area gardens. Jim has also become the unofficial coordinator and cheerleader of multiple DES food drives to collect and donate food items to the New Hampshire Food Bank. Through Jim's efforts, DES has collected approximately 17,000 food items for the Food Bank and other food kitchens in state.

This is just a glimpse of the spirit and leadership Jim evokes in every task on which he works. Congratulations, Jim, and thank you for enriching our lives. ■

### The latest environmental news is just a mouse-click away!

Now you can receive DES press releases, media advisories and notices of just-released newsletters via email.

**Subscribe at [www.des.nh.gov/enews](http://www.des.nh.gov/enews).**

(We will *never* share your contact information with anyone, and you can unsubscribe or change your settings at any time.)

**Join today!**

## DES staff recognized for service milestones

### 35 YEARS

David Chappell WD  
Carl Woodbury WMD

### 30 YEARS

John Chwasciak WMD  
Jody Connor WD  
Thomas Croteau WD  
John Duclos WMD  
Sheila Heath CO  
Pamela Matott CO  
Ralph Wickson WMD  
Sharon Yergeau CO

### 25 YEARS

Stephen Beyer CO  
Pamela "PJ" Brett CO  
Rick Chormann, Jr. CO  
Walter Henderson WD  
Scott Hilton WMD  
Gino Infascelli WD  
Kenneth Judkins WD  
Nelson Ordway WMD  
Rachel Rainey CO  
Wesley Ripple WD  
Richard Thayer WD  
Rebecca Towle CO

### 20 YEARS

Lorraine Aldo CO  
John "Jay" Baas III WD  
Stanislaw Bomba WD  
Kathleen Brockett ARD  
Carroll Brown, Jr. WMD  
Mary Ellen Clairmont WD  
Jennifer Day CO  
Marion Greenlaw CO  
Talcott Hubbard WMD  
George Lombardo WMD  
Real Mongeau WD  
Vincent Perelli CO  
Sharon Perkins WMD  
Linda Shaw CO  
Sonny Strickland ARD  
Eric Thomas WD

Joseph Tristaino ARD

### 15 YEARS

Sharon Crane ARD  
Valerie David ARD  
Barbara Davis WD  
Steven Dolloff WD  
Gail Fraser CO  
Deborah Loisselle WD  
Allyson Gourley WD  
Gary Lynn WMD  
Robin Mongeon WMD  
Michael Stanley WD  
Paul Susca WD  
Michael Wimsatt WMD

### 10 YEARS

Peter Ames WD  
Margaret Bastien ARD  
Patrick Bell WD  
Wendy Bonner WMD  
Andrew Cornwell WD  
Steven Couture WD  
Steven Croce WMD  
Melanie Doiron WMD  
James Gallagher, Jr. WD  
Dale Guinn WD  
Allisen Heath WMD  
Ana Ford Herrero WD  
Andrew Hoffman WMD  
Donna Jones WD  
Sarah Kirn WMD  
Scott Klose ARD  
Pierce Laskey-Rigrod WD  
Wendy Locke CO  
Diana Morgan WD  
Patricia North ARD  
Almorinda Samson CO  
Harding Schofield WMD  
Paula Scott CO  
Philip Trowbridge WD  
Jocelyn Weldon CO  
Wayne Wheeler WMD  
Matthew Wood WD

## Commissioner's Column

*continued from page 1*

The group formed the Customer Service Initiative for Interagency Review and Permitting (or "CSI" for short – not to be confused with the popular TV show). The CSI team has developed an integrated network of state agency contacts and processes to enable a high level of cooperation utilizing existing staff and resources. Through a "hub and spoke" communications network, it will be possible for a project proponent to call one state agency with a project proposal. The agency that receives the initial call will then promptly engage the CSI team, and bring to the table all of the relevant agencies and project representatives for a single meeting. Thus, the project only needs to be described once and the major state requirements can all be identified quickly and early in the process of planning, designing and permitting the project. All existing regulatory requirements will remain in place, but the providing of a more coordinated project review process will not only improve the permitting process experience of the applicant, but should also assist in achieving superior environmental outcomes.

The CSI team has identified several pilot projects for the coming months. These projects will involve significant interactions among, and deliverables from, multiple state agencies. Once an analysis of these pilot projects has been

completed, the CSI team will be better able to determine what worked and what did not, and to make continuous improvements to the process.

While the CSI initiative is still under development, I firmly believe that this new approach will improve how the state government conducts business, while at the same time helping to protect our environment and sustain our cherished quality of life. To learn more about the CSI initiative or to offer comments or ask questions, please feel free to reach out to Tim Drew, administrator of the DES Public Information and Permitting Unit, at (603) 271-3306.

Tom Burack, *Commissioner*



*A sunrise over Northwood. Photo by Anne Bailey, DES.*

## Little River Salt Marsh Restoration

This winter, the DES Coastal Program and Rockingham County Conservation District will complete restoration work at the Little River Salt Marsh in North Hampton. The goal of the project is to restore tidal flow to degraded portions of the salt marsh by excavating 2,000 linear feet of tidal channel. The Little River Salt Marsh lies between Little Boar's Head in North Hampton and a rocky headland just south of North Shore Road in Hampton.

"This project aims to lessen mosquito problems in certain areas of the marsh by enhancing existing or creating new tidal creeks," Coastal Program Restoration Coordinator Kevin Lucey said. Not only will this project help control mosquitoes in the area, it will also build on previous efforts to control common reed, an invasive plant in the marsh. ■



29 Hazen Drive; PO Box 95  
Concord, NH 03302-0095

PRSRT.STD  
U.S. Postage  
**PAID**  
Concord, NH  
Permit No. 1478

**OR CURRENT RESIDENT**