

## **ALPINE COUNTY CUPA STANDARD OPERATING PROCEDURE (SOP) #1 - RECORDS MAINTENANCE POLICY**

All records pertaining to Certified Unified Program Agency (CUPA) regulated businesses are to be kept in legal sized files. One file is to be maintained for each regulated business. The name of the business is to be labeled on the file tab. The files, including active and closed facilities, are to be kept in alphabetical order by the name of the business. Each file compartment is to retain records unique to a specific CUPA program element for which the business is regulated; one compartment is to house the facility's hazardous materials disclosure records, one compartment is to house the facility's hazardous waste generation records, with other compartments housing the facility's records for other CUPA program elements (if any), CUPA inspection reports, CUPA billing documents, and on-site remediation records. The inside front cover compartment of each file is to house each facility's activity log sheets. Each file compartment is to be separately labeled. In cases where files have become too voluminous to house any further records, a second or subsequent file for the same business may be created. These subsequent files are to be stored directly behind the original files in chronological order. Likewise, large bound volumes, such as quarterly groundwater monitoring reports or Risk Management Plans (RMPs), which cannot fit into the facility's CUPA file, are to be stored directly behind the CUPA files for the appropriate business. These bound volumes are to bear the name of the business on the cover.

Records for closed facilities will be transferred to an appropriate archival storage facility within the county, should file space in the Health and Human Services Agency's office become exhausted. Records for underground storage tanks removed from active CUPA facilities are voluminous and may be stored in separate files in the closed facility file section. Files for non-regulated sites that are under CUPA regulatory authority due to hazardous materials releases (emergency response sites) are stored separately from active and closed CUPA facility files. These files are to be stored chronologically by year of occurrence.

Documents included in all of the above-mentioned files are to be retained for least five years by state law. The record disposal method is shredding.

Requests from the public to review CUPA files are to be handled in accordance with federal and state right-to-know laws. Release of sensitive information, such as site maps for facilities, hazardous materials inventories containing designated trade secret information, names of complainants and informants, and records pertaining to ongoing, unabated inspection investigations and ongoing civil or criminal cases, are not to be released to the public and are to be appropriately masked or pulled from the file prior to the file being made available for public review. This information is to be made available to authorized representatives from other governmental agencies and emergency responders acting within the course of their job duties, upon presentation of adequate identification. Designated trade secret information may be released following due process as specified in the California Health and Safety Code.

Records documenting CUPA-related training for all Alpine County employees involved in the CUPA program are to be stored at the Health and Human Services Agency. All training records

are to be maintained for the duration of the individual's employment with the Alpine County Health Health and Human Services Agency. Contract employees from the State Department of Health Services' Local Public Health Services Section, who work for the Alpine County Health Health and Human Services Agency and perform administrative and inspectional functions including the CUPA program, are to be considered Alpine County employees for the purposes of this policy. Copies of employee training records are to be provided to the Secretary of the California Environmental Protection Agency (CalEPA), which administers the CUPA program, within 30 days of a written or verbal request. They are to be made available for onsite review to an authorized representative of this agency upon the presentation of adequate identification.

The data contained in the CUPA files for each regulated business is collected and maintained as required by the Unified Program Information Collection and Reporting Standard. The Alpine County CUPA uses required reporting forms for the collection of data maintained in these files.

## **ALPINE COUNTY CUPA STANDARD OPERATING PROCEDURE (SOP) #2- INSPECTION POLICY**

Routine Inspections of all existing Alpine County CUPA facilities permitted under the CUPA program will be conducted triennially, i.e. once every three years. Each facility will be inspected so as to determine regulatory compliance with all CUPA program elements that apply to the facility. An exception will be for facilities with underground storage tanks (USTs). These facilities will initially be inspected once annually by Alpine County CUPA personnel to certify the leak detection systems associated with the underground storage tank systems. The Alpine County CUPA is amenable to allowing these annual certification inspections to be performed by accredited third party tank certification companies (tank testers), provided that inspection reports documenting these inspections are provided to this office. Inspections to determine regulatory compliance with all other CUPA program elements that apply to a facility with underground storage tanks will continue to be performed by the Alpine County CUPA triennially.

Inspections to ascertain complaints pertaining to one or more CUPA program elements at a Alpine County facility will be conducted as soon as possible after this office receives the complaint. Usually, this will be within five (5) working days or sooner depending on the severity of the complaint. Inspections to ascertain complaints that allege an offsite release of a hazardous substance will usually be conducted within one (1) working day of this office's receipt of the complaint. In addition to the usual CUPA forms to be completed during a routine inspection, a complaint inspection will include a completed Alpine County Health and Human Services Request For Service form, and if applicable, a completed Governor's Office of Emergency Services (OES) Hazardous Materials Spill Report. A complaint inspection is to be focused on the area(s) of the facility that pertain(s) to the complaint. A complete CUPA inspection may be conducted in association with a complaint if the facility is unlicensed or if the facility is due for a routine triennial CUPA inspection within the fiscal year that the complaint is received.

Inspections to determine applicable CUPA program elements which apply to an unlicensed Alpine County facility suspected of storing hazardous materials on site will be conducted by the Alpine County CUPA on an as needed basis. Requests for inspections of new facilities where one or more CUPA program elements may apply, or existing CUPA facilities where there has been a change of ownership, are to be conducted by the Alpine County CUPA within ten (10) business days of this office receiving the request.

Facilities that are permitted for the Hazardous Materials and/or Hazardous Waste program elements but meet remote site hazardous materials reporting and/or remote waste site consolidation exemptions in state law will be inspected one time only, until or unless a significant change occurs (change of ownership, increase in hazardous materials inventory, potential change in remote status, complaint, release incident, etc.). These facilities are not required to submit recurring business plans and will not be charged recurring CUPA permit fees. They will, however, remain on our inventory of permitted facilities for statistical purposes.

## **ALPINE COUNTY CUPA STANDARD OPERATING PROCEDURE #3 – SITE SAFETY PLANNING**

The Alpine County CUPA performs periodic inspections of its permitted facilities to determine compliance with applicable state and federal laws, ascertain complaints, ascertain actual or potential release incidents, etc. In order to assure safety of our personnel, the following site safety procedure has been developed.

Inspections at many permitted facilities may not require that any personal protective equipment (PPE) be worn. At other facilities, PPE may be required for personnel and visitors. Alpine County CUPA inspectors shall carry in their cars at all times the standard PPE required at most moderate to heavy industry facilities – i.e. hard hat, steel-toed boots, safety glasses, ear protection and coveralls. The inspectors shall use their best professional judgment to decide whether or not to wear this equipment, but, if instructed to do so by the operators of the facility being inspected, they shall always put on what is required.

For higher risk situations, such as chemical processing/manufacturing facilities, where there is a potential or actual release incident, or when sampling of a hazardous material or hazardous waste stream is required, the inspector shall wear protective plastic gloves and plastic suit with booties and hood.

The Alpine County CUPA staff are not permitted or authorized to use additional PPE, such as respirators, a self-contained breathing apparatus (SCBA), or sensitive testing equipment such as a TLV Sniffer. The Alpine County CUPA does not have the training or authorization to be a hazardous materials incident emergency response agency. If an incident requiring such emergency response occurs, an appropriate agency or private contractor is to be dispatched to the incident. Alpine County CUPA inspectors may be required to be on scene at such an incident, but are expected to remain outside the “hot” zone at all times.

## **ALPINE COUNTY CUPA STANDARD OPERATING PROCEDURE (SOP) #4 – ENFORCEMENT POLICY**

The Alpine County CUPA's basic activities include the inspection of permitted and un-permitted facilities to determine their compliance with applicable laws found in state and federal code and enforced under the CUPA program. Inspections may be routine compliance, in response to a complaint, in response to a request from the facility management, in response to a major change (new ownership, increase in number of program elements), an initial inspection to determine number of applicable program elements, or in response to an emergency (the actual or threatened release of a hazardous substance into the environment).

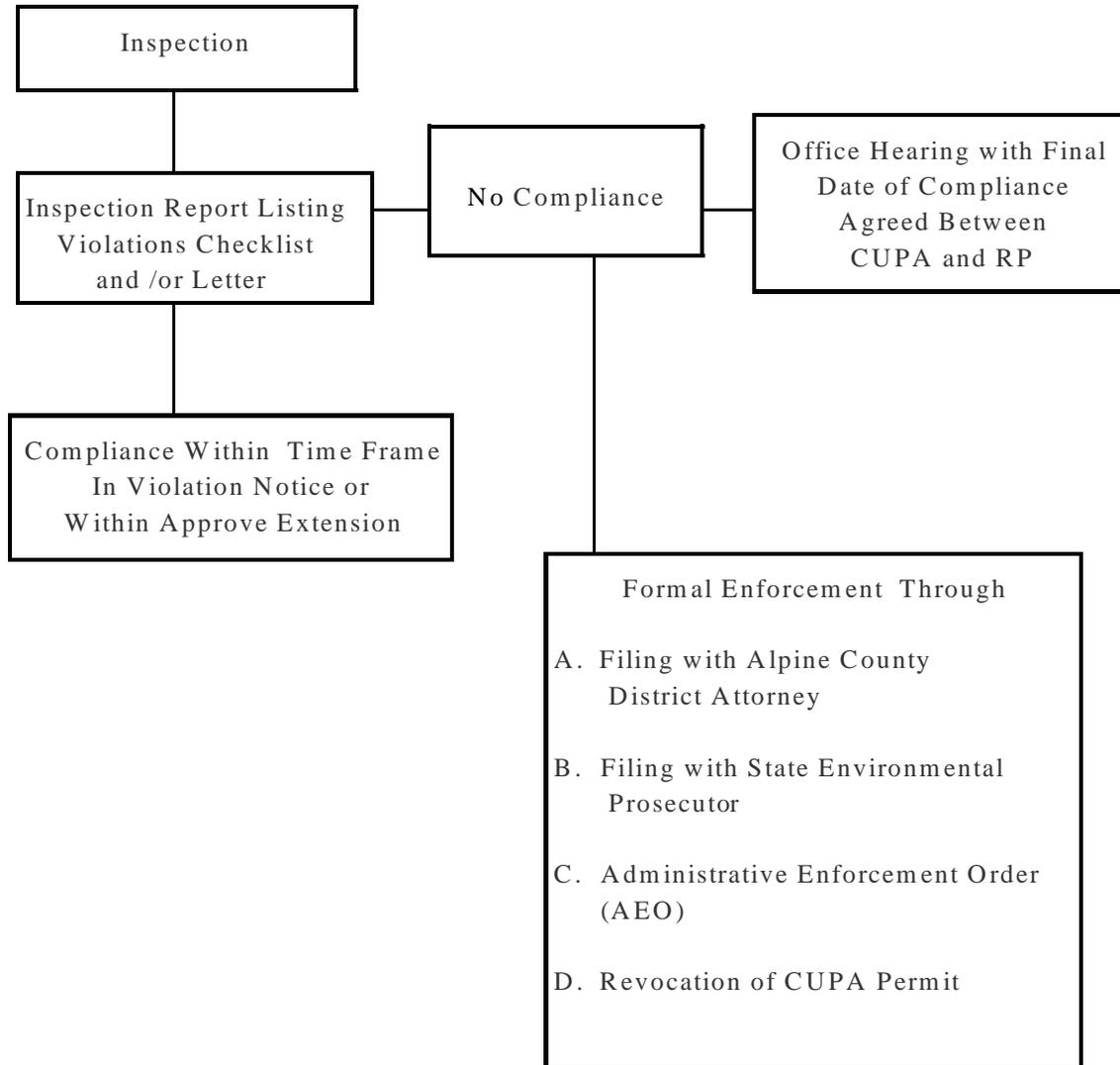
Upon completion of a facility inspection, a written report summarizing the findings of the inspection is prepared and issued to the responsible party in charge of the facility. The report may be written by the inspector in the field, utilizing a notice of violation and order to comply checklist (for minor violations), and/or it may be a narrative letter written at the Alpine County CUPA office after the inspection, summarizing the inspector's findings, including violations observed, during the inspection. Whichever method is used, an amount of time is given to the facility operator to correct the violations observed. This amount of time is usually thirty days following the date of the inspection report, although it may be shorter, depending upon whether the violations are Class I, Class II or minor, and upon the severity or threat to the environment. In hazardous materials/hazardous waste release incidents, the correction date may be "immediately".

Should the facility fail to come into compliance following the expiration of the allotted correction time, and the facility operator fail to reach an agreement with the CUPA inspector, then the CUPA inspector and their supervisor shall determine the appropriate enforcement action to be initiated. The type of enforcement will depend upon the severity of the violation, plus the facility's previous compliance history. Usually, an office hearing is held as the initial phase of enforcement, in which the facility operator is asked to explain why compliance has not been obtained. A compliance schedule agreed to by the facility operator and the Alpine County CUPA is then established. The office hearing may be waived for Class I violations or for an unsatisfactory compliance history.

Further enforcement options available to the Alpine County CUPA include referral to the Alpine County District Attorney's Office for civil or criminal prosecution; referral to a state environmental prosecutor, or by the issuance of administrative enforcement orders (AEOs). The revocation of a Alpine County CUPA Permit-to-Operate is another option for UST facilities. The decision on which enforcement option to choose will be made by the Alpine County CUPA program lead-person and his/her supervisor based on previous enforcement history in the county, the severity of the violation, the facility's previous compliance history, and the likelihood or lack thereof of the matter being successfully prosecuted in a court of law. Should prosecution in court be an option, preparation of a case summary (statement of facts) and a District Attorney (DA) case referral checklist will be developed using Alpine County standardized format. In all enforcement actions, thorough documentation of inspection and compliance efforts, collection of any evidence, and interpretation of any laboratory analytical data from samples taken, will occur.

A tracking chart (flowchart) of potential enforcement action sequence has been developed and is attached to this standard operating procedure.

## ALPINE COUNTY CUPA ENFORCEMENT CHART





## **ALPINE COUNTY CUPA STANDARD OPERATING PROCEDURE (SOP) #5 DOCUMENT REQUEST AND REVIEW FROM THE PUBLIC, GOVERNMENT AND EMERGENCY RESPONDERS**

Procedures for handling requests to review and receive copies of documents are referenced in the Alpine County CUPA's Standard Operating Procedure (SOP) #1 – Records Maintenance Policy. The section of this policy that applies to the above-mentioned subject matter is excerpted in the paragraph below.

“Requests from the public to review CUPA files are to be handled in accordance with federal and state right-to-know laws. Release of sensitive information, such as site maps for facilities (precluded from release under federal and state EPCRA provisions), hazardous materials inventories containing designated trade secret information, names of complainants and informants, and records pertaining to ongoing, unabated inspection investigations (where items in notices of violation and orders to comply have not been corrected) and ongoing civil or criminal (enforcement) cases, are not to be released to the public and are to be appropriately masked or pulled from the file prior to the file being made available for public review. This information is to be made available to authorized representatives from other governmental agencies and emergency responders acting within the course of their job duties, upon presentation of adequate identification. Designated trade secret information may be released following due process as specified in the California Health and Safety Code.”

The standard Alpine County fee of \$0.27 per page per County Ordinance 549-85, to copy documents will be assessed to members of the public who request copies of information in the CUPA files. No such charge will be assessed representatives from other governmental agencies and emergency responders, when they are acting within the course of their job duties.

Public advertisement that records are available to review will only pertain to the files of facilities with regulated substances (RS), for which the California Accidental Release Prevention Plan/Risk Management Program (CalARP/RMP) CUPA program element applies.

Alpine County CUPA program support (clerical) staff will be trained on how to respond to requests to receive and review documents, in accordance with this standard operating procedure.

## **ALPINE COUNTY CUPA STANDARD OPERATING PROCEDURE (SOP) #6- BUSINESS REPORTING**

This Standard operating procedure covers the receipt and processing of reports that are periodically received from permitted businesses, in association with one or more elements of the CUPA program.

The most common type of reporting involves the submission of business plans as part of the Hazardous Materials Management Plan/Hazardous Materials Release Response Plan (HMMP/HMRRP). Businesses that have recently been licensed under the CUPA program are to complete Alpine County CUPA Certified Permit Packages (CPPs) that include a business plan. The hazardous materials inventory portion of the business plan is to be resubmitted by March 1 of every subsequent year. The balance of the business plan is to be resubmitted by March 1 of every third year. In an effort to reduce the amount of repetitive paperwork coming through this office, the Alpine County CUPA has developed an annual hazardous materials inventory certification form, to be mailed to businesses that are permitted under the HMMP/HMRRP program element and at the end of each subsequent year. The form, to be signed and returned to this office by March 1 of each following year, will declare that either: A. the hazardous materials inventory for this business is the same as the previous year; B. the inventory is the same minus the complete deletion of specified chemical(s); C. the inventory is the same except for the following stated changes in maximum storage volumes of specified chemical(s); D. the inventory is the same except for the addition of specified chemical(s) (for item D., Governor's Office of Emergency Services Hazardous Materials Inventory-Chemical Description Form 2731s are to be completed for each new chemical on site). On the same certification form, changed and unchanged narrative portions of the business plan, California Annotated Site Map, and Business Owner-Operator Identification Form can also be indicated, and returned to this office.

The reporting of the closure of a facility, permitted under the tiered permitting program element is not currently an issue of concern for the Alpine County CUPA, because there are currently no tiered permitting facilities within the County. Should such a facility be licensed in this county under this CUPA program element, the Alpine County CUPA is to be notified of the treatment unit's closure. This closure notification is to be received at least 15 days prior to completion of closure for any treatment unit falling under the PBR tier.

Contingency plan activation reporting is to be provided by any facility that is permitted under the hazardous waste generation CUPA program element, but not the HMMP/HMRRP program element. Such a facility would generate hazardous waste, but there would never be stored more than 55 gallons, 500 pounds or 200 cubic feet of any hazardous substance at the business site. A contingency plan (encompassing some but not all of the HMMP/HMRRP business plan's non-chemical inventory narrative) is to be prepared and submitted to the CUPA for such a facility, and revised once every three years. This is also currently not an issue for the Alpine County CUPA, as no facility has currently been licensed for the hazardous waste generator CUPA program element only.

The release of reportable quantities of hazardous materials is to be reported to the Alpine County CUPA by the responsible facility. The release notifications should be on the Governor's Office of Emergency Services (OES) Hazardous Materials Spill Report forms, and Proposition 65 Notification forms, if applicable. These forms will be placed in the responsible facility's CUPA file. Should the release not be associated with a business licensed under the CUPA program (such as an incident pertaining to a highway spill), the OES Hazardous Materials Spill Report (and Proposition 65 Notification, if applicable) will be placed in the emergency response files.

Other recurring reporting, required by CUPA-regulated businesses, which is received by this office, includes biennial recyclable materials reports for facilities treating recyclable hazardous wastes on site, Remote Waste Consolidation Site Annual Notification forms (for licensed hazardous waste generation facilities which receive, store and dispose hazardous waste generated at remotely located sites under the same ownership), Spill Prevention Control and Countermeasure (SPCC) plans for facilities permitted under the Aboveground Petroleum Storage Tank (AST) CUPA program element, Risk Management Plans (RMPs) for businesses permitted under the California Accidental Release Plan (CalARP) CUPA program element, and Quarterly Groundwater Monitoring Reports. SPCCs are requested but not required of AST facilities by the Alpine County CUPA, because the review and approval of these plans, which are to be reviewed and revised if needed every three years, is the responsibility of the local Regional Water Quality Control Board (RWQCB). The RMPs are to be revised and provided to the Alpine County CUPA once every five years. Quarterly Groundwater Monitoring Reports are received and maintained by the Alpine County CUPA, usually in association with an active CUPA-permitted facility, on which site there is groundwater contamination, usually due to a removed underground storage tank (UST) or tanks, which was/were found to be leaking. As with the SPCCs, these reports are required to be received by the RWQCBs only.

## **ALPINE COUNTY CUPA STANDARD OPERATING PROCEDURE (SOP) #7 – TIERED PERMITTING NOTIFICATION AND AUTHORIZATION**

This standard operating procedure covers the review of an application required for any facility that would be permitted under the Tiered Permitting program element, and the authorization of such a facility to commence treating hazardous waste on site under the appropriate tier. Currently, there are no facilities in Alpine County that are permitted under this program element. The only permitted tiered permitting facility in operation in this county during the existence of the CUPA program was a facility where silver was recovered under the Conditionally Exempt – Specified Waste-stream (CESW) tier. The silver recovery treatment process was de-regulated from tiered permitting licensing requirements by state legislation passed in 1998 and enacted January 1, 1999. This facility, therefore, ceased to be regulated under this CUPA program element.

The approval of any facility which will operate under the tiered permitting program element in Alpine County will include the submission of an Onsite Hazardous Waste Treatment Notification Form, an Onsite Hazardous Waste Treatment Notification Unit Page, and an Onsite Tiered Permitting Page pertaining to the specific tier (CESQT, CESW, CEL, CA, PBR) under which the proposed treatment process is regulated, and a plot plan or map showing the location of the proposed treatment unit. The CUPA, within forty-five (45) calendar days of receipt of a notification submitted pursuant to Title 27, CCR, Section 67450.2(b)(2), shall acknowledge, in writing, receipt of the notification. The CUPA shall, in conjunction with the acknowledgment, authorize operation of the fixed treatment unit subject to the requirements and conditions specified in Sections 67450.3, 67450.7 and 67450.9(b) and 67450.9(c), deny authorization to operate under a permit by rule pursuant to Section 67450.9(a), or notify the owner or operator that the notification is incomplete or inaccurate. If the notification is incomplete or inaccurate, the CUPA shall specify what additional information or correction is needed. The CUPA shall authorize or deny authorization to operate as specified in this subsection within forty-five (45) days of receipt of the requested information or corrected notification. The CUPA shall reject the notification of any owner or operator who fails to provide the information or correction requested in the acknowledgement within ten (10) days of receipt of the acknowledgment. Upon good cause shown by the owner or operator, the CUPA shall grant the owner or operator additional time to provide the information or correction requested. An owner or operator whose notification is rejected may submit a new initial notification to the CUPA.

An inspection of the facility by the Alpine County CUPA, including the treatment process, will take place, to determine whether the treatment process correctly falls under the tier specified in the application. Facilities whose treatment units fall under the CA (conditionally authorized) and PBR (permit by rule) tiers are to provide financial assurance documents pertaining to the treatment unit closure. A Phase 1 Environmental Assessment Checklist shall be submitted within one year of initial authorization, using DTSC Form 1151. Facilities whose treatment units fall under the PBR tier are to maintain a written closure plan on site.

Upon authorization to operate, the operator of any facility permitted under tiered permitting shall maintain records of waste treated, maintenance records, periodic lab analysis of pretreated and post-treated wastes.

**ALPINE COUNTY CUPA STANDARD OPERATING PROCEDURE (SOP) #8  
PUBLIC INPUT TO SET FEE SCHEDULE**

Fee schedules for the recurring annual CUPA program fees in this county are set according to an existing procedure in the state government code, which covers the policy for setting all other recurring local fees in this county. This procedure requires proposed fees to be presented to the County Board of Supervisors at a public hearing, wherein the public is allowed to comment on the proposed fees prior to their being submitted for a vote by the Board. A public notice, advising of the public hearing and proposed fee agenda, is to be placed according to procedures outlined in the state government code. Fees were last updated on September 1, 2009.

**ALPINE COUNTY CUPA STANDARD OPERATING PROCEDURE (SOP) #9  
TRAINING PLAN**

Alpine County supports training of CUPA staff on an annual basis. At a minimum, CUPA staff attends the annual CUPA Conference, and may attend CUPA-related training that is offered through a state agency. A record documenting the training of the Alpine County CUPA staff is maintained and updated as needed.

## **ALPINE COUNTY CUPA STANDARD OPERATING PROCEDURE (SOP) # 10 TRACKING OF SCHEDULED AND COMPLETED INSPECTIONS**

This procedure covers the tracking of routine CUPA program inspections. The Alpine County CUPA maintains an up-to-date inventory database on ENVISION of permitted businesses under the CUPA program, by CUPA program element. The date of the last CUPA inspection of each facility can be added to the database. Inspection frequency for all program elements is once every three years, with the exception of the leak detection system certifications for the Underground Storage Tank CUPA program element, which are to occur annually, and the exemptions from triennial inspection for facilities that meet either the remote hazardous materials site (remote, unmanned, secured facilities where minimal levels of reportable hazardous materials requiring HMMP/HMRRP disclosure are stored) and/or remote hazardous waste generation satellite site (sites where all generated hazardous waste is transported to a larger site under the same ownership for further storage and disposal) definitions. These remote facilities are to be inspected once and thereafter not inspected, unless changes in ownership, operation, inventory and/or remote site status occur, a complaint is received, or a release incident occurs. The CUPA facility inventory database can identify facilities that were last inspected three years ago, and mark them as facilities to be inspected sometime during the existing fiscal year. A copy of the current Alpine County CUPA facility inventory database is maintained in the Alpine County Health and Human Services Agency.

## **ALPINE COUNTY CUPA STANDARD OPERATING PROCEDURE (SOP) # 11 PHYSICIAN DISCLOSURE CLAUSE**

This is a procedure for disclosing confidential information to a physician where the physician certifies in writing to the Alpine County CUPA that the information is necessary for the medical treatment of the physician's patient. The Alpine County CUPA will comply with the following physician disclosure requirements.

### **HSC, Chapter 6.95, Section 25511 (d) (CalEPA)**

**25511.** (a) If a business believes that the inventory required by this chapter involves the release of a trade secret, the business shall nevertheless make the disclosure to the administering agency, and shall notify the administering agency in writing of that belief on the inventory form. As used in this chapter "trade secret" has the meanings given to it by Section 6254.7 of the Government **Code** and Section 1060 of the Evidence **Code**.

(b) Subject to this section, the administering agency shall protect from disclosure any trade secret designated as such by the handler.

(c) Upon receipt of a request for the release of information to the public which includes information which the handler has notified the administering agency is a trade secret pursuant to subdivision (a), the administering agency shall notify the handler in writing of the request by certified mail, return receipt requested. The administering agency shall release the information to the public, but not earlier than 30 days after the date of mailing the notice of the request for information, unless, prior to the expiration of the 30-day period, the handler files an action in an appropriate court for a declaratory judgment that the information is subject to protection under subdivision (b) or for an injunction prohibiting disclosure of the information to the public and promptly notifies the administering agency of that action. This section does not permit a handler to refuse to disclose the information required pursuant to this chapter to the administering agency.

(d) Any information which is confidential pursuant to this section shall not be disclosed to anyone except the following:

(1) An officer or employee of the county or city, the state, or the United States, in connection with the official duties of that officer or employee under any law for the protection of health, or to contractors with the county or city and their employees if, in the opinion of the administering agency, disclosure is necessary and required for the satisfactory performance of a contract, for performance of work, or to protect the health and **safety** of the employees of the contractor.

(2) Any physician where the physician certifies in writing to the administering agency that the information is necessary to the medical treatment of the physician's patient.

(e) For purposes of this section, fire and emergency rescue personnel and county health personnel operating within the jurisdiction of the county or city shall be considered employees of the county or city, as the case may be.

(f) Any physician who, by virtue of having obtained possession of,

or access to, confidential information, and who, knowing that disclosure of the information to the general public is prohibited by this section, knowingly and willfully discloses the information in any manner to any person not entitled to receive it, is guilty of a misdemeanor.

(g) Any officer or employee of the county or city or former officer or employee who, by virtue of that employment or official position, has possession of, or has access to, confidential information, and who, knowing that disclosure of the information to the general public is prohibited by this section, knowingly and willfully discloses the information in any manner to any person not entitled to receive it, is guilty of a misdemeanor. Any contractor with the county or city and any employee of the contractor, who has been furnished information as authorized by this section, shall be considered an employee of the county or city for purposes of this section.

(h) Information certified by appropriate officials of the United States as necessary to be kept secret for national defense purposes shall be accorded the full protections against disclosure as specified by those officials or in accordance with the laws of the United States.

## **ALPINE COUNTY CUPA STANDARD OPERATING PROCEDURE (SOP) # 12 Cal-ARP PROGRAM DISPUTE RESOLUTION PROCESS**

The Cal-ARP regulations Section 270.1 found in CCR Title 19, Division 2, Chapter 4.5 requires the Administering Agency (Alpine County Environmental Health) to establish a dispute resolution process in order to solve disputes that may arise between the owner and operator of a stationary source and the AA. The following procedures have been developed to meet this regulatory requirement:

- The owner or operator of a stationary source may initiate the dispute resolution process at any time by service the AA with a written notice of a dispute.
- The Director of Environmental Health Services will be the primary employee within the AA to review and resolve disputes that may arise. Any written notices of dispute will be forwarded to the EH Director for review and follow-up.
- Within 2 weeks after receiving the written notice of dispute, the EH Director will review the dispute and may contact, either by phone or mail, the person(s) who filed the dispute notice to request additional supporting materials. At this time, an informal office meeting may be scheduled with the owner/operator to discuss the dispute and attempt to negotiate an acceptable solution.
- Within 120 days, of the receiving the written notice of dispute, the EH Director will render a written decision detailing the facts of the dispute and its final resolution. The written decision will be sent to the owner/operator of the stationary source and a copy maintain in the CalARP office file.
- The written notice of decision will contain a section to notify the owner/operator of the right to appeal the decision of the AA to the Director of OES and the procedures for doing so as detailed in Section 2780.1 (b).

If the dispute is in regards to program or service fees, the fee dispute resolution process as detailed in the original Alpine County CUPA application may be initiated to resolve the dispute.