



IDEM Billing and Collections Announcement

A Note from the Branch Chief

Greetings! The start of 2022 brings a few new changes at the Indiana Department of Environmental Management (IDEM). Governor Eric Holcomb appointed Brian Rockensuess as IDEM's new commissioner on Dec. 10, 2021, after Commissioner Bruno Pigott resigned to accept a position with the United States Environmental Protection Agency (U.S. EPA). Commissioner Rockensuess, who served as the IDEM Chief of Staff for the last five years, has worked with IDEM since 2013. During this time, he oversaw IDEM's modernization efforts and has guided the agency's legislative priorities, budget, and communications.

Also, here in our Remediation Services Branch, we welcomed Nilia Moberly Green as our new Technical Environmental Specialist. Nilia comes to us from the OLQ Special Projects Group, managing cross-program projects and coordinating the development of OLQ's dry cleaner and laundry database.

*Kevin Davis,
Remediation Services Branch Chief*

IDEM's Office of Land Quality (OLQ) is revamping and improving our billing and collections process. OLQ conducted process improvement workshops which involved an in-depth analysis of our current process and a subsequent redesign. Our overall goal is to make our billing process faster, more transparent, and responsive to customer needs. We are phasing in several changes in 2022 that we anticipate will produce a big impact:

- Invoices will be redesigned to be clear and informative to determine the work more easily for which parties are being billed and identify outstanding balances.
- Invoices will be emailed to a single designated party. Duplicate invoices (courtesy copies) will no longer be sent to third parties. Utilization of email will reduce mailing expenses and expedite delivery. Having a single billing recipient will simplify invoice creation and delivery.
- Individual invoices are to be paid by a single party. Currently, IDEM accepts payments from multiple parties on single invoices. These divisions of payment result in a considerable amount of processing time by IDEM Accounting and frequently results in under or over-payment of invoices leading to unpaid balances and/or credits. Single party payment will allow for faster processing and decrease the instances of incorrect payment amounts.
- Pursuant to IC 24-4.6-1, an 8% interest late fee on Remediation Services Branch (RSB) invoices will be applied. All OLQ balances that are at least 60 days overdue will be referred to a collection agency. Collections fees will be applied to the invoice amount.
- Net terms on all invoices will be 30 days unless a pre-assigned payment timeframe is already in place.
- The Agency is expanding its accounting capacity by hiring staff dedicated to OLQ's billing. Having dedicated OLQ accounting staff will allow us to be consistent and timely with the issuance of invoices and provide a single contact for OLQ billing questions.
- OLQ will develop a portal for customers to update their contact information. In the interim, RSB requests that responsible parties/applicants provide the assigned State Cleanup and Voluntary Remediation Program (VRP) project managers an email address for the designate billing recipient.

By implementing these changes, OLQ anticipates an improved billing process for both IDEM and our customers. In 2022, Emergency Response and the Petroleum Remediation Branch will also begin cost recovery invoicing for spill responses and oversight of petroleum releases from all sources other than regulated underground storage tanks, respectively.

Should you have questions regarding invoices, please contact Robin Champion at (317) 233-2394 or via email at rchampio@idem.in.gov. Please direct inquiries about the billing and collection process changes to Nilia Moberly Green, at (317) 234-0433 or via email at nmoberly@idem.in.gov.

IDEM Field Oversight and Data Quality

As a reminder, the Remediation Services Branch (RSB) requires consultants to provide a schedule and at least two weeks advance notice of field samplings. RSB's field oversight presence is to ensure site investigation and remediation data quality objectives are being met through consistent implementation of appropriate field sampling procedures.

For IDEM project managers to effectively plan and prioritize oversight needs and conduct audits, it is

critical that consultants maintain communication and inform IDEM project managers when they will be conducting field activities.

State Cleanup Reminders:

The State Cleanup Program would also like to remind consultants that in addition to submitting reports to the State Cleanup e-Submission Portal, all sampling results are required to be submitted to the IDEM sample database (SampDB) at olqdata@idem.IN.gov in accordance with the [Electronic Data File Submittal Guidelines](#).

DID YOU KNOW?

New Annual Report Form

IDEM's OLQ, Remediation Services Branch (RSB) is requesting submittal of Annual Reports on all active Voluntary Remediation Program (VRP) and State Cleanup Program sites. Annual Reports must be submitted to the programs through their respective e-Submission Portal by Jan. 31 of each year until the site achieves closure from IDEM.

To facilitate efficient submittal of the information, RSB developed a streamlined [state form](#) to be utilized for both the VRP and State Cleanup Program sites. The form focuses on providing current information on project completion status, contaminant risk exposure issues, work implemented in the prior year, schedule for implementation of activities in the current year, and administrative record documents submitted to IDEM.

For the VRP, this Annual Report form satisfies Indiana Code (IC) 13-25-5-15, for making regular reports to the commissioner concerning the remediation. The Annual Report also satisfies Progress Reports (Paragraph

20), of the current Voluntary Remediation Agreement (VRA). Progress reports help assure IDEM and the public that investigation and remediation work is progressing in line with the schedule provided in the VRA and the approved Remediation Work Plan (RWP), and completion of the project can be reasonably assured on the scheduled date. If IDEM determines that the Applicant has not made good faith efforts to execute the VRA or fails to maintain the schedule in the Remediation Work Plan, VRP can withdraw from the agreement and terminate the project.

For the State Cleanup Program, this Annual Report satisfies the requirement for annual reporting of project progress under the Scope of Work (SOW), contained in the Notice of Liability and Information Request letter. Be advised that the Annual Report does not take

HELLOS and GOODBYES

Please welcome the new Branch Chief for Science Services, Susan McKinley! After graduating from Purdue University with Chemistry and Civil Engineering degrees, Susan started at IDEM in 2005 in the Office of Land Quality working with the Science Service Branch, Engineering Section and has served as the Risk Services Section Chief since 2017.

the place of other work plans and reports, which are required per the SOW, contained in the NL Letter, and which are necessary to document the completion of site characterization and implementation of remedial actions under IC 13-25-4-9(a) and IC 13-24-1-2. Annual reports are needed until the site achieves closure via receipt of a Covenant Not to Sue from VRP or No Further Action letter from the State Cleanup Program.

Information submitted is for project activities conducted in the prior calendar year, and future activities proposed in the year submitted. The due date for the Annual Report form is January 31 of each year until site closure is achieved.

The RSB Annual Report form, State Form #57108, can be found online at [IDEM: IDEM Agency Forms \(in.gov\)](#)