



# INDIANA DEPARTMENT OF ENVIRONMENTAL MANAGEMENT

*We Protect Hoosiers and Our Environment.*

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**Eric J. Holcomb**  
*Governor*

**Bruno L. Pigott**  
*Commissioner*

November 8, 2021

Re: Improving IDEM OLQ Billing and Collections Process

Dear IDEM OLQ Customers:

Recently the Indiana Department of Environment's (IDEM's) Office of Land Quality (OLQ) sent correspondence introducing upcoming improvements to our billing and collections process to address internal and external concerns. Providing invoices faster and on a standardized cycle were identified as improvement goals.

We classified the following changes as easy to implement and will produce a big impact. The following "quick wins" will be effective as of the date of this correspondence:

1. OLQ will discontinue sending invoice courtesy copies. This will allow for faster delivery of invoices, and
2. Net terms on all invoices will be 30 days unless you have a pre-assigned payment timeframe already in place.

These changes are just the beginning of the improvements planned for the billing and collections process. Other improvements are more involved and will take longer to implement, but we do anticipate a much improved invoicing and payment process in 2022. We thank you in advance for your cooperation in helping us get there.

Should you have questions, please contact me at (317) 234-0337 or via email at [pdorsey@idem.IN.gov](mailto:pdorsey@idem.IN.gov). Thank you.

Sincerely,

Peggy Dorsey  
Assistant Commissioner  
Office of Land Quality