



INDIANA DEPARTMENT OF ENVIRONMENTAL MANAGEMENT

We Protect Hoosiers and Our Environment.

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Eric J. Holcomb
Governor

Brian C. Rockensuess
Commissioner

OLQ Billing and Collections Announcement

The 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 more easily determine the work for which you are being billed and identify outstanding balances.
- Invoices will be emailed to a single designated party. Duplicate invoices (i.e. 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 you have a pre-assigned payment timeframe 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, please provide an email address for the designate billing recipient to the assigned State Cleanup and Voluntary Remediation Program (VRP) project manager.**

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 billing and collection process changes to Nilia Moberly Green, available at (317) 234-0433 or via email at nmoberly@idem.in.gov.

By implementing these changes, OLQ anticipates an improved billing process for both IDEM and our customers.