

Process for Returning Technically Incomplete Applications

1. EE/ES receives application.
2. EE/ES reviews application for technical completeness using Technical Completeness Checklist within 7 days of receipt.
3. If application is incomplete, EE/ES contacts facility by telephone to discuss the information that is missing and follows up with an e-mail with a read receipt to document the phone call. The facility has 7 days to provide the missing information.
4. If the information is not received within 7 days, the EE/ES will send a registered letter requesting the information within 14 days and describing that if the information is not submitted within 14 days the application will be returned and the application fee will be retained.
5. If the information is not received within 14 days, the PMI will send a registered letter returning the application.

E-Mail Template to Describe Missing Information

Dear <insert facility contact>,

As we discussed by telephone on <insert date>, the application your facility submitted on <insert date> for <describe what the application is for> is technically incomplete. The following information is required to process your application:

1. <Provide a list of the missing information>
2. <next item>

Please submit this information by <insert date, 7 days from the date the e-mail is sent>. Please note that if this information is not submitted in a timely fashion, issuance of your permit will be significantly delayed and your application may be returned. Please contact me if you have any questions.

Sincerely,
EE/ES

Letter Template to Discuss Missing Information

Date

Company Name
Street Address
City, State ZIP CODE

Registered # XXXX XXXX XXXX XXXX
Return Receipt Requested

Attention: <Responsible Official or Environmental Coordinator>
<Contact Title>

Subject: Technically Incomplete Application

Dear Mr./Ms. XXXXX:

As we discussed by telephone on <insert date>, the application your facility submitted on <insert date> for <describe what the application is for> is technically incomplete. The following information, which is required to process your application, was not included:

1. <Provide a list of the missing information>
2. <next item>

As the e-mail I sent on <insert date> indicated, failure to submit this information in a timely fashion has resulted in significant delays to issuance of your permit and may result in your application being returned. If the information listed above is not submitted by <insert date, 14 days from the date of the letter>, the Department will return your application. Please note that if your application is returned, the application fee you submitted will be retained. When a complete application is re-submitted, it will begin at the end of those applications in the queue.

Please contact me at <insert number> with any questions or concerns.

Sincerely,

Environmental Engineer/Environmental Scientist
Engineering & Compliance Branch

Template to Return Technically Incomplete Application

Date

Company Name
Street Address
City, State ZIP CODE

Registered # XXXX XXXX XXXX XXXX
Return Receipt Requested

Attention: <Responsible Official or Environmental Coordinator>
<Contact Title>

Subject: Technically Incomplete Application

Dear Mr./Ms. XXXX:

The application your facility submitted on <insert date> for <describe what the application is for> is technically incomplete. The following information, which is required to process your application, was not included:

1. <Provide a list of the missing information>
2. <next item>

The Department contacted you by telephone on <insert date>, by e-mail on <insert date>, and by letter on <insert date> to request the missing information. To date, the information has not been submitted. This information was required to be submitted by <insert second date>.

The Department is unable to process your application without the information listed above. Your incomplete application is being returned so that you may submit a complete application. Please contact <insert EE/ES name> at <insert number> if you have any questions or concerns.

Sincerely,

Program Manager I
Program Manager
Engineering & Compliance Branch