

## Managing the Process

*ADEQ protects, enhances, and restores the environment for the well-being of all Arkansans*

### Playing Your Part

You are both a supervisor and a customer when managing a site assessment or cleanup. As a supervisor, you need to know how to get the best cleanup for your money. You can find this out by studying [APC&EC Regulation 12](#) to make sure you abide by the state's laws about cleaning up leaks from regulated storage tanks.



An ADEQ geologist prepares to sample a monitoring well at a Pulaski County service station where gasoline leaked from an underground storage tank.

The Arkansas Department of Environmental Quality (ADEQ) manages the Arkansas Petroleum Storage Tank Trust Fund, which helps tank owners pay for cleaning up tank leaks. Contact ADEQ's Regulated Storage Tanks (RST) Division at 501-682-0999 to see if you're eligible to receive these funds and to learn about other requirements (for example, invoices).

As the supervisor, you manage the contractor; don't let the contractor manage you. Your contractors should have demonstrated their

understanding of state regulations during the bidding process. But by knowing the regulations yourself, you can ensure that your cleanup will meet state standards and increase your chances of reimbursement from the trust fund. You can help yourself even more by reminding the contractor to stick to the scope of work and by inspecting the site while work is being done as often as possible.

As a customer, you can expect work to be completed for the agreed upon price or some reasonable approximation of that price. Pay more attention to what's being done than to the rates being charged. Paying high rates for necessary work is more valuable than paying low rates for unnecessary work.

Keep an eye on tasks that contractors tend to overdo. Check with the RST Division to see if they limit the following activities:

- Excavating and hauling soil
- Sending soil and water samples to the lab for testing

### ADEQ contacts

Wanda Paes, Trust Fund Administrator  
501-682-0981  
[paes@adeq.state.ar.us](mailto:paes@adeq.state.ar.us)

Joe Hoover, Chief, Regulated Storage Tanks Division  
501-682-0999  
[hoover@adeq.state.ar.us](mailto:hoover@adeq.state.ar.us)

ADEQ Helpline

501-682-0923

### Controlling Costs

As a supervisor and as a customer, you are responsible for keeping costs in line. When weighing the numbers:



**Know** what the trust fund will or will not pay for. Question the contractor on the need to perform certain tasks and on the prices for tasks.

**Check** with ADEQ to see if it has a schedule of reasonable rates for standard site assessment and cleanup procedures.

**Require** contractors to get your written permission to perform tasks not included in the scope of work.

**Scrutinize** your bill with your contractor. Make sure everything is justified.

**Visit** the site regularly and question the need for on-site personnel and equipment, especially if they are not working. Make some unannounced visits.

**Investigate** new methods of treating soil on-site as opposed to hauling soil off-site for

treatment or disposal. Contact the RST Division for requirements about this.

**Account for** all costs and services and get dates on all invoices. The state trust fund administrator may need dated forms and invoices to process your request for payment.



**Scrutinize** your bill with your contractor. Compare the prices for projected work to the charges for completed work; make sure everything is justified.

**Make sure** expensive senior staff aren't doing work that less experienced staff could perform, such as soil sampling. Ensure that staff with the necessary skills are carrying out the work.

### Documentation

Ask the contractor to keep a daily log of activities that can be inspected upon request. This protects you from being overcharged, and it provides information for ADEQ

should questions arise about your claims for payment.

Require invoices on a regular basis. Sit down with your contractor and go over the first invoice to make sure you both understand what is required. Feel free to ask your contractor to justify questionable charges. The need for good detailed invoices can't be overstated.



**Remember**—The sooner a leak is cleaned up, the better. The longer you wait, the more the damage will spread and the more the cleanup will cost.



### ADEQ: What We Do

The Department of Environmental Quality is an agency of the state of Arkansas. We are headquartered in North Little Rock and have offices and inspectors throughout the state.

Our regulatory programs for air, water, solid waste, hazardous waste, regulated storage tanks and mining help protect Arkansas's environment. We issue operating permits for businesses and farms and monitor for compliance.

We also manage programs to assist businesses, educators, and the public with regulatory, recycling and other issues. ADEQ offers loans and tax credits for environmental improvement projects.

### Storage Tank Cleanup Series

This fact sheet was developed with help by the Environmental Protection Agency's Office of Underground Storage Tanks in conjunction with state fund administrators. The rest of the series includes:

- Hiring a Contractor
- Negotiating the Contract
- Interpreting the Bill
- Understanding Contractor Code Words

Arkansas Department of  
Environmental Quality  
5301 Northshore Drive  
North Little Rock, AR 72118

**Helpline: (501) 682-0923**  
**[www.adeq.state.ar.us](http://www.adeq.state.ar.us)**