



# RESPONSES TO COVID-19:

AGENCY OVERVIEWS, UPDATES, AND CHANGES IN SERVICE

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## DEPARTMENT OF ENVIRONMENTAL QUALITY

- While the DEQ offices are closed to the public, staff is available by phone, email, and video conferencing. About 88% of staff are teleworking full time. About 11% are partially teleworking. Less than 1% are in offices. Day-to-day activities including as mail delivery, application requests, and bill and bond processing continue.
- Voice messages left at the 444-2544 are checked daily.
- The agency plans to maintain regular communication with regulated entities, stakeholders, and consultants regarding agency business.
- Water and wastewater operator exams are canceled until further notice. Trainings and other exam materials are expected to be available online. If this poses a problem, call the DEQ.
- The Montana Rural Water Systems conference is canceled. The deadline for continuing education credits for public water supply operators is extended until Aug. 31, 2020. Some credits will be available free online.
- Non-essential solid waste facility site inspections are postponed until the end of April 2020, subject to extension. Staff are available by phone and email. The agency will continue to use compliance verification tools such as facility and project reports, lab data analysis, compliance certifications, and other monitoring tools. Operational compliance is monitored through information review and communication with regulated entities.
- Permitting applications and Montana Environmental Policy Act reviews are still being processed, though some processes may take longer than usual.
- Opportunities for public involvement continue although some in-person public participation meetings may be offered as online or telephonic meetings.
- Remediation and leaking underground storage tank cleanup continue pursuant to social distancing guidelines.
- Informal and formal enforcement continues. Emergency Response scenarios may include field investigations.

DEQ offices closed to public  
Voice Messages 444- 2544  
[Staff Phone Directory](#)  
[Service & Meeting Updates](#)