

ENVIRONMENTAL  
**ASSISTANCE**  
GUIDE

## ABOUT THIS GUIDE

The Iowa Environmental Assistance Guide for Business and Industry is your road map to Iowa's environmental permitting and related requirements. This guide is a resource that outlines potential regulatory requirements a business needs to consider as it develops plans to locate or expand in Iowa.

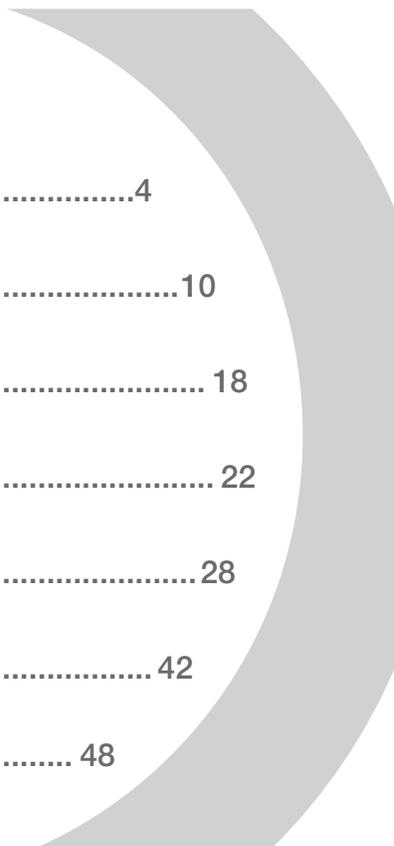
The Iowa Economic Development Authority (IEDA) is available to assist your business in identifying permitting requirements, communicating with the appropriate regulatory agencies and in establishing a strong working partnership with these agencies.

The requirements for air, water and land quality permitting are briefly outlined, so we encourage businesses to contact IEDA early in the planning process, or to communicate with the regulatory agency contact(s) listed at the end of this guide for assistance in complying with the regulations. IEDA is committed to working with businesses to support our commitment to environmental protection and economic development in Iowa.

Please contact the responsible agency referenced in each section for more information, or for additional assistance, please consult the Regulatory Assistance Network.

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AIR QUALITY

The Iowa Department of Natural Resources (IDNR) Air Quality Bureau administers the Clean Air Act in Iowa. In addition, Polk and Linn Counties also administer air programs. Below are the primary types of air quality permits.

## **Construction Permits**

A construction permit from the IDNR is required prior to installing, constructing or operating sources that emit regulated pollutants. IDNR issues a permit for each individual emission point. Some emission units are exempt from construction permitting. This could include a small natural gas heater, non-production welding and emission units that qualify as “small units” by meeting low emissions thresholds. Emission units that are not specifically exempt require a construction permit before the equipment is installed.

Construction permit applications are required to include a description of the equipment or control equipment and estimates of emissions including greenhouse gases. It is the IDNR’s goal to issue most construction permits within 30 days. A toll-free phone line (877-AIR-IOWA) is available to answer air quality permitting questions.

Applications forms for the Construction Permitting Section of the Air Quality Bureau can be found at: [www.iowadnr.gov/InsideDNR/RegulatoryAir/ConstructionPermits/ConstructionPermittingMaterials.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryAir/ConstructionPermits/ConstructionPermittingMaterials.aspx)

For some sources, New Source Performance Standards (NSPS), National Emission Standards for Hazardous Air Pollutants (NESHAP) or predicted high impacts on the ambient (outside) air may make the construction permit process more complicated and lengthy. Federal health-based and industry standards are used for NESHAPs. A business engaged in a process using certain NESHAPs may be required to use maximum achievable control technology (MACT) for some processes.

Major sources of air emissions or significant changes made at these facilities are covered under the federal Prevention of Significant Deterioration (PSD) permit program. Under the PSD program, a major source is one that either emits 250 or more tons of any individual pollutant per year or is one of 28 listed categories of business subject to a 100 tons per year threshold (tpy). A facility must apply for a PSD permit if it meets either of these two criteria, as well as meeting a significant tpy for specific pollutants. This means a business may hit a PSD trigger for one type of pollutant but not another. PSD permitting processes make permitting more complex and may require that the best available control technology (BACT) be used to control the PSD pollutant.

The IDNR recommends pre-application meetings for PSD projects and Greenfield Ethanol Plants and suggests them for any other project that may become complex in nature. A Complex Project Pre-Application Meeting FAQ can be found at: [www.iowadnr.gov/InsideDNR/RegulatoryAir/ConstructionPermits/ConstructionPermittingMaterials.aspx#LiveTabsContent258778-It](http://www.iowadnr.gov/InsideDNR/RegulatoryAir/ConstructionPermits/ConstructionPermittingMaterials.aspx#LiveTabsContent258778-It)

The Public Health Department is the lead agency for issuing PSD permits for facilities located in Linn County with IDNR also reviewing and approving the permits.

## Operating Permits

IDNR does not require operating permits for individual emission units or points, such as stacks or vents, because the construction permit remains in effect when a unit starts operating. Polk and Linn Counties do require operating permits for individual sources.

### Title V Operating Permits

Title V Operating Permits are required for facilities with the potential to annually emit greater than 100 tons of any regulated pollutant, 10 tons of any individual Hazardous Air Pollutant (HAP) or 25 tons of any combination HAPs. Operating permit options within the Title V program include:

1. **Small Source Operating Permits.** These permits are for Title V sources, that through permit limits, will annually keep emissions under 50 tons for all regulated air pollutants, five tons for each individual HAP; and 12.5 tons for any combination HAPs. Record keeping is required. Permit reporting is not required, and no Title V fees are paid.
2. **Voluntary Operating Permits.** These permits are for Title V sources, that through permit limits, will annually keep emissions to less than 100 tons for all regulated air pollutants, 10 tons for each individual HAP; and 25 tons for any combination HAPs. Actual emissions of these pollutants must not exceed these thresholds. Limited reporting to the IDNR is required, and no Title V fees are required.
3. **Title V Operating Permits.** These permits cover each emission source at a facility and require annual reporting, record keeping and monitoring. Tonnage fees are paid to IDNR each year for actual emissions.

The Title V Operating Permit application must be submitted to the Air Quality Bureau Operating Permits Section within one year after the start of operation at a new facility. A new facility can operate under a permit application shield until the Title V permit is issued as long as a complete permit application is submitted on time. A Title V permit is valid for five years.

### Contact

Iowa Department of Natural Resources – Air Permits  
515.725.9500 or 877.AIR.IOWA  
[www.iowadnr.gov/InsideDNR/RegulatoryAir](http://www.iowadnr.gov/InsideDNR/RegulatoryAir)

Linn County Public Health Department  
319.892.6000  
[www.linncleanair.org](http://www.linncleanair.org)

Polk County Air Quality  
515.286.3705  
[www.polkcountyiowa.gov/airquality](http://www.polkcountyiowa.gov/airquality)

## Asbestos

The IDNR protects both outdoor and indoor air from asbestos contamination. Building renovations, demolitions and training fires are potentially subject to asbestos release. Asbestos NESHAP rules often require a thorough inspection and lab analysis of suspect asbestos containing material and proper removal and disposal. The IDNR must receive notification of renovations, demolitions and training fires at facilities containing asbestos containing materials.

### Contact

Iowa Department of Natural Resources  
Asbestos Coordinator  
515.725.9576

[www.iowadnr.gov/InsideDNR/RegulatoryAir/Asbestos.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryAir/Asbestos.aspx)

The Iowa Division of Labor Services regulates asbestos exposures to employees.

Iowa Workforce Development  
Division of Labor Services – OSHA program  
Asbestos enforcement and requirements  
515.281.5666

<http://www.iowaworkforce.org/labor/iosh/>

## Asbestos Licenses

Licenses are not required for employees if they are properly trained and the employer is exempt from the permit requirements as described below. Otherwise, asbestos workers, contractors and supervisors must obtain licenses for all asbestos projects. Asbestos inspectors and project designers must obtain licenses for asbestos projects in school, public, or commercial buildings. Asbestos management planners must obtain licenses for projects in school buildings.

### Contact

Iowa Workforce Development  
Asbestos Licenses and Permitting  
515.281.5666

[www.iowaworkforce.org/labor/asbestos\\_licenses.htm](http://www.iowaworkforce.org/labor/asbestos_licenses.htm)

## Asbestos Permits

Iowa Workforce Development (IWD) regulates the removal of asbestos. A business entity engaging in the removal or encapsulation of asbestos is required to hold a permit unless removing or encapsulating asbestos at its own facilities.

To obtain a permit, the business entity must submit an application on the form provided by the IWD, Division of Labor. The non-refundable fee for processing the permit application is \$500. This permit is good for one year.

A new permit will be issued or denied within 60 days after receiving a completed application with all appropriate attachments. A renewal will be issued or denied within 30 days after receiving a completed application with all appropriate attachments.

Several documents must be included with a permit application, including the company respiratory protection program. Information on a sample respiratory protection program may be found at [www.iowaworkforce.org/labor/asbestosrespiratorsampleprogram.pdf](http://www.iowaworkforce.org/labor/asbestosrespiratorsampleprogram.pdf)

Applications for asbestos permits are available online at:  
[www.iowaworkforce.org/labor/asbestospermit.pdf](http://www.iowaworkforce.org/labor/asbestospermit.pdf)

### **Contact**

Iowa Workforce Development  
Asbestos Permit  
515.281.6175  
[www.iowaworkforce.org/labor/asbestos\\_permits.htm](http://www.iowaworkforce.org/labor/asbestos_permits.htm)

### **Small Business Liaison – Air Quality**

The Small Business Liaison – Air Quality provides technical referral assistance to small businesses, facilitates resolution of complaints from small businesses regarding IDNR's implementation of the Clean Air Act and provides assistance to the Air Quality Bureau in developing and coordinating outreach assistance to small businesses for implementation of air quality regulatory requirements and programs.

### **Contact**

Iowa Department of Natural Resources  
Small Business Liaison – Air Quality  
515.725.9575  
[www.iowadnr.gov/Environment/AirQuality/SmallBusinessAssistance](http://www.iowadnr.gov/Environment/AirQuality/SmallBusinessAssistance)

### **Iowa Air Emissions Assistance Program**

Confidential, non-regulatory technical assistance is available to small businesses from the Iowa Air Emissions Assistance Program (IAEAP) located at the Iowa Waste Reduction Center, University of Northern Iowa. The IAEAP assists small businesses in complying with new regulatory programs through education and outreach, provides training on how to complete and submit emission inventories, and provides on-site assessments for small business.

### **Contact**

Iowa Air Emissions Assistance Program  
800.422.3109 or 319.273.8905  
<http://iwrc.uni.edu/services/iaeap/>





WATER QUALITY

The IDNR administers the following services and programs in Iowa under the authority of the Clean Water Act. Below are the three types of wastewater permits.

## **Wastewater Construction Permits**

IDNR Wastewater Engineering Section is responsible for reviewing and issuing wastewater construction permits. An IDNR wastewater construction permit is required for the construction, installation or modification of any wastewater disposal system or part thereof, or any extension or addition. A written permit from the DNR must be secured prior to initiation of construction, installation, or modification of wastewater disposal systems. If a proposed facility is planning to discharge to an existing wastewater treatment system, the applicant/owner must check with the system's owner to determine if the system has adequate capacity to effectively treat the wastewater.

Application for obtaining a construction permit includes two steps:

1. Engineering Report or Facility Plan submittal; and
2. Construction permit application submittal, including construction plans, specifications and contractual documents. Construction permit submittals should be completed in accordance with Chapter 11 of the Iowa Wastewater Facilities Design Standards, a rule by reference in 567 Iowa Administrative Code (IAC) Chapter 64. Engineering report requirements for land application of industrial wastes must be completed in accordance with Chapter 21 of the Iowa Wastewater Facilities Design Standards. Final disposal of sludge generated at an industrial facility is required to follow rule 567 IAC Chapter 121.

The construction permitting process manual, land application process manual, procedures, application forms, design standards and assistance documents can be found at:

**[www.iowadnr.gov/InsideDNR/RegulatoryWater/WastewaterConstruction/ConstructionPermits.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/WastewaterConstruction/ConstructionPermits.aspx)**

Construction Permit Exceptions:

- A. Storm sewers or storm water disposal systems that transport only storm water;
- B. Privately owned pretreatment facilities where a treatment unit(s) is owned and operated by a person or firm for partial reduction of the strength or toxicity of the waste stream prior to additional treatment and disposal by another person, corporation or municipality (Note: this exception does not apply to anaerobic lagoons. The IDNR has, however, advised and issued construction permits for wastewater treatment lagoon facilities due to the potential for groundwater contamination); and
- C. In-plant modifications of industrial or commercial installations, such as process changes, waste reductions, segregation and rerouting of waste.

Antidegradation Policy and Iowa Antidegradation Implementation Procedures: All new discharges, including increases to previously authorized discharges, must undergo antidegradation alternatives analysis review and approval by the IDNR to authorize potential degradation in accordance with the Iowa Water Quality Standards. The engineering report or facility plan should be submitted after the antidegradation alternatives analysis is approved by IDNR. More information on antidegradation and example Alternative Analyses can be found at:

**[www.iowadnr.gov/InsideDNR/RegulatoryWater/WaterQualityStandards/Antidegradation.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/WaterQualityStandards/Antidegradation.aspx)**

Nutrient Reduction: New and existing wastewater treatment facilities may be impacted by the Iowa Nutrient Reduction Strategy finalized in 2013. A list of existing point source facilities impacted by the Strategy can be found on the List of Affected Facilities in the Strategy. The Strategy can be found at: <http://www.nutrientstrategy.iastate.edu/documents>.

Permit Time line: Complete applications for a construction permit must be submitted to the IDNR at least 120 days in advance of the construction start date. Early coordination and communication with IDNR staff will provide timely permit assistance and help avoid delays. Refer to the Wastewater Construction Permitting Process Manual for further information:

[http://www.iowadnr.gov/portals/idnr/uploads/water/wastewater/wwmanual\\_full.pdf](http://www.iowadnr.gov/portals/idnr/uploads/water/wastewater/wwmanual_full.pdf)

Application Fee: An application fee of \$100 is required to be submitted with each construction permit application.

Permit Expiration: A construction permit will expire if construction is not commenced within one year of the date of issuance.

Completion Certification: Within 30 days after completion of construction, installation or modification of any wastewater disposal system, the permit holder must submit certification from a registered professional engineer that the project was completed in accordance with the approved plans and specifications.

Information Confidentiality: The IDNR recognizes that some industries may have methods or processes that may contain trade secrets. Applicants are encouraged to clearly identify and submit a separate request for confidential treatment and justification as early in the permitting process as possible. The IDNR will assess the request and make a determination if the information or any part thereof can be afforded confidential treatment.

How Do I Get Started? A licensed professional engineer should contact the IDNR on behalf of the applicant/owner. The engineer, in coordination with the applicant/owner, performs a self-assessment and completes an IDNR Work Request Form and submits it via email to the IDNR Wastewater Engineering Section at: [wastewater-engineering@dnr.iowa.gov](mailto:wastewater-engineering@dnr.iowa.gov). Forms are available at:

[www.iowadnr.gov/InsideDNR/RegulatoryWater/WastewaterConstruction/ConstructionPermits.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/WastewaterConstruction/ConstructionPermits.aspx)

## **National Pollutant Discharge Elimination System (NPDES) Operation Permits**

An individual NPDES permit is required if any pollutant will be discharged from a wastewater facility into a river or stream. A state operation permit is required if pollutants will be disposed of by land application or underground injection. These permits are issued for five year terms and establish requirements on the types and amounts of pollutants that can be discharged to prevent pollution of surface waters and groundwater. Periodic testing is specified to demonstrate compliance with permit conditions. An application for either type of permit must be submitted to the department at least 180 days before discharge or disposal begins. There is an \$85 application fee and an annual fee that ranges from \$170 to \$3,400. Additional information can be found at: [www.iowadnr.gov/InsideDNR/RegulatoryWater/NPDESWastewaterPermitting.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/NPDESWastewaterPermitting.aspx)

## Pretreatment

An industry proposing to discharge wastewater into a municipal sanitary sewer system must contact the city to determine if its wastewater treatment system can effectively treat the volume of wastewater and types and amounts of pollutants discharged from the industry. Significant industrial users are required to execute a Treatment Agreement, which limits the amounts of pollutants that can be discharged to prevent upsets in the treatment plant and could result in pollution of rivers and streams. A Treatment Agreement signed by both the industry and the municipality must be submitted to the IDNR at least 180 days before a new significant industrial user begins discharging. There is no application fee or annual fee associated with Treatment Agreements. Additional information can be found at:

[www.iowadnr.gov/InsideDNR/RegulatoryWater/NPDESWastewaterPermitting/NPDESOperatorInformation/TreatmentAgreements.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/NPDESWastewaterPermitting/NPDESOperatorInformation/TreatmentAgreements.aspx)

## Storm Water General Permits

**General Permit No. 1:** Certain types of facilities listed in federal regulations must obtain coverage under General Permit No. 1 if any industrial materials stored or handled may come into contact with precipitation or runoff that subsequently runs off the site or to a water of the state. Find the permit at:

[www.iowadnr.gov/portals/idnr/uploads/water/stormwater/generalpermitno1.pdf](http://www.iowadnr.gov/portals/idnr/uploads/water/stormwater/generalpermitno1.pdf)

If materials and activities are protected by a storm resistant shelter and the project might qualify for a “no-exposure exemption”, complete and return a “No Exposure Certification Form” to the IDNR. The form may be found at: [www.iowadnr.gov/portals/idnr/uploads/water/stormwater/noexposurecert.pdf](http://www.iowadnr.gov/portals/idnr/uploads/water/stormwater/noexposurecert.pdf)

**General Permit No. 2:** Construction activities that disturb one or more acres, or which disturb less than one acre and are part of a larger common plan of development, must obtain coverage under General Permit No. 2 prior to the commencement of soil disturbing activities. A storm water pollution prevention plan must be created prior to application for the permit coverage and kept on site and available for inspection. The permit must be maintained until all construction and building is complete and the ground stabilized. Find the permit at:

[www.iowadnr.gov/portals/idnr/uploads/water/stormwater/generalpermitno2.pdf](http://www.iowadnr.gov/portals/idnr/uploads/water/stormwater/generalpermitno2.pdf)

Iowa currently has no post-construction runoff control requirements.

**General Permit No. 3:** Facilities such as asphalt plants, concrete batch plants, quarries, sand and gravel pits and rock crushers must obtain coverage under General Permit No. 3 if precipitation runs off the site or to a water of the state. Find the permit at:

[www.iowadnr.gov/portals/idnr/uploads/water/stormwater/generalpermitno3.pdf](http://www.iowadnr.gov/portals/idnr/uploads/water/stormwater/generalpermitno3.pdf)

Fees for coverage under the Storm Water General Permits are as follows:

1 year	\$175.00
3 years	\$350.00
4 years	\$525.00
5 years	\$700.00

Find More information on the Storm Water General Permits at:

[www.iowadnr.gov/InsideDNR/RegulatoryWater/NPDESStormWater/ApplicationOptionsFees.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/NPDESStormWater/ApplicationOptionsFees.aspx)

**Contact**

## Wastewater Construction Permits

IDNR Waste Water Engineering Section has implemented the Wastewater Technical Assistance Hotline to provide technical assistance for prospective applicants.

Toll-Free Long Distance: 855.256.9287 or 855.CLN.WATR

Local Calling (515) Area: 515.725.9287

Iowa Department of Natural Resources

Wastewater Engineering Section

515.725.8436

[www.iowadnr.gov/InsideDNR/RegulatoryWater/WastewaterConstruction/ConstructionPermits.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/WastewaterConstruction/ConstructionPermits.aspx)

## NPDES/Operation Permits

Iowa Department of Natural Resources

NPDES Section

515.725.8405

[www.iowadnr.gov/InsideDNR/RegulatoryWater/NPDESWastewaterPermitting.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/NPDESWastewaterPermitting.aspx)

## Pretreatment

Iowa Department of Natural Resources

NPDES Section

515.725.0313

[www.iowadnr.gov/InsideDNR/RegulatoryWater/NPDESWastewaterPermitting/Pretreatment.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/NPDESWastewaterPermitting/Pretreatment.aspx)

## Stormwater

Iowa Department of Natural Resources

Storm Water Permits

515.725.8415 or 515.725.8417

[www.iowadnr.gov/InsideDNR/RegulatoryWater/NPDESStormWater.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/NPDESStormWater.aspx)

## U.S. Army Corp of Engineers (USACE)

**“Section 404 Nationwide” Permit:** USACE regulates construction taking place in, around or on “navigable waterways.” The definition of “navigable waterways” infers broad jurisdiction of the USACE over water bodies which have been used, are currently used or might be used sometime in the future for interstate or foreign commerce. As a result, water bodies that have the potential to require USACE permits if construction will take place could include a wetland, river, stream, creek, run, canal, channel, ditch, lake, reservoir or embankment. In most cases, the USACE issues a “Section 404 Nationwide” Construction Permit within two to four weeks that authorizes construction activities. Use the Joint IDNR – USACE Application (Form 36) to submit the required information.

[www.iowadnr.gov/InsideDNR/RegulatoryLand/FloodPlainManagement/FloodPlainDevPermits.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryLand/FloodPlainManagement/FloodPlainDevPermits.aspx)

**“Section 404 Individual” Permit:** For a more involved or complex project, the USACE may issue a “Section 404 Individual” Permit. As a part of this process, the IDNR must certify that the proposed projects will not negatively affect Iowa’s water quality standards and will issue an IDNR Section 401 Certification. When the USACE issues a “Section 404 Nationwide” permit, the Section 401 Certification is automatically issued. If the USACE issues a “Section 404 Individual” Permit, the IDNR will approve the Section 401 Permit on a project-specific basis. Use the Joint IDNR – USACE Application (Form 36) to submit the required information.

### Contact

USACE  
Rock Island District  
Attn: Regulatory Branch  
Clock Tower Building  
PO Box 2004  
1500 Rock Island Drive  
Rock Island, IL 61204  
309.794.5376  
[www.mvr.usace.army.mil/Missions/Regulatory.aspx](http://www.mvr.usace.army.mil/Missions/Regulatory.aspx)

USACE  
Omaha District  
8901 South 154th Street  
Omaha, NE 68138-3635  
402.896.0896  
[www.nwo.usace.army.mil/Missions/RegulatoryProgram/Nebraska.aspx](http://www.nwo.usace.army.mil/Missions/RegulatoryProgram/Nebraska.aspx)

## Wetlands

Building on or otherwise disturbing land that is wet during any part of the year may qualify the land as a wetland under federal regulations. Iowa relies on the Corps Section 404 program to protect wetlands and does not have a separate state wetland protection program. However, the IDNR does provide comments on Corps Section 404 permits. Contact an environmental professional to determine if the area is classified as a wetland and if the project could potentially impact the wetland.

If a proposed construction site has wetlands on it, contact the Corps at the earliest possible time to determine if a Corps Section 404 permit is required. A minimum of four months should be allowed for wetlands permitting. In some instances, wetland permitting may take a year or more, especially if the size or quality of the wetland is significant and the activity cannot be covered under one of the Corps' nationwide permits. Additional information on wetlands can be found at:

**[www.iowadnr.gov/InsideDNR/RegulatoryWater/WetlandsPermitting.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/WetlandsPermitting.aspx)**

### Contact

Iowa Department of Natural Resources  
Wetlands Permitting  
515.725.8399

**[www.iowadnr.gov/InsideDNR/RegulatoryWater/WetlandsPermitting.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/WetlandsPermitting.aspx)**

## Floodplain Development Permit

The IDNR regulates construction on all floodplains and floodways in Iowa. Before constructing or maintaining any type of structure in any flood plain or floodway, contact the IDNR to determine if approval is required from IDNR or a local government authorized to act for the IDNR. Examples of activities that may require a floodplain permit include construction, excavation or filling activities in floodplains (this includes construction of buildings, dams, docks, channel changes and site filling). You can find a Floodplain Determination Checklist at: **[www.iowadnr.gov/InsideDNR/RegulatoryLand/FloodPlainManagement/FloodPlainDevPermits/DeterminationChecklist.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryLand/FloodPlainManagement/FloodPlainDevPermits/DeterminationChecklist.aspx)**

Business operations or activities occurring within the "100 year flood plain" need a floodplain development permit from IDNR. Use the Joint IDNR – U.S. Army Corps of Engineers (USACE) Application Form (Form 36) to submit the required information. The form is available at: **[www.iowadnr.gov/InsideDNR/RegulatoryLand/FloodPlainManagement/FloodPlainDevPermits.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryLand/FloodPlainManagement/FloodPlainDevPermits.aspx)**

The permit application should be submitted at least three months (preferably six months) before the work will begin. The Omaha District of the Corps has jurisdiction over the Missouri River, its contiguous wetlands and Carter Lake. The remaining projects occurring in Iowa are regulated by the Corps' Rock Island District. In addition, many local governments also have floodplain permit requirements. In some cases, the IDNR has delegated its floodplain permitting powers to local governments and a state permit will not be needed.

### Contact

Iowa Department of Natural Resources  
Flood Plain Permits  
866.849.0321

**<http://floodplain.iowadnr.gov>**

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WATER SUPPLY

The IDNR's Water Supply Engineering and Water Supply Operations Sections are responsible for drinking water programs associated with private wells and public water supplies (PWS). Public water supplies are defined as systems providing water for human consumption that serve 25 or more people at least 60 days per year or have 15 service connections. Activities related to Iowa's private wells or public water supply systems are regulated via several types of permits. There are also certification requirements for public water supply treatment and distribution system operators, well contractors, and well drillers.

If your business will use water from an existing water supply system such as a municipal water supply, water supply permits from the IDNR may not be needed. However, please check with the PWS to make sure it can provide a sufficient quantity of water. This is important for industries that need large quantities of water for manufacturing or processing. If your business will provide water for human consumption or for manufacturing or processing operations, several water supply-related permits might be required. No one may construct or operate a PWS prior to obtaining the required permits.

## **Water Supply Engineering (WSE)**

The primary goal of the WSE Section is to ensure that public water supplies can provide adequate quantities of safe drinking water through proper design and construction, and that they are technically, managerially and financially viable. Activities include construction permitting, approval of treatment technologies, and assisting PWS with procurement of Drinking Water State Revolving Fund loans.

Drilling a new well or modifying an existing well requires a construction permit and the activities must be conducted by a certified well contractor. For new PWS wells, a well site survey is typically conducted by the IDNR's Field Services Bureau to ensure appropriate siting away from contamination sources. The construction permit application and fee should be submitted at least two months prior to construction. If the water will only be used for cooling or industrial processing, or if it will not be considered a public water supply, a permit can usually be obtained through the county sanitarian. If the water will be used for human consumption, including drinking water, food preparation, or lavatory use, and the population served qualifies your system as a public water supply, a permit must be obtained through IDNR's Water Supply Engineering Section.

Additional information regarding the Water Supply Engineering Section can be found at:

- PWS WSE program requirements:  
[www.iowadnr.gov/InsideDNR/RegulatoryWater/WaterSupplyEngineering.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/WaterSupplyEngineering.aspx)
- PWS Construction Permits:  
[www.iowadnr.gov/InsideDNR/RegulatoryWater/WaterSupplyEngineering/ConstructionPermits.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/WaterSupplyEngineering/ConstructionPermits.aspx)
- Private well program requirements:  
[www.iowadnr.gov/InsideDNR/RegulatoryWater/PrivateWellProgram.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/PrivateWellProgram.aspx)
- Well contractor certification requirements:  
[www.iowadnr.gov/InsideDNR/RegulatoryWater/Certification/WellContractors.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/Certification/WellContractors.aspx)

## **Water Supply Operations (WSO)**

The primary goal of the WSO Section is to ensure safe drinking water at all Iowa PWS and that the federal Safe Drinking Water Act (SDWA) regulations are met. WSO issues operation permits to public water supply systems with the specific monitoring, operation, and reporting requirements, and also monitors the compliance by each PWS with those requirements. There is an annual fee for the operation permit. The PWS must complete an application form for the permit, after which time the operation permit is issued.

Additional information regarding the Water Supply Operations Section can be found at [www.iowadnr.gov/InsideDNR/RegulatoryWater/DrinkingWaterCompliance.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/DrinkingWaterCompliance.aspx)

## **Water Allocation/Use Permit**

Withdrawing or using more than 25,000 gallons of water in a 24-hour period from any surface or groundwater source requires a water use permit from the IDNR Water Supply Engineering Section. The application and permit fee should be submitted at least four months prior to the start of operations. The permitting process usually requires publication of a legal notice and a comment period. Water use permits are normally valid for 10 years. There is an annual water allocation and use permit fee.

Additional information regarding well allocation/use permits can be found at:

[www.iowadnr.gov/InsideDNR/RegulatoryWater/WaterSupplyEngineering/WaterAllocationUse.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/WaterSupplyEngineering/WaterAllocationUse.aspx)

## **Certified Water Treatment and Distribution System Operators**

Public water supplies classified as non-transient, non-community public water supplies require a certified operator for the treatment and distribution systems. Iowa's certification process for water supply system operators includes meeting minimum education and experience qualifications, and passing a written examination. Certified operators must also meet continuing education requirements to maintain certification and renew their certification every two years. There are fees for the examinations, application for a new certification grade, and renewal of existing certification.

Additional information regarding Certified Water Treatment or Distribution System Operators can be found at: [www.iowadnr.gov/InsideDNR/RegulatoryWater/Certification/WaterWastewaterOperators.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryWater/Certification/WaterWastewaterOperators.aspx)

## **Contact**

Iowa Department of Natural Resources  
Water Supply Sections  
515.725.0282





LAND QUALITY

The IDNR administers several land quality programs. Areas overseen include solid waste landfills and land application of industrial sludge, underground storage tanks, solid waste transfer stations, composting facilities, waste tire management, solid waste recovery and recycling.

## **Solid Waste**

A business disposing an industrial process waste in a landfill may need a Special Waste Authorization. Contact both the local solid waste agency and the IDNR's Solid Waste Permitting Section to determine if landfill disposal is allowed for the waste. Next, submit a Request for Special Waste Authorization at least one month before disposing of the special waste, noting the landfill to which the waste will be sent. Because the landfill has the right to refuse the waste, IDNR will check with them before approving the Special Waste Authorization. There is no IDNR permitting fee for the Special Waste Authorization, but the landfill may charge an extra fee to accept the special waste. The form is available at:

**[www.iowadnr.gov/portals/idnr/uploads/forms/5423216.pdf](http://www.iowadnr.gov/portals/idnr/uploads/forms/5423216.pdf)**

Building a new sanitary disposal facility (landfill) requires working closely with the Solid Waste Permitting Section. Siting and permitting of a landfill is a lengthy process that also requires community involvement.

The Solid Waste Database tracks permit amendments, renewals and report submittals for solid waste facilities. The database also maintains basic facility information such as permit numbers, facility contacts, project locations and permit expiration dates. The database can be found at:

**<https://programs.iowadnr.gov/solidwaste/>**

## **Contact**

Iowa Department of Natural Resources - Land Quality Bureau  
Solid Waste Planning and Permitting  
515.725.8307

**[www.iowadnr.gov/InsideDNR/RegulatoryLand/SolidWaste/SolidWastePermitting.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryLand/SolidWaste/SolidWastePermitting.aspx)**

## **Hazardous Waste**

In Iowa, the Resource Conservation and Recovery Act (RCRA) program is administered by Environmental Protection Agency (EPA) Region 7 in Kansas City, Kansas. RCRA regulates facilities that generate, transport, treat, store or dispose of hazardous waste. Generators and transporters of hazardous waste must have EPA identification numbers and comply with regulations for the handling of hazardous waste.

Treatment, storage and disposal facilities must meet more stringent requirements and have a RCRA permit to operate. If hazardous waste will be managed in your facility, contact EPA Region 7 to obtain an identification number. It will take one week to obtain an EPA identification number. If your facility will be considered a treatment, storage or disposal facility under the RCRA regulations, a RCRA permit must be obtained from EPA prior to handling hazardous waste. This RCRA permit application should be submitted to EPA six months before construction starts at the facility.

## **Contact**

Environmental Protection Agency, Region 7  
Hazardous Waste/Resource Conservation and Recovery Act  
800.223.0425 or 913.551.7003

**[www.epa.gov/region7/waste/index.htm](http://www.epa.gov/region7/waste/index.htm)**

## Contaminated Sites

The Contaminated Sites Section of IDNR deals with a range of situations that involve contamination related to the release of hazardous materials or hazardous waste products to the environment that are not covered under another state or federal regulatory program. In general, this is related to soil or groundwater contamination.

Two state regulatory programs are administered to address sites that are contaminated by hazardous materials or wastes. These programs focus on assessing the severity of such problems and on identifying and carrying out the appropriate remedial measures to assure the protection of public health and environment. The voluntary Land Recycling Program (LRP, located in Iowa Code Chapter 137 of the IDNR rules) allows for the consideration of the intended use of the property in establishing a remedy and it provides for limited liability protection from further regulatory action relative to the problem(s) addressed. In a more traditional, regulatory context, Iowa Code Chapter 133 of the IDNR rules may be used to require the evaluation and possibly the cleanup of contaminated sites. Many of the sites addressed by both of these programs originate because of the planned transfer of commercial real estate with some history of handling any chemicals of concern.

The Contaminated Sites Section also administers the federal Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) or Superfund program under a cooperative agreement with the federal EPA. While some of the screening process of CERCLA is used on many sites, the more serious enforcement features are generally reserved for relatively few sites involving large disposals, serious threats to human health or the absence of a willing, financially viable responsible party. EPA Region 7 also administers this program in Iowa.

The section is also involved in the CERCLA Brownfields Program through cooperative agreements with the EPA. This program is more advisory and assistance-related with an eye toward the redevelopment of properties stigmatized by real or perceived environmental contamination concerns.

### Contact

Iowa Department of Natural Resources  
Contaminated Site Section  
515.725.8340

[www.iowadnr.gov/InsideDNR/RegulatoryLand/ContaminatedSites.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryLand/ContaminatedSites.aspx)

## Underground Storage Tanks

IDNR regulates the installation, operation, maintenance, inspection and permanent closure of underground storage tanks (UST). They also administer the certification programs for UST Professionals – those who install, test, inspect and remove UST systems, and Certified Groundwater Professionals – those who work in assessment and cleanup of petroleum releases at UST sites. Regulation of UST systems is necessary to ensure protection of Iowa's groundwater from petroleum contamination and other hazardous substances, as well as to protect public health and safety. An Iowa UST professional license is required in order to perform any work on a regulated UST system.

The IDNR's UST regulations reflect the federal regulations but also require secondary containment for systems installed after November 28, 2007, biennial third party compliance inspections, and UST operator training, which became effective December 31, 2011. All regulated UST sites in Iowa must have a trained and designated Class A and Class B operator by this date in order to dispense petroleum. Petroleum marketers with staffed facilities must also have trained Class C operators during all hours of operation.

If you buy property with contamination from a Leaking Underground Storage Tank (LUST), you may be eligible for reimbursement of the costs from the Iowa UST Fund. Iowa uses Risk-Based Corrective Action (RBCA) rules that allow site-specific cleanup criteria based on the potential health risks created by contamination at the site. A RBCA analysis on a LUST site must be performed using specific software and guidelines established by IDNR, and depending on the outcome of the evaluation, additional corrective actions or remediation may be required. An Iowa Certified Groundwater Professional is required to perform this work.

### Contact

Iowa Department of Natural Resources Land Quality Bureau

Underground Storage Tanks

515.725.8311

[www.iowadnr.gov/InsideDNR/RegulatoryLand/UndergroundStorageTanks.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryLand/UndergroundStorageTanks.aspx)

## Aboveground Storage Tanks

Installing aboveground storage tanks (ASTs) requires contacting the local fire department and the Iowa Department of Public Safety (IDPS) State Fire Marshal Division to obtain approval for the installation. ASTs over 1,100 gallons must be registered with the Iowa State Fire Marshal within one month of installation.

Storing oils (including animal and vegetable oils), fuels, solvents, and other similar materials that are not water-soluble at a facility requires evaluating whether federal Oil Pollution Prevention regulations (40 CFR 112) apply. If your facility has a total aboveground storage capacity greater than 1,320 gallons or total underground storage capacity greater than 42,000 gallons, a Spill Prevention, Control and Countermeasure (SPCC) Plan must be prepared, kept on site and available for review by EPA.

A joint storage tank application under the IDNR and IDPS' State Fire Marshal Division covers, in one application, all the storage tanks in Iowa containing regulated substances, primarily petroleum products. These consist of Underground Storage Tanks (UST), Leaking Underground Storage Tanks (LUST) and Aboveground Storage Tanks (AST). Find more information at: [www.iowadnr.gov/InsideDNR/RegulatoryLand/UndergroundStorageTanks.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryLand/UndergroundStorageTanks.aspx). UST are the underground storage of regulated substances, primarily petroleum products. LUST indicates the report or cleanup of a release of petroleum product. AST are primarily the aboveground storage of combustible or flammable products. The database provides information about the UST site location, the site owners, tanks, Risk-Based Corrective Action (RBCA), site classification and remediation. View the current status of underground storage tank and leaking underground storage tank sites at: [www.iowadnr.gov/ust](http://www.iowadnr.gov/ust)

## Flammable and Combustible Liquids

Transportation, storage, handling and use of flammable or combustible liquids such as gasoline, diesel fuel or alcohol-blended fuel (such as ethanol or methanol) are regulated by the IDPS' State Fire Marshal Division. Requirements include minimum specifications for storage tanks, piping and dispensers, containment requirements to prevent spills and leaks and to mitigate their effects when they occur, and minimum separation distances between tanks and between tanks and dispensers and nearby structures-including residences.

Construction plans must be submitted to the State Fire Marshal Division for any facility producing, storing or dispensing flammable liquids, including refineries, bulk storage facilities and motor fuel dispensing operations. Approval of plans is required prior to construction of a facility or installation of additional tanks or dispensers to an existing facility.

Any AST used to store a flammable or combustible liquid and has a capacity equal or greater than 1,101 gallons must be registered with the State Fire Marshal. Installation plans must also be submitted for stationary installations of liquid propane containers if any individual tank has a capacity of over 2,000 gallons, or the installation has an aggregate capacity for propane storage in excess of 4,000 gallons. [www.dps.state.ia.us/fm/inspection/flammable/PDFs/AST\\_Plan\\_Packet.pdf](http://www.dps.state.ia.us/fm/inspection/flammable/PDFs/AST_Plan_Packet.pdf)

## Contact

Iowa Department of Public Safety  
State Fire Marshal Division  
Flammable Liquids Section  
515.725.6145

[www.dps.state.ia.us/fm/inspection/flammable/](http://www.dps.state.ia.us/fm/inspection/flammable/)





# PROGRAMS AND RESOURCES

There are several technical and financial resources available to assist you in meeting your economic development objectives. Please see the following program information.

### **Brownfield Redevelopment Targeted Assessments**

A brownfield is an abandoned, idled or underutilized property where expansion or redevelopment is complicated by real or perceived environmental contamination. EPA Region 7 Targeted Brownfields Assessment Program (TBA) is administered by the IDNR. Communities participating in the TBA program receive a written report detailing the findings of the environmental assessment of the site planned for redevelopment and an environmental comfort letter may be issued indicating the status of the property with regard to federal agency interest. TBA resources are limited and available only to communities.

#### **Contact**

Iowa Department of Natural Resources  
Brownfield Redevelopment Program  
515.725.8344

[www.iowadnr.gov/InsideDNR/RegulatoryLand/ContaminatedSites/Brownfields.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryLand/ContaminatedSites/Brownfields.aspx)

### **Brownfield and Grayfield Redevelopment Tax Credit Program**

The IEDA provides financial assistance to eligible brownfield and grayfield projects. The Brownfield/Grayfield Redevelopment Tax Credit Program provides up to a 15 percent tax credit for qualifying costs in the redevelopment of a grayfield property and up to a 30 percent tax credit for qualifying costs in the redevelopment of a brownfield property, with a maximum credit of \$1,000,000 per project and a cap of \$10 million per fiscal year.

The Brownfield Redevelopment Program provides annual competitive funding of up to 25 percent of qualified project costs, although the Iowa Legislature has not funded the program since 2009, so check for current availability.

#### **Contact**

Iowa Economic Development Authority  
Brownfield and Grayfield Redevelopment Tax Credit Program  
515.725.3126

[www.iowaeconomicdevelopment.com/Regulatory/brownfield](http://www.iowaeconomicdevelopment.com/Regulatory/brownfield)

## **Business License Information Center (BLIC)**

The Business License Information Center is a convenient online resource that provides information on licensing, certification, registration or permits which may be required for operating a new or expanding business in Iowa, or if the occupation to be practiced is professionally licensed. Iowa does not have a “general business license”. Licensing and other compliance requirements are based on the specific nature of your business or professional occupation.

### **Contact**

IASourceLink  
Business License Information Center  
800.532.1216  
[www.iasourcelink.com/resources/licensing](http://www.iasourcelink.com/resources/licensing)

## **Derelict Building Grant Program**

The Derelict Building Grant Program offers small Iowa communities and rural counties financial assistance to address neglected structures in order to improve the appearance of streets and revitalize local economies. An assortment of assistance opportunities and funding options are offered.

### **Contact**

Iowa Department of Natural Resources Land Quality Bureau  
Financial and Business Assistance Section  
515.725.8318  
[www.iowadnr.gov/Environment/LandStewardship/WasteManagement/BusinessIndustry/DerelictBuildingProgram.aspx](http://www.iowadnr.gov/Environment/LandStewardship/WasteManagement/BusinessIndustry/DerelictBuildingProgram.aspx)

## **Energy Conservation in Construction**

Implementing energy efficiency results in energy savings and decreases the environmental impact of construction and of buildings and facilities once a business is in operation. The State Energy Code, adopted by the State Building Code Commissioner as part of the State of Iowa Building Code, establishes minimum requirements for energy conservation in new construction in Iowa. The Iowa Department of Public Safety Building Code Bureau administers the State Energy Code for construction projects subject to the State Building Code, while local building departments are responsible for building code enforcement, including the State Energy Code in jurisdictions that have adopted and enforced local building codes. Certain construction projects also require the preparation of a life cycle cost analysis to identify optimum energy efficiency features to be included in the construction or an energy review by a registered architect or licensed professional engineer to assure energy code compliance.

### **Contact**

Iowa Department of Public Safety  
Building Code Bureau  
515.725.0418  
[www.dps.state.ia.us/fm/building/energy/](http://www.dps.state.ia.us/fm/building/energy/)

## Environmental Review for Natural Resources

Any person wishing to conduct construction activities in Iowa may send a letter to the IDNR requesting an environmental review for natural resources. A letter of Environmental Review is a record of review for protected species (state and federal listed endangered or threatened), rare natural communities, state lands and waters in the project area, and includes review by personnel representing state parks, preserves, recreation areas, fisheries and wildlife. An Environmental Review is not a required permit but can provide valuable planning information when obtained early in the planning process. For further information, please visit: [www.iowadnr.gov/Environment/ThreatenedEndangered/EnvironmentalReviews.aspx](http://www.iowadnr.gov/Environment/ThreatenedEndangered/EnvironmentalReviews.aspx)

### Contact

Iowa Department of Natural Resources  
Environmental Review Coordinator  
515.725.8464

[www.iowadnr.gov/Environment/ThreatenedEndangered/EnvironmentalReviews.aspx](http://www.iowadnr.gov/Environment/ThreatenedEndangered/EnvironmentalReviews.aspx)

## Household Hazardous Materials (HHM) Program

**Regional Collection Centers:** Regional Collection Centers (RCC) are permanent collection facilities designed to assist the public and conditionally exempt small quantity generators (CESQG) businesses with proper management and disposal of HHMs. RCCs accept specific types of hazardous waste for disposal either through local outlets or through contracted service and also provide a material exchange (Swap Shop) and educate citizens about proper purchasing and management techniques for HHMs.

### Contact

Iowa Department of Natural Resources Land Quality Bureau  
Financial and Business Assistance Section  
515.725.8359

[www.iowadnr.gov/Environment/HouseholdHazardousMaterials/HHMsBusinesses.aspx](http://www.iowadnr.gov/Environment/HouseholdHazardousMaterials/HHMsBusinesses.aspx)

## IASourceLink

IASourceLink.com is where business begins in Iowa. IASourceLink's mission is to help entrepreneurs and small businesses in Iowa grow and succeed by providing free, easy access to the help they need - when they need it. IASourceLink connects Iowa entrepreneurs to a network of 320+ nonprofit resource organizations that provide business-building services including financial and technical assistance. Access the Resource Navigator, Statewide Calendar of events, Business Licensing and more.

### Contact

IASourceLink  
1.866.537.6052

<http://www.iasourcelink.com/home>

## **Iowa Department of Agriculture and Land Stewardship**

The Iowa Department of Agriculture and Land Stewardship (IDALS) – Division of Soil Conservation is responsible for state leadership in the protection and management of soil, water and mineral resources, assisting soil and water conservation districts to meet their agricultural and environmental protection needs.

### **IDALS - WATER QUALITY**

#### **Watershed Protection**

The Watershed Protection Program was enacted in 1999 to provide technical and financial assistance for the development and implementation of local watershed initiatives. Watershed protection projects reduce soil erosion, protect or enhance water quality, provide flood control, and protect other natural resources. The watershed approach continues to be the most comprehensive, efficient and effective method of resource management.

1. Water Protection Fund (WPF)
2. Watershed Protection Fund (WSPF)

#### **Contact**

Iowa Department of Agriculture & Land Stewardship - Division of Soil Conservation  
Watershed Protection Program  
515.281.6145  
[www.iowaagriculture.gov/waterResources/watershedProtection.asp](http://www.iowaagriculture.gov/waterResources/watershedProtection.asp)

#### **Nutrient Reduction Wetlands**

Financial incentives are provided to private landowners to restore wetlands that intercept tile drainage from agricultural watersheds in North Central Iowa as part of the Conservation Reserve Enhancement Program (CREP). CREP wetlands are strategically located and designed to remove nitrate from tile-drainage water from cropland areas. Removal of nitrate from these waters helps protect drinking water supplies and reduce hypoxia in the Gulf of Mexico.

#### **Contact**

Iowa Department of Agriculture & Land Stewardship - Division of Soil Conservation  
Conservation Reserve Enhancement Program  
515.281.7032  
[www.iowaagriculture.gov/waterResources/CREP.asp](http://www.iowaagriculture.gov/waterResources/CREP.asp)

### **Livestock Water Quality Low-Interest Loans**

The State Revolving Loan Fund (SRF) is a new source of low-cost financing, available specifically to assist and encourage landowners to address non-point source pollution of Iowa streams and lakes. SRF offers low-interest loans through participating lenders to Iowa livestock producers for projects to prevent, minimize or eliminate non-point source pollution of Iowa's rivers and streams from animal feeding operations. Loans to implement practices for animal feeding operations can only be made to operations that are under 1,000 animal units and are not required to have an NPDES permit.

#### **Contact**

Iowa Department of Agriculture & Land Stewardship - Division of Soil Conservation  
State Revolving Loan Fund  
515.281.6148  
[www.iowaagriculture.gov/FieldServices/waterQualityLoanFund.asp](http://www.iowaagriculture.gov/FieldServices/waterQualityLoanFund.asp)

### **Agricultural Drainage Well Closure**

Agricultural drainage wells (ADWs) were constructed in north central Iowa beginning in the early 1900s to provide outlets for surface runoff and tile drainage water from cropland areas. Because these wells discharge water directly to groundwater aquifers, they are potential routes for movement of contaminants to underground drinking water supplies. The Agricultural Drainage Well Water Quality Assistance Fund provides financial assistance to protect groundwater aquifers by closing ADWs and providing alternative drainage outlets to surface streams.

#### **Contact**

Iowa Department of Agriculture & Land Stewardship - Division of Soil Conservation  
Ag Drainage Well Closure Program  
515.242.6130  
[www.iowaagriculture.gov/waterResources/agDrainageWellClosure.asp](http://www.iowaagriculture.gov/waterResources/agDrainageWellClosure.asp)

### **Watershed Improvement Review Board**

Watershed Improvement Review Board (WIRB) awards grants to improve water quality and flood prevention. Eligible applicants are local watershed improvement committees, soil and water conservation districts, counties, county conservation boards, public water supply utilities and cities. The Iowa Legislature makes annual appropriations to the Watershed Improvement Fund. These funds are administered by the WIRB.

#### **Contact**

Iowa Department of Agriculture & Land Stewardship - Division of Soil Conservation  
Watershed Improvement Review Board  
515.281.3599  
[www.iowaagriculture.gov/IWIRB.asp](http://www.iowaagriculture.gov/IWIRB.asp)

## IDEALS - CONSERVATION

### Soil Conservation Financial Assistance

Rich topsoil is the foundation of Iowa's agricultural identity and economy. Investing in the conservation of this resource is vital to maintain productivity and protect water quality. Conservation practices are a part of the planned system approach to land use and protection. Conservation practices slow the flow of water off the landscape, which prevents soil erosion and keeps sediment and nutrients out of rivers, lakes and streams. Permanent cover of grasses and trees holds soil in place and builds a healthy soil structure, which allows greater infiltration of rain where it falls.

1. State Cost-Share [www.iowaagriculture.gov/FieldServices/financialAssistance.asp](http://www.iowaagriculture.gov/FieldServices/financialAssistance.asp)
2. District Initiatives [www.iowaagriculture.gov/FieldServices/districtInitiatives.asp](http://www.iowaagriculture.gov/FieldServices/districtInitiatives.asp)
3. No Interest Loans [www.iowaagriculture.gov/FieldServices/noInterestLoans.asp](http://www.iowaagriculture.gov/FieldServices/noInterestLoans.asp)
4. State Revolving Loan Fund (SRF) [www.iowaagriculture.gov/FieldServices/waterQualityLoanFund.asp](http://www.iowaagriculture.gov/FieldServices/waterQualityLoanFund.asp)

### Contact

Iowa Department of Agriculture & Land Stewardship - Division of Soil Conservation  
Field Services Bureau  
515.281.5258  
[www.iowaagriculture.gov/soilconservation.asp](http://www.iowaagriculture.gov/soilconservation.asp)

### Urban Conservation Financial Assistance Programs

Urban landscapes generate runoff with almost every rainfall event. Conservation measures capture and infiltrate stormwater and reduce a property's contribution to water quality degradation, flashy stream flows and flooding. Several financial assistance programs are available to assist with implementation of urban conservation best management practices.

1. Stormwater Best Management Practices Loans [www.iowaagriculture.gov/FieldServices/stormwaterBMPloans.asp](http://www.iowaagriculture.gov/FieldServices/stormwaterBMPloans.asp)
2. Water Quality Protection Practices [www.iowaagriculture.gov/FieldServices/waterQualityProtectionPractices.asp](http://www.iowaagriculture.gov/FieldServices/waterQualityProtectionPractices.asp)
3. Local Initiatives [www.iowaagriculture.gov/FieldServices/pdf/Local\\_Initiatives.pdf](http://www.iowaagriculture.gov/FieldServices/pdf/Local_Initiatives.pdf)

### Contact

Iowa Department of Agriculture & Land Stewardship - Division of Soil Conservation  
Urban Conservation Program  
515.281.5833  
[www.iowaagriculture.gov/FieldServices/urbanConservation.asp](http://www.iowaagriculture.gov/FieldServices/urbanConservation.asp)

## IDALS - LAND QUALITY

### Coal Regulatory

Since 1977, the IDALS – Division of Soil Conservation has permitted, bonded, inspected and enforced coal mining regulations in Iowa. Permits issued were required to provide an assessment of pre-mining conditions, an operation plan for the mining phase and a reclamation plan for restoration of the site and achievement of the intended post-mining land use. Currently, there are no permitted coal mines in Iowa. Previously, permitted sites were located in Mahaska, Marion, Monroe and Lucas Counties.

### Contact

Iowa Department of Agriculture & Land Stewardship - Division of Soil Conservation  
Mines & Minerals  
515.281.4246  
[www.iowaagriculture.gov/MinesAndMinerals/coalRegulatory.asp](http://www.iowaagriculture.gov/MinesAndMinerals/coalRegulatory.asp)

### Abandoned Mine Land Reclamation

Iowa has more than 12,000 acres of abandoned coal sites that were mined prior to 1977 and are eligible to be reclaimed under Title IV of the Federal Surface Mining Control and Reclamation Act (Public Law 95-87). The IDALS – Division of Soil Conservation receives funding annually to reclaim eligible sites selected from this inventory. Criteria for ranking sites are based on environmental problems as well as potential hazards to public health and safety.

### Contact

Iowa Department of Agriculture & Land Stewardship - Division of Soil Conservation  
AML Program  
515.281.4246  
[www.iowaagriculture.gov/MinesAndMinerals/abandonedMinedLandReclamation.asp](http://www.iowaagriculture.gov/MinesAndMinerals/abandonedMinedLandReclamation.asp)

### Minerals Licensing

There are more than 1,000 registered mineral sites in Iowa, utilized by some 200 mine operators. Minerals extracted at these sites include: limestone, sand and gravel, gypsum and clay. The Division of Soil Conservation licenses each mine operator and bonds and registers each mining site. One inspector monitors all sites across the state to assure compliance with Iowa Code Chapter 208 and adopted regulations and to assure that the reclamation bond posted is adequate to complete required reclamation in the event of default by the operator. Inspections are also conducted in response to citizen inquiries or complaints.

### Contact

Iowa Department of Agriculture & Land Stewardship - Division of Soil Conservation  
Mines & Minerals  
515.242.5003  
[www.iowaagriculture.gov/MinesAndMinerals/minerals.asp](http://www.iowaagriculture.gov/MinesAndMinerals/minerals.asp)

## Iowa Department of Natural Resources

### Business Assistance Coordinator

Business assistance is available from the IDNR to assist with identifying environmental compliance requirements and connecting you with resources to implement source reduction, recycling, and other sustainable business practices.

### Contact

Regulatory Assistance Coordinator

Sharon Tahtinen

515.725.8299

sharon.tahtinen@dnr.iowa.gov

[www.iowadnr.gov/InsideDNR/AboutDNR/BusinessRegulatoryAssistance.aspx](http://www.iowadnr.gov/InsideDNR/AboutDNR/BusinessRegulatoryAssistance.aspx)

### Field Offices

Six field offices located throughout the state assist Iowans with understanding environmental protection programs. Field offices conduct routine inspections of permitted facilities and help individuals and businesses understand when to apply for a permit and how to meet permit requirements.

### Field Office Contact Information

Field Office #1

909 W. Main, Suite #4

Manchester, IA 52057

563.927.2640

[www.iowadnr.gov/InsideDNR/  
DNRStaffOffices/EnvironmentalFieldOffices/  
FieldOffice1Manchester.aspx](http://www.iowadnr.gov/InsideDNR/DNRStaffOffices/EnvironmentalFieldOffices/FieldOffice1Manchester.aspx)

Field Office #2

2300 15th Street SW

Mason City, IA 50401

641.424.4073

[www.iowadnr.gov/InsideDNR/  
DNRStaffOffices/EnvironmentalFieldOffices/  
FieldOffice2MasonCity.aspx](http://www.iowadnr.gov/InsideDNR/DNRStaffOffices/EnvironmentalFieldOffices/FieldOffice2MasonCity.aspx)

Field Office #3

1900 N. Grand Ave., Suite E17

Spencer, IA 51301

712.262.4177

[www.iowadnr.gov/InsideDNR/DNRStaffOffices/  
EnvironmentalFieldOffices/FieldOffice3Spencer.  
aspx](http://www.iowadnr.gov/InsideDNR/DNRStaffOffices/EnvironmentalFieldOffices/FieldOffice3Spencer.aspx)

Field Office #4

1401 Sunnyside Lane

Atlantic, IA 50022

712.243.1934

[www.iowadnr.gov/InsideDNR/DNRStaffOffices/  
EnvironmentalFieldOffices/FieldOffice4Atlantic.  
aspx](http://www.iowadnr.gov/InsideDNR/DNRStaffOffices/EnvironmentalFieldOffices/FieldOffice4Atlantic.aspx)

Field Office #5

7900 Hickman Road, Suite 200

Windsor Heights, IA 50324

515.725.0268

[www.iowadnr.gov/InsideDNR/  
DNRStaffOffices/EnvironmentalFieldOffices/  
FieldOffice5DesMoines.aspx](http://www.iowadnr.gov/InsideDNR/DNRStaffOffices/EnvironmentalFieldOffices/FieldOffice5DesMoines.aspx)

Field Office #6

1023 W. Madison Street

Washington, IA 52353

319.653.2135

[www.iowadnr.gov/InsideDNR/  
DNRStaffOffices/EnvironmentalFieldOffices/  
FieldOffice6Washington.aspx](http://www.iowadnr.gov/InsideDNR/DNRStaffOffices/EnvironmentalFieldOffices/FieldOffice6Washington.aspx)

## **Iowa Economic Development Authority – Energy Team**

The Energy Team of the IEDA advances energy efficiency and renewable energy in Iowa and serves as Iowa's State Energy Office. Working with business and industry, community leaders, government, and public agencies, the Energy Team sets the strategic direction for Iowa's clean energy future. Information on funding and incentives, current energy programs and technical assistance is available.

### **Contact**

Iowa Economic Development Authority  
Energy Team  
515.725.0418  
[www.iowaeconomicdevelopment.com/Programs/Energy](http://www.iowaeconomicdevelopment.com/Programs/Energy)

## **Iowa Energy Center**

The Iowa Energy Center at Iowa State University is involved in research and demonstration projects focused on alternative energy systems using renewable resources and assessing technology related to energy efficiency and energy production systems. The center also supports research in the form of competitive grants, provides scholarships and through a low-cost financial program, encourages construction of renewable energy production facilities in Iowa.

### **Contact**

Iowa Energy Center  
515.294.8819  
<http://energy.iastate.edu/>

## **Iowa Geology and Hydrology**

Technical assistance and extensive databases for geology, wells, and water quality are available through the Iowa DNR's State Geologist. Assistance such as geohydrologic consultation for water supply development, mineral extraction and a wide range of assessment for watershed enhancement activities is available.

### **Contact**

State Geologist  
Iowa Department of Natural Resources  
Wallace State Office Building  
502 E. Ninth St.  
Des Moines, Iowa 50309  
319.430.2954

## **Iowa Waste Exchange (IWE)**

The Iowa Waste Exchange (IWE) provides confidential, non-regulatory assistance to Iowa institutions and businesses. With a non-regulatory network of representatives around the state, the IWE works to match up businesses, schools, hospitals, communities and individuals that have waste recycling and/or disposal needs with resources to help meet those needs.

### **Contact**

Iowa Department of Natural Resources Land Quality Bureau  
Financial and Business Assistance Section  
515.725.8376

[www.iowadnr.gov/Environment/LandStewardship/WasteManagement/BusinessIndustry/FABA/IowaWasteExchangeIWE.aspx](http://www.iowadnr.gov/Environment/LandStewardship/WasteManagement/BusinessIndustry/FABA/IowaWasteExchangeIWE.aspx)

## **Iowa Waste Reduction Center (IWRC)**

Small businesses are eligible for a confidential and non-regulatory on-site visit by an IWRC waste reduction professional. During the visit, an IWRC staff member tours the facility and learns about the company's operations and current waste management practices. Within four weeks after the visit, the staff member prepares a report that reviews the relevant regulations and identifies pollution prevention opportunities.

### **Contact**

Iowa Waste Reduction Center  
319.273.6589  
<http://iwrc.uni.edu/>

## **Pollution Prevention Services (P2 Services)**

Pollution Prevention Services offers confidential, non-regulatory environmental technical assistance at no cost to Iowa business and industry, institutions and governmental agencies using pollution prevention or source reduction strategies. An assortment of assistance opportunities and services are offered to assist clients including opportunity assessments, nationally recognized P2 Intern Program, Environmental Management Systems assistance and workshops and educational training.

### **Contact**

Iowa Department of Natural Resources Land Quality Bureau  
Financial and Business Assistance Section  
515.725.8353  
[www.iowap2services.com](http://www.iowap2services.com)

## Recycling Property Tax Exemption

Industrial machinery, equipment, computers and their replacement parts are exempt from property tax when used primarily in the recycling or reprocessing of paper, cardboard, waste wood, plastic waste precuts or in the abatement of air and water pollution control. To qualify for the property tax exemption, first apply for certification from the IDNR. After the IDNR certification is received, file for the tax exemption from your local property tax assessment authority no later than February 1 (If you are a public utility, file your certification with the Iowa Department of Revenue).

### Contact

Iowa Department of Natural Resources  
Wallace Building  
502 E. 9th Street  
Des Moines, Iowa 50309  
515.725.8376

## Recycling Sales Tax Exemption

Industrial machinery, equipment, computers and replacement parts are sales tax exempt if used directly and primarily in the recycling or reprocessing of waste products. The sale or rental of air or water pollution control equipment is taxable unless the equipment is used directly and primarily by a manufacturer in processing. Iowa's recycling sales tax exemption does not require certification by IDNR (Noise pollution equipment may not be exempted).

To qualify for recycling sales tax exemption the business purchasing or renting qualifying equipment must complete the Iowa Sales Tax Exemption Certificate (found online at [www.iowa.gov/tax/forms/31014.pdf](http://www.iowa.gov/tax/forms/31014.pdf)) and submit the completed form to the seller when completing the sales transaction.

### Contact

Iowa Department of Revenue  
Hoover State Office Building  
1305 E. Walnut  
Des Moines IA 50319  
515.281.3114 or 800.367.3388

## **Solid Waste Alternatives Financial Assistance Programs (SWAP)**

The Solid Waste Alternatives Program (SWAP) seeks to reduce the amount of solid waste generated and deposited in Iowa landfills. Financial assistance is available through a competitive, quarterly process for a variety of projects including source reduction, recycling and education. A 50 percent cost share is required through cash and in-kind match.

### **Contact**

Iowa Department of Natural Resources Land Quality Bureau  
Financial and Business Assistance Section  
515.725.8323

[www.iowadnr.gov/Environment/LandStewardship/WasteManagement/BusinessIndustry/FABA/SWAP.aspx](http://www.iowadnr.gov/Environment/LandStewardship/WasteManagement/BusinessIndustry/FABA/SWAP.aspx)

## **Sovereign Lands Construction Permits**

Any person wanting to construct facilities on, above or under state-owned lands and/or waters that are under the jurisdiction of the Natural Resources Commission is required to have a current sovereign lands construction permit from the IDNR prior to the beginning of any construction. State-owned lands and waters under the jurisdiction of the IDNR include fee-title lands, meandered streams and most natural lakes. Meandered streams include the border rivers (Big Sioux, Mississippi and Missouri) as well as portions of the Cedar, Des Moines, East Fork Des Moines, West Fork Des Moines, Iowa, Little Maquoketa, Maquoketa, Nishnabotna, Raccoon, Skunk, Turkey, Upper Iowa and the Wapsipinicon. Information regarding the Sovereign Lands Construction Permit program can be found at:

[www.iowadnr.gov/InsideDNR/RegulatoryLand/SovereignLandsPermits.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryLand/SovereignLandsPermits.aspx)

### **Contact**

Iowa Department of Natural Resources  
Sovereign Lands Construction Permit  
515.725.8464

[www.iowadnr.gov/InsideDNR/RegulatoryLand/SovereignLandsPermits.aspx](http://www.iowadnr.gov/InsideDNR/RegulatoryLand/SovereignLandsPermits.aspx)





ASSISTANCE  
NETWORK

## **Iowa Business and Regulatory Assistance Network**

The Iowa Business and Regulatory Assistance Network can ensure access and responsiveness by Iowa state government to requests for assistance from citizens, local units of government, small business and industry. Guided by the Iowa Economic Development Authority (IEDA), Business Assistance coordinators are designated in agencies across state government to work as a cohesive network to coordinate communication and service.

For confidential, non-regulatory assistance, please contact the Iowa Economic Development Authority. You may also directly contact the business coordinator at the specific agency of interest.

### **Contact**

Iowa Economic Development Authority  
800.532.1216

[www.iowaeconomicdevelopment.com/Regulatory/regulatorynetwork](http://www.iowaeconomicdevelopment.com/Regulatory/regulatorynetwork)

## **Iowa Department of Agriculture and Land Stewardship (IDALS)**

The Division of Consumer Protection and Industry Services administers agricultural market development and regulatory programs which include: Ag Diversification and Market Development, Agricultural Market Development, Animal Industry Bureau, Commercial Feed and Fertilizer Bureau, Dairy Products Control, Entomology and Plant Science, Grain Warehouse Bureau, Horticulture and Farmers' Market Bureau, Horse and Dog Breeding Program, Iowa Farmer's Market Nutrition Program, Iowa Laboratory Facility, Meat and Inspection Bureau, Pesticide Bureau and Weights and Measures Bureau.

The Soil Conservation Division is responsible for managing oil, water and mineral resources and assisting soil and water conservation districts and private landowners to meet their agricultural and environmental protection needs. Division programs include: Field Services Bureau, Mines and Minerals Bureau, and Water Resource Bureau.

### **Contact**

Regulatory Assistance Coordinator, Margaret Thomson at 515.281.5322 or  
[Margaret.Thomson@iowaagriculture.gov](mailto:Margaret.Thomson@iowaagriculture.gov)

[www.iowaagriculture.gov/](http://www.iowaagriculture.gov/)

## **Division of Banking, Professional Licensing Bureau (PLB)**

PLB coordinates administrative support for seven professional licensing boards regulating: Accountants (CPA and LPA), Architects, Engineers and Land Surveyors, Interior Designers, Landscape Architects, Real Estate (Broker, Salesperson, and Firm) and Real Estate Appraisers. For assistance or contact information for each licensing board, please visit [www.state.ia.us/government/com/prof/home.html](http://www.state.ia.us/government/com/prof/home.html).

## **Division of Credit Unions, Commerce Department**

The Division of Credit Unions provides the supervision and regulation of Iowa state-chartered credit unions.

### **Contact**

Regulatory Assistance Coordinator, Rebecca Behrens at 515.281.6515 or [rebecca.behrens@iowa.gov](mailto:rebecca.behrens@iowa.gov)  
<https://creditunions.iowa.gov/iacudiv/index.asp>

## **Iowa Department of Cultural Affairs (IDCA), State Historic Preservation Office (SHPO)**

SHPO consults with federal and state agencies on how their “undertakings” (e.g. actions receiving federal support such as funding, permitting or other assistance) may affect historic properties. The National Historic Preservation Act (NHPA) requires federal agencies to review actions which may affect a property listed on the National Register of Historic Places, or which may affect a property eligible for this listing. A property may be a building, historic district, archeological site, cultural landscape or traditional cultural properties. SHPO provides technical assistance on how best to mitigate effects from an undertaking to preserve the historic integrity of the property.

### **Contact**

Regulatory Assistance Coordinator, Dan Higginbottom at 515.281.8744 or [Daniel.Higginbottom@iowa.gov](mailto:Daniel.Higginbottom@iowa.gov)  
[www.culturalaffairs.org/programs/business-assistance-team/index.htm](http://www.culturalaffairs.org/programs/business-assistance-team/index.htm)

## **Iowa Department of Human Services, Child Support Recovery Unit (CSRU)**

CSRU assists Iowa employers by providing 24/7 online access to make child support payments, report hired or rehired employees and to report employee terminations. For assistance, employers may call 877.274.2580, visit <https://secureapp.dhs.state.ia.us/epay/> or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us).

## **Iowa Department of Inspections and Appeals (IDIA)**

The IDIA inspects, licenses, and/or certifies health care providers and suppliers, restaurants and grocery stores, social and charitable gaming operations, hotels and motels, and barber and beauty shops. For assistance, call 515.281.6863, visit [www.state.ia.us/government/dia/index.html](http://www.state.ia.us/government/dia/index.html) or email [webmaster@dia.iowa.gov](mailto:webmaster@dia.iowa.gov).

## **Iowa Insurance Division (IID)**

Supervises insurance business transacted in Iowa, grants permission to companies wishing to sell insurance and serves as the administrator of the securities act.

### **Contact**

Regulatory Assistance Coordinator, Jim Armstrong at 515.281.5705 or [Jim.Armstrong@iid.iowa.gov](mailto:Jim.Armstrong@iid.iowa.gov)  
[www.iid.state.ia.us/regulatory/](http://www.iid.state.ia.us/regulatory/)

## **Iowa Department of Natural Resources (IDNR)**

Administers environmental protection programs for air, water, land quality, maintains state parks and forests, and manages Iowa's natural resources.

### **Contact**

Regulatory Assistance Coordinator, Sharon Tahtinen at 515.725.8299 or [sharon.tahtinen@dnr.iowa.gov](mailto:sharon.tahtinen@dnr.iowa.gov)  
[www.iowadnr.gov/InsideDNR/AboutDNR/BusinessRegulatoryAssistance.aspx](http://www.iowadnr.gov/InsideDNR/AboutDNR/BusinessRegulatoryAssistance.aspx)

## **Iowa Department of Public Health (IDPH)**

The Iowa Department of Public Health is a catalyst for promoting and protecting the health of Iowans. It strives to improve the quality of life for all Iowans by fulfilling the fundamental obligations of population-based services by: preventing epidemics and the spread of disease; protecting against environmental hazards; preventing injuries; promoting and encouraging healthy behaviors and mental health; preparing for and responding to public health emergencies and assisting communities in recovery; and assuring the quality and accessibility of health services.

### **Contact**

Regulatory Assistance Coordinator, Barb Nervig at 515.281.4344 or [bnervig@idph.state.ia.us](mailto:bnervig@idph.state.ia.us)  
[www.idph.state.ia.us](http://www.idph.state.ia.us)

## **Iowa Department of Public Safety (IDPS)**

This department licenses, certifies, or registers electricians and electrical contractors, private investigative and private security businesses, commercial explosive operations, fire extinguishing system contractors, alarm system contractors and installers, and above ground petroleum storage tanks, as well as overseeing weapons permitting in Iowa.

The State Fire Marshal establishes and enforces fire safety requirements for various specific occupancies as well as for storage, use, and handling of explosives and of flammable and combustible liquids. The Building Code Commissioner adopts the State Building Code, statewide accessibility requirements for persons with disabilities, energy conservation requirements for construction, and requirements for minimum plumbing facilities in restaurants, pubs, lounges, and places of public assembly.

### **Contact**

Regulatory Assistance Coordinator, Roxann Ryan at 515.725.6328 or  
regassist@dps.state.ia.us

[www.dps.state.ia.us/regassist/index.shtml](http://www.dps.state.ia.us/regassist/index.shtml)

## **Iowa Department of Revenue (IDR)**

This department administers Iowa's tax laws, including sales and use, motor fuel, cigarette and tobacco, individual and corporation income, and inheritance taxes. IDR issues business tax permits and provides Iowa tax publications and forms. IDR also provides information on tax laws, administrative rules, and tax policy and assists local governments in making property tax assessments fair and in compliance with the law.

### **Contact**

Iowa Department of Revenue tax specialists at 515.281.3114 or 800.367.3388.

Available: 8 a.m. - 4:15 p.m. CST.

idr@iowa.gov

Regulatory Assistance Coordinator, Victoria Daniels at victoria.daniels@iowa.gov

[www.iowa.gov/tax/links/lowaBAN.html](http://www.iowa.gov/tax/links/lowaBAN.html)

## **Iowa Department of Transportation (IDOT)**

This department regulates and authorizes access locations to primary highways, utility occupancy of highway right of way, and use of highway right of way by others.

### **Contact**

Regulatory Assistance Coordinator, Karen Smith at 515.237.3239 or Karen.Smith@DOT.iowa.gov

[www.dot.state.ia.us/bus\\_reg\\_assist.htm](http://www.dot.state.ia.us/bus_reg_assist.htm)

## **Iowa Secretary of State (ISOS)**

This part of state government processes certificate of incorporation (to transact business as a corporation in Iowa), registration as a foreign corporation (a corporation organized under the laws of a state other than Iowa) and reserving the exclusive right of a corporate name in Iowa. For assistance please call 515.281.5204, visit [www.sos.iowa.gov](http://www.sos.iowa.gov) or email [sos@sos.iowa.gov](mailto:sos@sos.iowa.gov).

## **Iowa Utilities Board (IUB)**

The IUB administers regulatory approvals needed for generating certificate, natural gas pipeline permit, electric line franchise, or flexible rate tariff.

IUB also handles complaints against utility service providers, call 877.565.4450 (toll-free) or email [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov)

### **Contact**

Regulatory Assistance Coordinator, Joan Conrad at 515.281.4874 or email at [Joan.Conrad@iub.iowa.gov](mailto:Joan.Conrad@iub.iowa.gov)  
[www.state.ia.us/government/com/util/links/business\\_regulatory.html](http://www.state.ia.us/government/com/util/links/business_regulatory.html)

## **Iowa Workforce Development (IWD)**

This department administers services including Workforce Development Centers, Workers Compensation, and Unemployment Insurance. The Division of Labor Services at IWD administers programs including occupational safety and health, construction contractor registration, child labor, wage payment and minimum wage, asbestos abatement, and elevator, escalator, boiler, pressure vessel, and amusement ride safety.

### **Contact**

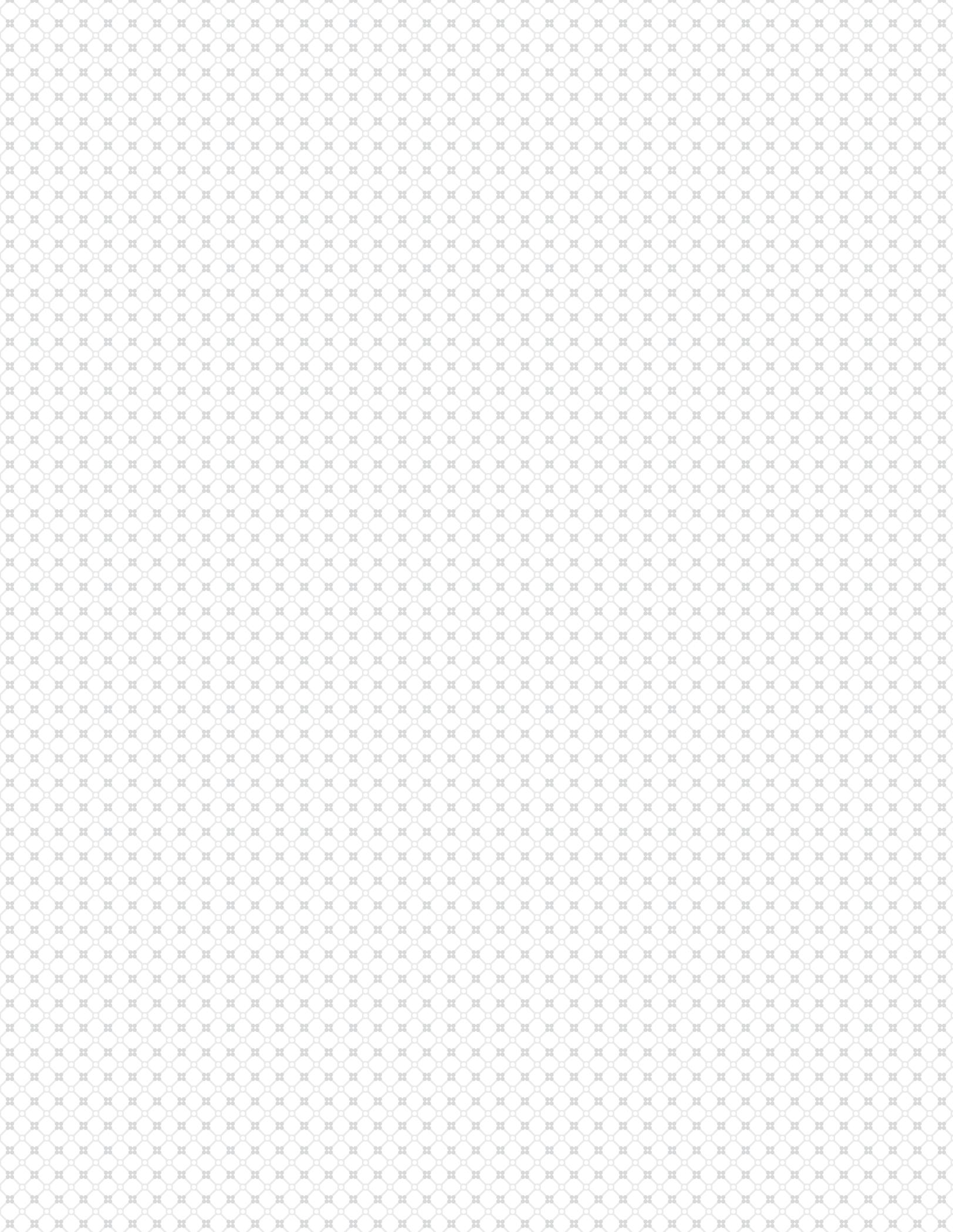
Regulatory Assistance Coordinator, Kathleen Uehling at 515.281.5915 or [kathleen.uehling@iwd.state.ia.us](mailto:kathleen.uehling@iwd.state.ia.us)  
[www.iowaworkforce.org/mra.htm](http://www.iowaworkforce.org/mra.htm)

## **Office of Citizens Aide/Ombudsman**

The Office of Citizens' Aide/Ombudsman serves as an independent and impartial agency to which citizens can air their grievances about government. By facilitating communications between citizens and government and making recommendations to improve administrative practices and procedures, the Ombudsman promotes responsiveness and quality in government.

### **Contact**

Regulatory Assistance Coordinator, Kristie Hirschman at 515.281.3592 or [kristie.hirschman@legis.state.ia.us](mailto:kristie.hirschman@legis.state.ia.us)  
[www.legis.iowa.gov/Ombudsman/](http://www.legis.iowa.gov/Ombudsman/)



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[businessiowa](https://twitter.com/businessiowa)