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ABOUT THE COVER

Conventional treatment of industrial wastewater streams is generally multistep, time consuming and requires extensive equipment and handling. The cover story beginning on page 14 profiles an innovative approach to treating industrial wastewater that eliminates the use of various hazardous treatment chemicals, is easy to implement and operate and generates nonhazardous waste.

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Universal waste rule: Mercury rising While most waste batteries are handled under this regulation, the debate is heating up as to whether the rule also should apply to fluorescent lamps By Charles B. Lewis, ID

Wanted: Right brainers

"Imagination is more important than knowledge." Albert Einstein

he U.S. Environmental Protection Agency is looking for a few good innovators. The agency is inviting proposals for pilots under their program Project XL to both industrial facilities and publicly owned treatment works (POTWs). Project XL, which stands for "eXcellence and Leadership," is a national pilot program that is designed to encourage facilities to undertake creative site-specific measures to achieve better environmental results at a lower cost in exchange for exemption from some federal and state environmental requirements.

This is part of EPA's strategy to find better ways of protecting the environment without imposing unnecessary costs and regulatory burdens on society. The regulated community's ongoing criticism of EPA has largely prompted this move toward innovation. The major gripe is that facilities are being forced to comply with unyielding environmental laws that dictate a strict cookbook approach to managing wastewater, air pollutants and hazardous waste. Many environmental professionals feel that they have enough challenges in their jobs without being hamstrung by rigid rules that stifle inventive approaches to pollution control.

Begun in March 1995 in response to such complaints, Project XL currently has seven pilot programs in operation and another 20 under development. EPA is particularly interested in projects aimed at creating innovative environmental technologies. The agency plans to implement 15 additional projects.

An example of an ongoing Project XL program involves the OSi Specialties Inc. in Sisterville, W.V. The specialty chemical manufacturing plant has agreed to install air pollution controls on a production unit well ahead of when the controls are anticipated to be required by EPA regulations and to reuse methanol and thereby reduce the generation of sludge. The project will result in the destruction of about 98 percent of the organic compounds in the vent



streams and the recovery and reuse of 500,000 pounds of methanol that would otherwise have been treated in the facility's wastewater system. This will reduce the sludge from the facility's wastewater treatment system by about 815,000 pounds per year. In exchange for this, EPA and the West Virginia Department of Environmental Protection have deferred new organic air emission regulations applicable to OSi's two hazardous waste surface impoundments.

In addition to industrial facilities, Project XL officials are looking at POTWs. According to EPA, many POTWs have mastered the programmatic aspects of their pretreatment programs and a number of these POTWs feel that their programs should be measured against environmental results rather than strict adherence to procedural and administrative requirements.

For more information on Project XL contact Christopher Knopes, EPAs Office of Reinvention Programs, at (202) 260-5754 or check out EPA's Internet address at www.epa.gov/ProjectXL. If you want information specific to POTWs, call Patrick Bradley, EPA, at (202) 260-6963.

Creative approaches to environmental problems should be encouraged-not punished. The magnitude and complexity of our nation's environmental problems have created an urgent situation that demands imaginative pollution prevention and control techniques.



Angela Neville, JD, REM Editor-in-Chief



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A new technology—microencapsulation could help useful viruses, bacteria and other environmentally friendly biopesticides compete with traditional chemical pesticides. Agricultural Research Service (ARS) scientists and cooperators in Mexico have produced improved formulations that offer biological control for insect pests.

Encapsulation is the process of mixing microbes with a matrix-forming material, such as cornstarch, that has been partially gelatinized—heated to enable water absorption. When the cornstarch-microbe mixture is added to water and then dried, the microbes become entrapped in protective particles so small they can barely be seen without a microscope.



"Encapsulating microbes in starch or other agricultural materials may help establish alternatives to relying on chemical insecticides or transgenic insect toxins that are now in a few crops," said Peter B. Johnsen, director of the ARS's National Center for Agricultural Utilization Research in Peoria, Ill.

Transgenic insect toxins are proteins produced by plants that have a bioengineered gene from a bacterium such as *Bacillus thuringiensis* (Bt).

Encapsulated bioinsecticides include not only Bt, but also baculoviruses—a group of viruses that cause disease in caterpillars. The viruses begin their infection in the gut of host insects.

With the new formulations, farmers will no longer need to add any ingredients besides water. Additionally, according to ARS entomologist Michael R. McGuire, controlling insects by more than one means may prevent large populations from developing insecticide resistance. For example, microencapsulated baculoviruses may someday be applied to areas planted with both conventional and transgenic cotton. Cotton pests such as the bollworm and tobacco budworm that may escape death from transgenic toxins can then be killed by the baculoviruses.

For more information, contact Michael R. McGuire at telephone (309) 681-6595, fax (309) 681-6693 or e-mail: mcguirmr@ ncaur.usda.gov.

An intelligent way to control coal emissions

New "intelligent controller" software that uses neural networks and fuzzy logic to help control emissions from coal-burning power plants has been developed by Argonne National Laboratory, near Chicago, and Energy Systems Associates (ESA), Pittsburgh.

The software makes it effective for a power plant to burn natural gas along with coal. The added natural gas reburns nitrogen oxide (NO_x) gases, converting them into nitrogen.

"Since natural gas is more expensive than coal, we're interested in developing a system that will help plant operators use natural gas as economically as possible while maintaining the required NO_x reductions," said Jacques Reifman, leader of the project at Argonne.

The software is designed to work with ESA's Fuel Lean Gas Reburning technology, a system that injects controlled amounts of natural gas into various regions of a furnace on demand.

The software serves as an advisor, notifying operators of coal-fired power plants when NO_x emissions are too high and suggesting adjustments to reduce them. "Initial simulation tests on fossil-fueled boilers showed that this combination consistently leads to high average NO_x reduction and low average rates of natural gas consumption," Reifman said.

The team's approach was to develop an intelligent controller that learns about the plant by using artificial intelligence methods, such as neural networks and fuzzy logic, to analyze plant behavior. Neural networks are computer systems that can learn complex processes by analyzing their performance data.

Argonne and ESA worked with performance data that ESA compiled at one of ComEd's coal-fired power plants near Joliet, 1ll.

"The database included the amount and distribution of natural gas and the resulting NO_x levels," Reifman said. "We provided the database to a neural network and let it discover the relationships between the variables."

For more information, contact Dave Baurac at Argonne at (630) 252-5584 or Roger Glickert at ESA at (412) 429-3576.



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Compiled by Kristie L. Guillotte

Defining parent corporation's Superfund liability

WASHINGTON, D.C.—In June, the U.S. Supreme Court unanimously ruled that a parent corporation cannot be held liable for its subsidiary's violation of the Comprehensive Environmental Response, Compensation and Liability Act (CERCLA) of 1980, also known as the Superfund law, simply because the parent company owns or operates the subsidiary.

The decision was reached in the case of United States vs. Bestfoods. Action under CERCLA was brought against CPC International Inc., the parent corporation of the defunct Out Chemical Co., for the costs of cleaning up industrial waste generated by Ott II's chemical plant. Under CERCLA, it has to be proven that the parent company actually operated the facility in question, which was owned by the subsidiary.

The Supreme Court stated, "The question is not whether the parent operates the subsidiary, but rather whether it operates the facility, and that operation is evidenced by participation in the activities of the facility, not the subsidiary. Control of the subsidiary, if extensive enough, gives rise to indirect liability under piercing doctrine, not direct liability under the statutory language."

The court sent the case back to the lower court for the limited purpose of determining whether or not the parent corporation actually operated the facility in question. However, the government's assertion that the officers of the parent corporation were officers of the subsidiary is insufficient to demonstrate that the parent corporation actually operated the facility owned by the subsidiary. The court further stated, "It is entirely appropriate for directors of a parent corporation to serve as directors of its subsidiary, and that fact alone may not serve to expose the parent corporation to liability for its subsidiary's acts."

MBAs take a new focus

WASHINGTON, D.C.—Eight of the U.S.s leading graduate business schools received awards in recognition of outstanding curricula and activities focusing on the environment in their Masters of Business Administration (MBA) programs.

The schools were chosen from a survey of MBA programs nationally conducted by the Washington, D.C.-based World Resources Institute (WRI), an international research organization focusing on issues of the environment and sustainability.

The top eight schools, as surveyed in a WRI report, "Grey Pinstripes with Green Ties: MBA Programs Where the Environment Matters," include George Washington University, New York University, Northwestern University, University of Michigan, University of North Carolina-Chapel Hill, University of Tennessee-Knoxville, University of Virginia and University of Washington.

"Standard business practice is changing; the environment is no longer an afterthought," said Jennifer Finlay, lead author of the report. "Most Fortune 500 companies have moved beyond 'end-of-pipe' fixes focused on preventing pollution and are trying to actively pursue competitive advantage through environmental excellence."

The authors emphasized that the survey is not a general population sample or ranking, but an evaluation based on information provided by the deans. Some significant findings include:

 86 percent of the schools report offering one elective course, ranging from such courses as "Green Design and Business"

> NATICK, Mass.—A new survey shows that the environmental consulting industry's revenues are on the rise.

The survey, "Financial Performance Survey of Environmental Consulting Firms," conducted by Zweig White & Associates, found the median annual growth rate of gross revenues in environmental consulting firms to be 6.89 percent last year. This continues an upward trend in growth rates—from 2.69 percent in 1994 to 1995 and an a The survey also reveals that more bonuses. Bonus costs, ba 3 years from 1994 to 1996. Firms also expressed optimi median 3-year projected reven goal firms would need to grow to "Environmental Quality and Economic Advantage;"

News at a glance

- 57 percent report offering more than one elective; and
- 21 percent of schools offer dual degrees with natural resource or forestry programs or environmental management specializations.

Something fishy in Lake Erie

CLEVELAND—Two artificial reefs placed in Lake Erie last November are proving to be a big catch for the area.

Research conducted by Ohio Sea Grant indicates that the reefs should attract up to 60 times more fish in the surrounding areas and should pay for themselves rather quickly.

Dr. Jeffrey M. Reutter, Ohio Sea Grant director, said, "I like to think of the reefs as environmental endowments—they are completely paid for but they will continue to provide economic benefits and a great deal of enjoyment to anglers for many years. This is also a good example of a major city taking a very bold action to improve both the environment and the economy, showing it is possible to do both."



Source: 1998 Financial Performance Survey of Environmental Consulti Firms (Zweig White & Associates, Inc.)

cent in 1994 to 1995 and an additional 5.26 percent in 1995 to 1996.

The survey also reveals that many firms are using the increased revenues to pay more bonuses. Bonus costs, based on established plans, have more than doubled in 3 years from 1994 to 1996.

Firms also expressed optimism regarding future revenue growth potential. The median 3-year projected revenue growth is 33 percent. In order to achieve that goal, firms would need to grow by 11 percent each year for the next 3 years.

The financial performance survey provides 26 comparative financial statistics that environmental consulting firms can use to measure their firm's financial performance against industry norms. Also included in the survey is information on finance and accounting staff, personnel costs, lines of credit, professional liability insurance, rent and utility costs and emergency premiums. For more information on the survey, contact Zweig White & Associates at 600 Worcester St. Natick, Mass. 01760, telephone (508) 651-1559 or e-mail info@zwa.com.

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Compiled by Ingrid Truemper

Check out some of Environmental Protection's favorite catalogs, brochures, books and reports available this month.



The GC/MS Application Note Number 61 describes an advanced process for distinguishing individual toxic polychlolophenol isomers in drinking water at parts-per-trillion and lower concentration levels. The GC/MS process uses a Saturn 2000 ion trap system, which provides high signal-to-noise ratios. Varian Analytical Instruments. Circle 193 on card.



The Transactions in Measurement & Control series is designed to provide access to the information needed to meet measurement and control requirements. It is conceived as a practical thesis and a technical reference series for everyday users of instrumentation and controls. **Omega. Circle 194 on card.**



The Warrick Product Selection Guide is a catalog for liquid level control products, including kits, controls, fittings, probes, electrical panels and float systems. Each product category within the 36page guide is color coded for fast reference. **Warrick Controls Inc. Circle 195 on card.**



The Series 452 Insertion Mass Flow Element brochure lists specifications, applications and ordering information for the Series 452 heavy-duty industrial, single-point Insertion Mass Flow Element for industrial gases. The Series 452 meets the 1996 CE compliance requirements for EMI emissions and immunity. Kurz Instruments Inc. Circle 196 on card.



The 28-page Performance Pak Actuator Engineering and Selection Guide enables designers to match the appropriate electromechanical linear ball screw actuators to specific applications. The guide contains specifications on the company's 12-, 36-, 90-, 110- and 220-volt Performance Pak Actuators and more. Thomson Saginaw Ball Screw Company LLC. Circle 197 on card.



The 116-page Digester Gas Safety and Control product catalog from Whessoe Varec features sections on applications, cover equipment, gas control, burners/flares, specifications and technical information. Whessoe Varec. Circle 198 on card.



The 1998-99 edition of the Process Safeguarding Engineering Guide features a wide range of trapped key interlocks, trapped key power isolators, integral valve interlocks, lock out and tag out devices, special purpose limit and proximity switches, explosion-proof proximity switches and intrinsic safety barriers. Scientific Technologies Inc. Circle 199 on card.



The 150-page Environmental

Equipment Catalog contains design information, engineering data and the company's full line of equipment for water purification, industrial wastewater treatment, recycling and odor control. The catalog contains 48 new product lines and an expanded ozone air and water product line. **RGF**. **Circle 200 on card**.

42 CFR 84 / 29 CFR 1910134 Compliance



The Quick Reference Guide is designed to inform distributors and end-users of respiratory protection devices about the changes incorporated into the new NIOSH standard 42 *CFR* Part 84 and revised OSHA 29 *CFR* 1910.134. Background information on the history and intent of both regulations is included. **North Safety Products. Circle 201 on card.**

High-Performance Valves, Actuators and Accessories



The 12-page product catalog from Jamesbury provides an overview of the company's complete line of ball valves, butterfly valves, actuators and accessories. A concise description of each product is given, along with a photograph and specification table. Jamesbury Inc. Circle 202 on card.

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ndustrial wastewater generally contains contaminants such as suspended solids, dissolved organic matters, heavy metals and cyanides at levels considered hazardous to the environment and that could pose a risk to public health. Such contaminants must be removed or their levels be reduced to legally acceptable levels prior to discharging the wastewater to the environment. Effluents are normally treated by chemical means and the quality of treated effluent must meet discharge standards required by emulsion breaking, coagulation and scavenging of oil, precipitation of heavy metals as hydroxides or sulfides, flocculation and settling of the solids into a metal-laden floc, separation of floc from treated effluent, and finally discharge. Such techniques are generally multistep, time consuming and require extensive equipment and handling. The entire treatment is carried out sequentially and requires multiple pH adjustments and the addition of hazardous chemical solutions, each with its own feed tank, pump and feed amount—one percent or higher—of emulsified oil is present in the waste stream, use of an oil-water separator or dissolved air floatation (DAF) equipment becomes necessary for effective removal of oil.

Simpler is better

As the collective industrial discharge continues to grow and the CWA regulations governing the discharge of wastewater become more stringent, industrial facilities need new technologies and products that

Shortcut to success

A new streamlined treatment alternative for industrial wastewater delivers high-quality effluent and generates nonhazardous waste

the National Pollutant Discharge Elimination System (NPDES) under the Clean Water Act (CWA).

Conventional multi-step treatment

The type of wastewater treatment program put in place by an industry is influenced by factors such as the nature and volume of the waste stream, discharge regulations, available space and the nature of generated waste. The nature and volume of the waste stream and discharge regulations will influence the choice of equipment and treatment chemicals. The overall cost of treatment involves operational costs such as energy, labor, treatment chemicals, sludge processing and disposal and maintenance. The classification of generated waste is very important as disposal of hazardous waste costs an average of three to four times that of nonhazardous waste.

Conventional techniques used in the treatment of industrial waste streams involve line. Furthermore, both hydroxide and sulfide precipitation methods suffer great limitations in their use in metal removal and both generate hazardous waste that requires further treatment and stabilization at waste treatment plants. In cases where a significant enhance treatment efficiency and are protective of the environment and public health. A new alternative process for treating industrial wastewater streams is becoming popular as it eliminates the use of the various dangerous treatment chemicals, is

ent from an automotive manufacturing operation								
Parameter	Limit, mg/L	Current treatment	Alternative treatment					
Oil & grease	50.0	1900	24.5					
Suspended solids	NA	35.4	6.5					
Total phosphorus	NA	13.2	0.34 ,					
COD	NA	991	597					
Phenol	0.20	0.19	0.09					
Cadmium	0.37	0.005	ND					
Chromium	1.47	0.083	ND					
Copper	1.80	0.280	ND					
Lead	0.37	0.040	ND					
Nickel	2.12	0.150	ND					
Silver	0.37	0.006	ND					
Zinc	1.39	0.180	ND					

By Sultan I. Amer, PhD



easy to implement and operate, requires less maintenance and generates nonhazardous waste.

The recently developed AQUASIL® treatment makes use of the concepts of synergy and favorable kinetics to react with the various contaminants simultaneously. This new

Equalization Tank

Process Water

technology employs proprietary advanced nonhazardous blend of natural and synthetic minerals that are made to fit the chemistry of the particular waste stream. All products are manufactured from nonhazardous materials and supplied in solid form. They are highly hydrophilic and used in

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Treated Water

either the batch or continuous processes.

In the new treatment, the particular product is added or metered into the agitated waste stream in a treatment tank. Within a few minutes a dense floc forms. settles quickly and is easily dewatered. Effluents are treated with products at either the low, neutral or moderately high pH. Use of such products eliminates problems inherent in the application of liquid chemicals in the conventional practice. The products have high capacity to take up or remove heavy metals, suspended solids and oil and grease, simultaneously. In addition, they can lower the levels of hexavalent chromium, phenol, arsenic, selenium, phosphorus, fluoride, chemical oxygen demand (COD) and total dissolved solids (TDS). The products also overcome problems associated with hardness and the presence of complexing or chelating agents, surfactants and detergents.

Figure 1 illustrates a conceptual setup of the new treatment; **Table 1** shows the performance of the conventional treatment of an automotive manufacturer's wastewater, contrasted with the new method.

The new treatment is applicable to effluents from a broad spectrum of industries. Applications include operations such as



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AQUASIL

Treatment Tank

Filter Press Back To Equalization Tank Back To Equalization Tank Figure Sludge Bin Figure Sludge Bin Figure The ne ents from Application Application Application FINALLY FILTER FIGURE Contraster The ne ents from Application FILTER FIL

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16 Environmental Protection



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machining, anodizing, galvanizing, automobile manufacture, plating, surface coating, tannery, parts cleaning, laboratory waste, stamping, paint spray booth, wood treatment and circuit board manufacturing.

Fewer steps equal more savings

The benefits of using the new treatment and products become evident if we consider the entire treatment process and its economics. For example, an automotive manufacturing operation has a wastewater treatment system that operates at 600 gallons per minute (gpm) daily. Waste streams from the various operations, which are combined in an equalization tank, are fairly concentrated in suspended solids, oil and dissolved solids. In the conventional treatment, pH is lowered, an emulsion breaker is added and DAF is applied to enhance the separation of oil from water. Oil is skimmed off the surface. Lime slurry is then added to raise the pH and precipitate heavy metals and a flocculant is added to facilitate settling of formed floc in the clarifier. Sludge is withdrawn periodically to a sludge tank and is treated with sludge thickeners prior to dewatering in a filter press. Annual cost of the treatment, excluding labor, maintenance and energy is \$1.630.000.

TABLE 2 • Analytical results of contaminants in plating waste (filter cake)								
Parameter	Total1 concentration mg/kg	TCLP ² limit mg/L	RCRA (TCLP ²) limits, mg/L					
Cadmium	640	<0.005	1					
Chromium	240,000	<0.01	5					
Copper	3,500	0.04	100					
Iron	13,000	<100.00	NA*					
Lead	670	0.15	5					
Nickel	2,100	0.08	NA*					
Zinc	340	0.06	500					
 Total concent analyzing the A leachate is 	tration is obtained by total digestate for metals.	digestion of waste r	naterial in nitric acid and					

* Not Available or Unregulated.

Laboratory tests, conducted over a period of several months, showed that a dose of 350 milligrams per liter (mg/L) of the new product produced much more favorable results (see Table 1). Cost analysis conducted at the automotive manufacturing plant indicates that the new wastewater treatment reduces the cost of waste disposal by 60 percent, sewer surcharges by 70 percent, and the overall cost by 40.4 percent. Furthermore, the DAF operation and all hazardous feed chemicals are eliminated, and the cost of energy, maintenance and labor is substantially reduced. The high quality of treated effluent, generated by the new treatment, allows for water conservation through recycling.

Waste disposal: Acing the TCLP test

All techniques used in the treatment of waste streams produce large volumes of sludge/waste that is generally hazardous due to the high concentrations of contaminants therein. Safe disposal of such waste is trou-



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1401 Rockville Pike, Suite 500, Rockville, MD 20852 Telephone: (301) 284-3000; FAX (301) 284-3001 blesome and the problem is aggravated by the increasing number of wastewater treatment systems. Currently, the waste is transported to treatment plants where it under

 Table 2 shows TCLP test results for a plating waste generated by the alternative treatment.

 The new treatment is easy to implement, employs safe products and provides an eco

A new alternative process for treating industrial wastewater streams is becoming popular as it eliminates the use of the various dangerous treatment chemicals, is easy to implement and operate, requires less maintenance and generates nonhazardous waste.

goes further treatment to render it suitable for long term disposal. Such a manipulation adds to the overall cost of treatment.

Waste created by of the alternative treatment is already stabilized and does not require any further treatment to render it non-leaching. The waste passes the Toxicity Characteristics Leaching Procedure (TCLP) test and meets the Resource Conservation and Recovery Act (RCRA) requirements and can be landfilled as a nonhazardous material. nomical alternative to current techniques. It lowers labor, energy and maintenance demands, delivers effluents that meet or exceed discharge and recycling standards and generates nonhazardous waste.

Sultan I. Amer is the president and founder of Aquachem Inc., which manufactures Aquasil, in Canton, Michigan.

For more information, circle 88 on card.

Corrections

The photographs that appeared on pages 6 and 14 in the July 1998 issue of Environmental Protection were courtesy of © Westfall Ecoimages, Mark Howard, photographer, Woodbridge, Va.





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Portable Power Tools Farmington Industrial Park Farmington, CT 06032 For free information: Call: (860) 674-8226 Fax: (860) 676-2606 Review your options for reducing gas, vapor and particulates emissions from manufacturing and power generation systems

By Paul S. Farber, PE, DEE

missions from manufacturing and power generation systems are regulated by federal, state and local agencies. In some cases, industry will need to install, operate and maintain some form of control equipment to reduce their emissions to permitted levels. Selecting an appropriate control system depends on the hazardous air pollutant being controlled, the characteristics of the process and the degree of control needed to stay in compliance. Decision makers responsible for plant compliance must understand the options available along with their cost factors to properly make these decisions.

To reduce emissions, a suite of tools ranging from pollution prevention and wastes minimization, process modification, to the installation and operation of control systems are available. Some of these options, such as pollution prevention, have the potential not only to reduce emission levels into the environment, but to have the final result of a positive cash flow. Others, including Often determining the degree of total emission reduction desired or required is complex and depends upon the size of the facility and the degree of flexibility that is needed for production increases and modifications without further capital investment in control systems and extensive

permit changes.

process modification, will reduce the production and emission of contaminants but may require a capital expenditure and adversely affect production levels at the same time.

In many cases, emissions reduction programs that include pollution prevention and waste minimization may not be able to reduce emissions to the point of regulatory compliance or provide, what management considers to be sufficient allowance for facilities/production expansion. At this point consideration must be given to the selection, installation and operation of control equipment. If the choice of a control system is to be the right one, evaluate the following: 1. What pollutant or combination of

- pollutants needs to be controlled?
- 2. What degree of total emission reduction is desired or required?
- 3. What is the condition of the gas that will be entering the control equipment?
- 4. Does the gas flow/pollutant concentra-



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tion vary significantly or is it steady?

- 5. Is this a new installation or a retro-fit into an existing plant?
- 6. What about recovery/disposal of collected pollutants?

Control what?

The first, and usually the easiest, question to be answered is, "What emission level is going to be lowered through the installation of the control equipment?" The usual pollutants handled by control equipment are particulates, acid gases or mists, metal emissions—which may be a combination of particulates and vapors—or organic compounds.

Particulate emissions can be reduced by cyclones, fabric filters, electrostatic precipitators and, to some extent, by condensers. Acid mists are usually eliminated by cartridge filters called mist eliminators or by scrubbers, whereas acid gases are controlled by a variety of techniques including wet and dry scrubbing systems, dry adsorption and, in the case of nitrogen oxides, by combustion modification and catalytic and non-catalvtic reduction. Metal emissions, which can be both particulate and vapor, have been reduced by combinations of techniques that include filtration, adsorption, condensation and chemical reaction. Finally, organic compound emissions are controlled through a

variety of methods including thermal oxidation, adsorption and wet scrubbing, which is especially useful in reducing odors.

 Table 2 on page 27 summarizes the technologies generally used to control emissions of the normal classes of pollutants.

Determine degree of reduction

Often determining the degree of total emission reduction desired or required is complex and depends upon the size of the facility and the degree of flexibility that is needed for production increases and modifications without further capital investment in control systems and extensive permit changes. Another factor is whether the facil-

TABLE I • Profiles of air pollution control technologies							
Technology	Operating principles	Advantages	Disadvantages				
Cyclones	Centrifugal force separates particles from gas streams.	Low cost, easy to construct and install. Can treat very high temperature gases.	High removal efficiency for small particles requires high pressure drops.				
Electrostatic precipitator	Particles are charged and then attracted to grounded plates.	Capable of high removal efficiencies. Can be economical for large gas flows.	Performance depends on particle character- istics. Constant efficiency device—emissions will increase with increasing inlet loading.				
Adsorbents	Organic compounds are selectively	Almost complete removal of organics from	Sensitive to gas temperature and humidity.				
	adsorbed on the surface and pores of the	gas stream possible. Recovery of com-	High molecular weight compounds may not				
	adsorbent.	pounds for recycle possible.	desorb completely.				
Condensers	Volatile organics are separated from other	Can act as primary treatment before	High humidity of gas stream increases ener-				
	components in the gas by saturation of the	adsorbent systems. Organics can be recov-	gy cost of removal. Entire gas stream must				
	vapor and then a phase change to a liquid.	ered for reuse.	be cooled for effective removal.				
Thermal oxidizers	Thermal process oxidizes organic vapors at high temperatures to produce water vapor and carbon dioxide.	Ultimate disposal technique, which destroys pollutants rather than capturing them. Greater than 99 percent destruction of many organics possible.	Arsenic/lead can poison catalytic systems. Changes in residence time of gas will affect destruction.				
Wet scrubbers	Droplets collect particles through mecha-	Can collect particles, acid gases, metals and	High efficiencies may require high pressure				
	nisms of impaction, interception and diffu-	organic vapors. Can treat high-temperature	drop. Secondary waste disposal problems				
	sion.	gases.	from sludges or wet filter cakes.				
Semi-dry scrubbers	Evaporation of sorbent droplets cools gas stream while acid gas is neutralized. Parti- cles are collected with fabric filter or ESP.	Can achieve high levels (greater than 90 percent) of acid gas removal and (greater than 99 percent) particulates removal. Dry waste product is easier to dispose of than wet scrubber wastes.	Footprint of spray dryer and particulate con- trol equipment can be large. High humidities from spray dryer could adversely affect par- ticle collection equipment.				
Dry injection	Alkali sorbent injected into gas stream	Simple sorbent injection system easy to	Acid gas removals not as high as other sys-				
	reacts with acid gases. Particles are collect-	retrofit. Dry waste product easier to dis-	tems. High sorbent usage may have adverse				
	ed with fabric filter or ESP.	pose of then wet wastes.	economic impact.				
Fabric filters	Forces of impaction, interception and diffu-	Very high efficiencies for particulates and	Moisture can plug filters and cause high				
	sion separate particles from the gas stream	aerosol removal. Modular construction of	pressure drops. Fabric degradation results in				
	as it passes through the fabric.	large units permits on-line maintenance.	increased emissions.				
Cartridge filters	Gas passes through tightly packed or	Very efficient for collection of micron-sized	Particulates can plug media and cause high				
	woven media. Aerosols are separated out	aerosols of acid or organics (oils). Small	pressure drops. Generally not used for high				
	and coalesce as liquid stream.	size makes retrofit fairly simple.	gas flows.				

ity is located in an attainment area that is considered to have good air quality as defined in the Clean Air Act or is located in a nonattainment area, which is a geographic location that does not meet the national ambient air quality standards.

The equipment you choose and how that equipment is designed and operated controls how much removal and destruction efficiency is achieved. Additionally, consider how much capture of emissions are possible as in the total degree of reduction. The capture of emissions is not so important a factor for enclosed sources, such as boilers or incinerators, as it is for processes such as coating operations.

Incoming gas conditions

To select control equipment, duct work and fans that make up a part of the control system, you must know the condition of the gas entering the control equipment. In particulates control, for example, a fabric filter is extremely efficient—greater than 99.5 percent—in removing particles from a gas stream but is temperature limited depending upon the material used to fabricate the

The usual pollutants handled by control equipment are particulates, acid gases or mists, metal emissions—which may be a combination of particulates and vapors—or organic compounds.

filter bags. Filter bags made from polyester or rayon may be inexpensive but can only operate at temperatures below 200 degrees Fahrenheit, whereas fiber glass or Teflon* filter bags have been used successfully up to 450 to 500 degrees Fahrenheit. For extremely high temperature operation, consider using cyclones fabricated from resistant alloys or lined with ceramic—such as those used in some coal-fired boilers—or scrubbers equipped with a quench section.

The moisture content of the gas stream will also be a consideration in the selection of a control system for a variety of reasons. Too high a humidity in a gas stream enter-

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ing a control system can lead to cooling and condensation of water from the gas.

Although humidity is not a problem for wet scrubbers, it is for adsorption systems, fabric filters and possibly electrostatic precipitators. Condensation of vapors in fabric filters and adsorption systems can lead to plugging, resulting in high pressure drops and a measurable loss of performance. Additionally, condensation due to high humidities and low temperatures damage and corrode materials unless you take it into account during the design stage. If condensation can occur, then several solutions are available to the system designer. For fabric filters, additional insulation reduces heat loss and an internal surface coating of a high-temperature epoxy paint prevents surface corrosion. If condensation is a concern with electrostatic precipitators, then you can use a wet electrostatic precipitator constructed to resist chemical attack and sluicing systems designed to periodically wash plates clean.

Variability of gas flow/pollutant concentration

All pollution control systems are sized, to some extent, based on the volume of gases entering the equipment. If the flowrate entering the equipment is reasonably steady—such as base-loaded then sizing is simplified. However, if the flow changes due to process or other



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variations, then a degree of complexity is introduced into the decision process. If equipment is sized for a maximum gas flowrate that only occurs a fraction of the time, then your company will invest more than necessary in control equipment. Some control equipment, such as fabric filters, are capable of handling increases in gas flowrate without more than a minimal increase in emissions. Others, such as electrostatic precipitators or thermal oxidizers have a direct relationship between gas flowrate, residence time in the system and performance.

New or retrofit?

With a new installation, the system designer has a wide variety of choices; retrofitting control equipment into an existing installation creates some limitations. Probably the most critical of these is the available plant area, or the footprint, for the new installation. A less critical but still crucial limita-

> Selecting an appropriate control system depends on the hazardous air pollutant being controlled, the characteristics of the process and the degree of control needed to stay in compliance.

tion is the availability of utilities such as steam, electricity and cooling water.

A non-physical limitation on the installation of control equipment in a retrofit situation is the existing permits. Except perhaps for thermal oxidizers, pollutants are not truly destroyed, merely collected intact or in some changed form. Can the existing permits provide for storage of collected pollutants and does your facility have space for such storage? This may be especially important if the collected pollutant could be considered a waste under the Resource Conservation and Recovery Act (RCRA) or present some unusual disposal problems.

Recovery and disposal of collected pollutants

Because, to a great extent, pollutants are neither created or destroyed but merely changed in form, the net result of the installation and operation of control equipment is to acquire a quantity of material to be handled. What to do with the results of emissions that have been collected and reduced is a problem that the manager or designer of a control system must address. In some cases, you may be able to apply some of the concepts of waste minimization and waste reduction to solve the disposal problem. As an example, fly ash collected from utility electrostatic precipitators or baghouses may be able to be used for manufacturing cement. Certain coals from the western United States produce fly ash that is high in calcium and magnesium salts with pozolonic properties. When wet, these ashes harden readily and can be integrated into the cement manufacturing process. Likewise, if a stream of organic materials collected by an adsorption system comes from a single process line where only one solvent perhaps is used in manufacturing, then recycling and reusing these organics can be a viable technical and economic option.

If recycling and reusing is not a possibility, then the system planner/designer must make provisions for the manifesting and disposal of these collected pollutants. Under current RCRA regulations, testing and analysis of the collected materials will probably be necessary to properly manifest and dispose of these wastes. In some cases, you may have options for disposing a single waste, such as in a landfill versus waste fuels blending for collected solvents or other liquid organic wastes.

Decisions, decisions

Installing an emissions control system can be a complex and sometimes forbidding task. Take some time to analyze all of the options that will affect choices and design of the control system before getting too far along the project path (see **Table 1** on page 24). Careful consideration of the design and the subsequent operation of the equipment can result in better compliance, emissions reduction and increased efficiency.

Paul S. Farber, PE, DEE, is an environmental/regulatory manager at R. A. Kerley Ink Engineers Inc. in Chicago.

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TABLE 2 • Available control technologies								
Technology	Particulate	Acid gases	Metal vapors	Organic vapors				
Cyclones	States and	x						
Electrostatic precipitators	×							
Activated carbon			x	x				
Condensers	140-121		×	x				
Thermal oxidizers				x				
Wet scrubbers	x	x	x	×				
Semi-dry scrubber (spray dryer absorber)		x	x					
Dry injection	1.1.2.4.144	x		Sec.				
Fabric filters	x	x	×	x				
Cartridge filters	x	x	and the second second	x				



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Dustborne infectious diseases

Airborne particles carry pathogens that can cause life-threatening infectious diseases when inhaled

he world faces the specter of incurable tuberculosis again, according to a study released last year by the World Health Organization and the Centers for Disease Control and Prevention in Atlanta. The emerging epidemic is from multidrug-resistant strains of pathogenic Mycobacterium species. Influenza is a viral infection known for its changing immune characteristics and requires continued development of new vaccines. These public health concerns reveal limitations in antibiotic and antiviral treatments and confirm that clean air is good protection against infectious diseases transmitted through airborne particles.

Indoor air free from pathogenic microorganisms has hygienic precedence in surgical operating rooms and wound treatment rooms of hospitals. In isolation rooms that house patients with contagious diseases, the air is carefully contained and purified to control dispersion of airborne pathogens. Likewise, in buildings where people live, work or gather together, clean air is healthful-albeit to a lower class of particulate cleanliness than in hospitals. Infants, young children and elderly people are especially vulnerable to airborne infectious diseases. partly because they spend much time indoors and partly because their immune systems are not well developed or are weak.

Certain infectious diseases are transmitted by airborne pathogenic bacteria and viruses entering the warm, moist environment in the upper and lower tracts of the respiratory system. Viruses are substantially smaller in size than bacteria and have a parasitic dependence on other life forms. Both bacteria and viruses are readily carried on airborne dust particles and droplet nuclei into the upper respiratory tract, but only some hardy bacterium species can travel without a host carrier. By Richard A. Sullivan, PE

Health disorders caused by airborne pathogens

FIGURE I.

Unlike the innately aseptic organs of the body, the respiratory tracts and lungs are continuously exposed to airborne particles during breathing. Inhaled air passes from the nose through various respiratory passages to millions of balloonlike sacs, the alveoli, in the lungs where oxygen diffuses into the blood and carbon dioxide is removed. The airborne particles may range from mineral dusts and droplet nuclei, to pathogen-carrying dusts, to dust-size allergens that can cause injury, infection or allergic reaction in the upper or lower resdroplet nuclei can also be contaminated with hazardous chemicals, which can provoke emphysema, bronchitis and lung cancer. Soluble poisonous chemicals can travel from the alveoli into the bloodstream causing disorders elsewhere in the body.

Most respiratory infectious illnesses are caused by viruses or bacteria that are carried by airborne dust particles or small water droplets. Sometimes an illness is the result of a bacterial infection that develops as a complication of a viral infection, such as a common cold. Upper respiratory tract infections include the common cold, influenza, sinusitis, tonsillitis, whooping cough, diphtheria



piratory tracts. Upper respiratory tract disorders affect the nose, throat, sinuses and larynx, and lower tract disorders affect the trachea, bronchi, bronchioles and alveoli of the lungs.

Mineral dusts inhaled into the lungs cause injury by accumulating in the alveoli and forming pulmonary fibrosis. Asbestosis and silicosis are the more common forms of this type of lung injury. Dust particles and and strep throat. Infections of the lower respiratory tract include pneumonias, tracheitis, bronchitis, bronchiolitis, tuberculosis, Legionnaire's disease and Q fever. Bacteria and viruses infecting the upper respiratory tract also can enter the bloodstream, causing diseases such as chickenpox, measles, meningitis, mumps and poliomvelitis.

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mites or animal dander (flakes of dead skin) are common allergens causing hypersensitivity reactions in some people. Hay fever (allergic rhinitis) is inflammation of the nose, and bronchial asthma and allergic alveolitis are lung disorders that cause breathing difficulties.

The ear is another body organ that is exposed to airborne infections through a ventilation passage connecting the back of the nose to the cavity between the eardrum and the inner ear. Inflammation of the middle and inner ears from bacterial or

viral infection can cause earache, vertigo and temporary or permanent deafness. Ear disorders from infection are more common in young children probably because of the shortness of their ventilation tubes into the middle ear.

Indoor air quality

Indoor air quality is affected much by the indoor environment; nevertheless, in homes without air conditioning about 65 percent of the concentration of dust particles having an aerodynamic diameter of 10



micrometers (µm), also known as particulate matter (PM-10), originates outdoors, and fine particle concentration approaches 75 percent. The concentration of outdoor PM-10 fugitive soil-derived dust has been regulated by the U.S. Environmental Protection Agency for 10 years. Recognizing that fine fugitive dust is more damaging to public health, last year EPA promulgated a new, more stringent standard for fine dust with an aerodynamic diameter of 2.5 µm (PM-2.5). Fine fugitive dust consists of colloidal clay particles that can carry poisonous chemical substances, as explained in an article "From Dirt to Toxic Dust" in the May 1997 issue of Environmental Protection.

Indoor airborne particulate matter can vary from mineral dusts, to liquid droplets, to particles derived from biological sources. "Airborne Particulate Cleanliness Classes in Cleanrooms and Clean Zones," prepared by the Institute of Environmental Sciences and Technology (IEST) and referred to as Federal Standard 209E, is used in the control of airborne contamination in healthcare facilities as well as in manufacturing facilities of pharmaceuticals, medical devices, food processing, microelectronics and aerospace. Standard 209E defines airborne particles as objects of solid or liquid composition ranging between 0.001 µm and 1000 µm in size. Ranges in sizes of airborne particles, pathogens and allergens are shown in Figure 1.

Indoor air pollution is deceiving because particles finer than about 60 µm, the diameter of a human hair, cannot be seen by the naked human eye unless viewed in a ray of bright light, where airborne particles larger than 10 µm may be seen. Inhaled airborne dust particles carrying viruses or bacteria are too small to be seen by the human eye.

Transmission of dustborne infections

Airborne infectious diseases are spread by small droplets of saliva or mucus expelled into the air from an infected person coughing or sneezing. The largest of such pathogencontaining droplets settle under gravity onto surfaces, while droplets less than 100 µm evaporate and form stable airborne droplet nuclei 1 to 4 µm in diameter. Droplets resting on surfaces also evaporate and contaminate dust particles that can later become resuspended in air. Droplet nuclei are similar to outdoor condensation nuclei that are formed when water vapor cools and condenses on floating dust particles to become fog droplets 10 to 15 µm in diameter.

Transmission of airborne infections depends primarily on the concentration of pathogen-carrying particles in the air and

on the duration of exposure. Droplet nuclei are the principal carrier of *Mycobacterium* tuberculosis. Because of their parasitic dependence, airborne viruses must travel attached to dust particles or droplet nuclei in spreading infectious disease. Thus, dustborne viruses become effectively larger airborne particles than the size of a virus shown in **Figure 1**. Naked viruses, as well as bacterial spores, can survive for several months on airborne dust particles.

The human respiratory system has an elaborate clearance mechanism to remove particles from inhaled air. Most inhaled particles larger than 10 µm in diameter are trapped by hairs in the nose and by mucous membranes in the nasal cavity, and the trapped particles are expelled by sneezing. Oral breathing bypasses the nasal passages, resulting in greater particle deposition in the lower respiratory tract. Most particles larger than 5 µm are caught

The airborne particles may range from mineral dusts and droplet nuclei, to pathogen-carrying dusts, to dust-size allergens that can cause injury, infection or allergic reaction in the upper or lower respiratory tracts.

in the trachea, bronchi and bronchioles, and are expelled by coughing and sneezing. Particles smaller than 5 um are more likely to be deposited in the alveoli, where insoluble particles may be ingested by macrophages and expelled by coughing or sneezing. Deepest infectious penetration into the respiratory system results from inhaling fine pathogen-carrying particles.

Control of indoor dust particles

Air conditioning of a building or room controls the purity, humidity and temperature of indoor air, and is essential for those buildings housing cleanrooms or clean zones. Both filtration and ventilation improve the particulate cleanliness of indoor air. Ventilation with clean fresh air dilutes the concentration of airborne pathogen-carrying particles in a room, whereas filtration removes dust particles not only from air drawn in from outside to replace stale air but also from the indoor circulating air. If air must be sterilized, then the air is irradiated with ultraviolet rays that kill microorganisms by denaturing their deoxyribonucleic acid (DNA).

Three types of air filters are shown in Figure 2. Many air conditioning systems use fiber filters composed of closely

packed fiberglass wool that can trap coarse dust particles and pollens. The cleaned air may then pass through a carbon filter of granulated activated carbon to absorb odors. A high-efficiency particulate air (HEPA) filter rated for 99.97 percent filtration efficiency at 0.3 µm is needed to remove fine dusts, pathogens and spores from indoor air. HEPA filters composed of folded fiberglass paper were developed by the U.S. Department of Energy to trap fine radioactive dusts in atomic plants. With the development of



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more robust material media, HEPA filters are now used to remove other types of fine airborne particulate matter.

HEPA filters certified for 99.97 percent filtration efficiency at 0.3 µm are expensive as they actually trap most penetrating particles in the range of 0.07 to 0.3 µm. So to extend the effective life of a HEPA filter beyond a couple of years, contaminated air is commonly drawn initially through a fiber filter,

A high-efficiency particulate air (HEPA) filter rated for 99.97 percent filtration efficiency at 0.3 µm is needed to remove fine dusts, pathogens and spores from indoor air.

which is much cheaper to replace, in order to remove the coarse particles larger than 10 um. Recent development of cleanable HEPA filters made from more durable filter media has further increased effective filter life to more than 20 years. Cleanable HEPA filters are usually cleaned in place whenever the need arises using a mobile vacuum system to remove and contain particulate matter.

Various simple approaches are helpful to reduce the concentration of pathogencarrying particles in rooms with no air conditioning, and some of the techniques are also applicable to air conditioned buildings. Dilution ventilation of a room can be accomplished by opening a window and turning on a fan, recognizing the outdoor air may not be free of pathogens and allergens. When outdoor air is too cold or too hot to comfortably open windows, a portable air cleaner can be used to move stagnant air around in a room and to remove airborne dust particles through a HEPA filter. House cleaning causes resuspension of dust particles that can be minimized by using a vacuum cleaner with a HEPA filter, in addition to the collection bag or dust bin, to control particle emissions. Also, dusting cloths and floor mops can be sprayed with a dust-holding aerosol to enhance their dust collection.

Richard A. Sullivan, PE, is a geoenvironmental consultant in Orange County, Calif.

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CLEARING UP PROBLEMS



Proper turbidity readings are the key to treatment efficiency and pollution control in water and wastewater treatment

WITH TURBIDITY TESTING

By Ann Foster, Michael Sadar, David Gustafson and Julie Schlegel

urbidity measurement-a qualitative measure of the clarity of water or a liquid-is one of the best indicators of water quality available to any environmental laboratory or industrial testing bench. It is a significant tool for processes taking in water, such as drinking water treatment facilities; food and beverage operations; and the chemicals, manufacturing and power industries requiring high quality process water. Accurate turbidity readings help define the extent of treatment and filtration required and help control final product quality. Local or federal regulations require turbidity monitoring of wastewater treatment facilities and industrial processes discharging water to the environment, to evidence proper treatment and to limit pollution. Achieving accurate and consistent turbidity readings at very low levels requires proper instrument calibration and good testing technique.

What is turbidity?

The popular analytical reference, Standard Methods for the Examination of Water and Wastewater, jointly published by the American Public Health Association (APHA), the American Water Works Association (AWWA) and the Water Environment Federation (WEF), defines turbidity as an "expression of optical property that causes light to be scattered and absorbed rather than transmitted in straight lines through the sample." Turbidity does not directly quantify the suspended particles in your water; instead, it measures the scattering effects particles like microbial organisms and non-microbials, such as silt, clay, organic matter and colloids have on light.

Light scattering and the resulting turbidity measurement are affected not only by the amount of particles present but also by their size, shape and makeup. For example, light scattering increases as particle size increases and as the difference in refractive index between the particle and the water increases. At a certain particle concentration, light scattering multiplies, and absorbence by those particles begins to occur. Although these relative dynamics may be more than you care to know about particles and light scattering in water, you will understand why certain guidelines apply to the turbidity test.

The measuring system

Modern turbidity measurement methods use the nephelometer, a turbidimeter measuring scattered light with a photodetector 90 degrees to the incident light. Readings are expressed as nephelometric turbidity units (NTUS). Alternative procedures may use a colorimeter or spectrophotometer, which measures light transmitted through a sample with a detector 180 degrees to the
incident beam. The value in this case is expressed as formazin attenuation units (FAU). The different optical methods reflectance in a nephelometer and light attenuation or absorbance in a photometer—can result in different readings, depending on the size, shape, color and refractive properties of particles in the sample. The photometer also is limited in measuring transmitted light at high or low tursized from 0.01 to 10 microns, a profile that best represents the variety of natural particulates in your sample and most closely mimics the light scatter of your sample. Non-formazin alternative standards, even if accepted by EPA, do not provide this particle profile, so it is reasonable to expect a discrepancy in values when comparing their light-scattering effect to that of formazin.

Further, varying lots of formazin pro-

Read the nephelometer operator's manual to avoid the handling and sampling errors and the higher NTU readings that result.

bidity levels and is not recommended for samples with less than 20 NTU.

Instruments are calibrated using standards of formazin polymer, stabilized formazin or styrene divinylbenzene copolymer beads. Most manufacturers base their nephelometer software algorithms on formazin calibration, accepted by the U. S. Environmental Protection Agency for compliance testing for more than 20 years. The formazin polymer contains a highly reproducible range of irregularly shaped particles duce statistically reproducible nephelometric, (90-degree) scatter of white light, regardless of the make or model of nephelometer. Therefore, portable, laboratory or process nephelometers properly calibrated with formazin or stabilized formazin can provide the comparable readings you may need in the field, quality control lab or process building.

Calibrate correctly

The relationship between particle light scat-

tering—and the resulting turbidity measurement—is linear from approximately 0.012 NTU to 40 NTU, so an accurate calibration standard used anywhere in that range will yield an accurate calibration even at levels less than 0.5 NTU. The key is to use an accurate calibration standard. The effects of instrument stray light, dilution water, volumetric transfer and contamination will likely contribute at least 0.2 NTU error when preparing a fresh formazin standard solution, even in the best of situations. Table 1 illustrates how this error increases as the targeted standard solution value decreases.

So even if you are measuring samples at 0.5 NTU or less, use a 20-NTU formazin solution to calibrate your instrument, or the standard value cited in the instrument manual. Prepared, stabilized formazin, with a 1-year stability, eliminates the need for standard preparation and likely calibration error. Recently, a method using stabilized formazin as a primary standard for turbidity measurement of water and wastewater was accepted by EPA.

Validate your 20-NTU calibration, using stabilized formazin verification standards quality-controlled to values of 0.30, 0.50 or 1.0 NTU. These verification standards are used to check your calibration but are not

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used to actually calibrate the instrument. Use them often to check instrument stability, repeatability and possible lamp degradation.

TABLE I								
Targeted calibration standard value (NTU)	Actual calibration standard value (NTU),considering a 0.2-NTU (best-case) error							
20.0	20.2							
2.0	2.2							
1.0	I.2 0.7 0.4 How the instrument reads a 0.3-NTU sample (NTU)							
0.5								
0.2								
Percent error								
1.0%	0.303							
10%	0.33							
20%	0.36							
40%	0.42							
100%	0.6							

Further accuracy

Your nephelometer operator's manual contains instructions that must be observed to obtain an accurate low-level turbidity measurement. Short cuts can cause falsely high readings that fall outside your discharge regulations. Read the nephelometer operator's manual to avoid the handling and sampling errors that can contribute scratches, dust, fingerprints and air bubbles to your cells and samplesand the higher NTU readings that result. Once you incorporate proper instrument calibration and testing technique in your program, those valid turbidity readings will help you control your product, improve your process and be ready for compliance when your pollution control regulator calls. @

Ann Foster is the director of Strategic Information Services, Michael Sadar is the application scientist, David Gustafson is the coordinator of regulatory affairs, and Julie Schlegel is the marketing technical writer of Hach Co. in Loveland, Colo.

For more information, circle 174 on card.

Safety of formazin products in turbidity measurement

Some laboratory professionals have questioned the safety of using formazin in turbidity test calibration because one of its ingredientshydrazine sulfate-is defined as a hazardous substance by some state health agencies. However, while one of the raw materials of formazin is a suspected toxic substance, the residual of this material in final formazin and stabilized formazin products is well below pre-synthesis concentration. Further, newly available quantitative analysis and toxicity information about the final products support the fact that no shipping, handling or disposal regulations have applied to formazin during more than 20 years' use as a primary turbidity standard. The information described here supports the fact that formazin and stabilized formazin are safe to use as primary turbidity standards. Popular analytical references, such as Standard Methods, U.S. Environmental Protection Agency Method 180.1 and American Society of Testing Materials (ASTM) Annual Book, detail the procedure for preparing stock 4,000-NTU formazin standard. Hydrazine sulfate is the limiting reagent in this well-defined synthesis reaction and, theoretically, will react completely during synthesis. Only very low residual concentrations-low parts per million (ppm)-should exist after polymer formation. Stabilized formazin products are prepared by diluting this stock formazin standard with a slightly different diluent formulation (U.S. patent number 5777011). However, quantitative analysis of hydrazine in final formazin or stabilized formazin standards, using traditional colorimetric methodology, is very difficult. Investigators with the U.S. Army Corps of Engineers detailed in a research publication released to the public in 1996 that hydrazine can be detected in water matrices ranging from distilled water to heavily contaminated wastewaters and in soil extracts using ion chromatography coupled with electrochemical detection. This methodology, applied to formazin stock solution and its dilutions by an independent investigating laboratory, shows less than 3.5 ppm exists

in finished formazin and stabilized formazin standards. The head space of formazin and stabilized formazin product bottles was evaluated using a method recommended by National Institute for Occupational Safety & Health (NIOSH) as a standard method for detecting a test article in air. Range of detection tubes was 0.2 ppm to 10 ppm hydrazine. Testing showed no positive response, indicating that hydrazine was too low to detect or



not present. Single oral dose toxicity investigation by M. B. Research Laboratory in Spinnerstown, Penn., revealed the LD50-the dose shown to be lethal to at least half of the laboratory rats given the test article-to be greater than 5,000 milligrams per kilogram of body weight. The U.S. Occupational Safety and Health Administration and Canada's Workplace Hazardous Materials Information System (WHMIS) both regulate for toxicity those chemicals with LD50 values up to 500 mg/kg. The more-stringent European Union's Classification and Packaging of Dangerous Substances regulates chemicals with LD50 values up to 2000 mg/kg. With an LD50 value greater than 5,000 mg/kg, formazin and stabilized formazin are not toxic according to OSHA, WHIMIS and European Union dangerous substances regulations. These products not only provide the most accurate turbidity calibration for water analysis but also are safe to use. As with any chemical, common chemical handling practices and good laboratory procedures should be observed.

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37

By Keith Cannon, ARM

Part two in a two-part series on learning the basics about environmental insurance so you can ensure that your company receives the best coverage at the lowest price

protection

Premiu

n our July issue, part one of this article explained the differences between surplus lines versus admitted policies, claims made versus occurrence policies, payroll versus receipts and auditable versus flat premiums.

Minimum annual and earned premiums

These two terms are often confused. The minimum annual premium is the smallest premium insurers will charge for issuing a policy. In **Exhibit 1**, the quoted premium, based on projected revenues of \$3 million dollars, was \$7,500. Because the minimum annual premium was also \$7,500, there would be no return premium even if annual receipts fell below the projected \$3 million. Auditable policies often have a minimum premium equal to the quoted premium, eliminating the possibility of any return.

The minimum earned or retained premium only becomes an issue when a policy is canceled midterm. It simply is the minimum amount the insurance company will retain, regardless of how quickly an insured cancels their policy after coverage is bound. Minimum earned premiums generally range between 25 to 35 percent, and may sometimes run as high as 50 percent of the minimum annual premium. In few cases, coverage may be quoted with a 100 percent minimum earned premium when dealing with risks presenting significant short term exposures. When considering premium financing, it is important to understand the insurer's guidelines concerning midterm cancellation, as they determine the down payment amount, interest rate and available payments.

The pollution endorsement

Insurance companies offer varying degrees

of coverage for environmental incidents. However, the extent of protection provided varies significantly. When a proposal states that pollution is included, you must determine exactly what coverage is being provided and for what exposures. Request sample copies of proposed endorsements and policies and ask your agent to define the coverage and protection.

For example, an insurance company specializing in coverage for petroleum marketers offers pollution coverage under their general liability, but only for bodily injury (BI) and third party property damage (PD). The policy excludes coverage for all remediation and excludes Bl&rPD for commercial exposures, offering it only for their residential fuel oil customers. In contrast, other companies offer full pollution coverage for both commercial and residential customers. This difference could mean the difference between an insured party remaining in business or filing bankruptcy.

A pollution exclusion is a common coverage deficiency in environmental professional liability policies. While such a gap would seem obvious, it is found with surprising frequency. Many small consultants, interested only in premium savings, merely want to obtain a certificate of insurance to comply with contract bid requirements. A company would be better advised to invest

Insurance

Exhibit I

Insured: Operations: Receipts: ABC Environmental Services Storage tank removal and installation; remediation services \$ 300,000 (Projected) <u>\$ 300,000</u> (Audited) \$ 50,000 (Additional)

Insurance

	(Surplus lines)	(Admitted)				
Quoted premium (rate)	\$ 7,500.00 (2.5%)	\$ 7,500.00 (Flat)				
Policy fee	\$ 150.00	\$ 0.00				
SL taxes (3%)	\$ 229.50	\$ 0.00				
	\$ 7,879.50	\$ 7,500.00				
Add. (Audit) premium (2.5%)	\$ 1,250.00	\$ 0.00 (Flat)				
SL taxes Add. premium	<u>\$ 31.25</u>	<u>\$ 0.00</u> (Admitted)				
Final premium	\$ 9,160.75	\$ 7,500.00				
Charge for additional insureds (2)	<u>\$ 300.00</u>	\$ 0.00 (Blanket add. ins.)				
Total cost of insurance	\$ 9,460.75	\$ 7,500.00				
Minimum annual premium	\$ 7,500.00 (Auditable)	\$ 7,500.00 (Flat)				
Minimum earned (25%)	\$ 1,875.00	\$ 1,875.00				
Additional insureds (each)	\$ 150.00	\$ 0.00 (Blanket)				

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a little more for complete protection, than to waste the premium buying a certificate for a policy providing no coverage. Some

A company would be better advised to invest a little more for complete protection than to waste the premium buying a certificate of insurance for a policy providing no coverage.

professional liability policies exclude any liability from contracting work performed

by or on behalf of the consultant. Consultants and contractors should avoid such restrictive forms.

Your insurance representative

Selection of your insurance agent must focus on his or her experience in the environmental insurance market. If you already have a firm relationship with a general agent, ask him or her to seek the assistance of an environmental specialty broker. Do not assume that a representative at a bigger insurance firm is better than one at a smaller firm. An agency that advertises that it specializes in this, that and everything else, is really saying "we don't specialize in anything." Choosing an agent who writes insurance for all business puts you back to square one—dealing with a generalist.

Keith Cannon, ARM, is vice president of Morgan-Marrow Environmental Insurance, a wholesale broker located in Virginia Beach, Va., specializing in all lines of coverage and specialty programs for environmentally related business.

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The next step in environmental investigations

Computer forensics takes the investigation of environmental violations high-tech with the latest in electronic information recovery techniques

Earl E. Devaney, Johnny Lee and Martin D. Topper, PhD

n the predawn hours, cars and trucks begin assembling in a deserted parking lot behind a fire station. The team leader gathers federal, state and local law enforcement officers together. Assignments, building diagrams and entry plans are issued to a variety of personnel wearing jackets emblazoned with the names and insignia of their agencies. Last minute checks are made of protective clothing that guards against exposure to hazardous substances. Everyone is ready to go, including the seized computer evidence recovery specialists (SCERS). The involvement of computer evidence recovery specialists is a clear signal that the investigation of environmental violations has gone high-tech.

Given the world's increasing reliance on computers to store and process data, The U.S. Environmental Protection Agency's Office of Criminal Enforcement, Forensics and Training (OCEFT) anticipated that investigations conducted by its staff would uncover altered computer records used to hide evidence of environmental violations. Therefore, OCEFT's National Enforcement Investigations Center (NEIC), located in Denver, Colo., created a team of highly skilled computer specialists trained in forensic data analysis, computer seizure and data recovery. In addition, NEIC has begun developing new tools for gathering electronic evidence of environmental violations, so that NEIC can provide state-of-the-art forensic services into the 21st century.

NEIC's Computer Forensics Team (CFT)

uses the latest information recovery techniques combined with expert knowledge of pollution control technologies to gather evidence of civil and criminal violations of environmental laws and regulations such as illegal or unpermitted discharges, falsification of continuous emission monitoring

Using software specifically developed for law enforcement, the mirror image is run through a series of programs that produce reports that verify that the data seized was not altered during restoration and examination.

reports and failure to perform required environmental measurements. The CFT is composed of four members who intimately understand IBM and Macintosh operating systems, are experts in laboratory automation, and are skilled in computer network administration. The team includes computer specialists and a certified financial analyst. Some CFT members have computer experience that dates from the 1960s, and all CFTs can collect and analyze evidence from both obsolete and cutting-edge information systems. In addition, all team members have completed training courses at the Federal Law Enforcement Training Center (FLETC) and are FLETC-certified seized computer evidence recovery experts.

Evidence

Obtaining evidence of environmental violations from computers can pose complex problems. These problems can be more difficult to solve than those presented by data seizures from personal computers used in typical white-collar crimes like false billing. The increased complexity arises from the fact that computers at industrial facilities, like metal plating shops, petroleum refineries or electrical power plants, are frequently integral parts of larger information systems.

These industrial computer systems can include any combination of mainframes, minicomputers and personal computers, each of which may run a variety of operating systems. In addition, they can have extremely complex control systems. Evidence of a violation may be secreted in mislabeled, deleted or otherwise hidden files stored in any component of the computer system, including the company's computer network, the individual workstations of its employees, the interfaces between these systems or the automated systems that control industrial processes. In addition, the pollution control devices, discharge monitoring networks, laboratory instruments and the business records of the enterprise may also contain important information about criminal activity. When this is combined with the fact that many violators are skilled computer operators who are experts at manipulating data, the search for evidence can quickly become very difficult.

Search warrants

The key process in executing a search warrant for computer evidence involves making "mirror" images of hard drives. A mirror image is not a routine backup. It is a bit-by-bit copy that is an exact duplicate of the hard drive that contains any hidden and deleted files. Once created, the mirror image is then "streamed" onto disk drives that contain removable one gigabyte cartridges. This process is relevant to all computer data, including memory systems that support e-mail, local area networks and other network operations.

During the execution of the warrant, CFT members document the seizure process. The presence of the computers at the scene must be recorded to establish the relationship of seized data to the computers and to their operators. Such documentation includes the computer brand and model, configuration, special markings and serial number. Diagrams are created that show the locations of the seized computers and names of the users. Photographic evidence can also be useful to establish the presence of seized computers at the scene where the warrant was served. Computer users, information systems personnel and network administrators are interviewed regarding passwords, the design and use of the network operating system, the type of e-mail system and any other information that can reveal how data is stored and retrieved in the suspect's computer system.

Laboratory analysis

Once the mirror image of the data from the company's hard disks has arrived in the computer forensics lab, it can be restored to a clean hard drive. Using software specifically developed for law enforcement, the mirror image is run through a series of programs that produce reports that verify that the data seized was not altered during restoration and examination. Software utilities are then used to restore all recoverable deleted or erased files and to examine all areas of the disk for evidence.

When all the seized data files have been identified and recovered, the data is written to a write-once, read-many CD-ROM. The data can then be examined using a variety of software packages. Commercially available software tools enable CFTs to view and print virtually any file with full formatting intact, regardless of the application that created the file. A highly advanced search utility uses state-of-the-art techniques to quickly and accurately search any IBM-compatible PC, floppy disk or hard drive for evidence. For example, an entire hard drive can be searched, including deleted files and other hidden areas, for a specific sample number or key word.

Once the data has been transferred in the lab, a variety of techniques is available to analyze it. NEIC used "reverse engineering" in a recent case, which helps determine if recovered data is the result of an illegal simulation. For example, suppose the CFT learns that the suspect company allegedly manipulated data reports to a regulatory agency in order to create the appearance that they have remained in compliance. Upon further investigation it is discovered that the company is using a computerized system to automatically gather, analyze and report the information directly to the regu-

Continued on page 59

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Putting hazardous materials in their place

Understand the options available for storing hazardous waste and feedstock chemicals

Whether you deal with hazardous feedstock chemicals or hazardous waste, the storage of these materials could be disastrous if proper procedures are not followed. Numerous containers and buildings exist to accommodate storage of

these materials. Before a company can decide how to store the materials, its personnel must first know and understand the laws that govern the process.

The storage of hazardous chemicals is something that almost all manufacturers face

because so many raw materials are hazardous. One set of rules related to the storage of these materials is covered under the Emergency Planning and Community Right to Know Act of 1986 (EPCRA). EPCRA requires states to establish a process for developing local chemical emergency preparedness pro-

By Kristie L. Guillotte

grams and to receive and disseminate information on hazardous chemicals present at facilities within local communities.

The storage of hazardous waste is regulated by the U.S. Environmental Protection Agency under the Resource and Conserva-

The storage of hazardous chemicals is something that almost all manufacturers face because so many raw materials are hazardous.

tion Recovery Act (RCRA), which is set out in 40 *Code of Federal Regulations* (*CFR*) parts 260 through 299.

Storing waste

EPA requires hazardous waste to be stored according to specific guidelines. Contain-

ers, such as 55-gallon drums, must be labeled with the words "hazardous waste" and include the date the waste was generated. A container made of or lined with a material that is compatible with the hazardous waste to be stored should be used.

> The containers holding hazardous waste should be closed during storage, except when adding or removing waste. Do not open, handle or stack containers in a way that might rupture them, cause them to leak or otherwise fail. Inspect areas where containers are stored at least

once a week. Look for leaks and deterioration caused by corrosion or other factors.

Maintain the containers in good condition. If a container leaks, put the hazardous waste in another container. Do not mix incompatible wastes or materials unless precautions are taken to prevent certain hazards, such as reactivity that leads to explosions or auto-ignition.

Aboveground storage tanks (ASTs) must also be labeled with the words "hazardous waste." Use ASTs to store waste that will not cause a tank or its inner liner to rupture, leak, corrode or fail. Tanks that have an automatic waste feed should have a waste feed cutoff system or a bypass system for use in the event of a leak or overflow. Discharge control and monitoring equipment and the level of waste in uncovered tanks must be inspected at least once a day. Inspections for ignitable or reactive wastes, use the National Fire Protection Association's (NFPA) buffer

zone requirements. These requirements specify distances considered to be safe buffer zones for various ignitable or reactive wastes and can be found on the Internet at www.nfpa.org. Two feet of freeboard—space at the top of each tank—in uncovered tanks should be provided, unless the tank is equipped with a containment structure, a



leaks and other problems should be done weekly. For covered tanks containing

drainage control system or a standby tank with adequate capacity.

Locking up chemicals

Containment, fire protection and segregation are the most important aspects of a sound hazardous chemicals management program, according to Mark G. Roer, sales manager of Haz-Stor^{*}, a division of Justrite Mfg. Co. These factors help in the selection of the appropriate

locker for storing, accumulating or dispensing such chemicals. "Choosing a hazardous materials storage locker depends on four primary factors,"



Roer said. The first is the volume of the chemical involved. Lockers usually have the capacity to hold two to six 55-gallon drums or can be custom designed to hold more. The size of the containment sump depends upon the volume of the chemical stored. For example, two drums with 55-gallon capacity have a 60-gallon sump capacity and exceed EPA requirements. The second factor to consider is the type of chemicals being used and whether they are flammable, combustible, corrosive or toxic. The characteristics of the chemical determine the spe-



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cific construction features required in the lockers. The chemical application is another issue to consider. For generators of hazardous waste, lockers assist in a compliance program while the waste is on site. When storing virgin materials, specific construction features are required for the more dangerous situation of dispensing certain chemicals. The final factor to consider is the specific outdoor location of the hazardous materials storage locker. Local codes dictate where to place a locker depending on the type of construction. States usually follow one of two codes—NFPA Code 30 or the Uniform Fire Code (UFC) article 79, 80.

When flammable and combustible liquids are stored, minimum distances are required for locating the locker in relationship to other structures. Both NFPA and UFC have established standards to mandate minimum distance needed from a property line, public way or building on the same property. NFPA also specifies through Standard 30 that lockers should not exceed 1,500 square feet in gross floor area and include a spill containment system to prevent the flow of liquids from the structure under emergency conditions. The containment system should have sufficient capacity to contain 10 percent of the volume of containers allowed or the volume of the largest container, whichever is greater.

Constructing buildings

No two manufacturers will design the same kind of hazardous storage building, but there

buildings are gaining in popularity. These buildings should be designed for the storage of Class I, II and III flammable and combustible materials and have a 2-hour bidirectional fire-rated structure that complies with UL Classification U425. Some other fea-

The containment system should have sufficient capacity to contain 10 percent of the volume of containers allowed or the volume of the largest container, whichever is greater.

are certain structural components that should be found on all hazardous materials storage buildings. These features include 10-, 12and 14-gauge steel construction, secondary spill containment sump, steel or aluminum grate flooring, three-point keyed latch, exterior static ground, interior surfaces coated with chemical-resistant epoxy and seismic tiedown pads.

Fire-rated hazardous materials storage

tures to look for in a fire-rated building that makes storage safer include 1-hour fire-rated doors, which are UL classified and have UL listed frame and hardware, gravity ventilation system with UL classified fire dampers and hazard labeling—U.S. Department of Transportation placards or NFPA 704 rating signs.

Safety Storage manufactures a building designed for the storage and handling of compressed gas cylinders. The Model



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10605 W. Glenbrook Court Milwaukee, WI 53224 Phone: 414/354-3100 FAX: 414 / 354-0441 1210FS Fire Shield" 2-hour fire-rated building has two banks of cylinder storage racks designed for the storage of 46 cylinders that are 9 inches in diameter by 60 inches in height. This building is equipped with a gas sensor module, digital readout controller, dry chemical fire-suppression system and fire-rated doors to ensure proper storage of compressed gas cylinders.

Climate-controlled hazardous storage materials are also proving to be beneficial in climates that are excessively hot or cold. These buildings are more diverse and require a custom design, according to Ken Wilkins, Safety Storage vice president of sales.

"There really isn't one package in climate controlled buildings to suit all users' needs," Wilkins said. "It depends on many factors, such as the hazardous material to be stored, the outdoor temperature and climate in the area where the building will be located and the size of the building."

Wilkins also said the trend among most manufacturers is to use air conditioners and fan-forced or convection heaters with a built-in thermostat. Many also have outdoor thermostats. This helps them regulate the building's temperature, so it is at the proper level to coincide with its environment. In extremely cold climates, the ceiling, floor, walls and door of the building is usually insulated to help maintain the proper temperature for the material being stored.

Many accessories that are available for hazardous materials storage buildings make the process of storing raw chemicals or waste easier. The containment shelves designed by Shields Environmental contain a sump to catch any leaks that might occur, a continuous 2-inch lip to prevent articles from falling and a drain with a cap to allow drainage from shelves. Ideal Environmental Products and Services manufactures platforms that hold anywhere from one to 48 drums. The platforms are constructed using 10-gauge HRS and painted with chemical-resistant epoxy paint. These platforms can be used inside the storage building. Most manufacturers offer these types of accessories with the same features

The range of hazardous storage materials is vast. Shopping for a hazardous storage container, tank or building has become easy because the market has grown and the options are available. Educating yourself about the laws governing hazardous storage and being knowledgeable about the features storage products contain is the best place to start when putting hazardous materials in their place. Kristie L. Guillotte is an assistant editor for Environmental Protection magazine.

Information and help lines

If you deal with the storage of hazardous materials, keep these phone numbers handy. Information and help are available by calling these numbers.

- RCRA 800-424-9346
- Superfund and EPCRA 800-535-0202
- National Response Center 800-858-7378
- Chemical Transportation Emergency Center (CHEMTREC) 800-424-9300
- Hazardous Waste Ombudsman 800-262-7937
- Office of Hazardous Materials and Transportation 202-366-4488
- U.S. EPA Headquarters Library, Hazardous Waste Collection Database 202-260-1355
- Occupational Safety and Health Administration 800-321-6742
- U.S. Consumer Product Safety Commission 800-638-2772

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Water and wastewater management software guide

MIRS™

A V Systems Inc. 4657 Platt Rd. Ann Arbor, MI 48108 (734) 973-3000

Product name: MIRS[™]

- Features: Stormwater management, groundwater management, drinking water, wastewater, water quality, parameters, permit tracking, reporting and demo.
- Description: Manages outfalls, permit parameters, parameter limits and test data for pretreatment, industrial water, wastewater or stormwater permits. Tracks analytical sample results for discharge calculation. Generates daily, monthly and annual discharge monitoring reports, trend analysis and many other reports. Produces annual release summary to water for Form R. Circle 176 on card.

Bureau of National Affairs Inc. 1231 25th St. NW Washington, DC 20037 (800) 372-1033 Product name: BNA's CSCD Features: Wastewater, permit tracking, monitoring and reporting **Cost:** Between \$500 and \$1,000 **Description:** Provides practical discussions and step-by-step guidance in plain English for federal and state regulations covering air, water and waste. Circle 177 on card.

Computational Mechanics Inc. 25 Bridge St. Billerica, MA 01821 (978) 667-5841

Product name: Hydrotrack

Features: Modeling and demo.

- Cost: \$1,490 for full version and \$375 for starter pack
- **Description:** Produces water current and pollutant transport models.

Product name: Oiltrack Features: Modeling and demo. Cost: \$1,490 for full version and \$375 for starter pack. Description: Oil spill trajectory simula-

tion software.

Product name: Transport Analysis Cost: \$506

Description: Solves transport equations using the boundary element method.

Product name: PRISE

Features: Parameters and modeling. Cost: \$690

Description: Calculates air or waterborne effluent dispersion.

Circle 178 on card.



Dakota Software Corp. 7 Tobey Village Office Park Pittsford, NY 14534 (716) 381-8710

Product name: Dakota Auditor Features: Stormwater management, groundwater management, drinking water, combined sewer, overflow, wastewater, water quality, demo, regulation updates and auditing.

Cost: \$995

Description: Dakota Auditor is an expert system combining a powerful auditing tool with a comprehensive regularly updated information resource. Using Decision Tree Logic, it builds a regulatory profile of a facility and produces targeted checklists that are specifically applicable to individual facilities. It captures and tracks comments, findings and corrective actions, prints customized reports and trains personnel. The program covers federal and state requirements with regular updates and conforms to ISO 14000. Circle 179 on card.

EcoAnalysis Inc. 221 E. Matilija St. Ste. A Ojai, CA 93023 (800) 646-1461 Product name: EcoDB

Features: Stormwater management, groundwater management, parameters, permit tracking, monitoring and reporting.

Description: EcoDB is an environmental data warehouse system that handles diverse data types. Features include data entry and loading routines, queries, QA/QC, graphics, links to third party software systems, metadata and more, tailored to specific needs.

Product name: LabTRAO

Features: Stormwater management, groundwater management, drinking water, combined sewer, wastewater. water quality, parameters, permit tracking, monitoring and reporting.

Description: LabTRAQ is a full-featured laboratory information management system. It automates data handling, such as sample, work assignment analysis, QA/QC, instrument and reporting, for water, wastewater and environmental laboratories

Product name: Pretreatment Information Management System (PIMS) Features: Stormwater management, drinking water, overflow, combined sewer, wastewater, parameters, permit tracking, monitoring and reporting.

Description: PIMS automates industrial pretreatment program operations such as monitoring, permitting, compliance and reporting. Circle 180 on card.



Essential Technologies Inc. 401 Rockville Pike Ste. 500 Rockville, MD 20895 (800) 999-5009

Product name: PlantWare 32 Water Features: Stormwater management, groundwater management, drinking water, combined sewer, overflow. wastewater, water quality, parameters, permit tracking, monitoring, modeling, reporting and demo. Cost: Varies

Description: PlantWare 32 water is an integrated system that combines sample tracking, calculations and permit requirements with the ability to generate regulatory and corporate reports.

Circle 181 on card.

Fourth Dimension Interactive. a Dames & Moore Group Co.

221 Main St. Ste. 600 San Francisco, CA 94105 (415) 896-5858

Product name: EMIS 2.0

- Features: Storm water management, groundwater management, drinking water, combined sewer, overflow, wastewater, water quality, parameters, moni-toring, modeling, reporting and demo
- Description: EMIS 2.0 runs against a back-end Oracle or SQL server database and is entirely Web-based. It incorporates features that allow Internet and intranet access to corporate-wide environmental data.

ENVIRONMENTAL COMPLIANCE.

Circle 182 on card.

Hyprotech 2000 Oxford Dr. Ste. 610 Bethel Park, PA 15102 (412)833-4820 Product name: EpSelon

Features: Wastewater, modeling and demo

Cost: Starts at \$6,500

Description: EpSelon provides conceptual design, equipment selection and troubleshooting of wastewater treatment systems. Access search routines and live equations are featured, as well as an expert system and costing module designed to provide information to solve wastewater treatment problems. Circle 183 on card.

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J.J. Keller & Associates Inc. 3003 W. Breezewood Lane Neenah, WI 54957-0368 (800) 327-6868

Product name: Keller-Soft EHS Advisor Features: Reporting and demo Cost: \$279

Description: Encyclopedia approach to reg ulatory and non-regulatory EHS concepts. Circle 184 on card.



KNEX Inc. 5570 Sterrett Pl. Ste. 208 Columbia, MD 21044 (410) 964-9900

Product name: iKNEX

Features: Stormwater management, groundwater management, drinking water, wastewater, water quality, parameters, permit tracking, monitoring, reporting and demo.

Cost: Less than \$1,000

Description: iKNEX is a net-based auditing, self-assessment and issues tracking software that includes audit protocols and regulatory references.

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Knorr Associates Inc. 10 Park Place P.O. Box 400 Butler, NJ 07405 (973) 492-8500

Product name: DataPipe[™]

Features: Groundwater management, drinking water, wastewater, water quality, parameters, permit tracking, monitoring, modeling, reporting and

demo. **Cost:** Varies by model and users

Description: DataPipe is a comprehensive, modular, multi-user Windows-based program for collecting and managing environmental, safety and occupational health information. Depending on the modules a customer chooses, a DataPipe system can perform one recordkeeping and reporting function or many different tasks. Additional modules can easily integrate with existing DataPipe systems as requirements grow. DataPipe can store images as well as conventional data. Major environmental modules include MSDS, NPDES, storage tanks, waste manifests, emissions, chemical inventory, permits, incidents and IH samples. The system can be connected to supported instruments for direct data transfer.

Circle 186 on card.



LFR Technologies 225 S. Cabrillo Hwy. Ste. 102-D Half Moon Bay, CA 94019 (650) 712-7470

Product name: GreenSuite

Features: Stormwater management, groundwater management, drinking water, combined sewer, overflow, wastewater, water quality, parameters, permit tracking, monitoring, modeling, reporting and demo.

Cost: Varies

Description: The 100-percent Webbased system integrates environmental management, safety, industrial hygiene and occupational medicine into a single enterprise business solution that addresses the extended supply chain. GreenSuite is Year 2000 compliant.

Circle 187 on card.

Modern Technologies

Modern Technologies Corp. 33 W. First St. Ste. 300 Dayton, OH 45402 (937) 226-7724 Product name: Enviro-Office^{ss}

Features: Stormwater management, waste water, parameters, permit tracking, monitoring, reporting and demo.
 Cost: More than \$1,000
 Circle 188 on card.

Pacific Environmental Services Inc. 5001 S. Miami Blvd. Ste. 300 P.O. Box 12077 Research Triangle Park, NC 27709-2077 (919) 941-0333 Product name: i-STEPS

Features: Stormwater management, groundwater management, wastewater management, parameters, permit tracking, monitoring, modeling, reporting and demo.

Cost: \$2,000, varies by user type Description: i-STEPS infinity is a Windows software application that manages environmental data for facilities that produce wastewater effluent loadings and solid and hazardous waste. The i-STEPS design assists users with waste management according to the RCRA and wastewater tracking under the NPDES regulations. Additional i-STEPS features include periodic tracking, estimation, placement and control of these media, standard and user-specific calculations, and many standard forms to meet regulatory requirements.

Circle 189 on card.

RegScan One Executive Plaza 330 Pine St. Ste. 300 Williamsport, PA 17701-6215 (717) 323-1010 Product name: RegScan Features: Demo Cost: \$500 to \$1,000 Description: State and federal EHS regulations. Product name: RegScan Live! Features: Demo Cost: \$100 to \$500 Description: State and federal EHS regulations on the Internet. Circle 190 on card.

Serac Technology 2817 West End Ave. Ste. 127-107 Nashville, TN 37203 (888) 343-6355

Product name: Introduction to Industrial Wastewater Management 1.0.

Features: Wastewater, water quality, parameters and monitoring.

Cost: \$224

Product name: The Design and Operation of the Activated Sludge Process for Industrial Wastewater.

Features: Wastewater, water quality and demo. Cost: \$259

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SOLUTIONS Software Corp. 1795 Turtle Hill Rd. Enterprise, FL 32725 (407) 321-7912 Product name: 50-Title

Features: Demo

Cost: \$62.50

Description: 50-Title is a CD-ROM set that includes CFR Titles 1 through 24 at 1998 revisionlevels and the rest of the CFR Titles at 1997 revision levels. Adobe Acrobat 3.01 Reader+Search software for instant search and retrieval is included on the Windows, Mac and UNIX versions.

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Juicing up compliance audits

At Ocean Spray, computerized audits systematize compliance and encourage the participation of facility personnel

By Arlene Davidson

6 W Fe're all in this together." That's how Herb Hohn, manager of regulatory affairs of Ocean Spray Cranberries Inc. describes his department's philosophy. Managing risk and identifying gaps are challenges and responsibilities shared by staff at all facilities.That was not the

case when Hohn arrived at Ocean Spray in 1989. While audits had been performed, they were not systematized. Audit protocols did not match every compliance area at Ocean Spray and were inconsistently applied from one location to another. Hohn knew the audit program was in need of modification.

Hohn oversees environmental, health and safety (EHS) regulatory compliance at all cranberry receiving stations and processing plants in eight states plus British Columbia. With over \$1.4 billion in revenues, Ocean Spray grapples with more than just washing cranberries and pressing them into juice. Wastewater treatment, Clean Air Act impacts, Emergency Planning and Community Right-to-Know (EPCRA) reporting and major Occupational Safety and Health Administration compliance are part of the broad range of Ocean Spray's EHS issues.

Getting started with audit software

As part of implementing a more rigorous

compliance program, Hohn felt that computerizing Ocean Spray's audits would transfer a systematized technology across the entire EHS network in addition to enhancing the sense of teamwork critical to maintaining EHS standards. With strong support from the vice president of manufacturing, Hohn entered into an outsourcand observations via conference calls. By the end of the year, all staff integral to the program were exposed to a real-life audit implementation of the system. Including non-EHS staff in Dakota Auditor training and orientation was key to integrating EHS ownership into Ocean Spray's production process. The software was fully in place in



Ocean Spray grapples with wastewater treatment, Clean Air Act impacts, and Emergency Planning and Community Right-to-Know reporting.

ing agreement with Dakota Software and implemented Dakota Auditor at each one of the plants in early 1996. Initially, each location practiced conducting an actual audit of the same subject, like EPCRA or Hazard Communication, sharing comments 1997 and provides in-depth checklists for essentially every federal EHS issue affecting Ocean Spray's interests. The questions on the screen look just like printed checklists, which facilitates training. Additional questions can be added to the checklist or existing ones can be annotated.

The software's reference library, linked to each checklist question from the audit and covering federal and state regulations, is written in easy to understand language. Hohn considers the reference library as an "electronic coach" that accompanies his team throughout the audit process. The program's environmental modules cover all aspects of waste management, air emissions, water discharges, hazardous materials transportation, Toxic Substances Control Act, EPCRA and other pertinent issues. The industrial hygiene and safety modules cover the OSHA general industry standards, including exposures to hazardous substances, radiation and noise; the physical protection of workers; equipment safeto look only at questions that are pertinent to the issue.

rate visits that occur just every 2 years. Plant personnel know that the corporate staff, who help them manage risk, receive

systemization		and Window Help					
Currently, every manufacturing plant has agreed to perform a cer-	Navigator System Solid and Hazarr Solid and Hazarr Solid and Hazarr Non-hazardout Solid Gunthy Solid Gunthy	Restants: Shiftike Account non-OccUst Are containers used in the staffice occumation area marked shiftike Pillyworking used. "Instances Wester" or other works Pillyworking used. "Instances Wester" or other works The occumation of the occum					
tain number and sequence of self- audits and submit those reports to the assistant gen-	Dent Orspos. Dent Orspos. Dent Offsete Trans On-site Accur Dent Statistic Trans On-site Accur Dent Statisticate Dent Stat	Audior I day, Bo unit to check their settilitie during an eccounted for one H-spanier table / Log. C Vies 6 No: Upon eccounted for the Control of the Spatian of FM or one que the Spatian of the Control of the Spatian of FM or one que the Spatian of the Control of the Spatian of FM or one que the Spatian of the Control of the Spatian of FM or one que the Spatian of the Control of the Spatian of FM or one que the Spatian of the Spatian of the Spatian of the Spatian C 1 Net on USE Spatian of the Spatian of the Spatian of the Spatian C 1 Net on USE Spatian of the Spatian C 1 Net on USE Spatian of the S	401				

supportive, continuous feedback and positive interaction.When preparing for a corporate audit, as a courtesy to those involved and so that

everyone understands in advance what the office. The positive acceptance of the selfaudit program has enabled constant moniquestions and issues are, Hohn sends a custom checklist from

Generally, sending ahead the checklist also

avoids surprises and a confrontational

Use of a common audit software tool between corporate and facility personnel has enabled more continuous monitoring of problem areas and effective communication without constant reliance on corporate visits and input.

Benefits of

the corporate

the facilities. By sending it ahead of the audit, the staff develops a more in-depth understanding of the regulatory issues and why they are integral to business operations.

his corporate office to

guards; medical records; and emergency response plans. The system enables the user

toring of program areas and EHS subjects year round without total reliance on corpo-



Circle 42 on card.

atmosphere. At the plant, data is entered into the program to be analyzed. Hohn stresses that the audit teams look as hard for innovative, praiseworthy EHS developments as they do for gaps and issues of non-compliance and provide positive feedback to the facilities at every opportunity. Activities like well-organized centralized EHS filing systems, innovative examples of machine guarding, successful replacement of a solvent with a non-hazardous alternative to reduce the plant's hazardous waste stream and examples of strong employee involvement are recognized and shared among all facilities. Using the same software tool on all audits throughout the company systematizes and standardizes the process. It is also an effective learning and training tool and communication improves among the people actually doing the work-electricians and maintenance employees. Effective teamwork, an expanded knowledge base, better trained in-house managers and increased awareness of plant responsibilities have given managers greater confidence and autonomy. In fact, some career changes have occurred as a result of integrating the software, as some production staff have become EHS specialists.

With the software program in place at the plant level, the corporate team is able to focus more on management systems throughout the company. Use of a common

The software's reference library, linked to each checklist question from the audit and covering federal and state regulations, is written in easy to understand language.

audit software tool between corporate and facility personnel has enabled more continuous monitoring of problem areas and effective communication without constant reliance on corporate visits and input.

Hohn credits Dakota Auditor and its effective use by plant EHS leadership for non-EHS employees' expanded awareness and ownership behavior. As a result, Ocean Spray has moved toward greater reliance on self-audits and has found that they have reduced external audit compliance fears as well as EHS risk. The systematic approach among EHS teams supported by the software and the sharing of positive innovations that have led to compliance improvements have allowed the corporate group to move away from managing regulatory details to focus on systems rather than symptoms. Reviewing corrective action plans guides Ocean Spray to identify why a deficiency may be occurring, rather than just fixing it. Ocean Spray's auditors have enhanced their efficiency and added value to the audit process by encouraging the participation of facility personnel. By computerizing its audit system, Ocean Spray increased the strong employee involvement critical to maintaining EHS compliance and reducing risk.

Arlene Davidson is marketing director at Dakota Software Corp., Pittsford, N.Y.

For more information circle 89 on card.

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WEFTEC '98 heads to Orlando

One of the water quality industry's largest conferences features more than 700 companies under one roof



Compiled by Kristie L. Guillotte and Ingrid Truemper

Sunny Orlando will play host to the 71st Annual Water Environment Federation Conference & Exposition October 3 through 7. The WEFTEC '98 Expo, one of the world's largest assemblies of wastewater and water quality products and services, will showcase the latest developments of more than 700 companies. Due to popular request, the Expo will open on Sunday, October 4, for a special Expo preview. Opening hours will be later than last year, extending to 5 p.m. each day.

When planning your schedule for Orlando, allow ample time to take advantage of the opportunity for one-on-one exchange with the many knowledgeable industry manufacturers, consultants and contractors who will be in attendance. Located in halls A1 to B3 of the Orange County Convention Center, the Expo is near the technical sessions and committee meetings.

By using your WEFTEC '98 Expocard, you can pinpoint those exposition companies that match your interests. Insert your Expocard into any reader located in the registration area at the WEF Message Center and enter the product categories that you want to see to receive a printout of those companies and their locations. Your Expocard can also be used to place your name on a manufacturer's mailing list or to place an order.

Special events at WEFTEC '98 open to all participants include a luncheon with David Brinkley, WEFTEC for Families activities, WEF Night at Universal Studios Florida, AAEE/AIDIS/WEF Breakfast, Operations Challenge, 4th Annual WEFTEC for Teachers, the U.S. EPA Wastewater Management Excellence Awards Ceremony, the WEFTEC '98 Golf Tournament and the AEEP/WEF Scientists' Luncheon. Capping the end of WEFTEC is the annual dinner dance.

An extensive technical program is offered to participants, who can also choose from nine of the Orlando area's facility tours designed to complement WEF technical sessions. Twenty-four conference workshops will be held on Saturday and Sunday, October 3 and 4. The Water Environment Research Foundation (WERF) is also sponsoring several workshops on October 3 and 4. International programs include an international workshop, international technical sessions, an international buyer program and the WEFTEC '98 Global Business Center.

To help you take advantage of Orlando's many tourist attractions, the Local Arrangements Committee has a booth located in Exhibit Hall B1 near registration. Additionally, WEFTEC '98 offers the Lifestyle Program for guests of attendees, which features discounted tickets to Walt Disney World, a tour of the Kennedy Space Center and more.

For more information about WEFTEC '98, call (800) 666-0206, e-mail expoinfo@wef.org or visit the conference's Web site at www.wef.org/docs/weftec98.html.

Spectrophotometer



The Hach DR/4000 UV-VIS Spectrophotometer enables repetitive testing. Software improvements include: storage for customized instrument setups; selectable dilution factor for use with any program; erasable data points; text or tabular print format selection; and more. Hach Co. Circle 157 on card.

Pumps



Vanton Pump & Equipment Corp. is offering close-coupled, compact centrifugal pumps with all fluid contact parts of chemically inert thermoplastics. The design can be furnished in unpigmented polypropylene or polyvinylidene fluoride. The pumps are rated for flows to 550 gpm at heads to 220 feet. Vanton Pump & Equipment Corp. Circle 158 on card. **Drive unit**



The Model DHL-60-20-2 drive unit includes a highcapacity, precision-bearing integral with a forged alloy steel gear enclosed in a durable fabricated steel housing. All reducers that make up the drive unit are directly coupled. The primary reducer is hydraulically driven to ensure load balancing between the pinion drive gearboxes. DBS Mfg. Circle 159 on card.

Aerators

ChannelAire[™] Systems are submersible units with the power to achieve oxygen transfer requirements in an area of influence up to 525 feet in diameter without remote-blower systems. Directdrive stainless steel turbine impeller and macerating blades mix turbulently. Features include low noise, low energy use and moisture detection system. ABS/Framco Environmental Technologies. Circle 160 on card.

Nutrient removal



Krūger's A/O* Process is a wastewater treatment process that uses an anaerobic selector to cultivate a selective biomass naturally recurring in biological treatment plants. The biomass stores BOD anaerobically and assimilates phosphorus in a subsequent aerobic phase. **Krūger Inc.**

Circle 161 on card.

Flowmeter



The Flo-Tote" II Portable Electro-

magnetic Open Channel Flowmeter features a robust, non-fouling sensor; Auto-Cal^{**} to eliminate the need for site calibration in most cases; a Q-Stick^{**} band-sensor insertion tool for nomanhole-entry installations; and an ATC Level^{**} to compensate for variations in temperature. Marsh-McBirney Inc. Circle 162 on card.

Suspended solids analyzer



The Model 7011 turbidity/suspended solids continuous monitoring instrument with full sensor line, and the Model 711 portable MLSS/ILA analyzer system are certified to completely fulfill European Community (CE) certifications standards for electro magnetic compatibility. Royce Instruments Corp. Circle 163 on card.

Drainage pump



The PX30N drainage pump is capable of handling 10,000 gpm, 24 hours a day. It also offers easy on-site installation. Thermal overload and leakage protection monitors assure problem-free pumping, A 10-inch output discharge facilitates the movement of massive amounts of water. Pumpex Inc. Circle 164 on card.

Chlorine sensors



The GT Series of chlorine sensors can detect up to four gases. The liquid inhibiting probe attachment prevents damage to the sample system by automatically shutting the pump off and sounding a low flow alarm if liquid or water is aspirated. **GasTech Inc. Circle 165 on card.**



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Oil content analyzer

The OCMA-350 has ±.04 milligram per liter repeatability and is ideal for oil in water, hydrocarbons in soil or cleanliness verification. It can be used in both lab and field. Features include a parallel printer port, a RS-232C port and digital display in concentration units. Horiba Instruments Inc. Circle 166 on card.

Belt filter press



The Model LC-800 is a completely adjustable belt filter press for flow rates from 20 to 50 gallons per minute. It is designed for the continuous dewatering of sludge and fine solids slurry. The Model LC-800 is also suitable for wastewater treatment plants, food processing and more. **Phoenix Process. Circle 167 on card.**

Stormwater treatment system



Vortechs[™] stormwater treatment system removes contaminated sediment, grit, sand, metals and petroleum-based liquids from surface runoff. Compact and below grade, the system incorporates a combination of swirl-concentrator and flow-control structures to prevent pollutant resuspension and washout. **Vortechnics Inc. Circle 168 on card.**

Vertical centrifuge

The Sharples Super-D-Decanter®



vertical centrifuge is suited for applications requiring containment of a process from the atmosphere including flammable, toxic, carcinogenic or pyrophoric materials. Operates at temperatures up to 700 degrees Fahrenheit and pressures from vacuum to 150 psi. Alfa Laval Separation Inc. Circle 169 on card.

ISO 9001 certification received

Osmonics' Minnetonka, Minn., operation has received ISO 9001 certification. The location is the company's largest manufacturing location and worldwide headquarters, where the majority of its components, standard machines and custom equipment originate. Osmonics. Circle 170 on card.

Diffuser valve



The Tideflex[®] diffuser valve increases dispersion and eliminates infiltration of salt water, marine growth and silt buildup. Custom designs are also available to protect the outfall from boat traffic, anchors and shifting sands. Red Valve Co. **Circle 171 on card.**

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Continued from page 43

latory agency through the Internet.

How could the company manipulate the data if the reporting is directly through the computer system without human intervention? The computer system could be running a simulation. Reverse engineering can uncover a simulation by dissecting the computer code to analyze the process the computer is performing and the mathematical calculations performed by the code. Reverse engineering can also help determine which processes and calculations the computer code is not executing.

Future challenges

The problem of determining data integrity grows daily as computer systems become larger and more complex. The continuous emissions monitoring (CEM) operation and reporting program under the Clean Air Act is an example. CEM data is tracked and electronically reported to EPA by the regulated facility using a variety of commercial software programs. NEIC is working to develop methods that will verify the validity of CEM data, as well as verify whether the computer is properly monitoring operating conditions at the facility.

Detecting breaches of security is another

concern. For example, the team investigating an alleged accidental spill at a chemical plant suspects that the spill was intentionally caused by a disgruntled employee who sabotaged a critical process control valve.

NEIC used "reverse engineering" in a recent case, which helps determine if recovered data is the result of an illegal simulation

Further investigation determines that the plant is highly automated and the valve is completely controlled by the company's computer system. To find out if the computer's security has been breached, the investigator will need to access the computer system logs. NEIC is developing methods to search the logs to determine if the spill was accidental, the result of a system malfunction, caused by a disgruntled employee or the act of a computer hacker who gained unauthorized access.

The increasing importance of automated information systems has created the opportunity for environmental and other violators to use new and more complex methods for hiding the evidence of illegal activities. Forensic experts at EPA's NEIC are working together with others in law enforcement to develop techniques for gathering and analyzing electronic evidence that will ensure that violators will not succeed in hiding evidence of their transgressions in the darkest recesses of cyberspace.

Earl E. Devaney is the director of EPA OCEFT. Before coming to EPA he developed the computer forensics program at the U.S. Secret Service. Johnny Lee is a computer specialist and computer forensic analyst who is the leader of the NEIC computer forensics team. Martin D. Topper, PhD, is an environmental protection specialist on the staff of EPAs office of criminal enforcement, forensics and training.

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Avoiding the jailhouse blues

Individual employees are now being targeted for criminal prosecution as federal environmental enforcement increases

By James E. Meason, JD

he U.S. Environmental Protection Agency's latest statistics reveal two startling trends in environmental enforcement: an increased resort to criminal prosecutions, and the specific targeting of individual company employees, rather than the company itself, for environmental crime prosecutions.

In fiscal year 1996, criminal cases accounted for 10 percent of all federal environmental cases. Over the past 5 years, the federal governments criminal enforcement efforts have almost completely shifted to target company employees instead of companies. About 75 percent of criminal pleas or guilty verdicts in 1995 and 1996 came against individual company employees as compared with roughly only 20 percent in 1991. Sources within EPA and the U.S. Department of Justice (DOJ) confirm that the 1995 and 1996 statistics are not flukes.

Fiscal year 1996 criminal enforcement statistics

In all respects, 1996 appears to have been another profitable year for criminal environmental enforcement—the federal government assessed \$77 million in criminal penalties. EPA initiated 548 cases and referred 262 cases to DOJ; the previous high referral marks were 256 in 1995 and 220 in 1994. Of these 262 cases, 221 corporate and individual defendants were indicted; 107 individuals plead guilty or were convicted, as were 33 corporate criminal indictment, trial, conviction and the possibility of a hefty fine and jail time, forces individuals to pay greater heed to environmental laws and regulations. Given the stigma attached to a criminal convic-

The change in enforcement emphasis is directly attributable to the government's belief that the threat of a criminal indictment, trial, conviction and the possibility of a hefty fine and jail time, forces individuals to pay greater heed to environmental laws and regulations.

defendants; and sentencing constituted 1,160 months of jail time, up from 890 in 1995.

The government's rationale behind criminal enforcement

Conversations with EPA and DOJ representatives reveal that the change in enforcement emphasis is directly attributable to the government's belief that the threat of a tion, the government hopes that individuals will not simply shrug off a regulatory violation as only the company's potential liability.

EPA cites the 1990 enactment of the Pollution Prosecution Act as the muscle behind this enforcement trend. The law effected many changes in the agency's criminal enforcement program, including increasing the ranks of criminal inspectors to 200 by

EPA criminal enforcement FY 1982 through FY 1996

	Fiscal Year														
Action	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996
Referrals to DOJ	20	26	31	40	41	41	59	60	65	81	107	140	220	256	262
Defendants charged	14	34	36	40	98	66	97	95	100	104	150	161	250	245	221
Months sentenced	0	0	6	78	279	456	278	325	745	963	1,135	892	1,188	888	1,116

October 1, 1995. As recently as 1991, there were only 62 agents. As of November of 1996, the agency employed 170 agents and planned to hire 20 more in 1997. In spite of this bulking up of enforcement personnel, there actually has been a net loss of two attorneys with EPA's Criminal Investigation Division since the passage of the Pollution Prosecution Act, thereby impeding, to some extent, the growth in criminal enforcement efforts.

Protect yourself - know the law

While the overwhelming majority of environmental cases are civil or administrative in nature, the threat of criminal enforcement actions, which in 1996 accounted for 10 percent of all federal cases, is significant. Therefore, anyone associated with a company's operations and management activities should understand how the law views personal criminal liability.

Generally speaking, in the event that civil litigation arises over any particular business activity, a company officer or employee who acted within the scope of his or her company authority will not be personally liable for that business activity-any liability will attach to the company itself. Moreover, a company will be responsible for the criminal acts of its officers and employees who act within the scope of their employment. For example, a paper manufacturing company employs a loading dock supervisor to manage its outbound customer shipments. The supervisor's purposeful placement of a bomb in a shipment to a company customer most likely will not subject the employer to criminal sanctions, because placing bombs in shipments of paper is not within the scope of the supervisor's employment. Instead, the supervisor will probably face criminal prosecution.

The courts have established theories under which company officers and employees can be held criminally responsible for their actions. In the 1943 U.S. Supreme Court case of *U.S.* vs. *Dotterweich*, the court published what has become known as the "responsible relation" theory of criminal responsibility. The small company repackaged and relabeled drugs to sell through mail orders. The government charged the drugs were misbranded and adulterated.

Although the government neither alleged nor proved that the company president himself knew the facts or participated in the distribution of the drugs, the court held criminal responsibility attached to the president, who could at least have gained information about the condition of the products. The court placed the burden on an "otherwise innocent" person who stood in a "responsible relation" to a public danger.

After Dotterweich, some legal observers stated that, because of the small size of the company, the law was unclear as to whether the responsible relation theory would apply to larger organizations, especially those with well-developed management structures. That question finally was answered by the U.S. Supreme Court 30 years later in U.S. vs. Park, a case involving the president of a large company being tried for causing the sale of unsanitary food. That opinion enunciated what has come to be known as the "responsible corporate agent" doctrine. While acknowledging that, as the company's chief executive officer, "he was responsible for any result which occurs in [the] company," Park's defense was that the company had an organizational structure that placed various management responsibilities in several dependable company departments.

In rejecting the company president's defense, the court observed that Park was

Anyone associated with a company's operations and management activities should understand how the law views personal criminal liability.

criminally liable when he "had, by reason of his position in the corporation, responsibility and authority either to prevent in the first instance, or promptly to correct, the violation complained of, and that he failed to do so." The court "focused on the issue of his authority with respect to the conditions that formed the basis of the alleged violations."

Although these cases involved high-level company officials, there is nothing in the "responsible relation" or "responsible corporate agent" doctrines that limits their application to company presidents or other officers and directors. In fact, anyone meeting the applicable criteria can be found criminally liable.

Criminal case selection criteria

After gaining a basic understanding of the law, it is also instructive to know how EPA and DOJ decide, at least in theory, to "go criminal" in any particular case. Broad standards on this issue are laid out in a

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January 12, 1994, memorandum from the director of EPA's Office of Criminal Enforcement regarding "The Exercise of Investigative Discretion." Those standards are significant environmental harm and culpable conduct or intent.

The environmental harm can be actual or threatened. Examples of actual harm are illegal discharges, releases or emissions that have an identifiable and significantly harmful impact on human health or the environment. Threatened harm is less concrete and is very subjective. It can be demonstrated by actual or threatened discharges, releases or emissions. Additional factors include the failure to report such releases, and whether a non-compliant trend or attitude held by the regulated community may benefit from the deterrent effect of a criminal investigation.

Culpability is based on any history of repeat violations, deliberate misconduct resulting in a violation, the concealment of misconduct or falsification of required records, tampering with monitoring or control equipment and conducting pollutionrelated activities without a permit, license, manifest or other required documentation.

Examples of recent criminal prosecutions

In 1996, a Wisconsin businessman who owned an underground storage tank business was sentenced to serve 41 months in prison without the possibility of parole for illegally dumping hazardous waste. He had directed employees to transport 55-gallon drums containing hazardous waste to a junkyard.

A former vice president/general manager and a plant engineer for a South Dakota meat packing company were sentenced in 1996 to prison sentences totaling 30 months, 6 months home confinement and ordered to pay \$15,600 in fines and restitution for Clean Water Act violations. The pair had falsified discharge reports and illegally discharged hazardous waste.

In another Clean Water Act case, a California Corrections Department employee was indicted in 1996 for discharging partially treated sewage and chlorine wastes from a prison in violation of the facility's discharge permit, and for failing to report the discharges.

In January 1997, an Illinois company that manufactures grain wagons and farm equipment plead guilty to unlawfully burying hazardous paint and solvent wastes on company property and to making a false statement to a federal agency. The company agreed to pay a \$100,000 fine, be placed on probation for 5 years, reimburse the state \$97,000 for cleanup costs, complete cleaning up the contamination at its own cost, place a newspaper advertisement apologizing for the violations, and implement an environmental compliance training program. In a related case, the company's vice president was fined \$4,000 and sentenced to a 7-month prison term and 7 months of work-release for his role in the activity.

These prosecutions did not spare any level of employee or differentiate between the public and private sectors of the economy. These four cases demonstrate that a company, company owner, company officer, company employee and state employee can all be criminally prosecuted.

Clinton's tough environmental crime bill

During a Michigan campaign stop in August 1996, President Clinton pledged to offer new environmental crimes legislation. Although it was introduced in the Senate shortly thereafter, it saw no action for the remainder of the session. The bill was reintroduced during the 105th Congress.

The proposed legislation would:

· Allow federal prosecution of environmental crimes even when crimes are stopped before pollution occurs, thereby penalizing "attempted" environmental crimes primarily prosecuted through sting operations;

· Permit prejudgment seizure of polluters' assets similar to the tactics employed against drug traffickers;

· Reimburse state and local law enforcement agencies for their costs in assisting federal environmental prosecutions;

· Increase the maximum prison sentence for environmental crimes from 15 to 20 years: and

· Extend the statute of limitations from 5 to 8 years for many laws. A similar measure, the Environmental Crimes and Enforcement Act, was introduced in the House on January 7, 1997.

Outlook

Since environmental law and regulation has existed only approximately 15 years, it is subject to growing pains. In light of executive and legislative branch initiatives, it appears that increased criminal enforcement is the wave of the future.

James E. Meason, JD, is an attorney in Rockton, Ill., who specializes in environmental and administrative law. He was previously a federal law enforcement attorney in Washington, D.C.

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Universal waste rule: Mercury rising

While most waste batteries are handled under this regulation, the debate is heating up as to whether the rule also should apply to fluorescent lamps

By Charles B. Lewis

The technical complexity of hazardous waste regulations confounds both experts and non-experts. This complexity creates special problems when common hazardous wastes are generated by users who have little familiarity with waste regulations. Of course, household wastes are excluded from the strict regimen generally applicable to hazardous waste under Subchapter C of the Resource Conservation and Recovery Act (RCRA). However, many non-industrial businesses may not be acquainted with the rules governing common hazardous wastes. Ideally, these generators should transfer their waste to more experienced handlers for recycling or safe treatment. This is the basic idea behind the U.S. Environmental Protection Agency's universal waste regulation (40 Code of Federal Regulations, Part 273), which was adopted in May 1995.

The universal waste regulation streamlines rules for batteries, pesticide wastes that are recalled or collected as part of a collection program and thermostats containing mercury. In addition, EPA and authorized states may include additional wastes through the petition process. For example, a number of states have added fluorescent lamps to the list of universal wastes. On the other hand, authorized states cannot be forced to adopt the universal waste rule—with the exception of the Mercury-Containing and Rechargeable Battery Management Act (Battery Act), which took effect in 1996. The universal waste rule was a relaxation of existing federal standards.

Industrial and non-industrial businesses need to be aware of the basic requirements and advantages of the universal waste designation. In particular, it is important for these facilities to become familiar with the specifics applicable to two items of current interest, batteries and fluorescent bulbs. Rechargeable batteries, the subject of the recently enacted Battery Act, help power many of our modern technological marvels, including cellular and cordless phones, laptop computers and video cameras. Fluorescent lamps or bulbs are present in virtually every American workplace. They are currently the subject of a heated debate over whether they should be treated as universal waste or granted a conditional exemption from any hazardous waste regulation.

What is a universal waste handler?

To be subject to the universal waste rule, one must be a universal waste handler. Basically, this includes two groups: (1) those who generate or create the waste, and (2) those who receive the waste from other generators, collect it, and send it elsewhere for recycling, treatment or disposal.

Advantages of universal waste designation

A universal waste designation generally offers several potential advantages to handlers of the waste:

- Generator status: Some states exclude universal waste in determining generator status. By designating hazardous waste as universal waste, a large quantity generator may qualify as a small quantity generator and avoid more onerous regulations.
- Longer storage times: Universal waste can be accumulated for up to 1 year, which is longer than the 180 or 270 days normally allowed for large quantity and small quantity generators.
- Less labeling: Universal waste generally needs less labeling than other waste.
- No manifest: A hazardous waste manifest is not required to ship universal waste.

Universal waste requirements and prohibitions

Despite potential advantages to the universal waste designation, all handlers of universal waste are also subject to a number of requirements and prohibitions:

- Disposal by handlers is prohibited. The waste must be recycled or disposed of at a hazardous waste facility.
- Treatment or dilution by handlers is prohibited, except for mandatory responses

to releases and certain optional actions with batteries.

• Transportation is allowed only to another universal waste handler, a destination facility or a foreign facility.

In addition, several rules differ depending on whether the universal waste handler qualifies as a small quantity (SQ) or large quantity (LQ) handler. An SQ handler accumulates less than 5,000 kilograms (kg), approximately 11,000 pounds, of universal waste of any type—batteries, pesticides or thermostats—at any time. An LQ handler accumulates more than 5,000 kg of any type of universal waste at any time.

Differences for small and quantity handlers

The notification, tracking and training requirements differ for small and large quantity handlers of waste. Small quantity handlers need not notify EPA of universal waste activities and need not keep records of shipments of universal waste. Record retention is recommended, however, to show how long universal waste has been stored. In addition, SQ handlers need only inform employees who manage individual waste of the proper procedures for the type of universal waste at the facility.

Large quantity handlers must send written notification of universal waste management to the regional administrator and receive an EPA identification number before reaching the 5,000 kg storage limit. In addition, LQ handlers must keep a record, log, invoice, bill of lading or other shipping document for at least 3 years after each universal waste shipment received at the facility or sent from the facility. Finally, LQ handlers must ensure that all employees are thoroughly familiar with proper waste handling procedures for universal waste during normal facility operations and emergencies.

Accumulating universal waste

Generally speaking, both large and small quantity universal waste handlers may accumulate universal waste for no longer than 1 year from the date when the waste was generated or from when the waste was received from another handler. Collection is allowed beyond 1 year if necessary solely to accumulate enough waste for proper recovery, treatment or disposal. A universal waste handler must identify how long universal waste handler must identify how long universal waste has been accumulated by identifying the earliest date that something becomes waste or is received as waste. This can be done by:

- Labeling a universal waste container or individual waste item;
- Using an on-site inventory system;
- · Placing it in a specific area; or
- Using another method that clearly identifies the period of accumulation.

Universal waste batteries

Most waste batteries are covered by the Battery Act of 1996. The Act covers nickel-cadmium batteries (Ni-Cd), certain small sealed lead-acid (SSLA) batteries, other rechargeable batteries and certain mercury-containing batteries. EPA is expected to promulgate a codification rule that will specify the exact batteries covered by the act. By creating a national universal waste rule for the collection, storage and transportation of covered batteries, the Battery Act seeks to facilitate their recycling and proper treatment.

The Battery Act specifically states that it does not apply to lead acid batteries managed under 40 *CFR* Part 266, Subpart G. This regulation was adopted to manage recyclable spent-lead acid batteries before adoption of the universal waste rule. Handlers can choose to manage spent lead-acid batteries under Part 266 or Part 273, which is the universal waste rule. The vast majority of the nation's automotive lead-acid batteries are recycled under the Part 266 standards that predate adoption of the universal waste rule.

Handling waste batteries

Batteries that are handled under the universal waste regulations must be treated as follows before being shipped for recycling or disposal:

- Clearly mark each battery as "Universal Waste Battery(ies)," "Waste Battery(ies)," or "Used Battery(ies)."
- Place any leaking or damaged battery in a closed, structurally sound container.
- If the battery casing is intact and in good condition, you may remove electrolyte if cells are immediately closed after removal, sort the batteries by type, mix battery types in one container, discharge batteries, regenerate used batteries, disassemble batteries or packs into individual batteries or cells or remove batteries from consumer products.

Continued on page 75

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Continued from page 75

Fluorescent lamps

In a 1994 proposal, EPA suggested two possible ways to handle mercury-containing fluorescent lamps: (1) cover them under the universal waste rule, or (2) grant the lamps a conditional exemption. A majority of states have either received approval from EPA to apply the universal waste rule to fluorescent bulbs or plan to do so. Proponents of using the universal waste rule argue that it would prevent increased mercury contamination from landfills while also helping to facilitate recycling of the bulbs. Proponents of the conditional exemption argue that fluorescent lamps benefit the environment by greatly reducing mercury emissions, as well as carbon dioxide and other greenhouse gases, from coalpowered plants. By allowing the lamps to be landfilled, a conditional exclusion would maximize consumer convenience and use of the bulbs. This argument assumes that recycling bulbs is not really necessary, since the additional mercury contamination would be negligible. Opponents of the proposed exemption argue that no amount of landfilling would be insignificant, given mercury's extreme toxicity.

Handling fluorescent lamps

Most states that regulate fluorescent lamps as universal waste either require or recommend the following practices before the lamps are shipped for recycling or disposal:

- Label the lamp or storage containers "Universal Waste Electric Lamp(s),"
 "Waste Electric Lamp(s)" or "Used Electric Lamp(s)."
- Package lamps to minimize breakage and to prevent release of lamp fragments if breakage occurs.
- Crush lamps only as part of a recycling process; do not exceed applicable exposure limits for mercury.

Contact your state agency to see what state-specific rules are currently applicable to fluorescent lamps.

User-friendly regulations

Both the universal waste rule and conditional exemption approaches to fluorescent lamps assume that less environmental regulation can sometimes lead to more environmental protection. Those who argue for applying the universal waste rule believe that we can reduce energy use while also minimizing mercury contamination through streamlined regulations that encourage recycling. Those who argue for a conditional exemption believe the risk from mercury is so insignificant, at least compared to the benefits of the fluorescent bulbs, that they should not even be classified as hazardous waste. Whichever approach EPA adopts, including possibly allowing the states to choose the universal waste rule or conditional exemption for themselves, the debate itself illustrates an important development in environmental law: the acknowledgment that regulations, while essential to the protection of the environment, can themselves have environmental costs and disadvantages. This realization suggests that use of the universal waste rule will expand in the future. The universal waste rule represents a balanced approach that recognizes both the dangers of common hazardous wastes and the need to make regulations user friendly to encourage the waste's safe collection and disposal.

Charles B. Lewis is an editor with Summers Press Inc., Ft. Worth, Texas. He is the author of Workers' Compensation Guide for Employers and editor of the following books published by Summers Press Inc.: EPA Compliance Guide for Hazardous Waste and OSHA Compliance Guide.

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Bus. Phone	FAX No		9 10	45 46 47	81 82 83	117 118 119	153 154 155	189 190 191	225 226 227	261 262 263	297 298 299	333 334 335	369 370 371	405 406 407	441 442 443	477 478 479	513 514 515	549 550 551	586 587 588
GIVES, I would like to re	ceive/continue to receive Er	vironmental Protection.	12 13	48 49	84 85	120 121	156 157	192 193	228 229	264 265	300 301	336 337	372 373	408 409	444 445	480 481	516 517	552 553	589 590
NO , I'm not interested	at this time.		14 15	50 51	86 87	122 123	158 159	194 195	230 231	266 267	302 303	338 339	374 375	410 411	446 447	482 483	518 519	554 556	591 592
Signature		Date	16 17	52 53	88 89	124 125	160 161	196 197	232 233	268 269	304 305	340 341	376 377	412 413	448 449	484 485	520 521	557 558	593 594
			18	54 55	90 91	126	162 163	198 199	234 235	270	306 307	342 343	378 379	414	450	486 487	522 523	559 560	595 596
A. which of the following FANS, BLO 12 months?(Select all that apply)	WERS & AERATORS product(s)/service:	s do you plan to purchase in the next	20	57	93	129	165	200	230	273	309	345	381	410	453	489	525	562	598
800 Generation Stationary Mount Aerators	803 Tube Aerators 804 Centrifugal Fans	806 Aeration Systems 807 Axial Fans	22	58 59	94 95	130	166 167	202 203	238 239	274 275	310 311	346 347	382 383	418	454 455	490 491	526 527	563 564	599 600
802 Submerged Aerators	805 C Aeration Blowers		24 25	60 61	96 97	132 133	168 169	204 205	240 241	276 277	312 313	348 349	384 385	420 421	456 457	492 493	528 529	565 566	601 602
B. What is your reason for purchas-	C. What is your projected budget	D. How immediate is your need for	26 27	62 63	98 99	134 135	170	206 207	242 243	278 279	314 315	350 351	386 387	422 423	458 459	494 495	530 531	567 568	603 604
ing the selected products/services? (Select one)	for the selected products/services? (Select one)	the selected products/services? (Select one)	28	64	100	136	172	208	244	280	316	352	388	424	460	496	532	569	605
808 New Construction	811 D Over \$200,000	817 🖵 0-6 months	29 30	65 66	101	137 138	173 174	209 210	245 246	281 282	317 318	353 354	389 390	425 426	461 462	497 498	533 534	570 571	606 607
809 Plant Upgrade 810 Replacement/Maintenance	812 \$100,001-\$200,000 813 \$50,001-\$100,000	818 2 7-9 months 819 2 10-12 months	31	67	103	139	175	211	247	283	319	355	391	427	463	499	535	572	608
	814 🗅 \$10,001-\$50,000	820 Gover 12 months	32	68 69	104	140	176	212	248 249	284 285	320	356 357	392 393	428 429	464 465	500 501	536 537	573 574	609 610
	815 🖬 \$5,000-\$10,000			70	106	142	178	214	250	286	322	358	394	430	466	502	538	575	611
	816 🖵 Under \$5,000		34	71	107	143	179	215	251	287	323	359	395	431	467	503	539		612
	816 🖵 Under \$5,000		34 35 36	71 72	107 108	143 144	179 180	215 216	251 252	287 288	323 324	359 360	395 396	431 432	467 468	503 504	539 540	577	612 613
SUBSOR	816 Under \$5,000	MATION	34 35 36	71 72	107 108	143 144	179 180	215 216	251 252	287 288	323 324	359 360	395 396	431 432	467 468 SE	503 504	539 540	577 ER 1	612 613 998
SUBSCR For faster service photor	816 Under \$5,000	MATION ur FAX # (312) 822-3165.	34 35 36	71 72	107 108	143 144	179 180	215 216	251 252	287 288	323 324	359 360	395 396	431 432	467 468 SE Care	503 504	539 540	577 ER 1 vernber	612 613 998 1998 9809F
SUBSCR For faster service photor	816 Under \$5.000	MATION Jur FAX # (312) 922-3165.	34 35 36		107 108	143 144	179 180	215 216	251 252		323 324	359 360	395 396 TS	431 432	467 468 SE Carc	503 504 PTE d expire	539 540	577 ER 1 ember	612 613 9998 9809F
SUBSCR For faster service photor Name Title	816 Under \$5,000	MATION uur FAX # (312) 922-3165.	34 35 36		107 108	143 144	179 180	215 216	251 252	287 288	323 324	359 360	395 396	431 432	467 468 SE Card ON their F	503 504 PTE expire Reade questi	539 540 EMB es Nov	ER 1 ember Ni	612 613 1998 9809F
SUBSCR For faster service photor Name Title	816 G Under \$5,000	MATION uur FAX # (312) 922-3165.	For Nu PLI	71 72 FRE mber EASE 37	107 108 ONI E infor on the SENI 73	143 144 Men card 0 ME 109	179 180 tal	215 216 roduct Pleas INFO 181	251 252 E E E E E E E E E E E E E E E E E E	287 288 	323 324	359 360 SC SC ese is arly a E FOL 325	395 396	431 432 circle swer a ING IT 397	467 468 SE Caro Their F all the FEMS 433	503 504 PTE d expire Reade questi	539 540 EMB es Nov r Serv ons of 505	ER 1 ember N:	612 613 1998 9809F Card.
SUBSCR For faster service photor Name Title Company	816 Under \$5.000	MATION uur FAX # (312) 922-3165.	34 35 36 For Nui PLI 1 2 3	FRE mber EASE 37 38 39	107 108 ONI E infor on the SENI 73 74 75	143 144 Men card 0 ME 109 110 111	179 180 tal	215 216 Pleas INFO 181 182 183	251 252 E S adv se type RMAT 217 218 219	287 288 ertise or p 10N (253 254 255	323 324	359 360 50 50 50 50 50 50 50 50 50 50 50 50 50	395 396	431 432 circle swer a 1NG IT 397 398 399	467 468 SE Card their F all the TEMS 433 434 435	503 504 PTE expire Reade questi 469 470 471	539 540 EMB es Nov r Serv ons of 505 506 507	577 ER 1 ember N ice 1 the c 541 542 543	612 613 1998 9809F Card. 578 579 580
SUBSCR For faster service photor Name Title Company Address	816 Under \$5.000	MATION ur FAX # (312) 922-3165.	34 35 36 For Nui PLI 1 2 3 4 5	71 72 FRE mber EASE 37 38 39 40 41	107 108 OIII E infor on the SEN 73 74 75 76 77	143 144 Nen card 0 ME 109 110 111 112 113	179 180 tal n on p below FREE 145 146 147 148 149	215 216 Pleas INFO 181 182 183 184 185	251 252 252 ts adve se type RMAT 217 218 219 220 221	287 288 	323 324 Content 324 Content 324 Content 324 Content 24 290 291 292 293	359 360 50 50 50 50 50 50 50 50 50 50 50 50 50	395 396 396 396 396 sues, nd ans LOW 361 362 363 364 365	431 432 circle swer a ING IT 397 398 399 400 401	467 468 SE Carc Their F all the FEMS 433 434 435 436 437	503 504 PTE d expire Reade questi 469 470 471 472 473	539 540 MB es Nov r Servions of 505 506 507 508 509	577 ER 1 rember N ice the c 541 542 543 544 545	612 613 1998 9809F card. 578 579 580 581 582
SUBSCE For faster service photor Name Title Company Address City	816 Under \$5.000	MATION ur FAX # (312) 922-3165.	34 35 36 For Nui PLI 1 2 3 4 5 6 7	71 72 FREI mber EASE 37 38 39 40 41 42 43	107 108 CONI E infor on the SENU 73 74 75 76 77 78 79	143 144 mmation c card 109 110 111 112 113 114 115	179 180 Tal 180 Tal 180 FREE 145 146 147 148 149 150 151	215 216 Pleas INFO 181 182 183 184 185 186 187	251 252 252 252 252 252 252 252 252 252	287 288 	323 324 FO d in the int clee ON TH 289 290 291 292 293 294 295	359 360 SC RN ese is: arly a E FOL 325 326 327 328 329 330 331	395 396 T < Sues, nd an: LLOW 361 362 363 364 365 366 366	431 432 Circle Swer a 397 398 399 400 401 402 403	467 468 SE Card Their F all the FEMS 433 434 435 436 437 438 439	503 504 EPTE d expire Reade questi : : : : : : : : : : : : : : : : : : :	539 540 EMB es Nov r Serv ions of 505 506 507 508 509 510 511	577 ER 1 rember N: ice 541 542 543 544 545 546 547	612 613 1998 9809F Card. 578 579 580 581 582 583 584
SUBSCE For faster service photor Name Title Company Address City	BIG Under \$5,000	MATION uur FAX # (312) 922-3165.	34 35 36 For Nu PLI 1 2 3 4 5 6 7 8	71 72 FRE mber EASE 37 38 39 40 41 42 43 44	107 108 CONT E infor on the SENU 73 74 75 76 77 78 79 80	143 144 mmation c card 0 ME 1 109 110 111 112 113 114 115 116	179 180 100 100 100 100 100 100 100 100 100	215 216 Pleas INFO 181 182 183 184 185 186 187 188	251 252 EEC EEC ts advwse type RMAT 217 218 219 220 221 222 223 224 224	287 288 ertise or pi ION C 253 254 255 256 257 258 259 260	323 324 324 324 324 324 325 290 291 292 293 294 295 296 297	359 360 360 360 360 365 365 326 327 328 329 330 331 332	395 396 396 396 306 306 361 362 363 364 365 366 366 367 368	431 432 432 5 5 6 7 7 8 7 8 7 8 7 8 9 9 9 9 9 9 9 9 9 9 9	467 468 SE Caro Their F EMS 433 434 435 436 437 438 439 440	503 504 EPTE d expire Reade questi 469 470 471 472 473 474 475 476	539 540 FMB es Nov 505 506 507 508 509 510 511 512	577 577 ER 1 rember N: 541 542 543 544 545 546 547 548	612 613 1998 9809F Card. 578 579 580 581 582 583 584 585
SUBSCE For faster service photor Name Title Company Address City Bus. Phone	BIG U Under \$5,000	MATION uur FAX # (312) 922-3165.	34 35 36 For Nui PLI 1 2 3 4 5 6 7 8 9 10	71 72 FREI mber EASE 37 38 39 40 41 42 43 44 45 46	107 108 CONT E infor on the SEN 73 74 75 76 77 78 79 80 81 82	143 144 meation card 0 ME 1 109 110 111 112 113 114 115 116 117 118	179 180 180 141 145 145 145 146 147 148 149 150 151 152 153 154	215 216 Pleas INFO 181 182 183 184 185 186 187 188 189 190	251 252 E E E E E E E E E E E E E E E E E E	287 288 ertise ertise o r pi 10N (253 254 255 256 257 258 259 260 261 262	323 324 324 324 324 324 324 325 290 291 292 293 293 294 295 296 297 298	359 360 SC ese is: arly a E FOI 325 326 327 328 329 330 331 332 333 334	395 396 396 396 sues, nd an: LOW 361 362 363 364 365 366 365 366 366 366 366 367	431 432 Ccircle Swer a 1NG IT 397 398 399 400 401 402 403 404 405 406	467 468 SE Carc Carc their F all the rEMS 433 434 435 436 437 438 439 440 441 442	503 504 EPTE d expire 469 470 471 472 473 474 474 475 476 477 478	539 540 FMBI es Nov 505 506 507 508 509 510 511 512 513 514	577 ER 1 rember Network 541 542 543 544 545 545 545 546 547 548 549 550	612 613 1998 9809F card. 578 579 580 581 582 583 584 585 586 586 587
SUBSCE For faster service photor Name Title Company Address City Bus. Phone	BIG U Under \$5,000	MATION uur FAX # (312) 922-3165.	34 35 36 For Null PLI 1 2 3 4 5 6 7 8 9 10 11 12	71 72 FRE mber EASE 37 38 39 40 41 42 43 44 45 6 46 47 48	107 108 CONI E infor on the SENI 73 74 75 76 77 78 79 80 81 82 83 84	143 144 Men card 0 ME 109 110 111 112 113 114 115 116 117 118 119 120	179 180 180 180 180 181 185 181 181 181 181 181 185 184 185 186	215 216 Pleas INFO 181 182 183 184 185 186 187 188 189 190 191 192	251 252 252 252 252 252 253 254 255 256 227 228	287 288 ertise or p ION C 253 254 255 256 257 258 259 260 261 262 263	323 324 P P P P P P P P	359 360 SC RN ese is: arly a 225 326 327 328 329 330 331 332 333 334 335 336	395 396 T S sues, nd an sues, nd an sues, a61 362 363 364 365 366 367 368 369 370 371 372	431 432 Circle Swer a 397 398 399 400 401 402 403 404 404 405 406 407 408	467 468 SE Card Their F Hull the FEMS 433 434 435 437 438 439 440 441 442 443	503 504 EPTE d expire d expire	539 540 FMB es Nov 505 506 507 508 509 510 511 512 513 514 515 516	577 ER 1 rember N: ice 541 542 543 544 545 546 547 548 549 550 551	612 613 1998 9809F card. 578 579 580 581 582 583 584 585 586 587 588 588
SUBSCE For faster service photor Name	BIG D Under \$5,000	MATION uur FAX # (312) 922-3165. 	34 35 36 For Null PLI 1 2 3 4 5 6 7 8 9 10 11 12 13	71 72 FREI mber EASE 37 38 39 40 41 42 43 44 45 46 47 48 49	107 108 E infor on the SENU 73 74 75 76 77 78 79 80 81 82 83 84 85	143 144 menon card 0 ME 109 110 111 112 113 114 115 116 117 118 119 120 121	179 180 180 180 180 181 185 183 154 155 156 157	215 216 roduct Pleas INFO 181 182 183 184 185 186 187 188 189 190 191 192 193	251 252 E 252 I 25	287 288 ertise or pi ION (253 254 255 256 257 258 259 260 261 262 263 264 265	323 324 FONTH 289 290 291 292 293 294 295 296 297 298 299 300 301	359 360 Ese isa arly ac E FOL 325 326 327 328 329 330 331 332 333 334 335 336 337	395 396 396 396 302 302 302 302 302 303 304 305 306 306 306 306 306 306 306 306 307 308 309 370 371 372 373	431 432 432 432 432 402 403 400 401 402 403 404 405 406 407 408 409	467 468 SE Carc their F 433 435 436 437 438 434 435 436 437 438 434 434 443 444 443	503 504 EPTE d expire 469 470 471 472 473 474 475 476 477 478 479 480 481	539 540 FMB es Nov 505 506 507 508 509 510 511 512 513 514 515 516 517	577 ER 1 rember 1 the o 541 542 543 544 545 546 547 548 550 551 552 553 552 553	612 613 1998 9809F card. 578 579 580 581 582 583 584 585 586 586 588 589 590
SUBSCF For faster service photor Name Title Company Address City Bus. Phone Uty YES, I would like to real NO, I'm not interested	BIG Q Under \$5,000	MATION uur FAX # (312) 922-3165. □ Home □ Bus. ZIP	34 35 36 For Num PLI 1 2 3 4 5 6 6 7 8 9 9 10 11 12 13 14 15	71 72 FRE mber EASE 37 38 39 40 41 42 43 44 45 46 47 48 99 50 51	107 108 CONT E infor on the SENU 73 74 75 76 77 78 80 81 82 83 84 85 86 87	143 144 menon card 0 ME 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123	179 180 180 145 145 146 147 148 149 150 151 151 152 153 154 155 156 157 158 159	215 216 Please INFO 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195	251 252 252 252 252 253 254 255 226 227 228 229 220 221 222 223 224 225 226 227 228 229 230 231	287 288 ertisee 5 or pi 254 255 256 257 258 259 260 261 262 263 264 265 265 266 265 266 267	323 324 FO d in the int cle N TH 289 293 294 295 292 293 294 295 296 299 300 301 302 303	359 360 SC RN ese is: arty a: E FOU 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339	395 396 396 396 sues, nd an: LOW 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375	431 432 432 circle swer a ING IT 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411	467 468 SE Carc their F all the FEMS 433 434 435 436 437 438 434 437 438 440 441 442 443 4445 446 447	503 504 EPTE d expire 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483	539 540 MB es Nov 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519	577 577 ER 1 rember N: 541 542 543 544 545 544 554 554 555 555 555 554 554	612 613 9988 1998 9809F 579 580 581 582 583 584 585 586 586 588 588 589 590
SUBSCF For faster service photor Name Title Company Address City Bus. Phone UYES, I would like to re- NO, I'm not interested Signature	BIG Q Under \$5,000	MATION UUR FAX # (312) 922-3165.	34 36 For Pull 1 2 3 4 5 6 7 8 9 10 11 12 13 4 15 16 7 18 11 12 13 4 15 16 7	71 72 FREI mber EASE 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52	107 108 CONI E infor on the SENU 73 74 75 76 77 78 80 81 82 83 84 84 85 86 87 88	143 144 metaloo card 0 0 ME 1 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124	179 180 180 180 180 180 180 181 185 185 185 185 156 157 158 159 160 161 159 160 161 158 159 160 161 165 165 165 165 165 165 165	215 216 Pleas INFO 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196	251 252 252 252 252 253 254 255 256 227 228 224 225 226 227 228 224 225 226 227 228 229 223 223 224 225 226 227 228 229 223 221 222 223 223 224 223 224 225 225 225 225 225 225 225 225 225	287 288 ertisee 0 or pi 0 ON 0 253 254 255 256 257 268 260 261 262 263 264 265 266 267 266 267 268	323 324 FOO d in the init cle 289 293 294 295 296 297 298 299 300 301 302 303 304	359 360 FRN ese is: arly a E FOI 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340	395 396 396 Sues, nd an: LOW 361 363 364 365 366 367 368 369 370 371 372 373 374 375 376	431 432 432 432 432 433 433 404 405 406 407 408 404 405 406 407 408 404 404 405 406 407 408 404 404 405 406 407 408 409 410 411 412 412 412 412 412 412 412 412 412	467 468 SEC Card their F III the FEMS 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448	503 504 PTTE d expire 469 470 471 472 473 474 475 477 478 477 478 479 480 481 482 483 484	539 540 MBB es Nov 505 506 507 508 509 510 511 512 513 514 515 516 515 516 517 518 519 520	577 577 ER 1 577 577 577 577 577 577 577 577 577 57	612 613 9988 1998 9809F 580 581 582 583 584 585 582 583 584 585 586 586 587 588 589 590 591 592 593
SUBSCF For faster service photor Name Title Company Address Address City Bus. Phone UYES, I would like to re- NO, I'm not interested Signature	State FAX No. Ceive/continue to receive En	MATION uur FAX # (312) 922-3165. Description Bus. ZIP wironmental Protection.	34 36 For Num PLI 1 2 3 4 5 6 6 7 8 9 10 11 12 13 14 15 16 7 18	71 72 FRE mber EASE 37 38 39 40 41 42 43 44 45 46 40 50 51 52 53 54	107 108 E infor on the SENU 73 74 75 76 77 78 80 81 82 83 84 85 86 87 88 89 90	143 144 144 144 144 144 144 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126	179 180 180 180 180 180 180 181 182 183 154 155 156 157 158 159 160 161 162	215 216 roduct Pleas Pleas 187 188 185 186 187 188 189 190 191 1912 193 194 195 196 197 197	251 252 E advive ee type 200 221 222 223 224 225 226 227 228 229 230 231 232 223 233 234	287 288 ertise or p ON C 253 254 255 256 257 258 259 260 261 262 263 264 265 266 265 266 265 268 269 270	323 324 FO d in the int clear 280 291 292 293 294 295 296 297 298 295 296 297 298 299 300 301 302 303 304 305 306	359 360 SC ese is: arly a E FOU 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 340 341 342	395 396 Sues, nd an: LOW 361 362 363 364 365 366 366 367 368 369 370 371 372 373 374 375 376 377 377 377	431 432 432 circle swer a 399 400 401 402 403 404 405 406 407 404 405 406 407 404 409 410 411 412 413 414	467 468 SE Caro their f lil the rEMS 434 435 436 437 438 434 439 440 441 442 443 444 445 446 447 448 449 450	503 504 PTEE d expire 469 470 471 472 473 474 475 477 477 478 477 478 479 480 481 482 483 484 485 486	539 540 MB es Nov ons of 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522	577 577 577 577 577 577 577 574 554 554	612 613 9988 1998 9809F 2007 580 581 582 583 584 585 586 585 586 587 588 589 590 591 592 593 594 595
SUBSC: For faster service photor Name	BIG Q Under \$5,000	MATION uur FAX # (312) 922-3165. Description: Descriptio	34 35 36 For Null PLI 1 2 3 4 4 5 6 7 8 9 9 10 11 12 13 4 15 16 7 18 19 20	71 72 FRE mber EASE 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 556	107 108 E infor on the SEN(77 77 77 78 79 80 81 82 83 84 85 86 87 88 88 99 90 91 92	143 144 144 144 144 144 144 144 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128	179 180 180 180 180 180 180 185 185 185 185 185 185 185 185	215 216 roduct NFO 181 182 183 184 185 186 187 188 189 190 191 192 193 194 192 193 194 195 200	251 252 E advive Be type 200 221 222 223 224 225 226 227 228 229 230 231 222 223 224 225 226 227 228 229 230 231 232 233 234 235	287 288 ertise or pi ON C 253 254 255 256 257 258 260 261 262 263 264 265 266 265 266 265 266 265 266 267 268 264 265 266 267 271 272	323 324 24 25 26 291 292 293 294 295 296 297 298 299 200 291 292 293 294 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308	359 360 ese iss arrly a E FOU 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 330 331 332 333 334 335 336 337 338 339 340 341 341 342	395 396 396 396 302 303 304 361 362 363 364 365 366 367 370 371 373 374 375 376 377 378 377 378 377 378 379 380	431 432 432 circle swer a 399 400 401 403 404 405 406 407 408 409 410 411 412 413 414 415	467 468 SEC Caro Their F EMS 433 435 436 437 434 435 436 437 444 443 444 445 446 441 444 445 446 447 448 449 450 451	503 504 PTEE d expire 469 470 471 472 473 474 475 476 477 478 477 478 479 480 481 482 483 484 485 486 487 488	539 540 File 540 540 540 540 540 550 550 550 550 550	577 577 ER 1 ember 577 577 577 577 577 574 544 545 544 545 544 545 551 552 553 554 555 555 555 555 557 558 559 560	612 613 1998 1998 9809F 579 580 581 582 583 584 585 586 587 588 589 591 592 593 594 595 595
SUBSCE For faster service photor Name	BIG D Under \$5,000	MATION UNUR FAX # (312) 922-3165. Description: Descripti	34 35 36 For Null PLI 1 2 3 4 4 5 6 7 7 8 9 10 11 12 13 4 15 16 7 7 8 9 20 21	71 72 FRE mber EASE 37 38 39 40 41 42 43 44 45 46 43 44 45 56 56 56 57	107 108 E infor on the SENU 73 74 75 76 77 78 80 81 82 83 84 85 86 87 88 88 89 90 91 92 93	143 144 144 144 144 144 109 100 110 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129	179 180 180 180 180 180 180 181 185 185 185 185 185 185 185	215 216 Please INFO 181 182 183 184 185 186 187 188 186 187 188 189 191 191 191 193 194 195 196 197 198 199 197 198	251 252 252 252 252 252 253 254 255 252 252 252 252 252 252 252 252	287 288 ertise or prion 253 254 255 256 257 260 261 262 263 264 265 266 266 265 266 266 267 268 269 270 271 272 273	323 324 24 25 26 291 292 293 294 295 296 297 298 299 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309	359 360 SC SC SC SC SC SC SC SC SC SC SC SC SC	395 396 396 396 307 307 361 362 363 364 365 366 367 370 374 375 373 374 377 378 377 378 377 378 377 378 379 380 381	431 432 432 ccircle swer a iNG IT 397 398 399 400 401 402 403 400 401 402 403 404 405 406 407 404 408 409 411 411 411 411 411 411 411 411 411 41	467 468 SE Carc their f their f their F EMS 433 434 435 436 437 438 439 440 441 442 443 444 445 444 445 444 445 445 453	503 504 PTE expire 469 470 471 472 473 474 475 476 477 477 477 477 478 474 474 474 474 474	539 540 Fig. 540 540 540 540 550 550 550 550 550 550	577 577 ER 1 sember 577 577 577 577 541 542 543 544 545 544 545 554 554 555 555 555	612 613 7998 9909F 71998 9909F 779 580 581 582 583 584 585 586 587 588 589 591 592 593 594 595 594 595
SUBSCF For faster service photor Name	BIG D Under \$5,000	MATION UNUR FAX # (312) 922-3165. Description: Descripti	34 35 36 For Nui PLI 1 2 3 4 5 5 6 6 7 8 9 10 11 1 2 13 14 4 5 6 6 7 8 9 10 11 12 13 14 5 15 16 7 18 9 10 10 12 12 13 14 15 16 10 10 12 12 13 16 10 10 10 10 10 10 10 10 10 10 10 10 10	71 72 FREImber EASE 37 38 39 40 41 42 43 44 45 56 51 52 53 45 55 56 57 58 59	107 108 E infor on the SENU 73 74 75 76 77 78 80 81 82 88 84 85 86 87 88 89 90 91 92 93 94 95	143 144 144 144 109 109 110 111 112 113 114 115 116 117 118 119 120 121 121 122 123 124 125 126 127 128 129 130	179 180 180 180 180 180 180 181 185 185 185 185 185 185 185	215 216 Please INFO 181 182 183 184 185 186 187 188 189 190 1912 193 194 195 199 190 1912 203	251 252 252 252 252 255 255 255 255 255	287 288 ertisee o or pr 0 ON C 253 254 255 256 257 258 256 260 261 262 262 264 265 266 265 266 267 268 269 270 271 272 273 274	323 324 324 324 325 290 291 292 293 294 295 294 295 294 295 294 295 293 300 301 302 303 304 305 306 307 308 309 310	359 360 ese is: arty a E FOU 325 326 327 328 330 331 332 333 334 335 336 337 338 339 334 335 336 337 338 339 334 335 336 337 338 337 338 339 340 341 341 342 343 344 345 346	395 396 Sues, nd an: LOW 361 362 363 364 365 366 366 366 366 367 368 370 371 373 374 375 373 374 375 376 377 378 376 377 378 379 380 381 382 383	431 432 432 circle swer a siNG T 397 398 400 401 402 403 404 405 406 407 408 409 410 404 405 406 407 408 409 411 412 413 414 415 416 417 418 419	467 468 SE Carc their f ill the FEMS 433 434 435 436 437 438 434 445 446 441 442 443 444 445 446 447 448 449 450 451 455	503 504 PTE questi 469 470 471 472 473 474 475 476 477 478 477 478 477 478 477 478 474 473 474 473 474 474 481 482 483 484 485 486 489 490	539 540 r Servions of 505 506 507 508 509 510 511 512 513 514 515 516 517 518 517 518 517 518 517 518 517 518 512 521 522 522 524 525 524	577 577 577 577 577 577 577 577 541 542 543 544 545 544 545 554 555 555 555 555	612 613 9998 1998 9809F 580 581 582 583 584 585 586 584 585 586 589 591 592 593 593 594 595 596 595 596 597 598 599 599 599
SUBSCF For faster service photor Name	BIG O Under \$5,000	MATION uur FAX # (312) 922-3165	34 36 36 For Nui PLI 1 2 3 4 5 5 6 6 7 8 9 10 11 1 2 3 14 4 5 5 6 6 7 8 9 10 11 12 13 14 5 5 6 7 8 9 10 11 12 12 3 3 4 5 5 8 9 10 10 10 10 10 10 10 10 10 10 10 10 10	71 72 FREI FREI FREI FASE 37 38 39 40 41 42 37 38 39 40 41 42 43 44 45 46 6 7 51 52 53 55 55 55 55 55 59 60	107 108 E infor on the SENU 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 79 90 91 92 93 94 95 95 96 07	143 144 144 144 144 144 144 109 100 110 111 112 113 114 115 116 117 118 119 120 121 121 122 123 124 125 126 127 128 129 130	179 180 180 180 180 180 180 181 182 185 185 185 185 185 185 185 185	215 216 Please INFO 181 182 183 184 185 186 187 188 189 190 191 193 194 195 193 194 195 196 197 198 199 200 201 203 204 203 204	251 252 252 252 252 253 254 255 256 227 228 229 230 231 232 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 239 240 241 239 240 241 241 241 241 241 241 241 241 241 241	287 288 ertisee or p 00N (253 254 255 256 257 258 260 261 262 263 264 265 266 263 264 265 266 267 268 269 271 272 273 271 272 273 274	323 324 324 324 325 290 291 292 293 294 295 295 294 295 295 295 293 300 301 302 303 304 305 306 306 307 308 309 310 311 312 322	359 360 ese isiarly a E FOU 325 326 327 328 330 331 332 333 334 335 336 337 338 339 334 335 336 337 338 339 334 334 335 336 337 338 339 340 341 342 345 346 346 347 346 346 347 346 346 347 346 346 347 346 346 347 346 346 347 346 346 347 346 346 347 346 346 347 346 346 347 346 346 347 346 346 347 346 346 347 346 346 347 346 347 346 347 346 347 346 347 346 347 346 346 347 346 347 346 346 347 346 347 346 347 346 347 346 347 346 347 346 347 346 347 346 347 347 346 347 347 346 347 347 347 347 347 347 347 347 347 347	395 396 Sues, nd an: LOW 361 362 363 364 365 366 366 367 368 366 367 368 369 370 371 373 374 375 379 377 377 378 377 377 378 380 381 383 384 383	431 432 432 500 500 500 500 500 500 500 500 500 50	467 468 SECarc Their F Hill the FEMS 433 436 434 435 436 434 437 438 439 440 441 442 443 444 445 446 447 448 449 450 452 453 454 455	503 504 PTE questi 469 470 471 472 473 476 477 478 477 478 477 478 477 478 477 478 481 482 483 484 484 485 486 489 490 491 491	539 540 r Servions of 505 506 507 508 509 510 511 512 513 514 515 516 517 518 517 518 517 518 517 518 517 518 512 526 526 522 524 525 526 526 527 528	577 577 ER 1 1 the of 541 542 543 544 545 545 545 545 555 555 555 555	612 613 9998 1998 9809F 580 581 582 583 584 585 586 587 588 589 591 592 593 594 595 596 599 599 599 599 599 599 599 599
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SUBSCE For faster service photor Name	816 □ Under \$5,000	MATION ur FAX # (312) 922-3165. UNIT FAX # (312) 922-3165	34 35 36 For Null 1 2 3 4 5 6 7 7 8 9 0 11 1 2 3 4 5 6 7 7 8 9 0 11 1 12 3 4 5 6 7 7 8 9 0 11 12 2 3 4 5 6 7 7 8 9 0 11 12 2 3 4 5 6 7 8 9 10 11 12 13 16 10 10 10 10 10 10 10 10 10 10 10 10 10	71 72 FRE mber ASE 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 55 56 57 8 59 60 61 62 62 63 44	107 108 E infor on the SENU 73 74 75 76 77 78 80 81 82 83 84 85 86 87 88 89 90 91 92 93 99 94 95 96 97 97 98 99	143 144 144 144 144 114 114 114 115 116 117 118 119 120 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 131 131 132 133 134 135 136 136 136 136 136 136 136 136 136 136	179 180 180 180 180 180 180 180 180	215 216 Please 187 188 189 190 191 192 193 194 195 196 197 198 199 191 192 200 201 202 203 204 205 206 207 209	251 252 252 252 252 253 254 255 257 258 257 258 257 258 257 258 257 258 257 258 253 254 255 253 254 255 253 254 255 257 258 259 250 251 252 252 253 254 255 257 257 258 259 250 251 257 257 257 257 257 257 257 257 257 257	287 288 ertise or pi ON C 253 256 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 277 277 277 277 278	323 324 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	359 360 RRN ese is any 325 326 327 328 329 330 331 332 333 334 335 336 334 335 336 337 338 339 334 334 334 334 334 334 334 334 334	395 396 396 396 306 301 362 363 364 365 366 365 366 365 366 367 368 369 370 371 372 373 374 375 376 377 378 377 378 377 378 379 380 381 383 384 383 384 537 79 59 59 50 50 50 50 50 50 50 50 50 50 50 50 50	431 432 432 432 402 403 400 401 403 404 405 406 407 408 404 404 404 404 404 404 404 404 404	467 468 SECard 433 434 435 437 438 439 440 441 445 445 446 447 448 449 440 441 445 446 447 448 445 446 447 452 453 454 455 456 457 458 459 459 459 459 459 459 459 459 459 459	503 504 Reade 469 470 471 472 473 474 475 476 477 477 476 477 478 477 478 479 480 481 482 483 484 485 486 489 491 482 491 491 492 493 494 495	539 540 505 505 505 507 508 509 511 512 513 514 515 516 517 518 519 511 512 513 514 515 516 517 518 517 517 518 517 520 521 522 523 522 523 522 523 525 526 527 528 529 520 530 531 522 528 529 530 531 522 528 529 530 531 522 528 529 530 531 522 528 529 530 531 522 528 529 522 528 529 522 528 529 522 528 529 522 528 529 522 528 529 527 528 529 529 529 529 529 529 529 529 529 529	577 577 577 577 577 577 577 577	612 613 7998 9809F 71998 9809F 579 580 581 582 585 586 587 588 589 591 592 593 594 595 596 595 596 600 601 600 601 603 604 604 603 604 604 603 604 604 605 605 605 605 605 605 605 605 605 605
SUBSCF For faster service photor Name Title Company Address City Bus. Phone YES, I would like to rec NO, I'm not interested Signature X. Which of the following FANS, BLO Signature A. Which of the following FANS, BLO Signature	BIG Q Under \$5,000	MATION ur FAX # (312) 922-3165. Ur FAX # (3	34 36 36 For Nui PLI 1 2 3 4 5 5 6 7 8 9 10 11 12 13 3 4 5 5 6 7 8 9 10 11 12 13 14 15 15 16 17 18 9 10 20 22 23 3 4 22 23 24 22 29	71 72 FRE mber ASE 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 40 51 52 53 55 56 57 58 59 60 61 62 63 64 65	107 108 E infor on the SENU 73 74 75 76 77 78 80 81 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 99 91 92 93 99 91 90 91 001	143 144 144 144 114 114 109 110 111 112 113 114 115 116 117 118 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136	179 180 180 180 180 180 180 180 180	215 216 roduct Pleas INFO 181 182 183 184 185 186 187 198 199 191 192 193 194 195 196 201 203 204 203 204 203 204 205 207 208	251 252 E advive retype RMAT 217 218 220 221 222 223 224 222 223 224 225 226 227 228 229 220 231 222 223 224 223 224 223 224 223 224 223 224 223 224 223 224 223 224 223 224 223 224 223 224 223 224 223 224 223 224 225 226 227 228 229 220 221 222 223 224 223 224 223 224 223 224 223 224 225 226 227 228 229 229 229 221 227 228 229 229 229 229 221 227 228 229 229 229 229 221 227 228 229 229 229 221 227 228 229 229 229 229 229 221 227 228 229 229 229 223 224 225 226 227 228 229 229 229 229 229 223 224 227 228 229 229 229 229 229 229 229 229 229	287 288 ertise or pi ON C 253 254 255 256 258 259 261 262 263 264 265 266 266 267 268 269 270 271 272 273 274 277 277 277 277 277 277 274 277 274 277 274 277 274 277 274 277 274 277 274 277 274 277 274 277 274 277 274 277 274 274	323 324 324 50 50 50 50 50 50 50 50 50 50 50 50 50	359 360 RRN ese is any 225 326 327 328 329 330 331 332 333 334 335 336 337 338 339 334 334 334 334 334 334 334 334 334	395 396 396 396 307 307 307 307 307 307 307 307 307 307	431 432 432 432 432 432 432 433 441 402 403 404 404 404 404 404 404 404 404 404	467 468 SECard 458 458 459 440 441 445 445 445 445 445 445 445 445 445	503 504 Feadee questing 469 470 471 472 473 474 475 477 478 477 478 480 481 481 485 485 485 485 485 489 490 491 492 493	539 540 FMB es Nov 505 505 507 508 509 511 512 513 514 515 516 517 518 519 511 512 513 514 515 516 517 518 517 517 518 517 520 521 522 523 524 525 526 523 523 526 530 531 522 523 526 530 531 522 523 523 526 530 530 531 532 533	577 577 ER1 1 eembel N: 577 577 577 577 540 554 554 555 555 555 555 555 555 555	612 613 7998 8909F 579 580 581 582 583 584 585 586 585 586 590 591 592 593 594 595 596 595 596 597 598 599 600 601 602 603 604 605
SUBSCF For faster service photor Name Title Company Address City Bus. Phone YES, I would like to ree NO, I'm not interested Signature NO, I'm not interested Signature A. Which of the following FANS, BLO Sationary Mount Aerators 801 Sationary Mount Aerators 802 Submerged Aerators 814 Submerged Aerators 825 Submerged Aerators 826 Submerged Aerators 827 Submerged Aerators 828 What is your reason for purchas- ing the selected productivervices? (genet and) 829 Plant Upgrade	BIG D Under \$5,000	MATION uur FAX # (312) 922-3165.	34 36 36 For Null PLI 1 2 3 4 4 5 5 6 7 8 9 10 11 12 13 3 14 4 5 6 7 7 8 9 10 11 12 13 11 12 13 11 12 13 14 15 16 17 17 18 19 19 10 10 10 10 10 10 10 10 10 10 10 10 10	71 72 FRE mber EASE 39 40 41 42 37 38 39 40 41 42 43 44 45 50 51 25 53 54 55 55 56 57 85 960 61 62 63 64 65 66 65 66 66	107 108 0000 107 108 108 108 108 108 108 108 108 108 108	143 144 144 144 114 114 115 110 111 112 111 112 111 111 112 111 111	179 180 1 on p PREE 145 145 155 155 155 155 155 155	215 216 roduct Pleas INFO 181 182 183 184 185 186 187 198 199 191 192 193 194 195 196 201 201 201 202 203 204 206 207 208 200 201 202 203 204 205 207 208 209 210	251 252 E advive retype RMAT 217 218 220 221 222 223 224 222 223 224 225 226 227 228 229 220 221 222 223 224 225 226 227 228 229 220 221 223 224 227 228 229 220 221 222 223 224 225 226 227 228 229 220 221 222 223 224 227 228 229 220 221 222 223 224 225 226 227 228 229 220 221 222 223 224 227 228 229 220 227 227 228 229 220 227 227 228 229 220 227 227 228 229 220 227 227 228 229 229 220 227 227 228 229 220 227 227 228 229 220 227 227 228 229 220 227 227 228 229 220 227 228 229 220 227 228 229 220 227 228 229 220 229 220 229 220 229 220 229 220 223 224 227 228 229 220 229 220 229 220 223 224 229 223 224 229 223 224 229 223 224 229 220 223 223 224 223 224 223 223 224 223 224 223 223	287 288 ertise or public 253 254 255 256 257 258 260 261 262 263 264 265 266 267 258 266 267 258 266 267 258 266 267 273 274 277 277 277 277 277 277 277 277 277	323 324 324 4 10 in the 289 290 291 292 293 294 295 297 298 299 300 301 303 304 305 306 307 303 304 305 306 307 303 304 305 306 307 307 308 309 310 311 312 313 314 315 316 317 317 318 317 317 318 317 317 318 317 317 318 317 317 318 317 317 318 317 317 318 317 317 317 317 317 317 317 317 317 317	359 360 50 50 50 50 50 50 50 50 50 50 50 50 50	395 396 396 500 500 361 362 363 364 365 366 367 363 364 365 366 367 370 371 372 373 374 375 376 377 377 378 377 377 378 377 377 377 377	431 432 432 432 432 433 440 403 440 405 406 409 401 404 405 406 409 401 404 405 406 409 401 404 405 406 401 404 405 406 401 411 412 423 424 425 426 425 426 427 427 427 427 427 427 427 427 427 427	467 468 SECarc Their F Heir Hather 433 435 436 437 438 439 441 442 443 444 445 446 447 448 446 447 448 455 456 455 456 459 460 461 462 463	503 504 PTE expire 469 470 471 472 473 474 475 477 478 477 478 480 481 482 485 485 486 487 488 489 494 495 494 497 498	539 540 r Serv 506 506 507 508 509 510 511 512 515 516 517 518 515 516 517 518 519 520 521 522 523 524 525 526 529 521 522 523 524 525 526 529 520 531 522 525 526 525 526 525 526 527 528 527 528 529 520 531 522 525 526 527 538 54 54 54 54 55 55 55 55 55 55 55 55 55	577 ER 1 icce 1 541 542 543 544 545 546 551 552 553 556 557 558 569 560 561 562 563 566 567 568 569 560 561 562 566 567 568 569 560 561 562 563 564 565 566 570 571 572	612 613 7998 8909F 579 580 581 582 583 584 585 586 590 591 592 593 595 595 595 595 595 595 595 595 595
SUBSCF For faster service photor Name Title Company Address City Bus. Phone YES, I would like to ree NO, I'm not interested Signature A. Which of the following FANS, BLOI 2 montha?(Select all that apply) 800 Picating Arators 812 Submerged Aerators 812 Submerged Aerators 822 Submerged Aerators 823 Submerged Aerators 824 Submerged Aerators 825 Submerged Aerators 825 Submerged Aerators 826 Submerged Aerators 827 Submerged Aerators 828 New Construction 829 Plant Upgrade 830 Plan	BIG D Under \$5,000	MATION ur FAX # (312) 922-3165.	34 34 36 36 For Null PI 1 2 3 4 5 6 7 8 9 10 11 12 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 20 21 22 23 24 25 26 27 20 21 21 22 23 24 25 26 27 20 21 22 23 24 25 26 27 20 21 22 23 24 25 26 27 27 20 21 22 23 24 25 25 25 25 25 25 25 25 25 25	71 72 FRE mber ASE 39 40 41 42 38 39 40 41 42 43 44 45 50 51 25 53 54 55 55 55 56 57 58 90 60 61 62 63 64 65 66 66 66 67 68	107 108 Content Conten	143 144 144 144 144 144 144 144 144 144	179 180 1 on pelow FREE 145 145 147 148 147 153 154 155 156 157 158 159 160 151 155 156 157 158 166 167 168 169 170 171 177 177 177 177 177 177	215 216 216 216 216 216 216 216 216 216 216	251 252 254 255 255 255 255 255 255 255 255	287 288 ertisee 0 or pi 255 256 257 256 257 258 259 261 262 263 264 265 266 267 270 271 272 273 274 275 276 277 277 278 277 278 279 280 281 272 275 278 279 280	323 324 324 4 10 in the 289 290 293 293 294 295 297 298 299 292 293 300 301 302 303 304 305 303 304 305 306 307 303 304 305 306 307 303 304 305 306 307 307 308 309 310 311 312 313 314 315 316 317 318 319 320	359 360 360 325 326 327 328 326 327 329 330 331 332 333 334 335 336 337 338 334 335 336 337 338 334 337 338 334 337 338 334 337 338 334 337 338 334 345 345 345 355 355	395 396 396 306 301 362 363 364 365 366 363 364 365 366 363 364 365 366 377 377 373 374 377 373 374 377 377 377	431 432 432 432 432 433 440 403 406 407 408 409 401 404 405 406 407 408 409 401 404 405 406 407 408 409 401 411 412 423 424 425 426 427 428	467 468 SECarc Their F Heir Hather 433 435 436 437 438 439 440 441 442 443 444 445 446 447 448 446 445 455 456 457 458 459 460 461	503 504 PTE expire 469 470 471 472 473 474 473 474 473 474 475 475 476 477 478 479 480 481 482 483 484 484 485 486 487 488 489 490 491 492 493 495 495 00	539 540 540 540 540 540 540 540 550 550 550	577 ER 1 ice 1 541 542 543 544 545 546 547 551 552 553 556 557 568 569 560 561 562 563 566 567 568 569 566 567 568 569 560 561 562 563 566 567 577 573	612 613 71998 8909F 71998 8909F 559 550 558 558 588 589 585 586 587 588 589 590 591 582 594 595 595 596 597 595 596 597 599 600 601 602 603 604 605 606 607 608 609
SUBSCF For faster service photor Name Title Company Address City Bus. Phone Pty S., I would like to ree No, I'm not interested Signature A. Which of the following FANS, BLOU Tomotha?(Select all that apply) Di _Stolong Mount Aerators E2 Submerged Aerators E3 Submerged Aerators E3. What is your reason for purchas- ing the selected products/services? (Select one) D08 _ New Construction E90 _ Plant Upgrade E10 _ Replacement/Maintenance E10	BIG D Under \$5,000	MATION ur FAX # (312) 922-3165.	34 34 36 36 For Null PLI 1 2 3 4 5 6 7 7 8 9 10 11 12 3 4 5 6 7 7 8 9 9 10 11 12 3 4 5 6 7 8 9 9 10 11 12 13 14 15 16 16 16 16 16 16 16 16 16 16	71 72 FREE ASE 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 65 57 58 960 61 62 63 64 65 66 66 67 68 69 70	107 108 CONT 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	143 144 144 144 144 144 144 144 144 144	179 180 100 100 146 145 146 147 148 155 156 157 158 155 156 160 161 161 163 164 165 166 167 177 177 177 177 177 177	215 216 216 Pleas INFO 181 182 183 184 185 186 187 188 189 191 192 193 194 193 194 197 193 194 197 193 194 195 196 197 200 201 202 203 204 205 206 207 208 209 210 211 202 203 204 205 206 207 208 207 207 208 207 207 208 207 207 208 207 207 207 207 207 207 207 207 207 207	251 252 254 255 255 255 255 255 255 255 255	287 288 288 289 200 201 255 255 256 257 255 256 259 260 261 262 263 264 265 266 267 268 266 267 270 271 272 273 274 275 276 277 277 276 277 277 278 277 277 278 279 280 281 277 278 279 280 281 277 278 279 280 281 277 278 279 280 277 278 279 280 277 278 279 280 281 277 278 279 280 277 278 279 280 277 278 279 280 277 278 279 280 277 278 279 280 277 278 279 280 277 278 279 279 280 277 278 279 278 279 279 280 277 278 279 279 280 277 278 279 279 280 277 278 279 279 280 277 278 279 279 280 277 278 279 280 277 277 278 279 279 280 277 278 279 280 277 278 279 279 280 277 278 279 279 279 279 279 279 279 279 279 279	323 324 324 324 324 324 324 324	359 360 360 325 326 327 328 326 327 329 330 331 332 333 334 335 336 337 338 334 337 338 334 337 338 334 337 338 334 337 338 334 337 338 334 337 338 336 340 355 356 357 357 357 357 357 357 357 357 357 357	395 396 396 306 301 302 363 365 366 363 365 366 363 365 366 363 365 366 377 373 374 377 377 377 377 377 377 377	431 432 432 432 432 433 399 400 401 402 403 404 405 404 404 405 404 404 405 404 404	467 468 Scar their field 434 435 437 438 440 441 445 445 446 447 445 446 447 456 457 458 460 461 462 463 464 462 463 464 465	503 504 PTE expire 469 470 471 472 473 474 473 474 473 474 473 474 473 474 473 474 473 474 473 474 473 474 473 474 481 482 483 484 484 484 484 485 489 490 491 495 495 495 495 495 495 495 495 495 495	539 540 540 540 540 540 540 540 550 550 550	577 ER 11 577 577 577 ER 11 577 577 577 577 577 577 575 541 542 543 544 545 546 557 558 556 557 558 566 557 568 569 560 571 573 574 573 574 573 574 573 574	612 613 71998 8909F 71998 8909F 559 580 581 582 583 584 585 586 587 595 594 595 594 595 594 595 594 595 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 611 605 605 605 605 605 605 605 605 605 605
SUBSCF For faster service photor Name Title Company Address City Bus. Phone Pty S., I would like to ree NO, I'm not interested Signature Posting Arators Signature A. Which of the following FANS, BLOU To montha?(Select all that appl) Di Stationary Mount Arators State St	BIG U Under \$5,000	MATION ur FAX # (312) 922-3165. Ur FAX # (312)	Ja Ja 36 36 36 36 1 1 2 3 4 5 6 7 7 8 9 10 112 13 145 16 17 18 9 20 12 22 24 25 277 22 233 33 34 35	71 72 FREE FREE ASE 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 65 57 58 9 60 61 62 63 64 65 66 66 66 67 71	107 108 CONT 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	143 144 144 144 164 164 165 166 167 167 167 167 167 167 167 167 167	179 180 100 100 146 145 145 155 156 157 158 155 156 157 158 157 158 160 161 161 165 166 167 177 177 177 179	215 216 216 216 216 216 216 216 216 216 217 218 218 218 218 218 218 218 218 218 218	251 252 254 255 255 255 255 255 255 255 255	287 288 ertise or p 0 00 253 254 255 256 268 267 268 268 268 268 268 268 268 268 268 268	323 324 324 201 289 290 291 292 293 294 295 296 293 301 292 293 304 305 306 305 306 305 306 305 306 307 308 309 301 310 311 313 314 315 316 317 313 314 315 316 317 318 319 220 223	359 360 360 859 is a F25 326 327 328 329 331 332 333 333 334 335 336 337 338 333 333 334 335 336 337 338 339 330 331 332 333 334 335 337 338 339 330 331 332 333 334 335 337 338 339 330 331 332 333 334 335 336 337 338 339 330 331 332 333 335 336 337 338 339 330 331 332 333 334 335 336 337 338 339 330 331 332 333 335 336 337 338 336 337 338 336 337 338 339 330 331 332 333 336 337 338 339 330 331 332 335 336 337 338 336 337 338 336 337 338 338 339 330 335 337 338 338 339 330 335 337 338 336 337 338 336 337 338 338 339 330 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 336 337 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 338 336 337 346 355 357 357 357 357 357 357 357 357 357	395 396 396 sues, nd ana 361 362 363 364 365 366 366 366 366 366 366 366 367 368 364 365 366 367 373 373 374 375 376 377 378 377 378 377 378 389 377 378 389 380 371 372 373 374 375 377 378 389 380 381 372 373 374 375 377 378 389 380 371 372 373 374 375 377 378 380 381 377 378 382 383 384 385 386 387 377 378 389 380 371 372 373 374 375 377 378 380 381 377 378 381 377 378 381 377 378 377 378 377 378 381 377 378 377 378 377 378 381 377 377 378 377 378 381 377 378 377 378 377 378 381 377 378 377 378 377 378 377 378 377 378 377 378 377 378 381 377 378 382 373 377 378 381 377 378 381 377 378 381 377 378 381 377 379 380 381 377 379 380 381 377 377 378 382 333 377 377 378 382 333 384 382 337 377 377 377 377 377 377 377 377 37	431 432 432 432 432 437 398 399 400 401 402 403 404 405 406 407 408 409 400 401 402 403 404 404 405 406 407 408 409 411 412 413 414 415 416 417 418 419 422 423 424 425 426 427 428 429 430	467 468 Scar their field 434 435 437 438 440 441 445 445 446 447 455 456 467	503 504 9 expiri questi 469 470 471 473 474 475 476 477 478 477 478 477 478 480 481 484 485 486 481 485 486 481 485 486 481 485 486 481 485 486 481 485 486 481 485 486 487 480 481 485 485 485 485 485 485 485 485 485 485	539 540 540 540 540 540 540 540 556 557 556 557 557 556 557 557 557 557	577 ER 1 577 541 542 543 544 545 545 546 557 558 556 557 558 566 567 568 566 567 573 574 577 576	612 613 613 613 613 613 613 613 614 613 614 609 611 612

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