



# Environmental Protection Agency

## Usability Audit Review

### Public Notices

Susan Lindstrom, Usability Analyst  
July 2015

# Agenda

- Overview of Usability Audit Review
- Usability Compliance Rating
- Top 10 Critical Usability Issues
- Bottom Line

# ForeSee Usability Process

- Audit
- Analysis
- Independent Evaluation
- Target Visitor Needs and Expectations

# Usability Indicators

- Individual Application
- Pass/Fail Metric
- Measures Specific Aspect of Usability
- Proprietary to ForeSee
- Website Analysis and External Research
- Best Practice

# Scope and Specifications

Region 1: EPA New England

You are here: EPA Home » EPA New England » Public Notices

**Actions Open for Public Comment**

Region 10: the Pacific Northwest

Serving the people of Alaska, Idaho, Oregon, Washington and Native Tribes

Recent Additions | Contact Us Search:  All EPA  Region 10  Go

You are here: EPA Home » Region 10 » homepage » Information » R10PN

**Public Comment Opportunities in Region 10**

Pacific Southwest, Region 9

Serving: Arizona, California, Hawaii, Nevada, Pacific Islands, Tribal Nations

You are here: EPA Home » Pacific Southwest » Water » NPDES » Public Notices

**NPDES Wastewater & Stormwater Permits**

Region 5 Water

Serving Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin and 35 Tribes

Contact Us Search:  All EPA  This Area  Go

You are here: EPA Home » About Region 5 » Water » NPDES Programs

**National Pollutant Discharge Elimination System (NPDES)**

On this page:

- Public Notices and Announcements
- "No Discharge" Zones
- Illinois Surface Discharge Permit (ILG62)
- Industrial Pretreatment Program
- State NPDES programs

**Public Notices and Announcements**

**City of Callaway Wastewater Treatment Facility – White Earth Indian Reservation (Becker County, MN)**

EPA proposes to reissue a NPDES permit for the treated wastewater discharges from the City of Callaway Wastewater Treatment Facility located within the boundaries of the White Earth Indian Reservation located in Callaway, Minnesota (Becker County) to be issued by EPA.

**EPA is accepting comments until Friday July 10, 2015.** Please see "Comment Procedures and Public Hearing on page 3 of the Public Notice for details.

- Public Notice of a Draft NPDES Permit for the City of Callaway WWTF (PDF) (4 pp., 111 KB) June 2015
- Statement of Basis for the reissuance of NPDES permit MN-0022985-4 (PDF) (34 pp., 491 KB) June 2015
- Draft Permit – MN-0022985-4 (PDF) (6 pp., 259KB) June 2015

**Odenaang Subdivision Wastewater Treatment Plant – Sault Ste. Marie Indian Reservation (Chippewa County, MN)**

- June - July 2015
- 1366 x 768
- Iterative Evaluation

The audit examines the navigation from EPA's homepage and the region or sub-site primary page to the Public Notices section. It also examines content and navigation within the Public Notices of the selected regions to evaluate the organization and categorization of information, the seamlessness and intuitiveness of navigation, and the degree of clarity with regard to labeling and its effectiveness in communicating the nature of content and its structure. The audit is focused on pages in Region 1, Region 5, Region 9 and Region 10.

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# How Public Notices Measures Up

- Number of Indicators Applied: 59
- Number of Usability Violations: 39

**Usability Compliance Rating**

**34%**

The Usability Compliance Rating measures compliance with pass or fail metrics that are all weighted equally. The average rating across all Usability Audit Reviews conducted by ForeSee is approximately 55%, so this score below the average of other ForeSee clients. Keep in mind that each Usability Audit Review is focused on a specific area, so the compliance rating is not indicative of the usability of the site as a whole. This report exclusively outlines those instances of failure to comply with best practice; instances where EPA.gov exhibits strong usability are not the focus.

# Agenda

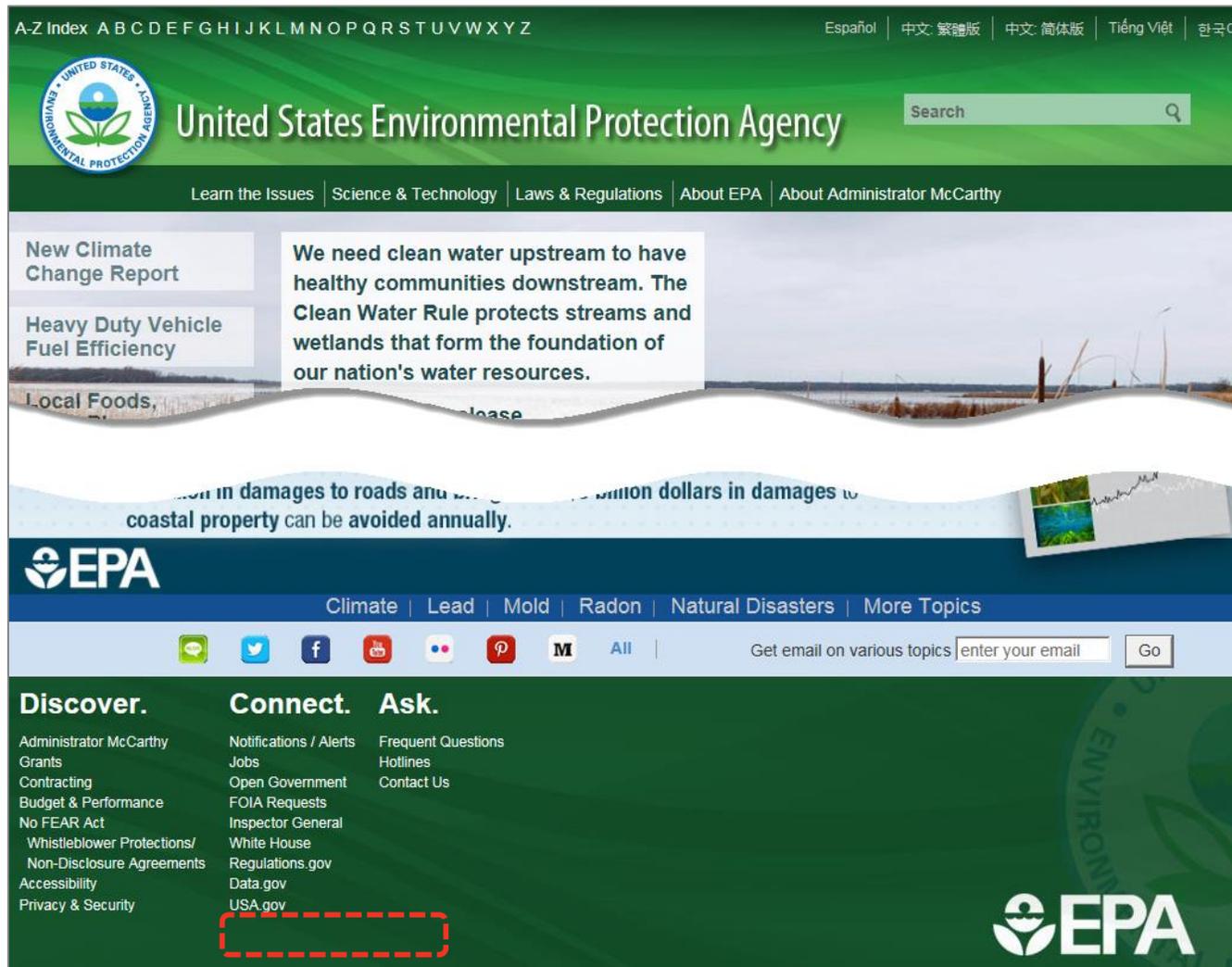
- Overview of Usability Audit Review
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# Top 10 Critical Usability Issues

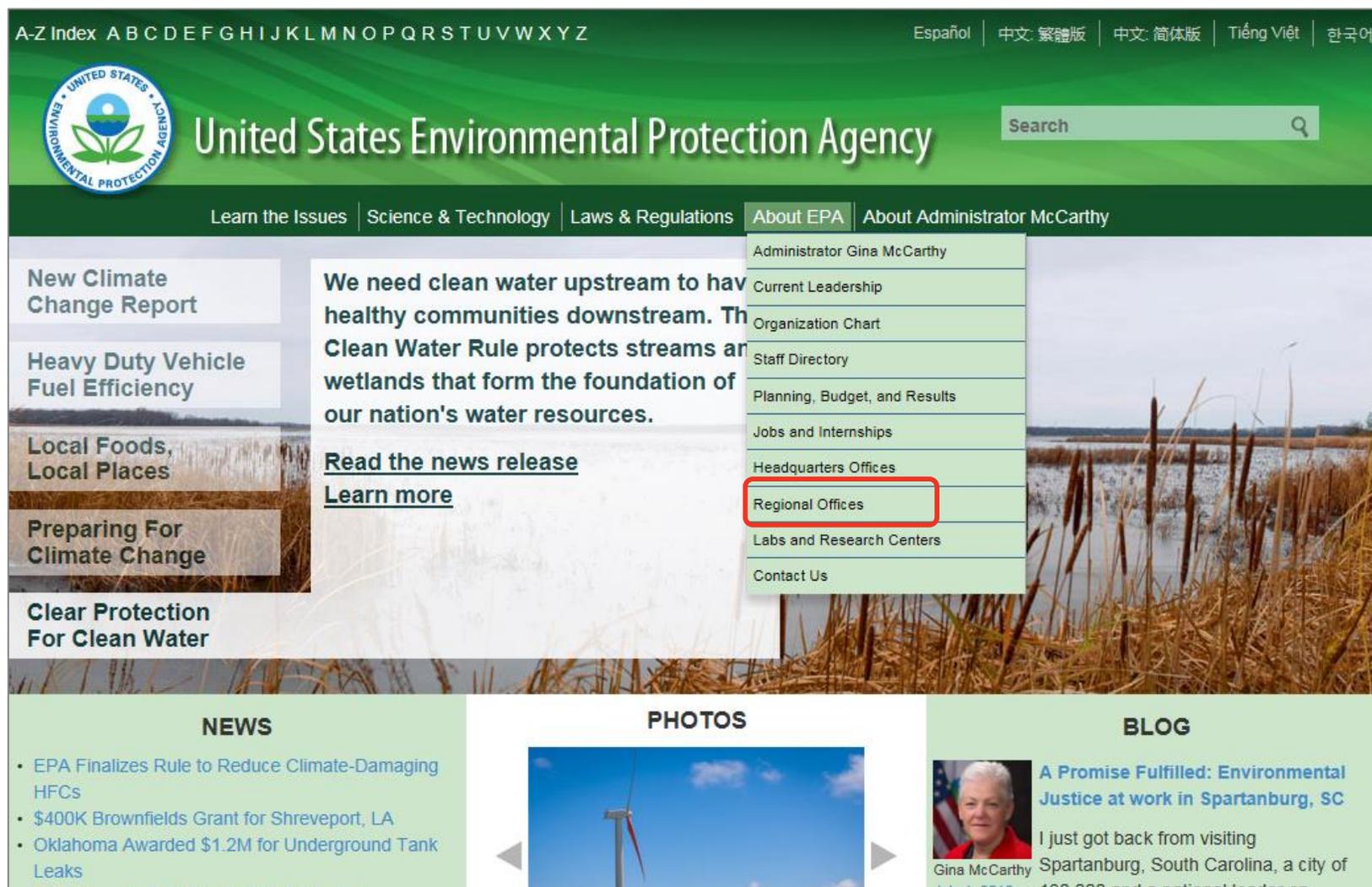
- Path to Public Notices
- Region Landing Pages
- Orientation
- Expected Location
- Instructions
- Help Content
- Screen Real Estate
- Consistency
- Public Notice Listing Pages
- Link Execution

# Path to Public Notices

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Public Notices are not linked directly on the homepage. As a result, visitors interested in notices must spend more time determining which top-level category contains this content. The site can facilitate visitors' tasks by including a link to Public Notices in the footer.



This content can be accessed via the EPA Regional Offices, yet links to these offices are also omitted from the homepage. Visitors are required to select the Regional Offices from a single link from the cascading menu. It is not obvious that the Regional Offices link leads to EPA technical content rather than to contact information. It is likely that visitors will overlook this critical pathway and waste time. Instead, a link to Regional Offices should be presented directly in the centerwell of the homepage; alternatively, provide a top-level category for Regional Offices in the global navigation menu.



**List of States Served by each Regional Office**

Regional Office	Areas Served
Atlanta	Alabama, Florida, Georgia, Louisiana, Mississippi, North Carolina, South Carolina
Chicago	Arkansas, Illinois, Indiana, Iowa, Michigan, Minnesota, Missouri, Wisconsin
Denver	Arizona, Colorado, Kansas, Montana, Nebraska, New Mexico, North Dakota, South Dakota, Oklahoma, Texas, Utah, Wyoming
Los Angeles	Alaska, California, Hawaii, Idaho, Nevada, Oregon, Washington
New York	Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Puerto Rico, Rhode Island, Vermont
Philadelphia	Delaware, District of Columbia, Kentucky, Maryland, Ohio, Pennsylvania, Tennessee, Virginia, West Virginia
CLOSED	Boston, Charlotte, Dallas, Detroit, Kansas City and Seattle regional offices closed in late 2012 and transferred all responsibilities

**ABOUT US**

- Are You in a Survey?
- FAQs
- Director's Corner
- Regional Offices
- History
- Research
- Scientific Integrity
- Census Careers
- Diversity @ Census
- Business Opportunities
- Congressional and Intergovernmental
- Contact Us

**FIND DATA**

- QuickFacts
- American FactFinder
- Easy Stats
- Population Finder
- 2010 Census
- Economic Census
- Interactive Maps
- Training & Workshops
- Data Tools
- Developers
- Catalogs
- Publications

**BUSINESS & INDUSTRY**

- Help With Your Forms
- Economic Indicators
- Economic Census
- E-Stats
- International Trade
- Export Codes
- NAICS
- Governments
- Local Employment Dynamics
- Survey of Business Owners

**PEOPLE & HOUSEHOLDS**

- 2010 Census
- 2000 Census
- American Community Survey
- Income
- Poverty
- Population Estimates
- Population Projections
- Health Insurance
- Housing
- International
- Genealogy

**SPECIAL TOPICS**

- Advisors, Centers and Research Programs
- Statistics in Schools
- Tribal Resources (AIAN)
- Emergency Preparedness
- Statistical Abstract
- Special Census Program
- Fraudulent Activity & Scams
- Recovery Act
- USA.gov
- BusinessUSA.gov

**NEWSROOM**

- News Releases
- Release Schedule
- Facts for Features
- Blogs

**CONNECT WITH US**

Accessibility | Information Quality | FOIA | Data Protection and Privacy Policy | U.S. Department of Commerce

This site provides linkage to Regional Offices in the footer, where it is accessible from all pages.

The image shows two screenshots of the EPA website. The top screenshot is the 'Access EPA Dockets' page on Regulations.gov, with a red box around the link 'Visual Guide to Accessing Docket Materials on Regulations.gov' labeled with a red circle containing the number 4. The bottom screenshot is the 'EPA Docket Center' page, with three red circles containing numbers 1, 2, and 3. Circle 1 is over the 'Access EPA Dockets' section, circle 2 is over the 'About EPA Dockets' section, and circle 3 is over the 'Commenting on Dockets' section.

Additionally, EPA.gov lacks a dedicated landing page for all Public Notices. As shown, the EPA Docket Center provides linkage to dockets relating to rules 1, as well as an explanation of the rulemaking process 2 and guidance on citizen participation 3 4. EPA.gov should consider expanding the scope of this section to include access to Public Notices with in the permitting process.

**Indiana Department of Environmental Management**

**Public Notices**  
Choose a region below for more information

**Public Notices For Bridges**

- Active Public Notices - Bridges
- Expired Public Notices - Bridges
- PNB Archives

**Mission Areas**

- Global Positioning System
- Nationwide DGPS
- Nationwide AIS (NAIS)
- AIS (Overview, Messages, etc.)
- Long Range Identification and Tracking
- Local Notice to Mariners
- Light Lists
- Civil GPS Service Interface Committee
- LORAN C (archive)

**Subscribe / Report (free)**

- Local Notice to Mariners (Weekly)
- GPS Operational Summary (Daily)
- NANUs (upon occurrence)
- Join CGSIC
- Report an ATON Discrepancy or Outage
- Report a GPS Problem
- Report an NDGPS Problem
- Report an LRIT Problem
- Report an NAIS Problem
- Contact Us

**Maritime Information**

- Maritime Safety Information Downloads
- Maritime Telecommunications
- CG Nat'l Distress System
- Global Maritime Distress and Safety System
- Marine Safety Information Broadcasts
- MF & HF Channels
- Nav Pubs and Documents
- Radio Watch Requirements
- Vessel Traffic Services
- VHF Channels & Freqs
- USCG "Homeport" Website

**PUBLIC NOTICES FOR BRIDGE PROJECTS**

**ACTIVE PUBLIC NOTICES FOR BRIDGES**

**Public Notices for Bridges** is updated as new public notices become available and they are available for download in Portable Document File (PDF) Format. You may download the free [Adobe Reader](#).

The files presented are web-searchable copies and are not the official, signed version; however, other than the signature being omitted, they are a duplicate of the official version.

Click on the map below to see the current active Public Notices for Bridges in your area.

**U.S. Coast Guard Navigation Center** - NAVCEN MS 7310, 7323 Telegraph Road, Alexandria, VA 20598 - 7310 | (703) 313-5900 | [Privacy Policy](#) | Last Updated 07/09/2015

[Download Plug-ins](#)

**Subscribe to the IDEM Job Bank**

Furthermore, the site can provide a Public Notices landing page that enables visitors to select notices by region using a combination of a clickable map and links by region. The sites shown here provide a linked map interface to select the appropriate region to view Public Notices in their area of interest.

**EPA** United States Environmental Protection Agency

Advanced Search [A-Z Index](#)

[LEARN THE ISSUES](#) [SCIENCE & TECHNOLOGY](#) [LAWS & REGULATIONS](#) [ABOUT EPA](#)

## Water: Permitting (NPDES)

[Contact Us](#) [Share](#)

You are here: [Water](#) » [Pollution Prevention & Control](#) » [NPDES Home](#)

### NPDES Home

#### OVERVIEW

Water pollution degrades surface waters making them unsafe for drinking, fishing, swimming, and other activities. As authorized by the Clean Water Act, the National Pollutant Discharge Elimination System (NPDES) permit program controls water pollution by regulating point sources that discharge pollutants into waters of the United States. Point sources are discrete conveyances such as pipes or man-made ditches. Individual homes that are connected to a municipal system, use a septic system, or do not have a surface discharge do not need an NPDES permit; however, industrial, municipal, and other facilities must obtain permits if their discharges go directly to surface waters. In most cases, the NPDES permit program is administered by [authorized states](#). Since its introduction in 1972, the NPDES permit program is responsible for significant improvements to our Nation's water quality.



#### WHAT CAN I FIND ON THIS WEB SITE?

The site contains technical and regulatory information about the NPDES permit program. The NPDES Permits Program consists of a number of programs and initiatives. Links to each of these

#### NPDES Permit Program

[NPDES Home](#)

##### Announcements

- [Sufficiently Sensitive Methods \(SSM\) Final Rule](#)

##### Who Are You?

- [Agriculture](#)
- [Industrial and Commercial Facilities](#)
- [Interested Citizens](#)
- [Municipalities and Wastewater Treatment Plants](#)
- [States and Tribes](#)

##### NPDES Information

- [eNOI](#)
- [NPDES Permit Program Basics](#)
- [Where You Live](#)
- [Publications](#)
- [Training and Meetings](#)
- [Contacts](#)

##### Program Areas

- [Applications & Databases](#)
- [Low Impact Development](#)
- [Impaired Waters & TMDLs](#)
- [Permitting \(NPDES\)](#)
- [Polluted Runoff](#)
- [Sediments](#)
- [Source Water Protection](#)
- [Stormwater](#)
- [Vessel Discharge](#)
- [Wastewater Programs](#)
- [Watershed Management](#)

[Resources & Performance](#)

[Science & Technology](#)

Finally, the NPDES landing page does not contain a link to Public Notices. Visitors browsing to NPDES Home reach a dead end and must explore other browsing paths to reach this content. Instead, a link to NPDES Public Notices should appear in a prominent location on the NPDES landing page.

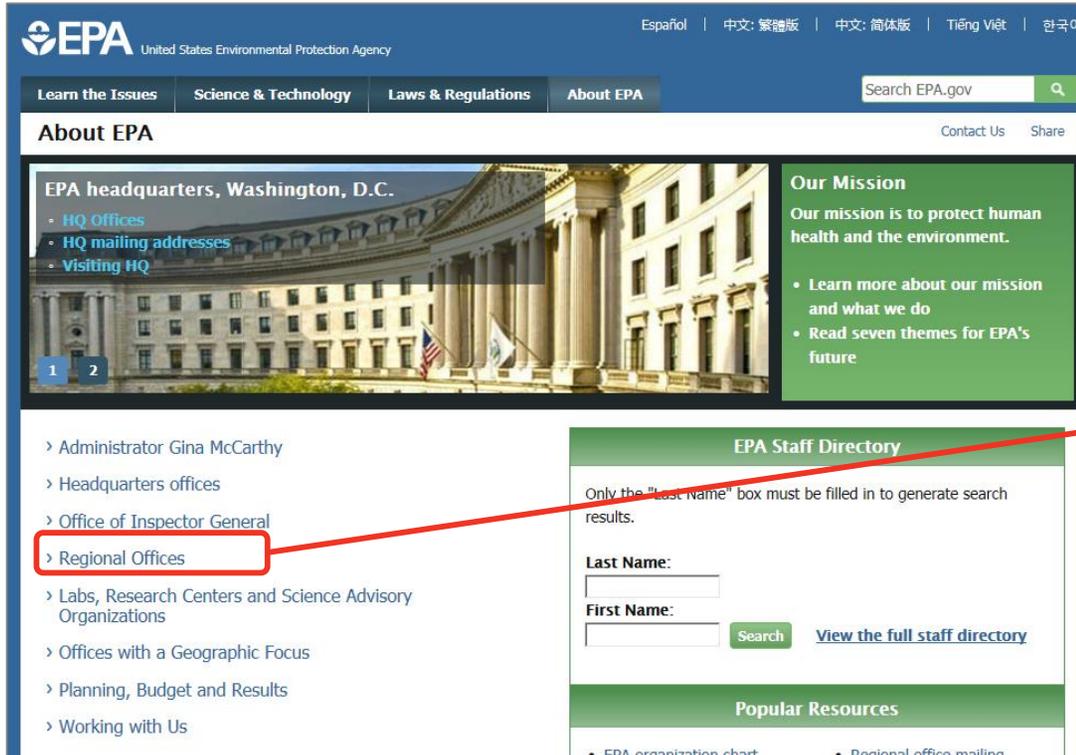
## Recommendation

- Provide access to Public Notices from the footer of the homepage.
- Link Regional Offices directly in the centerwell of the homepage; alternatively, provide a top-level category for Regional Offices in the global navigation menu.
- Consider expanding the scope of the Docket Center to include access to Public Notices within the permitting process.
- Create a Public Notices landing page to provide a central location for finding and viewing Public Notices.
- Add a link to NPDES Public Notices on the NPDES landing page.

# Region Landing Pages

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# Region Landing Pages



The site is missing a functional landing page for the Regional Offices. Linkage to the Regional Offices is provided through content that is contained in an accordion menu on the About EPA page. While the section does provide linkage to each region office, it fails to set visitors' expectations regarding the activities of the Regional Offices and the type of information available there. Instead, the site should create a dedicated landing page for the Regional Offices which provides this context.



**About EPA Home**  
EPA Administrator  
EPA History  
EPA Organization Chart  
Greening EPA Facilities  
Mailing Addresses and Phone Numbers  
Senior Manager Schedules  
Staff Directory  
Visiting Headquarters  
Visiting a Regional Office  
What We Do

**You are here:** EPA Home » About EPA » EPA Region 10 (Pacific Northwest)

## EPA Region 10 (Pacific Northwest)



Serving Alaska, Idaho, Oregon, Washington, and 271 Native Tribes.

**Key Issues**

- [Bristol Bay](#)
- [Cleanup sites](#)
- [Columbia River](#)
- [Puget Sound](#)
- [Tribal programs](#)
- [A-Z index of all Region 10 topics](#)

**Public Notices**

- [Current public comment opportunities](#)

**News & Events**

- [Region 10 news releases](#)



Alaska, Idaho, Oregon, Washington and 271 Native Tribes

**Related Information**

Contact Region 10:

- Seattle Office: 206-553-1200 or 800-424-4372; [epa-seattle@epa.gov](mailto:epa-seattle@epa.gov)
- [Staff directory](#)
- Criminal Investigation Division 206-553-8306 (24-hour hotline)

**You are here:** EPA Home » About EPA » EPA Region 9 (Pacific Southwest)

## EPA Region 9 (Pacific Southwest)



Serving Arizona, California, Hawaii, Nevada, Pacific Islands, 148 Tribal Nations

**Key Issues**

- [Agriculture](#)
- [Air Quality](#)
- [Cleanup Sites](#)
- [Climate Change](#)
- [Compliance and Enforcement](#)
- [Environmental Justice](#)
- [Pacific Islands](#)
- [Tribes](#)
- [Watershed Priorities](#)
- [U.S.-Mexico Border](#)



Arizona, California, Hawaii, Nevada, Pacific Islands & 148 Tribes

**Pacific Southwest News & Events**

[All Pacific Southwest News & Events](#)  
... including upcoming meetings and public engagement opportunities

**News**

- [All Pacific Southwest News Releases | RSS Feed | Press Contacts](#)

**Meetings and Events**

- [Regional Tribal Operations Committee Meeting](#)  
August 4–6, 2015
- [US-Mexico Border 2020 Meeting Calendar](#)

**Activities**

- [Innovative Victorville Treatment Plant Aims to Go Off the Grid](#)

**Related Information**

- [Contact the Pacific Southwest Regional Office](#)  
415-947-8000 or in Pacific Southwest states 866-EPA-WEST
- [Organization Chart](#)
- [Regional Administrator](#)
- [Pacific Southwest Newsletter](#)
- [Pacific Southwest Laboratory](#)
- [Visiting the Pacific Southwest Regional Office](#)
- [Public Notices](#)

Links to Public Notices appear in different places on each region's landing page. In Region 9, the link appears with other Related Information links in the right sidebar 1. In Region 10, the link to Current public comment opportunities is located in the centerwell 2. The result of this variation is that visitors who learn the link's location in one region will likely look in the same location in other regions and will not find it. Displaying Public Notices links in a common location would reinforce the site's layout and help visitors learn how to browse to needed information.

**You are here:** [EPA Home](#) » [About EPA](#) » [EPA Region 1 \(New England\)](#)

## EPA Region 1 (New England)

Serving [Connecticut](#), [Maine](#), [Massachusetts](#), [New Hampshire](#), [Rhode Island](#), [Vermont](#) and [10 Tribal Nations](#)

### Key Issues

- [2015 Environmental Merit Awards](#)
- [A-Z Index of EPA New England Environmental Issues](#)
- [Compliance Assistance & Enforcing Environmental Laws in New England](#)
- [Grants & Funding in New England](#)
- [Recycling and Waste Issues](#)
- [Recovery after severe weather](#)

### Site Cleanups

- [Find New England Cleanup Sites](#)
- [Housatonic River](#) (Pittsfield, MA, Southwestern MA, Northwestern CT)
- [New Bedford, MA](#)
- [Superfund Enforcement Program](#)
- [Brownfields in New England](#)

### Clean Air-Related

- [Air Enforcement Program](#)
- [Air Quality in New England](#)
- [Clean Air Permits in New England](#)
- [New England Community Energy Challenge](#)
- [Northeast Diesel Collaborative](#)

### Clean Water-Related

- [The Charles River](#)
- [Mystic River Initiative](#)
- [NPDES \(Wastewater\) Permits in New England](#) | [Storm Water Permits](#)
- [Water Enforcement Program](#)

### Related Information

- [Contact Region 1](#)
- Customer Call Center 617-918-1111 or in the New England States 888-372-7341
- TTY Call-in Line: 800-439-2370
- EPA Business Partner, Mass Relay (sign language interpreters, access needs)
- [EPA Hotlines \(Nationwide\)](#)
- [Organization chart](#)
- [Regional Administrator](#)
- [Region 1 Laboratory](#)
- [Visiting Region 1 Headquarters and other R1 locations](#)
- [News & Events](#)
- [A-Z Index](#)
- [Additional Information Resources](#)

Some regional landing pages, such as Region 1, contain no direct link to Public Notices. This effectively hides notices from public view, with no cues in the navigation menus to reveal their location. Public notices are present in all regions, and visitors would benefit from prominent linkage to ensure they can locate and respond to proposals that affect them.

# Region Landing Pages

NATIONAL WEATHER SERVICE  
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

HOME FORECAST PAST WEATHER WEATHER SAFETY INFORMATION CENTER NEWS SEARCH ABOUT

Local forecast by "City, St" or ZIP code  
Enter location ... Go  
Location Help

Customize Your Weather.gov

City, ST  
Enter Your City, ST or ZIP Code  
Remember Me

News Headlines

- \*\*\*Heavy Rain and Flooding Possible Tonight into Early Thursday Morning\*\*\*
- Heavy Rain Event July 6-7, 2015

**NWS Forecast Office Chicago, IL** 3  
Weather.gov > Chicago, IL

Chicago, IL  
Weather Forecast Office

1 Current Hazards Current Conditions Radar Forecasts Rivers and Lakes Climate and Past Weather Local Information

Click on the map below to zoom in.

Watches

NATIONAL WEATHER SERVICE  
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

HOME FORECAST PAST WEATHER WEATHER SAFETY INFORMATION CENTER NEWS SEARCH ABOUT

Local forecast by "City, St" or ZIP code  
Enter location ... Go  
Location Help

Customize Your Weather.gov

City, ST  
Enter Your City, ST or ZIP Code  
Remember Me

News Headlines

- June 2015 Rain and Flooding
- June 22-23, 2015 Tornado & Severe Weather Event (Updated 7/6/15)
- Expert Forecast Opinion

**NWS Forecast Office Detroit/Pontiac, MI** 4  
Weather.gov > Detroit/Pontiac, MI

Detroit/Pontiac, MI  
Weather Forecast Office

2 Current Hazards Current Conditions Radar Forecasts Rivers and Lakes Climate and Past Weather Local Information

Click on the map below to zoom in.

Watches, Warnings & Advisories

Zoom Out

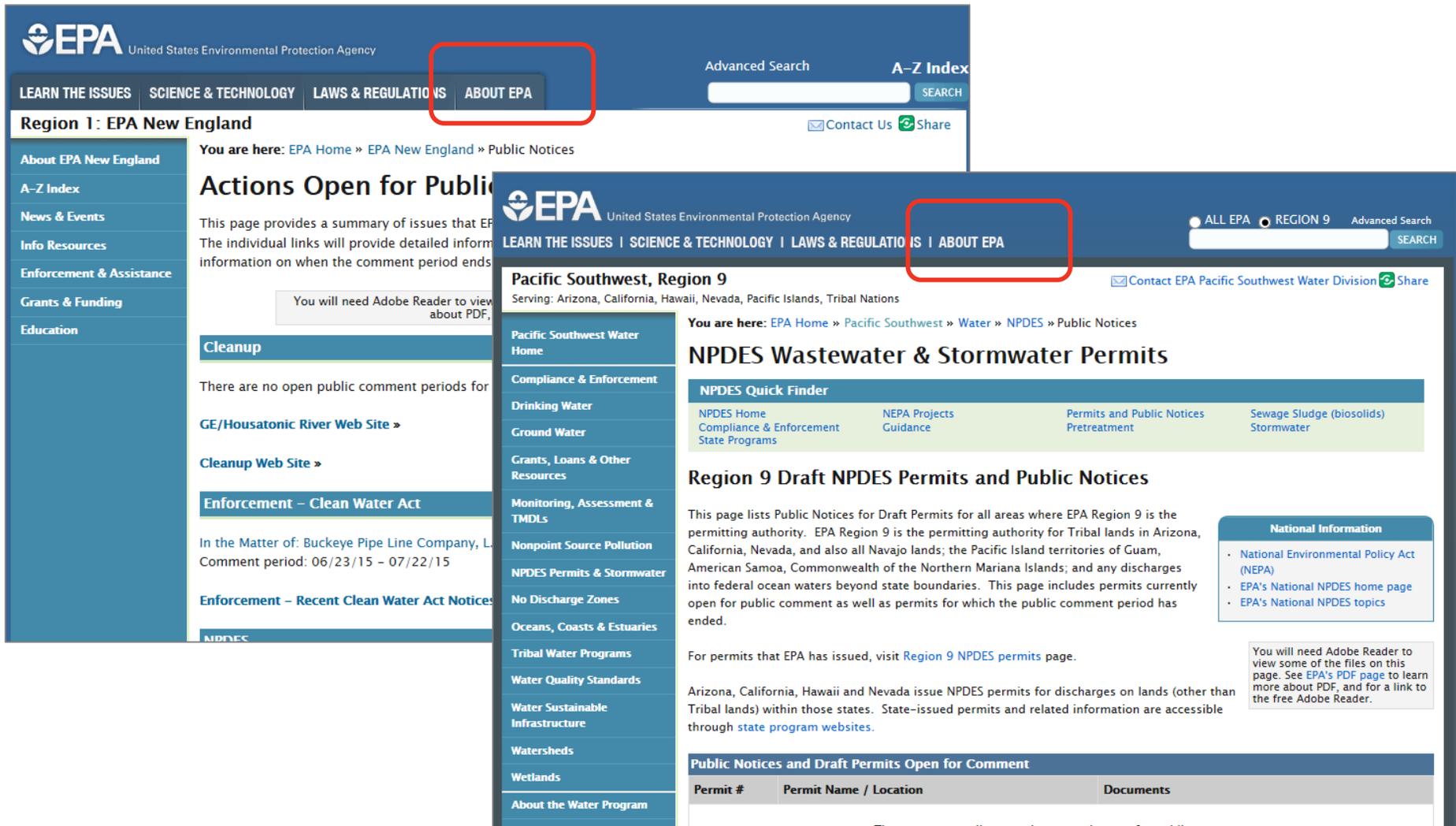
This site's forecast office landing pages display links to commonly accessed important information in the same location on the page 1 2 across each of its local offices 3 4.

## Recommendation

- Create a dedicated landing page which introduces and explains the role of the Regional Offices and provides linkage to the individual Region landing pages.
- Link to Public Notices on all regional landing pages; display links in a common location across regions.

# Orientation

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The site does not differentiate the label in the global navigation to reflect the category visitors are viewing. Providing this visual information is important, not only for those who have navigated to the page from others within the site, but also for those who have arrived on the page from an outside source, such as an external link or search engine search results. Global navigation highlighting gives a reference point to understand where this page resides in the site, as well as guidance on where visitors can find similar or related information items.

The screenshot displays the EPA website interface. At the top, the EPA logo and navigation links are visible. The main content area is titled "Pacific Southwest, Region 9" and "NPDES Wastewater & Stormwater Permits". A left-hand navigation menu is highlighted with a red box, listing various categories such as "Pacific Southwest Water Home", "Compliance & Enforcement", "Drinking Water", "Ground Water", "Grants, Loans & Other Resources", "Monitoring, Assessment & TMDLs", "Nonpoint Source Pollution", "NPDES Permits & Stormwater", "No Discharge Zones", "Oceans, Coasts & Estuaries", "Tribal Water Programs", "Water Quality Standards", "Water Sustainable Infrastructure", "Watersheds", "Wetlands", "About the Water Program", "Water Topics Index", "Water Archive", and "About EPA Region 9 (Pacific Southwest)".

The main content area includes a "NPDES Quick Finder" section with links for "NPDES Home", "Compliance & Enforcement", "State Programs", "NEPA Projects", "Guidance", "Permits and Public Notices", "Pretreatment", and "Sewage Sludge (biosolids) Stormwater". Below this is a section for "Region 9 Draft NPDES Permits and Public Notices" with a brief description and a "National Information" box containing a link to the "National Environmental Policy Act (NEPA)".

Below the Region 9 section, there is a "Region 5 Water" section with a search bar and a "Public Notices and Draft Permits" table. The table has columns for "Permit #" and "Permit Name". Below the table is a "Public Notices for Which Co" section with a note: "\*Click on column header with this".

On the right side, there is a "Local Links" box with links for "UIC Permit Applications Received", "Region 5 and state agency UIC contacts", and a sign-up link for a UIC mailing list. Below that is a "National Water Links" box with a link for "National Underground Injection Control Program".

Similarly, EPA.gov does not highlight visitors' location in the local navigation menus. This increases visitors workload as they must study the navigation menus to understand the relationship of the current page to the rest of the site and to locate related content.

The screenshot shows the Department of Environmental Quality website. The main header is 'Department of Environmental Quality' with a search bar. A breadcrumb trail reads 'DEQ > WATER > PERMITS'. The left sidebar contains a list of navigation items: 'About the DEQ', 'Air', 'Land', 'News and Events', 'Waste', 'Water', 'Great Lakes', 'Drinking Water', 'Lakes & Streams', 'Wastewater', 'Wetlands', 'Permits', 'Water Management', and 'Sustainability'. The 'Water' item is highlighted with a red circle and the number '1'. The 'Permits' item is highlighted with a red circle and the number '2'. The main content area is titled 'Water Permits' and contains text about the department's goal and assistance for new ventures. On the right, there are expandable sections for 'Drinking Water', 'Wastewater', 'Surface Water', 'Wetlands, Lakes and Streams', 'Groundwater', and 'Recreation'. The 'Drinking Water' section is expanded, showing a list of related topics.

**Department of Environmental Quality** Search

DEQ > WATER > PERMITS

**Water Permits**

At DEQ, doing our best to help assure permits are issued timely is a common goal between DEQ and new businesses.

If you need assistance identifying permits for a new venture, refer to our DEQ Permit Checklist first.

If you have any questions, please contact the OEA, Permit Coordination program through our Environmental Assistance Hotline at 800-662-9278.

+ Drinking Water

- Water Well Contractor Registration
- Operator Certification
- Noncommunity Water Supply Program
- Well Driller Registration
- Operating Training and Certification Information
- Community Water Supply

+ Wastewater

+ Surface Water

+ Wetlands, Lakes and Streams

+ Groundwater

+ Recreation

This site complies with best practice by highlighting the global ① and local ② navigation elements corresponding to the current page.

The screenshot displays two overlapping web pages from the U.S. Environmental Protection Agency (EPA). The top page is for Region 10: the Pacific Northwest, and the bottom page is for Region 5 Water. Both pages feature a search bar and a navigation menu on the left. The Region 5 page highlights a 'Public Notices and Announcements' section with a list of links and a detailed notice for the City of Callaway Wastewater Treatment Facility. A 'What is NPDES?' sidebar is also visible on the right side of the Region 5 page.

**Region 10: the Pacific Northwest**  
Serving the people of Alaska, Idaho, Oregon, Washington and Native Tribes  
Recent Additions | Contact Us Search:  All EPA  Region 10  Go  
You are here: [EPA Home](#) » [Region 10](#) » [homepage](#) » [Information](#) » R10PN

**Region 5 Water**  
Serving Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin and 35 Tribes  
Contact Us Search:  All EPA  This Area  Go  
You are here: [EPA Home](#) » [About Region 5](#) » [Water](#) » NPDES Programs

**National Pollutant Discharge Elimination System (NPDES)**

On this page:

- [Public Notices and Announcements](#)
- ["No Discharge" Zones](#)
- [Illinois Surface Discharge Permit \(ILG62\)](#)
- [Industrial Pretreatment Program](#)
- [State NPDES programs](#)

**Public Notices and Announcements**

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**What is NPDES?**  
EPA and state NPDES programs regulate:

- publicly owned treatment works and industrial facilities discharging directly to surface waters
- industrial facilities discharging to publicly owned treatment works
- beneficial reuse of municipal sewage sludge (biosolids)
- runoff from animal feeding operations
- storm water discharges

**National Links**  
[NPDES Home](#)

Additionally, global navigation is missing from some regional sites. Specifically, the Region 5 and Region 10 pages do not provide access to the rest of the EPA.gov site. This severely limits visitors' ability to navigate to related content within the site, as they lack direct access to top-level categories. EPA.gov should ensure all regional pages provide global navigation for the main site so that visitors are not forced to search needlessly for links to the top-level categories or resort to using the link to Home or the browser's Back button to access the rest of the site.

**About EPA**

- About EPA Home
- EPA Administrator
- EPA History
- EPA Organization Chart
- Greening EPA Facilities
- Mailing Addresses and Phone Numbers
- Senior Manager Schedules
- Staff Directory
- Visiting Headquarters
- Visiting a Regional Office
- What We Do

**You are here:** [EPA Home](#) » [About EPA](#) » [EPA Region 1 \(New England\)](#)

## EPA Region 1 (New England)

**Region 1: EPA New England**

- About EPA New England
- A-Z Index
- News & Events
- Info Resources
- Enforcement & Assistance
- Grants & Funding
- Education

**You are here:** [EPA Home](#) » [EPA New England](#) » [Public Notices](#)

## Actions Open for Public Comment

This page provides a summary of issues that EPA's New England regional office is currently reviewing. The individual links will provide detailed information on each issue for which public comment is being accepted, including information on when the comment period ends and how you can submit comments.

You will need Adobe Reader to view some of the files on this page. For more information about PDF, and for a link to the free Acrobat Reader, click [here](#).

**Cleanup**

The site also does not provide consistent local navigation options within each Region's section. For example, the Region 1 primary page displays navigational links for About EPA ❶ rather than the links for the Region 1 category ❷. This deprives visitors of efficient navigation within the category as well as a clear understanding of the location of the pages they are viewing. The site must ensure that local navigation menus accurately reflect the hierarchy of the current category.

**Region 1: EPA New England**

**About EPA New England**

**A-Z Index**

**You are here:** [EPA Home](#) » [EPA New England](#) » Public Notices

## Actions Open for Public Comment

**About EPA**

**About EPA Home**

**EPA Administrator**

**You are here:** [EPA Home](#) » [About EPA](#) » EPA Region 1 (New England)

## EPA Region 1 (New England)

In addition, breadcrumb trails do not always accurately reflect the site structure. For example, the breadcrumb trail on the Public Notices page of Region 1 indicates the EPA New England is a top-level category of EPA Home ❶. However, when visitors navigate to the Region 1 page, the breadcrumb trail reveals an additional level, About EPA ❷, is the top-level category. The site must ensure breadcrumb trails accurately reflect the site structure such that visitors are able to confidently reference them to learn the site structure and utilize them to return to previous pages.

## Recommendation

- Differentiate the item in the global and local navigation menus which corresponds to the page visitors are currently viewing.
- Provide global navigation on all pages of EPA.gov.
- Ensure that local navigation menus accurately reflect the options available in the current category.
- Ensure breadcrumb trails accurately reflect each page's location in the site hierarchy.

# Expected Location

---

The image shows two overlapping web pages. The background page is the EPA Region 9 website, and the foreground page is a document from the Federal Register. A red arrow points from a link in the EPA website to the document in the Federal Register.

**EPA Region 9 Website:**

- Header: EPA United States Environmental Protection Agency
- Navigation: LEARN THE ISSUES, SCIENCE & TECHNOLOGY, LAWS & REGULATIONS, ABOUT EPA
- Current Location: You are here: EPA Home » Newsroom » Region 9
- Section: EPA's Region 9 News and Events (Pacific Southwest)
- Feature: Federal Green Challenge (Rethink)
- Region 9 Press Releases:
  - (Wed, 1 Jul 2015) EPA to approve California's newest list of impaired waterways ...
  - (Wed, 1 Jul 2015) EPA orders City of North Las Vegas to safeguard Las Vegas Wash from potential water pollution ...
  - (Wed, 24 Jun 2015) U.S. requires Arizona and New Mexico plant owners to reduce emissions at Four Corners Power Plant ...
  - (Tue, 23 Jun 2015) EPA Honors PRIDE Industries with Safer Choice Partner of the Year Award ...
  - (Tue, 23 Jun 2015) EPA announces two Safer Choice Partners of the Year winners in Southern California ...
  - (Wed, 17 Jun 2015) U.S. EPA, DTSC begin removal of more than 3,600 tons of contaminated soil in Huntington Park ...
- Meetings and Events:
  - Regional Tribal Operations Committee (RTOC) Meeting - August 4-6, 2015
  - US-Mexico Border 2020 Meeting Calendar
- Energy Savings Plus Health Guidelines:
  - Download the Energy Savings Plus Health Guidelines (PDF) (130 pp., 1.3 MB, About PDF)
  - Overview of the Guidelines
- Public Notices:
  - California State Nonroad Engine Pollution Control Standards; Small Off-Road Engines Regulations; Notice of Decision  
Petitions for review due July 6, 2015
  - California State Nonroad Engine Pollution Control Standards; Amendments to Spark Ignition Marine Engine and Boat Regulations; Notice of Decision  
Petitions for review due July 6, 2015
  - California State Nonroad Engine Pollution Control Standards; Mobile Cargo Handling

**Federal Register Document:**

- Section: FEDERAL REGISTER - The Daily Journal of the United States Government
- Section: Notice
- Title: California State Nonroad Engine Pollution Control Standards; Small Off-Road Engines Regulations; Notice of Decision
- Date: A Notice by the Environmental Protection Agency on 05/06/2015
- Summary: The Environmental Protection Agency (EPA) is confirming that the California Air Resources Board's (CARB) 2008 amendments to its Small Off-Road Engines (SORE) regulation (2008 Amendments) are within the scope of previous EPA authorizations. The 2008 Amendments modify provisions through which manufacturers may generate and use emission credits to comply with SORE emission standards, and establish an ethanol blend certification fuel option. CARB's SORE regulations apply to all small off-road engines rated at or below 19 kilowatts (kW) (25 horsepower (hp)). This decision is issued

Some links transport visitors offsite with no notice. For example, some Region 9 links to Public Notices present the notice as a page within the Federal Register website, opening in the same browser window. There is no warning that visitors will be leaving the EPA site, losing access to the global navigation menu and the ability to easily return to view more EPA content. When hypertext links do anything other than transport visitors to another web page on the site—including taking them to a new site—forewarning should be provided via labeling or an icon so visitors know what to expect before clicking the link.

**Key Issues**

- [Agriculture](#)
- [Air Quality](#)
- [Cleanup Sites](#)
- [Climate Change](#)
- [Compliance and Enforcement](#)
- [Environmental Justice](#)
- [Pacific Islands](#)
- [Tribes](#)
- [Watershed Delineation](#)
- [U.S.-Mexico Border](#)

**Pacific Southwest News & Events**

[All Pacific Southwest News & Events](#)  
... including upcoming meetings and public engagement opportunities

**News**

- [All Pacific Southwest News Releases | RSS](#)
- [Feedback](#)
- [Press Contacts](#)

**Meetings and Events**

- [Regional Tribal Operations Committee Meeting](#)
- August 4–6, 2015

**Related Information**

- [Contact the Pacific Southwest Regional Office](#)
- 415-947-8000 or in Pacific Southwest states 866-EPA-WEST
- [Organization Chart](#)
- [Regional Administrator](#)
- [Pacific Southwest Newsletter](#)
- [Pacific Southwest Laboratory](#)
- [Visiting the Pacific](#)

**Region 6 Calendar**

**TX-NM-Chihuahua / TX-Coahuila-Nuevo Leon-Tamaulipas Meetings & Events**

Date / Location	Meeting Details
Wednesday, June 24, 2015 10 a.m. - 1 p.m.	<b>Texas-New Mexico-Chihuahua Regional Workgroup</b> Workshop for Region 6 Request for Proposals:

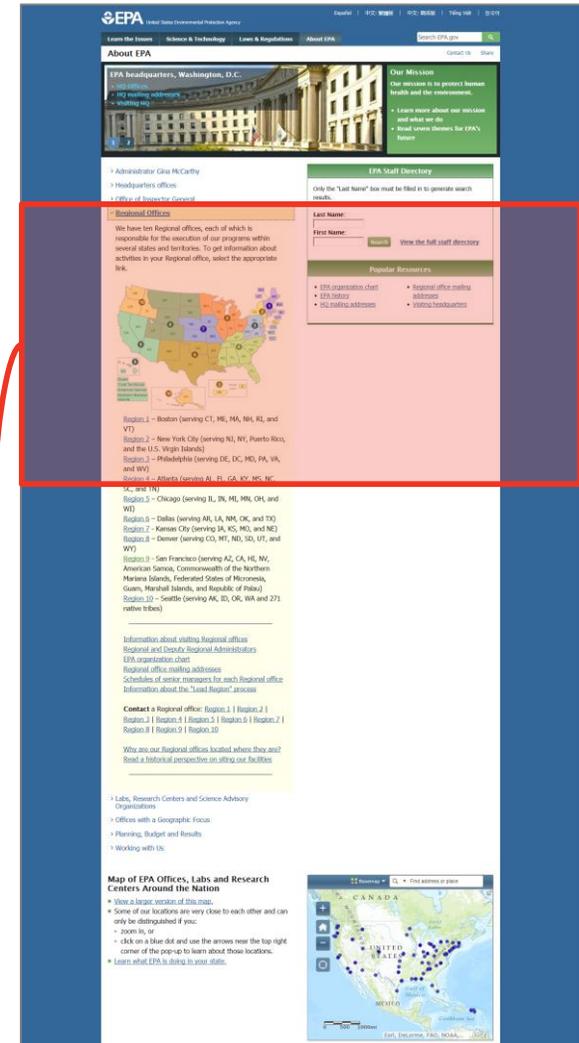
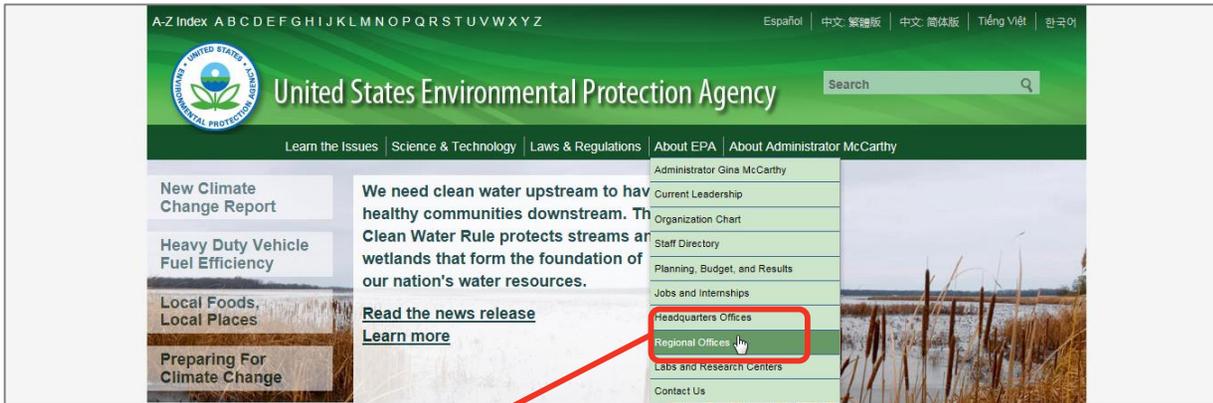
**News Releases from Region 9**

(3436 records in this collection)  
Later Releases | Earlier Releases

- 07/01/2015 EPA to approve California's newest list of impaired waterways (CA)
- 07/01/2015 EPA orders City of North Las Vegas to safeguard Las Vegas Wash from potential water pollution (NV)
- 06/24/2015 U.S. requires Arizona and New Mexico plant owners to reduce emissions at Four Corners Power Plant on Navajo Nation (AZ, NM)
- 06/23/2015 EPA Honors PRIDE Industries with Safer Choice Partner of the Year Award (CA)
- 06/23/2015 EPA announces two Safer Choice Partners of the Year winners in Southern California (CA)

Additionally, some link labels do not accurately reflect their destination page headings. For example, clicking on the U.S.-Mexico Border link on the EPA Region 9 landing page presents a page titled Region 6 Calendar, potentially confusing visitors when none of the words in the label appear in the title. Similarly, the link to All Pacific Southwest News Releases presents a page heading of News Releases from Region 9, relying on visitors to remember which region number corresponds to the Pacific Southwest region. To eliminate confusion, link labels should exactly match page headings wherever space permits.

# Expected Location



Next, the global navigation menu link for Regional Offices appears to open a page with that title, but is in fact is a jump link to an accordion menu panel of the About EPA page. This is disorienting because the global navigation menu is not visible, leaving visitors with no browsing paths to other areas of the site. To maintain the visibility of those browsing paths and keep visitors oriented, the site should avoid linking to in-page anchors from the global navigation.

The screenshot shows the EPA Region 5 Water website. The header includes the EPA logo, the text "Region 5 Water", and "U.S. ENVIRONMENTAL PROTECTION AGENCY". Below the header, there is a search bar and navigation links. The main content area is titled "National Pollutant Discharge Elimination System (NPDES)". Under this title, there is a section for "Public Notices and Announcements". Two notices are listed: one for the City of Callaway Wastewater Treatment Facility and one for the Odenaang Subdivision Wastewater Treatment Plant. Each notice includes a public comment deadline and a list of documents in PDF format. A red box highlights the comment deadline for the Callaway facility: "EPA is accepting comments until Friday July 10, 2015." Another red box highlights a document link: "Draft Permit - MN-0022985-4 (PDF) (6 pp , 253KB) June 2015". A third red box highlights a document link: "Draft Permit - MI-0057087-3 (PDF) (54pp , 819KB) May 2015". A callout box indicates that some PDF files require Adobe Reader. A sidebar on the left contains navigation links, and a right sidebar contains information about NPDES and national links.

**Region 5 Water**  
Serving Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin and 35 Tribes

U.S. ENVIRONMENTAL PROTECTION AGENCY

Region 5 Water Home

Basic Information

Enforcement & Compliance Assurance

Grants & Funding

Ground Water & Drinking Water

Permits

Underground Injection Control

Water Quality

Watersheds & Wetlands

## National Pollutant Discharge Elimination System (NPDES)

On this page:

- Public Notices and Announcements
- "No Discharge" Zones
- Illinois Surface Discharge Permit (ILG62)
- Industrial Pretreatment Program
- State NPDES programs

### Public Notices and Announcements

#### City of Callaway Wastewater Treatment Facility – White Earth Indian Reservation (Becker County, MN)

EPA proposes to reissue a NPDES permit for the treated wastewater discharges from the City of Callaway Wastewater Treatment Facility located within the boundaries of the White Earth Indian Reservation located in Callaway, Minnesota (Becker County) to be issued by EPA.

**EPA is accepting comments until Friday July 10, 2015.** Please see "Comment Procedures and Public Hearing on page 3 of the Public Notice for details."

- Public Notice of a Draft NPDES Permit for the City of Callaway WWTF (PDF) (4 pp , 111 KB ) June 2015
- Statement of Basis for the reissuance of NPDES permit MN-0022985-4 (PDF) (34 pp , 491 KB) June 2015
- Draft Permit – MN-0022985-4 (PDF) (6 pp , 253KB) June 2015**

You will need Adobe Reader to view some of the files on this page. See EPA's PDF page to learn more.

#### Odenaang Subdivision Wastewater Treatment Plant – Sault Ste. Marie Indian Reservation (Chippewa County, MI)

EPA proposes to reissue a NPDES permit for the treated wastewater discharges from the Odenaang Subdivision Wastewater Treatment Plant located within the boundaries of the Sault Ste. Marie Indian Reservation located in Sault Ste. Marie, Michigan (Chippewa County) to be issued by EPA.

**EPA is accepting comments until Monday, June 8, 2015.** Please see "Comment Procedures and Public Hearing on page 3 of the Public Notice for details."

- Public Notice of a Draft NPDES Permit for the Odenaang Subdivision WWTP (PDF) (4pp , 107KB ) May 2015
- Statement of Basis for the reissuance of NPDES permit MI-0057087-3 (PDF) (7pp , 169KB) May 2015
- Draft Permit – MI-0057087-3 (PDF) (54pp , 819KB) May 2015

**What is NPDES?**  
EPA and state NPDES programs regulate:

- publicly owned treatment works and industrial facilities discharging directly to surface waters
- industrial facilities discharging to publicly owned treatment works
- beneficial reuse of municipal sewage sludge (biosolids)
- runoff from animal feeding operations
- storm water discharges

**National Links**  
NPDES Home

Finally, much of the information related to Public Notices is rendered in PDF format, adding complexity to visitors' ability to scan and locate pertinent information. Most documents ❶ require Adobe Acrobat Reader to view, and this relies on browsers being correctly configured. Also, some instructions are located on pages within the Public Notice ❷, adding a barrier to visitors reaching helpful information. Much of this information should be rendered directly on an HTML page.

## Public Comment Opportunities in Region 10

Public Notices	Comments Due
<a href="#">Proposed Reissuance of a Wastewater Discharge Permit to Hecla Mining Company, Grouse Creek Unit</a>	July 13, 2015
<a href="#">Proposed Penalty Against Leader Creek Fisheries Inc. For Clean Water Act Violations</a>	July 17, 2015
<a href="#">Proposed Penalty Against Seneca Foods Corporation For Clean Water Act Violations</a>	July 25, 2015
<a href="#">Proposed Reissuance of a Wastewater Discharge Permit to the City of Aderdeen, Idaho</a>	July 30, 2015
<a href="#">Proposed Penalty Against Stanley Associates, Inc. For Clean Water Act Violations</a>	August 6, 2015
<a href="#">Proposed Penalty Against Petersen Brothers Construction &amp; Agri-Services For Clean Water Act Violations</a>	August 7, 2015
<a href="#">Proposed Reissuance of a Wastewater Discharge Permit to City of Lewiston Wastewater Facility</a>	August 10, 2015
<a href="#">Proposed Reissuance of a Wastewater Discharge Permit to City of Marsing Wastewater Plant</a>	August 12, 2015

Region 10 provides the public notices on HTML pages **1**, increasing the ease of viewing the notices and locating instructions for submitting comments **2**.



**Region 10: the Pacific Northwest**

Serving the people of Alaska, Idaho, Oregon, Washington and Native Tribes

Contact Us Search:  All EPA  Region 10

You are here: [EPA Home](#) » [Region 10](#) » [WEEB water.nsf](#) » [NPDES Public Notices](#) » grouse\_creek\_id\_2015

U.S. ENVIRONMENTAL PROTECT

**Proposed Reissuance of a Wastewater Discharge Permit to Hecla Mining Company, Grouse Creek Unit**

**Applicant**

Permit No.: ID0026468

Hecla Mining Company, Grouse Creek Unit  
P.O. Box 647  
Challis, Idaho 83226

Public Notice Summary

**Public Notice Issued:**  
June 11, 2015

**Comments Due:**  
July 13, 2015

**Technical Contacts:**  
Brian Nickel  
(206) 553-6251 or  
1-800-424-4372, ext. 6251

**Background**

The Grouse Creek Unit (GCU) is an inactive gold mine and mill located in Custer County, Idaho, approximately 19 miles northeast of Stanley (see Appendix A). The mine and mill are owned and operated by the Hecla Mining Company (Hecla). The facility operated from December 1994 until April 1997 and is currently undergoing closure. The effluent from the facility is discharged to Jordan Creek and Yankee Fork Creek.

**Tentative Determination**

The Region 10 Office of EPA has tentatively determined to reissue a discharge permit to the applicant.

**State Certification**

This notice will serve as public notice of the intent of the State of Idaho, Department of Environmental Quality to consider certifying that the subject discharges will comply with the applicable provisions of the Sections 208(e), 301, 302, 303, 306 and 307 of the Clean Water Act. The NPDES permit will not be issued until the certification requirements of Section 401 have been met.

**Public Comments and Hearing Requests**

Persons wishing to comment on the tentative determinations contained in the draft permit or wishing to request that a public hearing be held, may do so in writing to the above address or by e-mail to [nickel.brian@epa.gov](mailto:nickel.brian@epa.gov) within 30 days of the date of this public notice. A request for a public hearing shall state the nature of the issues to be raised as well as the requester's name, address and telephone number. Comments must be received within the 30 day period to be considered in the formulation of final determinations regarding the application. All comments should include the name, address and telephone number of the commenter and a concise statement of the exact basis of any comment and the relevant facts upon which it is based.

All written comments and requests should be submitted to us at U.S. Environmental Protection Agency, 1200 Sixth Avenue, Mail Stop: OWW-130, Seattle, Washington 98101 to the attention of the Director, Office of Water and Watersheds.

Persons wishing to comment on State Certification should submit written comments no later than January 30, 2015 to:

Regional Administrator  
Idaho Department of Environmental Quality  
Idaho Falls Regional Office  
900 N. Skyline Drive, Suite B  
Idaho Falls, ID 83402  
(208) 528-2650

**Document Availability**

Documents available for download:

- [Hecla Grouse Creek Mine Draft Permit \(PDF\)](#) (33 pp, 313K)
- [Hecla Grouse Creek Mine Fact Sheet \(PDF\)](#) (44 pp, 833K)
- [Hecla Grouse Creek Mine State 401 Certification \(PDF\)](#) (15pp, 498K)
- [Hecla Grouse Creek Mine Addendum to State 401 Certification \(Mixing Zones\) \(PDF\)](#) (1 pg, 155K)

The draft permits and fact sheets are also available for review at the following locations:			
EPA Region 10 Office 1200 Sixth Avenue, Suite 900, OWW-130, Seattle, Washington 98101	EPA's Idaho Operations Office 950 W Bannock, Suite 900 Boise, ID 83702 Phone: 208-378-5746	Idaho Department of Environmental Quality Idaho Falls Regional Office 900 N. Skyline, Suite B Idaho Falls, ID 83402 (208) 528-2650 (800) 232-4635	Stanley Community Library 240 Niece Avenue Stanley, ID 83278 208-774-2470

**Disability Reasonable Accommodation Notice:**  
If you need a reasonable accommodation for a disability, please contact Audrey Washington (206) 553-0523 (voice). TTY/TDD users please dial Washington Relay Service at 1-800-833-6388. Please provide one-week advance notice for special requests not related to ongoing programs and services.

## Recommendation

- Provide explicit messaging or iconography with links that lead to offsite destinations; ensure the destination pages open in a new browser window.
- Ensure link labels and corresponding page headings have a one-to-one match.
- Avoid linking to in-page anchors from the global navigation.
- Display helpful information related to Public Notices in HTML format.

# Instructions

---

You are here: [Water](#) » [Pollution Prevention & Control](#) » [Permitting \(NPDES\)](#) » [Basics](#) » [Interested Citizens](#) 1

Citizen involvement is an important part of the National Pollutant Discharge Elimination System (NPDES) permit program. Citizen involvement occurs at the time of the initial State NPDES authorization process, comments and participation at public hearings, and substantial program revision. Citizens may also participate in the rulemaking process where NPDES program requirements are established. Citizen participation helps to ensure the NPDES permit program reflects the needs of the community.

A large body of information is available to help interested citizens understand the NPDES permit program. The information in this section will be most useful to state and tribal officials, interested citizens, and others with an interest in the details of the NPDES program. This information is broadly applicable to all NPDES permits and programs, including concentrated animal feeding operations (CAFOs), pesticide discharges, combined sewer overflows (CSOs), pretreatment, sanitary sewer overflows (SSOs), stormwater and whole effluent toxicity (WET).

If you have concerns about the NPDES program and want to voice your concerns, there are a number of steps you can take to voice your concerns. The following are some options:

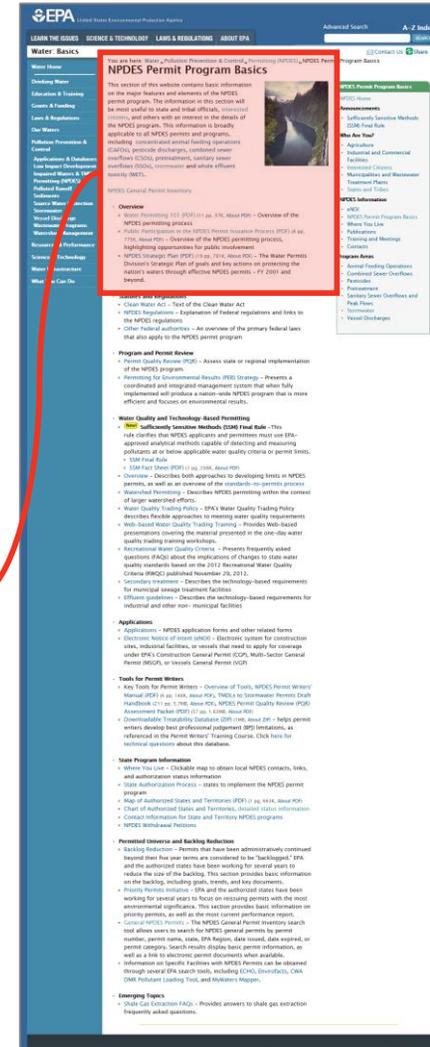
- Verify whether your State has been authorized to issue NPDES permits. Call or write your permitting authority.
- Report a possible violation.
- If the State permitting authority does not satisfy your concern, call or write them to voice your concern.
- If the EPA Region does not satisfy your concern, call or write the Regional Administrator, Office of Wastewater Management, Washington, DC.
- You may write a letter to the Administrator of the NPDES program.
- You may State your concerns in a petition for rulemaking as provided under CWA Section 402 (c).
- You may file a civil suit in a court of law.

You are here: [Water](#) » [Pollution Prevention & Control](#) » [Permitting \(NPDES\)](#) » [NPDES Permitting](#) » [NPDES Permit Program Basics](#) 2

This section of this website contains basic information on the major features and elements of the NPDES permit program. The information in this section will be most useful to state and tribal officials, interested citizens, and others with an interest in the details of the NPDES program. This information is broadly applicable to all NPDES permits and programs, including concentrated animal feeding operations (CAFOs), pesticide discharges, combined sewer overflows (CSOs), pretreatment, sanitary sewer overflows (SSOs), stormwater and whole effluent toxicity (WET).

### NPDES General Permit Inventory

- **Overview**
  - [Water Permitting 101 \(PDF\)](#) (11 pp, 37K, [About PDF](#)) – Overview of the NPDES permitting process
  - [Public Participation in the NPDES Permit Issuance Process \(PDF\)](#) (4 pp, 775K, [About PDF](#)) – Overview of the NPDES permitting process, highlighting opportunities for public involvement
  - [NPDES Strategic Plan \(PDF\)](#) (19 pp, 781K, [About PDF](#)) – The Water Permits Division's Strategic Plan of goals and key actions on protecting the nation's waters through effective NPDES permits – FY 2001 and beyond.



The site does not provide a clear and succinct summary of the Permitting and Public Comments processes. Explanatory content, such as that provided on the Interested Citizens 1 and NPDES Permit Program Basics 2 pages, is long and text heavy. Two supplementary documents 3, Water Permitting 101 and Public Participation in the NPDES Permit Issuance Process, are 11 and 4 pages long, respectively. This risks that visitors may decide that the public commenting process is too complicated and become dissuaded from participating in it. To help visitors understand and participate in the commenting process, the site should provide a simplified overview of the permit process.

## The Food Safety Law and the Rulemaking Process: Putting FSMA to Work

[PDF \(132KB\)](#)

[Español](#) (Spanish), [中文](#) (Simplified Chinese), [中文](#) (Traditional Chinese), [日本](#) (Japanese), [ไทย](#) (Thai)

View tutorials are also available:

- [FDA Food Safety Modernization Act: A Primer by FDA](#)
- [The Rulemaking Process: A Primer by FDA](#)

The FDA Food Safety Modernization Act (FSMA), which became law when President Obama signed it January 4, 2011, will be fully implemented over time, and the public, including companies affected by the law, will have a chance to provide input to the rulemaking process.

when it issues a notice and comment rulemaking. This process is another federal Administrative Procedure Act. Final rules issued by FDA under this process have the force of law.

**1 Step 1: FDA Proposes a Rule and Requests Comments**

FDA issues a proposed rule, also known as a Notice of Proposed Rulemaking (NPRM). This proposal is published in the [Federal Register \(FR\)](#) so that members of the public can review it and send their comments to us. The public is given a period of time to submit their comments – this typically ranges from 30-60 days. The proposed rule and supporting documents are filed in FDA's official docket on <http://www.regulations.gov>.

As implementing rules for FSMA are drafted that have the potential to impact international trade, FDA will send notice to the World Trade Organization so that international stakeholders are aware of developments such as proposed rules.

If FDA determines that it does not have enough information to issue a proposed rule, the agency may seek more information by issuing an Advance Notice of Proposed Rulemaking.

**2 Step 2: FDA Considers Your Comments and Issues a Final Rule**

FDA considers the comments received during the comment period on the proposed rule. We then consider revising the rule based on our review of the comments and issue a final rule. In the preamble to the final rule, we discuss the significant comments received on the proposed rule. This final rule is also published in the FR and FDA's official docket on <http://www.regulations.gov>.

**3 Step 3: Companies Comply with the Rule Based on the "Effective Date"**

Even when a final rule is published, it may have an effective or compliance date in the future; sometimes this has been established in the law. The amount of time before a rule goes into effect can vary; it may be six months from publication of the final rule, or it may be a year from publication, for instance. In addition, sometimes a final rule provides accommodations for small businesses.

This other site gives an overview of the rulemaking process in three steps **1 2 3** which are enumerated and stated in bold headings followed by explanatory text and links to related content **4 5**.

**VA** | U.S. Department of Veterans Affairs

For more information, visit [www.benefits.va.gov/FDC](http://www.benefits.va.gov/FDC) or call 1-800-827-1000

### How to File an Electronic Fully Developed Claim on eBenefits

Veterans can receive faster decisions from VA on disability compensation claims when they file an electronic Fully Developed Claim (FDC) on eBenefits.

- 1 Log into eBenefits**  

apply for **BENEFITS** | view my **STATUS** | access my **DOCUMENTS** | browse benefits **LINKS** | career **CENTER**

Log into eBenefits at [www.eBenefits.va.gov](http://www.eBenefits.va.gov)

Before you apply, you may go to the **Request for Representative** area to appoint a **Veterans Service Officer (VSO)** as your Power of Attorney (POA). Your POA can help you collect all of the required documents and evidence you need to submit your claim.

Click **Apply for Benefits**

Click **Apply for Disability Compensation** to start a new application

Answer questions about your claim

POSTER 27-14-2  
January 2014  
P96634
- 2 Identify Federal Records**  

**Tell VA:**  
Where and when you were treated at a VA medical facility

If you receive Social Security benefits for a service-related condition

Where your Department of Defense (DoD) personnel records and/or service treatment records are located (if you have copies, submit them)

About any other records with a federal agency, like federal worker's compensation (OWCP) or the Public Health Service
- 3 Gather & Upload**  
  - Work with your private or VA doctor to complete appropriate Disability Benefits Questionnaires (DBQs)
  - Gather all private medical records including completed DBQs to speed up the processing of your claim
  - Gather statements from your friends and family supporting your claim
  - Scan and upload your documents
- 4 Final Review**

Once all records are uploaded (and if applicable, your VSO has reviewed the claim), verify that you have **No More Evidence** and click **Submit**

You'll receive a confirmation number and notice at your **eBenefits Message Center** and via your email address of record indicating that your claim was submitted successfully. Check the status of your claim 24/7 by logging on to your [eBenefits.va.gov](http://eBenefits.va.gov) account.

Another site uses an infographic to explain a multistep process. Images and icons help to explain the information and make it more memorable. EPA.gov can facilitate understanding of the permits and public comment procedures by incorporating charts and similar visual aids to illustrate the permit process.

## [The Rulemaking Process: A Primer by FDA](#)

The "The Rulemaking Process" video explains how laws are implemented by rules, and how rules get made in an open and transparent process. It describes how FDA publishes a proposed rule and how the public can offer comments on the proposed rule. Finally, the video explains how the Agency considers those comments before publishing a final rule and how the Agency gives companies time before a final rule becomes effective, having the force of law.

[The Rulemaking Process: A Primer by FDA](#) is also available in Chinese (中文) and Spanish (En Español).



Also, EPA.gov has an opportunity to enhance communication about the permit process through the use of interactive content. As shown, another site provides a video tutorial which explains the rulemaking process. Since the provision of multimedia content helps engage visitors and allows them to choose the type of content that best suits their needs, the site should consider creating videos or podcasts that explain the permit and public notices process.

## Recommendation

- Provide a simplified overview of the permit process.
- Incorporate charts and similar visual aids to communicate this information.
- Consider creating videos or podcasts that explain the permit and public notices process.

# Help Content

---

**You are here:** [EPA Home](#) » [About EPA](#) » [Contact Us about EPA's Organization and History](#)

## Contact Us about EPA's Organization and History

[Notice of Use](#) [Privacy and Security Notice](#)

**1**

### Questions about EPA Organizations

If you have a question about an EPA headquarters office or about one of our Regional offices around the nation, please go to that office's page (you'll find the links in the middle of the [About EPA home page](#)). Once on the office's page, look for the "Contact" link in the **Related Information box (NOT the "Contact Us" link in the upper right corner of the page -- clicking on that will bring you back to this page).**

**4**

### Local or Regional Issues

If you have a question about a local or regional issue, please view the [map of EPA Regions](#); click on the Region you are located in and look for the "Contact" link in the Related Information box (NOT the "Contact Us" link in the upper right corner of the page -- clicking on that will bring you

#### Work for EPA and Have an Update to a Page on This Site?

Please have your Web Council member contact the [Office of Web Communications updates team](#).

**You are here:** [EPA Home](#) » [About EPA](#) » [EPA Region 2](#)

## EPA Region 2



Serving New Jersey, New York, Puerto Rico, the U.S. Virgin Islands and eight tribal nations



**3** [Contact Us](#) [Share](#)

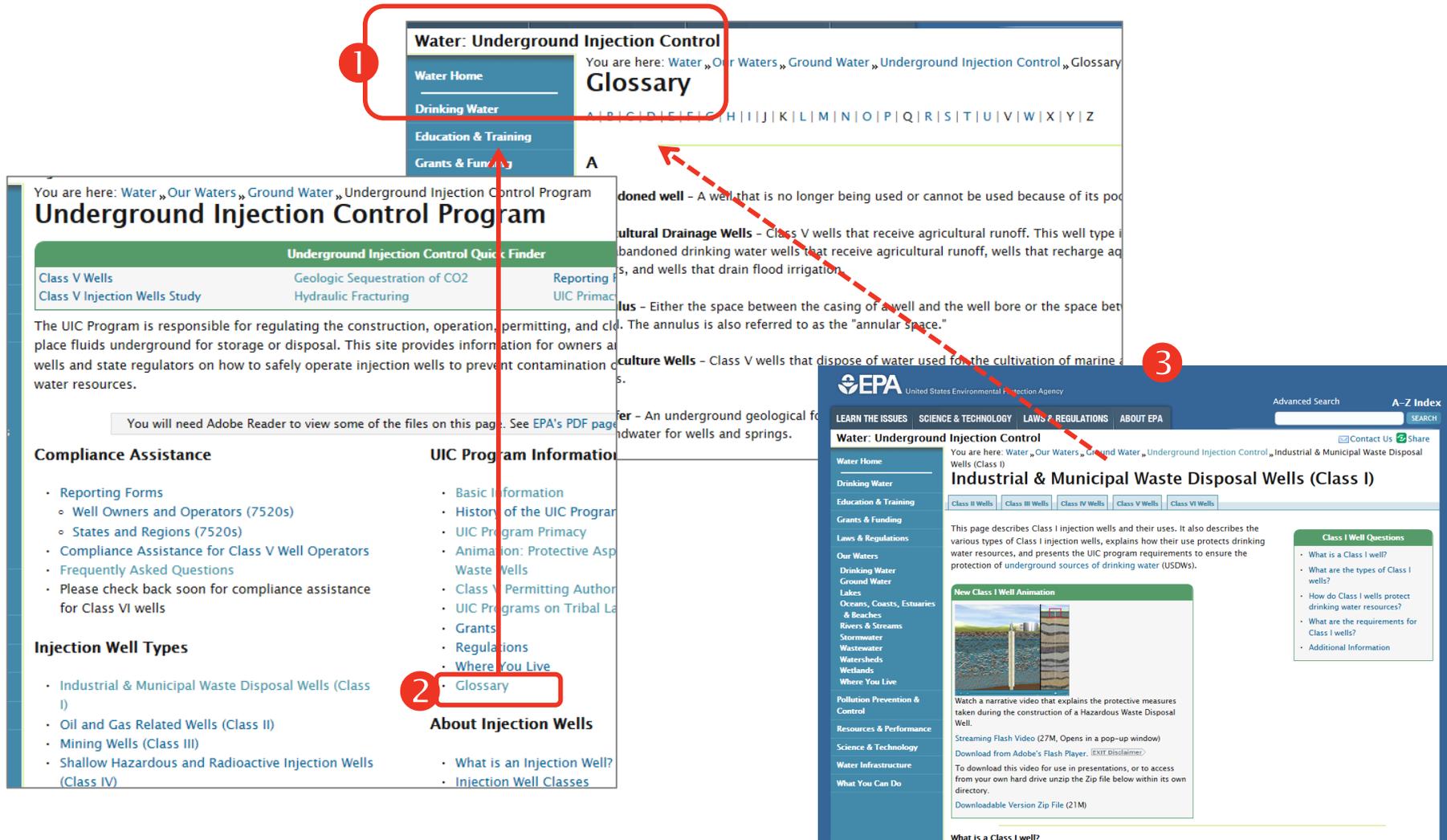
### Key Issues

- [Hurricane Sandy Response and Recovery](#)
- [Recovery after severe weather](#)
- [DuPont Pompton Lakes cleanup](#)
- [Gowanus Canal Superfund site](#)
- [HOVENSA](#)
- [Hudson River PCBs](#)
- [Newtown Creek Superfund site](#)
- [Northeast Diesel Collaborative](#)
- [Passaic River](#)
- [PCBs in Schools](#)
- [Puerto Rico Drinking Water](#)
- [Recovery Act projects in Region 2](#)
- [Sustainability](#)

### Related Information

- 2** [Contact Region 2](#)
- Please call our Public Information Hotline, toll-free, at 877-251-4575
- [Organization chart](#)

Although EPA.gov provides contextual contact information for the individual Regions, visitors may miss this information because the Contact Us link leads to a general Contact page **1**. On Region pages, visitors must notice the Contact Region 2 link **2** in the Related information element to be taken to the relevant Region contact page. The instructions explaining the difference between these two links is found only on the Contact Us page. In order to clarify the destination of these links, the general Contact Us link should be located in the utility navigation or global footer. The Contact link on the Regional Office pages should be located in the conventional location in the upper right portion of the centerwell **3**. The explanation on the main Contact Us page **4** would then be unnecessary and should be removed.



Next, the site does not provide sufficient access to glossaries to assist visitors in understanding unfamiliar terminology as they are browsing. For example, in the UIC section the only link to the UIC Glossary ❶ is in the centerwell on the primary page ❷. Other pages deeper in the section ❸ provide no access to the glossary, requiring visitors to remember the link on the primary page. Those visitors entering the section via an external link or search engine results may also be unaware of the glossary, effectively hiding this valuable tool. Instead, links to the appropriate glossary should be included on all pages within the relevant section in a conventional location such as the header or footer.

## Earn Competitive CD Interest Rates <sup>1</sup>

When you open a Citibank® Certificate of Deposit here's how it works:

- **Important Note:** Upon opening your CD, funds must be transferred from your available balances in a linked Citibank account.
- Interest is paid monthly or at maturity for all CDs with terms of one year or less.
- Interest is paid monthly for all CDs with terms greater than one year.
- CDs renew automatically at maturity for the same term you initially selected. If you don't want to renew or change your term, you have a 7 calendar day grace period .

Select by term ▼ **GO** or Select by amount ▼ **GO**

The screenshot shows a tooltip window titled "7-Day Grace Period" with a close button in the top right corner. The tooltip text reads: "There is a 7 calendar day grace period after the maturity date, during which additional funds can be deposited and funds can be withdrawn without paying an early withdrawal penalty. This can be done online, by phone or in writing." A red arrow points from the text "7 calendar day grace period ." in the screenshot above to the tooltip. In the background, a mouse cursor is hovering over the text "7 calendar day grace period" in the original document snippet.

This site provides glossary information in a contextual layer allowing visitors to confirm the meaning of unfamiliar terms in context with no interruption in browsing. EPA.gov can leverage entries in the glossary to provide this additional help.

Pacific Southwest, Region 9  
Serving: Arizona, California, Hawaii, Nevada, Pacific Islands, Tribal Nations

You are here: EPA Home » Pacific Southwest » Water » NPDES » Public Notices

## NPDES Wastewater & Stormwater Permits

**NPDES Quick Finder**

NPDES Home	NEPA Projects	Permits and Public Notices	Sewage Sludge (biosolids)
Compliance & Enforcement	Guidance	Pretreatment	Stormwater
State Programs			

### Region 9 Draft NPDES Permits and Public Notices

This page lists Public Notices for Draft Permits for all areas where EPA Region 9 is the permitting authority. EPA Region 9 is the permitting authority for Tribal lands in Arizona, California, Nevada, and also all Navajo lands, the Pacific Island territories of Guam, American Samoa, Commonwealth of the Northern Mariana Islands, and any discharges into federal ocean waters beyond state boundaries. This page includes permits currently open for public comment as well as permits for which the public comment period has ended.

For permits that EPA has issued, visit Region 9 NPDES permits page.

Arizona, California, Hawaii and Nevada issue NPDES permits for discharges on lands (other than Tribal lands) within those states. State-issued permits and related information are accessible through state program websites.

**Public Notices and Draft Permits Open for Comment**

Permit #	Permit Name / Location	Documents
There are no pending permits currently open for public comment		

**Public Notices for Which Comment Period has Ended**

Permit #	Permit Name / Location	Documents
MP0020401	Commonwealth Utilities Corp, Power Plants 1 and 2 Lower Base, Saipan	Appendix A (PDF) (66 pp, 3.4MB) Appendix B (PDF) (238 pp, 10.1 MB) Appendix C (PDF) (42 pp, 3.2MB) Attachment 1 (PDF) (8 pp, 344K) Attachment 2 (PDF) (102 pp, 4.4MB) Attachment 2a (PDF) (286 pp, 15MB) Attachment 3 (PDF) (20 pp, 1.1MB) Appendix D (PDF) (18 pp, 1.2MB) Appendix E (PDF) (3 pp, 44.3K) Appendix F (PDF) (26 pp, 1.1MB) Attachment 2 (PDF) (14 pp, 375K) Attachment 3 (PDF) (22 pp, 671K) Attachment G (PDF) (26 pp, 4MB) Attachment 2 (PDF) (10 pp, 335K) Attachment 3 (PDF) (32 pp, 1.4MB) Appendix H (PDF) (188 pp, 92MB) Appendix I (PDF) (46 pp, 8.3MB) Appendix J (PDF) (12 pp, 210K)
NN0000019	Arizona Public Service Company - APS Four Corners Power Plant San Juan County, NM	Public Notice (PDF) (3 pp, 64K) Draft Permit (PDF) (23 pp, 366K) Draft Permit Attachment C: Location Map (PDF) (1 pp, 51K) Draft Permit Attachment D: Wastewater Flow Schematic (PDF) (1 pp, 54K) Standard Federal NPDES Permit Conditions (PDF) (15 pp, 134K) Fact Sheet (PDF) (12 pp, 180K)

EPA United States Environmental Protection Agency

Learn the Issues | Science & Technology | Laws & Regulations | About EPA

NPDES "frequent questions" Search Advanced search

All results Documents Web pages Sort by Relevance Date

Results 1 – 20 of 179 for **NPDES "frequent questions"** within all areas of EPA.

[Frequent Questions - Final Water Quality Standards for Coastal and Great Lakes Recreation Waters](#)  
<http://www2.epa.gov/beach-tech/frequent-questions-final-wat...>  
Frequent Questions - Final Water Quality Standards for Coastal and Great Lakes Recreation Waters

[2008 Final EPA Construction General Permit: Questions and Answers](#)  
<http://www2.epa.gov/region8/2008-final-epa-construction-gen...>  
Frequent questions and answers to General Construction Permit Rules.

[NPDES Permits at Public Notice](#)  
<http://www2.epa.gov/region8/npdes-permits-public-notice>  
Individual NPDES permits at public notice  
[\[More results from www2.epa.gov/region8\]](#)

**Frequently Asked Questions**

- [What is the Proposed NPDES Electronic Reporting Rule?](#)
- [How do I create a NPDES Facility Interest?](#)
- [Will NPDES Permit renewals be done electronically also?](#)

[View all 12 answers](#)

Next, access to FAQs is not provided on many content pages. In the example shown here, the Region 9 NPDES Wastewater & Stormwater Permits page includes no access to FAQs 1. Visitors must conduct a search in order to view Frequently Asked Questions, where they are displayed in an element in the right sidebar on Search Results pages 2, risking them missing this helpful information. The site should provide a link to FAQs on all pages in the global header or footer where visitors can easily access them.

## Recommendation

- Increase access to help content by placing links to the general Contact Us page, the Glossary, and FAQs in the global header or footer.
- Locate the Regional Office Contact link in the upper right area of the centerwell.
- Consider implementing contextual help layers for Glossary definitions.

# Screen Real Estate

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**Region 5 Water**  
U.S. ENVIRONMENTAL PROTECTION AGENCY

Serving Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin and 35 Tribes

Search: All EPA This Area

You are here: EPA Home > About Region 5 > Water > Underground Injection Control > Public Notices

### Underground Injection Control (UIC) Public Notices

The following are public notices for statements of basis and draft permits or denials. Comment period for UIC draft decision public notices last at least thirty days.

**Local Links**

- UIC Permit Applications Received
- Region 5 and state agency UIC contacts
- Sign up to a UIC mailing list for notice of pending actions on EPA permitting of underground injection wells in Region 5.

**National Water Links**

- National Underground Injection Control Program

**Illinois**  
no current public notices

- Archer Daniels Midland Class VI Permit Applications
- FutureGen Alliance 2.0 Permit Application

**Indiana**  
no current public notices

**Michigan**  
**Current**

EPA proposes to issue a Class II permit to Summit Petroleum Corporation of Mt. Pleasant, Michigan. EPA is accepting written comments on the draft permit until Monday, August 3, 2015.

Permittee: Summit Petroleum Corporation  
Permit Number: MI-113-2D-0024  
Facility Name: Gernaak 1-24  
Location: Missaukee County, MI;  
Permit Writer: Anna Miller, miller.anna@epa.gov (23pp, 629KB)  
Draft underground injection control permit (PDF) (1pp, 16KB)  
Gernaak 1-24 factsheet (PDF) (1pp, 16KB)

EPA proposes to issue a Class II permit to Summit Petroleum Corporation of Mt. Pleasant, Michigan. EPA is accepting written comments on the draft permit until Tuesday, July 28, 2015.

Permittee: Summit Petroleum Corporation  
Permit Number: MI-073-2D-0033  
Facility Name: Vandersys 1-29  
Location: Biabella County, MI;  
Permit Writer: Lilly Simmons, simmons.lilly@epa.gov (23pp, 713KB)  
Draft underground injection control permit (PDF) (1pp, 713KB)  
Vandersys 1-29 factsheet (PDF) (1pp, 759KB)

EPA proposes to issue a Class II permit to Breitburn Operating, P of Gaylord, Michigan. EPA is accepting written comments on the draft permit until Wednesday, July 8, 2015.

Permittee: Breitburn Operating, LP  
Permit Number: MI-137-2R-0030  
Facility Name: Wribel 4-14A  
Location: Otsego County, MI;  
Permit Writer: Allan Babka, babka.allan@epa.gov (23pp, 912KB)  
Draft underground injection control permit (PDF) (1pp, 139KB)  
Wribel 4-14A factsheet (PDF) (1pp, 139KB)

EPA proposes to issue a Class II permit to Breitburn Operating, P of Gaylord, Michigan. EPA is accepting written comments on the draft permit until Tuesday, July 7, 2015.

Permittee: Breitburn Operating, LP  
Permit Number: MI-079-2R-0020  
Facility Name: George Garden 85  
Location: Kalamazoo County, MI;  
Permit Writer: Bill Tong, tong.william@epa.gov (23pp, 925KB)  
Draft underground injection control permit (PDF) (1pp, 238KB)  
George Garden 85 factsheet (PDF) (1pp, 238KB)

EPA proposes to issue a Class II permit to Core Energy, LLC ofaverse City, Michigan. EPA is accepting written comments on the draft permit until Monday, July 6, 2015.

Permittee: Core Energy, LLC  
Permit Number: MI-137-2R-0029  
Facility Name: El Mac Hills #1-1SD  
Location: Otsego County, MI;  
Permit Writer: Stephen Roy, roy.stephen@epa.gov (23pp, 925KB)  
Draft underground injection control permit (PDF) (1pp, 163KB)  
El Mac Hills #1-1SD factsheet (PDF) (1pp, 163KB)

EPA proposes to issue a Class II permit to Savoy Energy, L.P. ofaverse City, Michigan. EPA is accepting written comments on the draft permit until Tuesday, June 30, 2015.

Permittee: Savoy Energy, L.P.  
Permit Number: MI-091-2D-0004  
Facility Name: Creque 3-20 SWD  
Location: Lenawee County, MI;  
Permit Writer: Bill Tong, tong.william@epa.gov (23pp, 432KB)  
Draft underground injection control permit (PDF) (1pp, 432KB)

**Region 10: the Pacific Northwest**  
U.S. ENVIRONMENTAL PROTECTION AGENCY

Serving the people of Alaska, Idaho, Oregon, Washington and Native Tribes

Search: All EPA This Area

You are here: EPA Home > Region 10 > homepage > Information > R10PN

### Public Comment Opportunities in Region 10

Public Notices	Comments Due	Location
<a href="#">Proposed Reissuance of a Wastewater Discharge Permit to Hecla Mining Company, Grouse Creek Unit</a>	July 13, 2015	Custer County, Idaho
<a href="#">Proposed Penalty Against Leader Creek Fisheries Inc. For Clean Water Act Violations</a>	July 17, 2015	Naknek, Alaska
<a href="#">Proposed Penalty Against Seneca Foods Corporation For Clean Water Act Violations</a>	July 25, 2015	Payette, Idaho
<a href="#">Proposed Reissuance of a Wastewater Discharge Permit to the City of Aderdeen, Idaho</a>	July 30, 2015	Aberdeen, Idaho
<a href="#">Proposed Penalty Against Stanley Associates, Inc. For Clean Water Act Violations</a>	August 6, 2015	Twin Falls, Idaho

[EPA Home](#) | [Privacy and Security Notice](#) | [Contact Us](#)

### Actions Open for Public Comment

This page provides a summary of issues that EPA's New England regional office is seeking public input and comment on. The individual links will provide detailed information on each issue for which EPA is seeking comment, as well as information on when the comment period ends and how you can submit comments.

You will need Adobe Reader to view some of the files on this page. See EPA's PDF page to learn more about PDF, and for a link to the free Acrobat Reader.

**Cleanup**

There are no open public comment periods for Cleanup at this time.

[GE/Housatonic River Web Site >](#)

[Cleanup Web Site >](#)

**Enforcement - Clean Water Act**

In the Matter of: Buckeye Pipe Line Company, L.P. (PDF) (3 pp, 16 K)  
Comment period: 06/23/15 - 07/22/15

**Enforcement - Recent Clean Water Act Notices >**

**NPDES**

G.S. Blodgett Company, Burlington, VT (PDF) (17 pp, 1.6 MB)  
Comment period: 06/29/15 - 07/29/15

Exeter Mill Apartments, Exeter, NH (PDF) (68 pp, 751 K)  
Comment period: 06/29/15 - 07/28/15

Paris Utility District, Paris, ME (PDF) (108 pp, 2.1 MB)  
Comment period: 06/19/15 - 07/21/15

Green Lake National Fish Hatchery, Ellsworth, ME (PDF) (53 pp, 1 MB)  
Comment period: 06/18/15 - 07/20/15

Maine Woods Pellet Company, LLC, Athens, ME (PDF) (35 pp, 805 K)  
Comment period: 06/12/15 - 07/13/15

Maine Electronics Inc., Lisbon, ME (PDF) (69 pp, 999 K)  
Comment period: 06/09/15 - 07/09/15

Several Public Notices pages reflect poor use of screen real estate by allowing an excess of white space. This forces content into a more vertical layout, requiring visitors to scroll extensively to view all available listings 1 2. In another instance, a large gap of white space presents an empty and unfinished appearance causing visitors to wonder if all content has loaded 3. The site should ensure centerwell real estate is used judiciously and effectively.

**Michigan**

**Current**

EPA proposes to issue a Class II permit to Summit Petroleum Corporation of Mt. Pleasant, Michigan. EPA is accepting written comments on the draft permit until Monday, August 3, 2015.

Permittee: Summit Petroleum Corporation  
 Permit Number: MI-113-2D-0024  
 Facility Name: Gernaat 1-24  
 Location: Missaukee County, MI;  
 Permit Writer: Anna Miller, [miller.anna@epa.gov](mailto:miller.anna@epa.gov)  
[Draft underground injection control permit \(PDF\)](#) (23pp, 629KB)  
[Gernaat 1-24 factsheet \(PDF\)](#) (1pp, 76KB)

EPA proposes to issue a Class II permit to Summit Petroleum Corporation of Mt. Pleasant, Michigan. EPA is accepting written comments on the draft permit until Tuesday, July 28, 2015.

Permittee: **Summit Petroleum Corporation**  
 Permit Number: **MI-073-2D-0033**  
 Facility Name: Vandersys 1-29  
 Location: Isabella County, MI;  
 Permit Writer: Lilly Simmons, [simmons.lilly@epa.gov](mailto:simmons.lilly@epa.gov)  
[Draft underground injection control permit \(PDF\)](#) (1pp, 715KB)  
[Vandersys 1-29 factsheet \(PDF\)](#) (23pp, 759KB)

EPA proposes to issue a Class II permit to Breitburn Operating, LP of Gaylord, Michigan. EPA is accepting written comments on the draft permit until Wednesday, July 8, 2015.

Permittee: **Breitburn Operating, LP**  
 Permit Number: **MI-137-2R-0030**  
 Facility Name: Wrubel 4-14A  
 Location: Otsego County, MI;  
 Permit Writer: Allan Batka, [batka.allan@epa.gov](mailto:batka.allan@epa.gov)  
[Draft underground injection control permit \(PDF\)](#) (23pp, 912KB)  
[Wrubel 4-14A factsheet \(PDF\)](#) (1pp, 159KB)

EPA proposes to issue a Class II permit to Breitburn Operating, LP of Gaylord, Michigan. EPA is accepting written comments on the draft permit until Tuesday, July 7, 2015.

Permittee: **Breitburn Operating, LP**  
 Permit Number: **MI-079-2R-0020**  
 Facility Name: George Garden B5  
 Location: Kalkaska County, MI;  
 Permit Writer: Bill Tong, [tong.william@epa.gov](mailto:tong.william@epa.gov)  
[Draft underground injection control permit \(PDF\)](#) (23pp, 925KB)  
[George Garden B5 factsheet \(PDF\)](#) (1pp, 258KB)

EPA proposes to issue a Class II permit to Core Energy, LLC of Traverse City, Michigan. EPA is accepting written comments on the draft permit until Monday, July 6, 2015.

Permittee: **Core Energy, LLC**  
 Permit Number: **MI-137-2R-0029**  
 Facility Name: El Mac Hills #1-19D  
 Location: Otsego County, MI;  
 Permit Writer: Stephen Roy, [roy.stephen@epa.gov](mailto:roy.stephen@epa.gov)  
[Draft underground injection control permit \(PDF\)](#) (23pp, 925KB)  
[El Mac Hills #1-19D factsheet \(PDF\)](#) (1pp, 163KB)

EPA proposes to issue a Class II permit to Savoy Energy, L.P. of Traverse City, Michigan. EPA is accepting written comments on the draft permit until Tuesday, June 30, 2015.

Furthermore, readability is significantly undermined on the Region 5 UIC Public Notices page by the use of overly long line lengths. Long line lengths inhibit reading and slow performance as visitors must exert extra effort to re-find the beginning of the next line. Instead, the site should constrain line lengths for body text to 100 characters, including white space; for maximum readability, limit line length to 80 characters.

Portions of the site fail to be effectively formatted for 1280 x 768 screen resolution—the resolution that accommodates a majority of online users. For visitors using this screen resolution, the site appears too small with vacant areas on either side of the page **1** **2**. This results in content becoming squeezed into a more vertical layout, pushing information unnecessarily below the fold—as shown by the dotted red line **3**—thus forcing visitors to scroll to view all of a page’s content. This space could be better utilized to reduce scrolling by arranging content blocks more efficiently between the centerwell columns.

The screenshot shows the EPA Pacific Southwest Region 9 website page for 'Underground Injection Control (UIC) Permits'. The page layout includes a top navigation bar with the EPA logo and search options, a left sidebar with a navigation menu, and a main content area. Three red annotations are present: **1** and **2** are circles at the top corners of the page content area, indicating wasted space. **3** is a vertical dotted red line on the left side of the main content area, indicating content pushed below the fold. The main content area contains a 'UIC Permits' section with a 'Quick Finder' table, introductory text, and a list of permits under 'Open Comment Period' and 'Closed Comment Period'.

**1** **2** **3**

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ALL EPA REGION 9 Advanced Search SEARCH

Contact EPA Pacific Southwest Water Division Share

Pacific Southwest, Region 9  
Serving: Arizona, California, Hawaii, Nevada, Pacific Islands, Tribal Nations

You are here: EPA Home » Pacific Southwest » Water » Ground Water » UIC Permits

## Underground Injection Control (UIC) Permits

**Underground Injection Control (UIC) Quick Finder**

Ground Water Home	Cesspools in Hawaii Class V Wells	UIC Permits Onsite Sewage Treatment
UIC Home		

### UIC Permits

Permit requirements can be found in 40 CFR parts 124, 144 and 146. Federal permits are required for all Class I, II, and III wells, and some Class V wells. For a permit application or related information, please call EPA Region 9 (contacts) or see the UIC Reporting Forms site. Region 9 states that have delegated programs have permit requirements that vary by jurisdiction and well type. Injection well owners are responsible for determining all applicable requirements.

Additional UIC information can be found at EPA's UIC Web site or for general questions, call the Safe Drinking Water Act Hotline at (800) 426-4791.

#### Community Involvement and Environmental Justice

EPA is supporting national Environmental Justice (EJ) goals by inviting communities to provide input during the permit application review process. To support early engagement between permittees and overburdened communities, EPA's Pacific Southwest office has developed an Environmental Justice and Permitting Implementation Plan (PDF) (3 pp, 31K) which the Pacific Southwest regional office will follow in processing applications for EPA issued UIC permits. In addition, EPA has developed a community engagement guide for permittees and overburdened communities.

Please see the Environmental Justice and Permitting webpage for further information.

**On this page:**

- **Open Comment Period**
  - No permits currently open for public comment
- **Closed Comment Period**
  - Florence Copper, Inc. (FCI) Production Test Facility Class III Underground Injection Control Area Proposed Permit
  - Pacific Gas and Electric Company (PG&E) Compressed Air Energy Storage (CAES) Injection/Withdrawal (I/W) Test Well – Draft UIC Permit
  - Class V Experimental UIC Permit City of Los Angeles
  - Lahaina Wastewater Reclamation Facility – County of Maui, Hawaii
- **Final UIC Permits**
  - **Class I**
    - Newhall Land and Farming Company, Inc. El Centro Generating Station – Imperial Irrigation District – (Signed July 12, 2010, Minor Modification signed August 21, 2012)
    - S.M.S. Briners, Inc. California Specialty Cheeses Hilmar Cheese Final Permit – (Signed January 9, 2006, Minor Modification signed May 22, 2008, Minor Modification No. 2 signed July 7, 2011)
    - La Paloma Generating Co. Panoche Energy Center Northern California Power Agency – (Permit signed October 16, 2009, Minor Modification signed April 20, 2011, Minor Modification signed May 20, 2013)
    - Santa Barbara County – Laguna Sanitation District
  - **Class III**
    - Morton Salt, Inc.
  - **Class V**
    - Puna Geothermal Venture, Hawaii
    - Arizona Public Services UIC Class V Experimental Permit for Carbon Sequestration
    - City of Los Angeles Class V Experimental Permit (Biosolids Injection)
- **Draft Permit – Application Withdrawn**
  - Class V Experimental Injection Wells– C6 Resources, LLC Solano County, CA

**Open Comment Period**

No permits are currently open for public comment

**Closed Comment Period**

**Public Notice of Intent to Issue a Class III Underground Injection Control Area Permit for Florence Copper, Inc. (FCI) – Florence, AZ**

- Public Notice – Amended March 2015 (PDF) (3 pp, 30K)
- Public Notice – Amended January 2015 (PDF) (3 pp, 31K)
- UIC Permits Onsite Sewage Treatment (PDF) (3 pp, 31K)

**Department of Environmental Quality**

**Active Public Notices**  
Public notices are one of many ways DEQ can communicate with Oregonians about current activities and invite the public to be part of the discussion about our environmental issues.

Public Notices for Stormwater General Permit Applications: [1200-C](#) | [1200-A](#) | [1200-Z](#) | [1200-COLS](#)  
[Department of Agriculture Public Notices on Confined Animal Feeding Operations](#)

**All comments are due by 5:00 p.m. unless otherwise noted.**

Title	Region/County	Notice Type	Description	Comment Due Date
<a href="#">Proposed Certification of Completion and decision of No Further Action for Tomahawk</a>	Lane	Request for Comments	DEQ proposes to issue a certification of completion for a Prospective Purchaser Agreement with Tomahawk Investment Group, LLC and proposes to issue a No Further Action letter for completion of the investigation and cleanup of an underground storage tank petroleum release from the same property.	July 1, 2015
<a href="#">Proposed Prospective Purchaser Agreement for the Sadri Property Along Hoquarten Slough in Tillamook</a>	Tillamook	Request for Comments	DEQ proposes to issue a Prospective Purchaser Agreement with Tomahawk Investment Group, LLC and proposes to issue a No Further Action letter for completion of the investigation and cleanup of an underground storage tank petroleum release from the same property.	
<a href="#">Proposed Mutual Agreement and Order permitting Clean Water Services to use recycled water to produce beer</a>	Washington	Request for Comments	Subje Clean	
<a href="#">Requests comments on proposed 401 water quality certification for Nature Conservancy Side Channel Reconnect Project</a>	Grant	Request for Comments	The c side of rap a	
<a href="#">Proposed renewal permit for H2O&amp;S Inc. wastewater treatment plant at Otter Crest</a>	Lincoln	Request for Comments	DEQ plant Pollut	
<a href="#">Proposed Renewal of Solid Waste Permit for the Hood River Recycling, Transfer Station and Household Waste Collection Facility</a>	Hood River	Request for Comments	DEQ Trans	
<a href="#">DEQ Requests Comments on a Proposed Air Quality New Standard Permit for Bushwacker, Inc.</a>	Multnomah	Request for Comments	DEQ propo inc.	
<a href="#">Proposed Portland Community College Water Quality Permit</a>	Multnomah	Request for Comments	DEQ Portla Unde drywe	
<a href="#">DEQ Requests Comments on 2015 Annual Ambient Air Quality Monitoring Network Plan</a>	Statewide	Request for Comments	DEQ air qu on ou	
<a href="#">City of Hood River Updated Biosolids Management Plan and Water Quality Permit Renewal</a>	Hood River	Public Hearing	DEQ River Disch	
<a href="#">Request for Comments on Proposed Cleanup and</a>		Request for	DEQ invites the public to comment on DEQ's Cleanup Program compliance	

**Department of Environmental Quality**

Michigan.gov Home

DEQ NPDES Permit | Contact NMS System

Home Help Hide Navigation Panel

**Recently Issued Permits**

Permits that have been issued within the last 60 days are listed in the table below. Clicking on the icon to the left of the permit number will direct you to a web page with additional information and documents related to the facility. The web page will also identify the name and phone number of the District Office, which may be contacted if you wish to submit comments or questions. The information on the table below can be sorted by permit number, designated name, issued date, effective date, or expiration date. The sort feature can be initiated by clicking on the heading of the desired column. The table may have multiple pages of information due to the parameters of your search. You may view the additional pages of the table by using the page selection feature located at the bottom of the table. Information found in the table (all pages) can also be exported to an Excel spreadsheet by clicking on the button below.

**Permit Search Result**

Please click here to start a new Recent Issued Permit search.

Permittee	Permit Number	Issued Date	Effective Date	Expiration Date
Accurate Technologies Inc.	MIR113390	06/08/2015	06/08/2015	06/15/2016
Admiral Petroleum Company	MIG081069	05/26/2015	05/26/2015	04/01/2020
Agape Plastics, Inc.	MIR113414	06/30/2015	06/30/2015	05/01/2016
Albar Industries, Incorporated	MIS510157	05/21/2015	05/21/2015	04/01/2020
Allied Metals Corporation	MIS111851	05/29/2015	05/29/2015	04/01/2016
Amerco Real Estate	MIR113379	06/04/2015	06/04/2015	05/15/2016
Anchor Bay School District	MIGS80328	06/08/2015	06/08/2015	04/01/2019
Arbors of Traverse	MIR113442	06/29/2015	06/29/2015	06/06/2016
Autodie, LLC	MIG081154	06/08/2015	06/08/2015	04/01/2020
Bark Shanty Marina	MIS510177	05/21/2015	05/21/2015	04/01/2020

1 2 3 4 5 6 7 8 9 10 ...

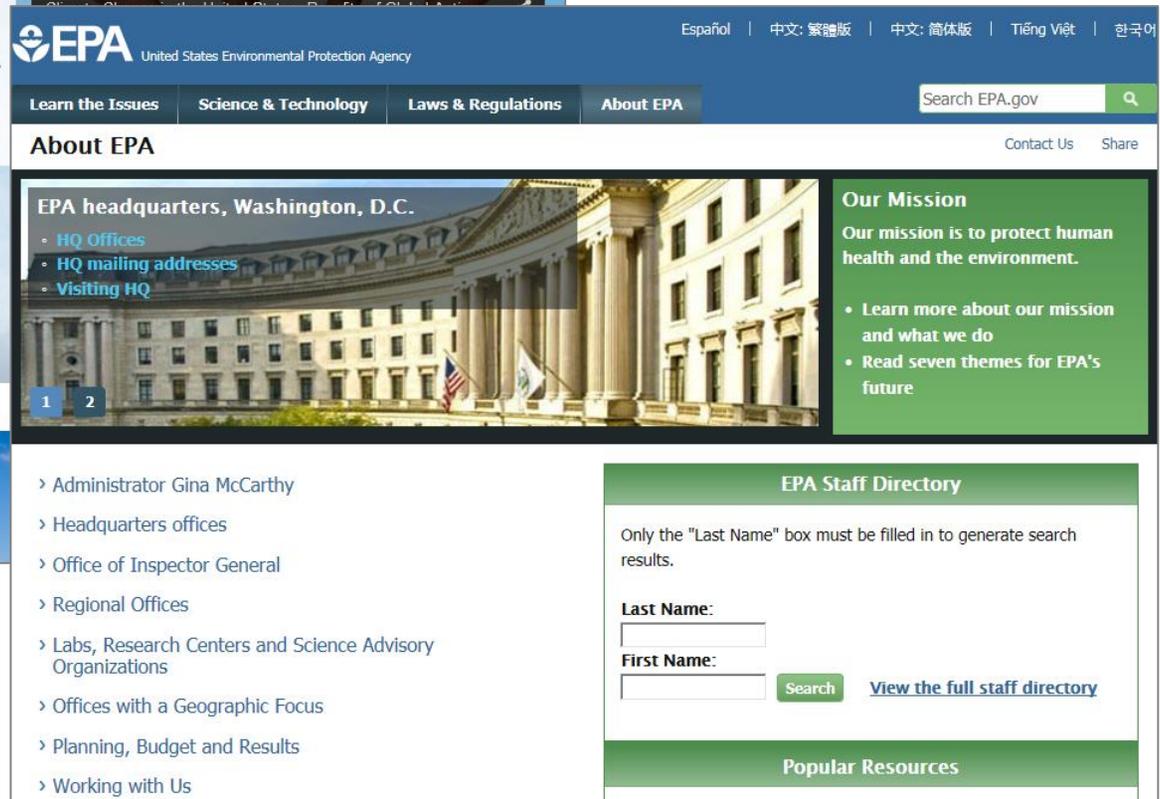
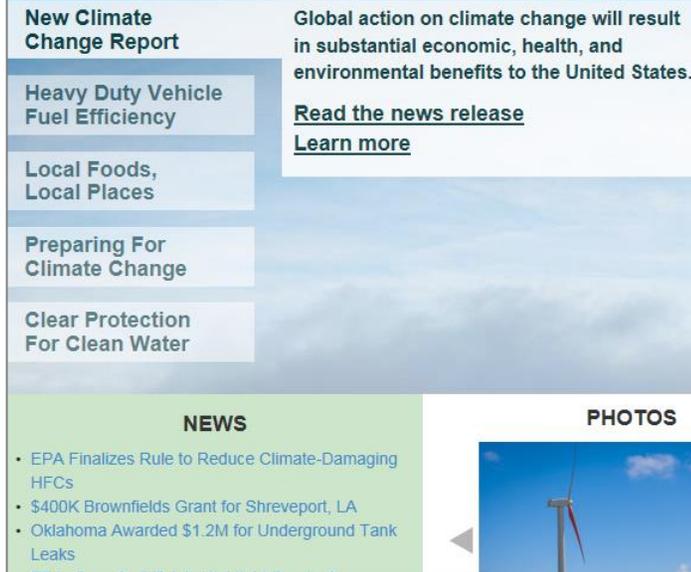
These sites are optimized for the wider screen width, which allows them to display public notice records in a tabular format which eliminates wasted whitespace and excessively long line lengths.

## Recommendation

- Reallocate information in the Public Notices to avoid large gaps of whitespace.
- Constrain line length to under 100 characters per line to help make text more readable.
- Optimize page layouts for a screen resolution of 1280-1366 pixels wide, and 768 pixels high; ensure content is evenly distributed in the centerwell.

# Consistency

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There are stark differences in layout and styling between the EPA homepage and the About EPA landing page. While some of the global navigation menu's top-level categories are common, heading contents and styles, page layouts, and color schemes differ substantially. The differences are sufficient to cause visitors to wonder if they have left the site. A consistent rendering of common page elements such as headings and locations of key functionality helps visitors learn how to interact with the site, as well as contributes to their sense of the site's professionalism and credibility.

**Education**

**Cleanup** 1

There are no open public comment periods for Cleanup at this time.

[GE/Housatonic River Web Site >](#)

[Cleanup Web Site >](#)

**Enforcement – Clean Water Act**

In the Matter of: Buckeye Pipe Line Company, L.P. (PDF) (3 pp, 16 K)  
 Comment period: 06/23/15 – 07/22/15

[Enforcement – Recent Clean Water Act Notices >](#)

**NPDES**

G.S. Blodgett Company, Burlington, VT (PDF) (17 pp, 1.6 MB)  
 Comment period: 06/29/15 – 07/29/15

Exeter Mill Apartments, Exeter, NH (PDF) (68 pp, 751 K)  
 Comment period: 06/29/15 – 07/28/15

Paris Utility District, Paris, ME (PDF) (108 pp, 2.1 MB)  
 Comment period: 06/19/15 – 07/21/15

Green Lake National Fish Hatchery, Ellsworth, ME (PDF) (53 pp, 1 MB)  
 Comment period: 06/18/15 – 07/20/15

Maine Woods Pellet Company, LLC, Athens, ME (PDF) (35 pp, 805 K)  
 Comment period: 06/12/15 – 07/13/15

Maine Electronics Inc., Lisbon, ME (PDF) (69 pp, 999 K)  
 Comment period: 06/09/15 – 07/09/15

U.S. ENVIRONMENTAL PROTECTION AGENCY

**Region 10: the Pacific Northwest** 2

Serving the people of Alaska, Idaho, Oregon, Washington and Native Tribes

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**Public Comment Opportunities in Region 10**

Public Notices	Comments Due	Location
<a href="#">Proposed Reissuance of a Wastewater Discharge Permit to Hecla Mining Company, Grouse Creek Unit</a>	July 13, 2015	Custer County, Idaho
<a href="#">Proposed Penalty Against Leader Creek Fisheries Inc. For Clean Water Act Violations</a>	July 17, 2015	Naknek, Alaska
<a href="#">Proposed Penalty Against Seneca Foods Corporation For Clean Water Act Violations</a>	July 25, 2015	Payette, Idaho
<a href="#">Proposed Reissuance of a Wastewater Discharge Permit to the City of Aderdeen, Idaho</a>	July 30, 2015	Aberdeen, Idaho
<a href="#">Proposed Penalty Against Stanley Associates, Inc. For Clean Water Act Violations</a>	August 6, 2015	Twin Falls, Idaho
<a href="#">Proposed Penalty Against Petersen Brothers Construction &amp; Agri-Services For Clean Water Act Violations</a>	August 7, 2015	Kimberly, Idaho

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 URL: <http://yosemite.epa.gov/R10/homepage.nsf/Information/R10PN>  
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 Last updated on 7/8/2015

Differences in layout extend to the Public Notice listing pages themselves. For example, Region 1’s notices 1 are listed by notice type—Cleanup, Clean Water Act Enforcement, NPDES—while Region 10’s notices 2 are listed together. All of the inconsistencies add up to a jarring experience for visitors who view multiple public notices in different regions. A common layout and style would aid scannability and create a streamlined browsing experience.

The image displays two screenshots of the EPA Region 5 website. The left screenshot shows the 'Underground Injection Control (UIC) Public Notices' page, which organizes public notices by state: Illinois, Indiana, Michigan, and Current. A red circle with the number '1' highlights the 'Illinois' link in the list. The right screenshot shows the 'National Pollutant Discharge Elimination System (NPDES) Public Notices and Announcements' page, which organizes public notices by date. A red circle with the number '2' highlights a date-based link. Both screenshots include a sidebar with navigation options and a top header with the EPA logo and 'Region 5 Water' title.

Even within regions, Public Notices are inconsistently presented. In Region 5, Underground Injection Control (UIC) Public Notices are organized by state ❶, whereas National Pollutant Discharge Elimination System (NPDES) Public Notices are arranged by date ❷. Using a single organizational scheme helps orient visitors to find content efficiently.

## Recommendation

- Ensure pages follow common layout, colors, and styling to create a consistent browsing experience.
- Present Public Notices across regions and topics with common grouping and ordering.

# Public Notice Listing Pages

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NPDES
<a href="#">G.S. Blodgett Company, Burlington, VT (PDF)</a> (17 pp, 1.6 MB) Comment period: 06/29/15 – 07/29/15
<a href="#">Exeter Mill Apartments, Exeter, NH (PDF)</a> (68 pp, 751 K) Comment period: 06/29/15 – 07/28/15
<a href="#">Paris Utility District, Paris, ME (PDF)</a> (108 pp, 2.1 MB) Comment period: 06/19/15 – 07/21/15
<a href="#">Green Lake National Fish Hatchery, Ellsworth, ME (PDF)</a> (53 pp, 1 MB) Comment period: 06/18/15 – 07/20/15
<a href="#">Maine Woods Pellet Company, LLC, Athens, ME (PDF)</a> (35 pp, 805 K) Comment period: 06/12/15 – 07/13/15
<a href="#">Maine Electronics Inc., Lisbon, ME (PDF)</a> (69 pp, 999 K) Comment period: 06/09/15 – 07/09/15
<a href="#">Limestone Water and Sewer District, Limestone, ME (PDF)</a> (92 pp, 1.3 MB) Comment period: 06/08/15 – 07/08/15
<a href="#">Imerys Talc Delaware Inc Former Hamm Mine, Windham, VT (PDF)</a> (20 pp, 2.5 MB) Comment period: 06/08/15 – 07/08/15
<a href="#">Milbridge, Town of, Milbridge, ME (PDF)</a> (56 pp, 677 K) Comment period: 06/05/15 – 07/06/15
<a href="#">MCI Bridgewater Leo L. Dubois Water Pollution Control Facility, Bridgewater, MA (PDF)</a> (81 pp, 3 MB) Comment period: 05/20/15 – 06/18/15
<a href="#">Acadia Aqua Farms, LLC Stewardship Gem, Inc, Trenton, ME (PDF)</a> (35 pp, 1 MB) Comment period: 05/14/15 – 06/15/15

Significant differences in the content of Public Notice listings impede visitors from understanding the nature of each notice. For example, Region 1 notices display the title, file type, page count, file size, and comment period start and end dates. These listings could be improved by including a short description to add context to otherwise similar listings.

Public Notices for Which Comment Period has Ended		
*Click on column header with this symbol ⇅ to sort		
Permit # ⇅	Permit Name / Location ⇅	Documents
AS0020001 301(h) Waiver	<b>American Samoa Power Authority/Utulei Sewage Treatment Plant</b> Pago Pago, AS	<a href="#">Public Notice</a> (2 pp, 22K) <a href="#">Tentative Decision Document</a> (85 pp, 1.4MB) <a href="#">Tentative Decision Document fact sheet</a> (4 pp, 114K) <a href="#">Questionnaire for Small Dischargers</a> (37 pp, 332K) <a href="#">Questionnaire Attachment A</a> (9 pp, 1.3MB) <a href="#">Questionnaire Attachment B</a> (44 pp, 1.3MB) <a href="#">Questionnaire Attachment C</a> (11 pp, 464K) <a href="#">Questionnaire Attachment D</a> (48 pp, 418K) <a href="#">Questionnaire Attachment E</a> (7 pp, 653K) <a href="#">Press release</a>
AS0020010 301(h) Waiver	<b>American Samoa Power Authority/Tafuna Sewage Treatment Plant</b> Tafuna, AS	<a href="#">Public Notice</a> (2 pp, 22K) <a href="#">Tentative Decision Document</a> (89 pp, 1.1 MB) <a href="#">Tentative Decision Document Fact Sheet</a> (4 pp, 110K) <a href="#">Application Cover Letters (PDF)</a> (4 pp, 406K) <a href="#">Application Form 1 (PDF)</a> (6 pp, 594K) <a href="#">Application Form 2A (PDF)</a> (13 pp, 1.5MB) <a href="#">Questionnaire for Small Dischargers</a> (38 pp, 4.1MB) <a href="#">Questionnaire Attachments 1 &amp; 2 (PDF)</a> (28 pp, 2.8MB) <a href="#">Application Appendix – Monitoring Data</a> (11 pp, 910K) <a href="#">Press release</a>
CA0049675	<b>Buena Vista Rancheria: BuenaVue Casino (formerly Flying Cloud Casino)</b> Ione, CA	<a href="#">Public Notice (PDF)</a> (1 pp, 33K) <a href="#">Fact Sheet (PDF)</a> (18 pp, 344K) <a href="#">Fact Sheet, Figure 1: Map of Area (PDF)</a> (1 pp, 213K) <a href="#">Fact Sheet, Figure 2: Site Schematic (PDF)</a> (2 pp, 395K) <a href="#">Draft Permit (PDF)</a> (21 pp, 450K)
GU0020087 301(h) Waiver	<b>Guam Waterworks Authority/Agana Sewage Treatment Plant</b> Hagatna, GU	<a href="#">Public Hearing Notice (PDF)</a> (3 pp, 18K) <a href="#">Tentative Decision Document – Public Notice Letter</a> (2 pp, 17K) <a href="#">Tentative Decision Document (PDF)</a> (67 pp, 647K)

Region 9’s Public Notices include individual links to sections of the notice, but the titles of the sections are generic—“Tentative Decision Document”—and reveal little about the contents of the notice.

**Department of Environmental Quality**

**Active Public Notices**  
Public notices are one of many ways DEQ can communicate with Oregonians about current activities and invite the public to be part of the discussion about our environmental issues.

Public Notices for Stormwater General Permit Applications: [1200-C](#) | [1200-A](#) | [1200-Z](#) | [1200-COLS](#)  
[Department of Agriculture Public Notices on Confined Animal Feeding Operations](#)

**All comments are due by 5:00 p.m. unless otherwise noted.**

Title	Region/County	Notice Type	Description	Comment Due Date
<a href="#">Proposed Certification of Completion and decision of No Further Action for Tomahawk</a>	Lane	Request for Comments	DEQ proposes to issue a certification of completion for a Prospective Purchaser Agreement with Tomahawk Investment Group, LLC and proposes to issue a No Further Action letter for completion of the investigation and cleanup of an underground storage tank petroleum release from the same property.	July 1, 2015
<a href="#">Proposed Prospective Purchaser Agreement for the Sadri Property Along Hoquarten Slough in Tillamook</a>	Tillamook	Request for Comments	DEQ seeks comments on its proposed consent order for a prospective purchaser agreement with Tillamook County concerning its acquisition of real property located along Hoquarten Slough in Tillamook, Oregon.	July 1, 2015
<a href="#">Proposed Mutual Agreement and Order permitting Clean Water Services to use recycled water to produce beer</a>	Washington	Request for Comments	Subject to public review and comment, DEQ intends to issue this MAO to Clean Water Services, which allows CWS to use recycled water to brew beer.	July 2, 2015
<a href="#">Requests comments on proposed 401 water quality certification for Nature Conservancy Side Channel Reconnect Project</a>	Grant	Request for Comments	The conservancy proposes to do this by opening the entrances to two historic side channels, installing engineered log jams and boulders and removing rip rap along the bank of the Middle Fork John Day River.	July 3, 2015
<a href="#">Proposed renewal permit for H20&amp;S Inc. wastewater treatment plant at Otter Crest</a>	Lincoln	Request for Comments	DEQ invites the public to comment on the H20&S Inc., wastewater treatment plant's proposed wastewater treatment permit, known officially as a National Pollutant Discharge Elimination System permit.	July 6, 2015
<a href="#">Proposed Renewal of Solid Waste Permit for the Hood River Recycling, Transfer Station and Household Waste Collection Facility</a>	Hood River	Request for Comments	DEQ proposes to issue a permit renewal for the Hood River Recycling, Transfer Station and Household Hazardous Waste Collection Facility.	July 6, 2015

The display of Public Notices on this site combines many helpful qualities—descriptive titles, location by county, notice type (Request for Comments), a description of the proposal, and the comment due date. These give visitors a more thorough understanding of the notice and a better idea of its pertinence to them.

## Recommendation

- Provide sufficient details in Public Notice listings to guide visitors in selecting notices that are interesting and pertinent to them.

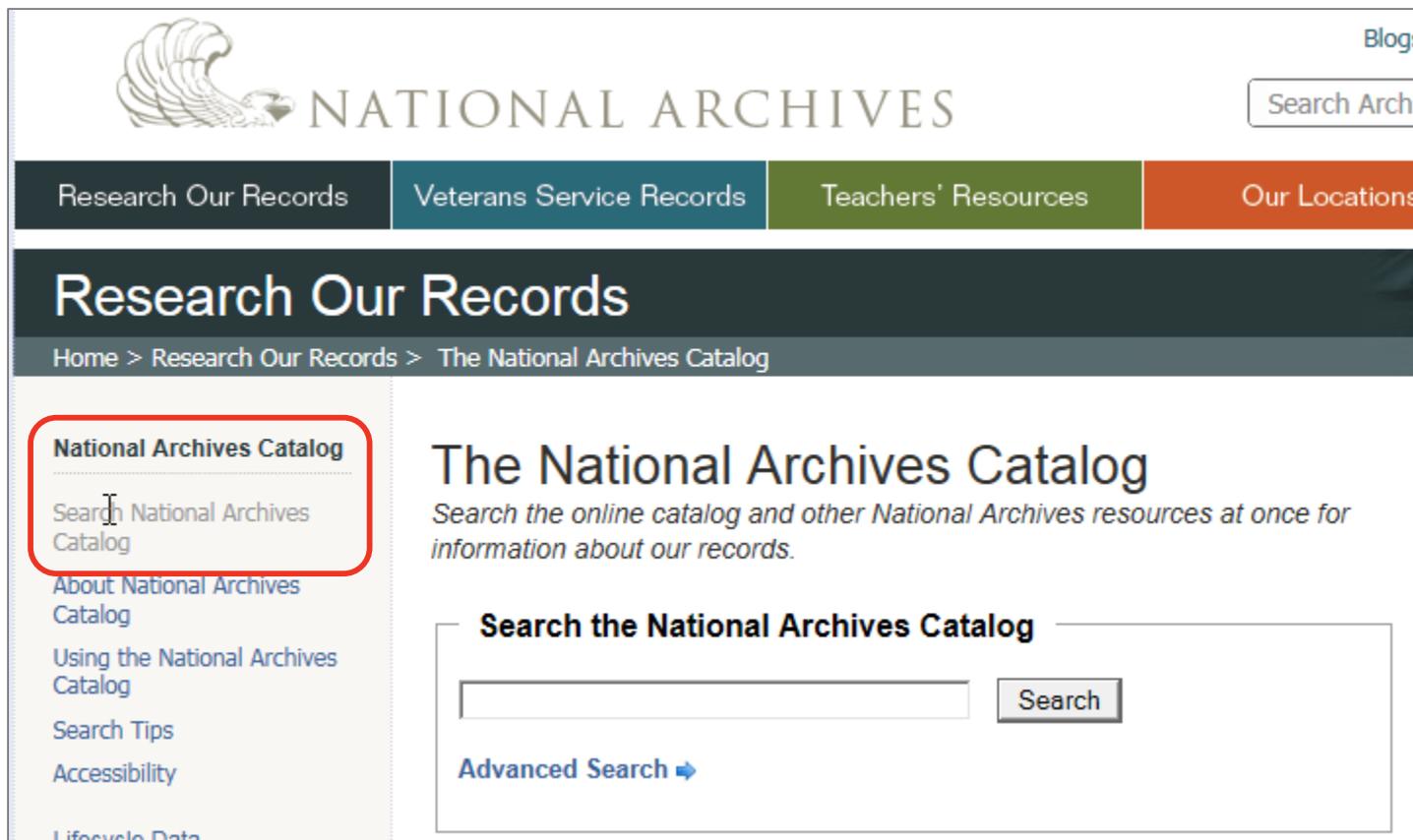
# Link Execution

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The screenshot shows the EPA Region 5 Water website. The left sidebar contains a navigation menu with the following items: Region 5 Water Home, Basic Information, Enforcement & Compliance Assurance, Grants & Funding, Ground Water & Drinking Water, **Permits** (highlighted with a red box and a mouse cursor), Underground Injection Control, Water Quality, and Watersheds & Wetlands. The main content area features a search bar and a breadcrumb trail: EPA Home » About Region 5 » Water » NPDES Programs. The main heading is "National Pollutant Discharge Elimination System (NPDES)". Below it, a list of links includes "Public Notices and Announcements", "No Discharge Zones", "Illinois Surface Discharge Permit (ILG62)", "Industrial Pretreatment Program", and "State NPDES programs". A secondary heading "Public Notices and Announcements" is followed by a link to "City of Callaway Wastewater". An inset window shows the "Pacific Southwest, Region 9" website, where the "Pacific Southwest Water Home" link in the sidebar is also highlighted with a red box and a mouse cursor. The inset also shows a "Water Program" section with a "Water Quick Finder" table.

Water Quick Finder	
Animal Waste	Infrastructure Projects
Cesspools in Hawaii	Mexico Border Projects
Coral Reefs	Pacific Islands
Dredging & Sediment Mgmt	Permits

The Public Notices and Region offices pages exhibit instances of self-referential clickability—page elements that link to the page currently being viewed, as shown in these examples. Providing a link which simply reloads the current results in wasted time for visitors. In addition, self-referential clickability can be disorienting since the implied promise of an active link is to be transported to a new page or to additional information—not to reload the same page.



The local navigation menu on this site exhibits the best practice of unlinking navigation links in the left sidebar to prevent the page from reloading. This implementation keeps visitors oriented to the current page and helps them understand the location of this page within the site's hierarchy. This practice should be carried to all pages within EPA.gov.

You are here: [Water](#) » [Pollution Prevention & Control](#) » [Permitting \(NPDES\)](#) » NPDES Permit Program Basics

## NPDES Permit Program Basics

This section of this website contains basic information on the major features and elements of the NPDES permit program. The information in this section will be most useful to state and tribal officials, interested citizens, and others with an interest in the details of the NPDES program. This information is broadly applicable to all NPDES permits and programs, including concentrated animal feeding operations (CAFOs), pesticide discharges, combined sewer overflows (CSOs), pretreatment, sanitary sewer overflows (SSOs), stormwater and whole effluent toxicity (WET).



**NPDES Permit Program Basics**

[NPDES Home](#)

**Announcements**

- [Sufficiently Sensitive Methods \(SSM\) Final Rule](#)

**Who Are You?**

- [Agriculture](#)
- [Industrial and Commercial Facilities](#)
- [Interested Citizens](#)
- [Municipalities and Wastewater Treatment Plants](#)
- [States and Tribes](#)

**NPDES**

[G.S. Blodgett Company, Burlington, Comment period: 06/29/15 – 07/2](#) [NPDES General Permit Inventory](#)

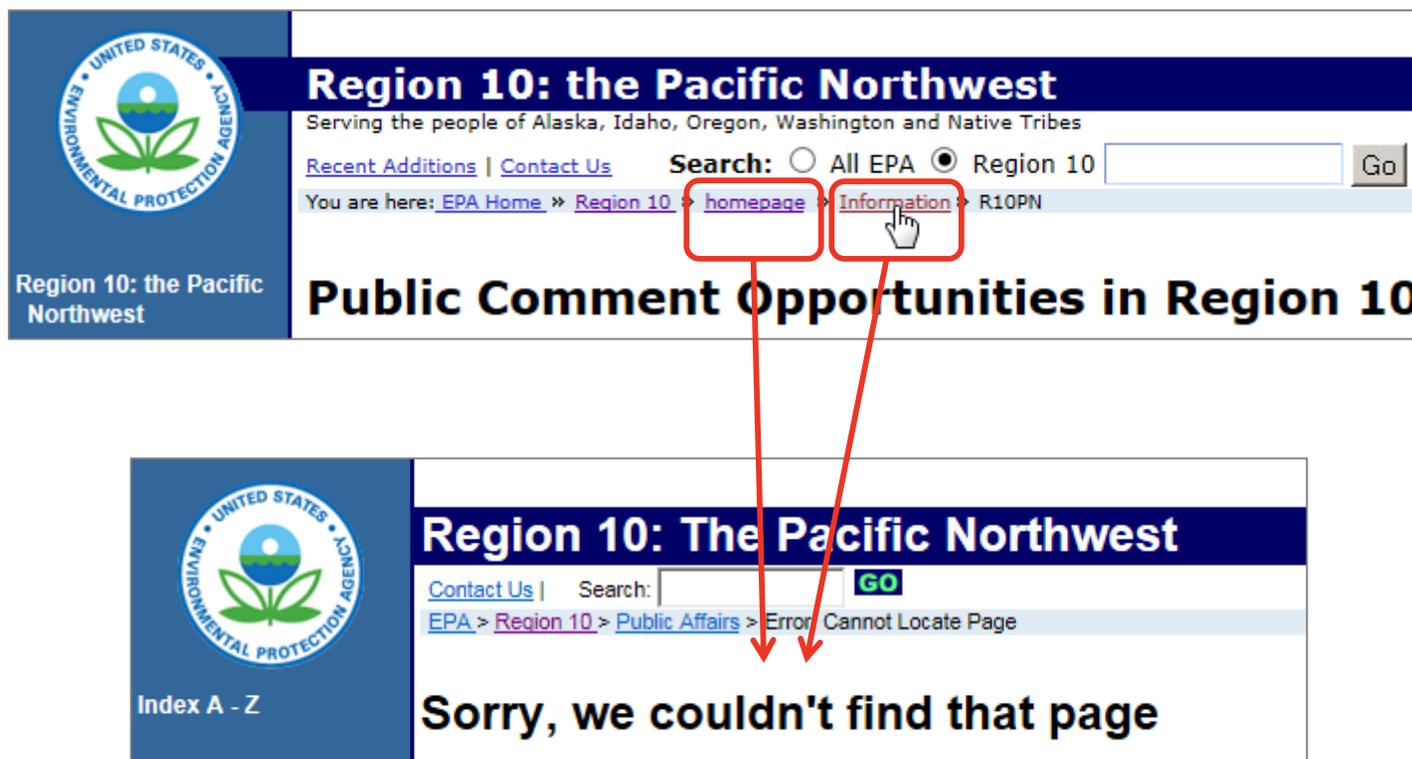
[Exeter Mill Apartments, Exeter, NH \(PDF\) \(68 pp, 751 K\) Comment period: 06/29/15 – 07/28/15](#)

**1** [Paris Utility District, Paris, ME \(PDF\) \(108 pp, 2.1 MB\) Comment period: 06/19/15 – 07/21/15](#)

**2** [Green Lake National Fish Hatchery, Ellsworth, ME \(PDF\) \(53 pp, 1 MB\) Comment period: 06/18/15 – 07/20/15](#)

[Maine Woods Pellet Company, LLC, Athens, ME \(PDF\) \(35 pp, 805 K\)](#)

The site does not consistently provide an adequate visual indication of pages visitors have already viewed. Although EPA.gov adheres to best practice in altering the color of hypertext links after they have been visited, often the color change is too subtle. For instance, on the pages shown, visited links **1** and unvisited links **2** are different shades of medium blue. This risks that visitors may not perceive which links they have already visited and may waste time searching for previously viewed content of interest or accidentally click on links they do not wish to view again. The site should heighten the contrast between the visited and unvisited links.



Finally, breadcrumb trail elements on the Region 10 Public Notices page transport visitors to an error page. Broken links erode visitors' trust and leave them with a negative overall impression of the site. To resolve this issue the site must ensure that breadcrumb trails accurately reflect the current site hierarchy.

## Recommendation

- Avoid self-referential clickability by unlinking the navigation item that corresponds to the current page.
- Ensure adequate contrast between visited and unvisited links.
- Resolve all broken links.

# Agenda

- Overview of Usability Audit Review
- Usability Compliance Rating
- Top 10 Critical Usability Issues
- Bottom Line

# Bottom Line

EPA.gov can facilitate citizen engagement in the permitting process by:

- Establishing a central repository and enhancing regional presentation of Public Notices;
- Ensuring adequate linkage to Public Notices throughout the site experience;
- Providing a clear overview of the permitting and public commenting process and robust help resources; and
- Standardizing the presentation of Public Notices.

