

## **APPENDIX B: PRE-NOTIFICATION LETTER**

Commissioner's Office

103 South Main Street  
Telephone (802) 241-3808  
FAX (802) 244-5141

Dear [First Name],

As Commissioner of the Department of Environmental Conservation, it is clear to me that Vermonters, from all walks of life, place great value in having a safe and healthy environment. Consistent with Vermont legislation, ensuring a quality environment and protecting the public health are the bases of the Department's mission. In pursuit of this mission, the Department is interested in continuously improving systems in part through customer feedback.

Currently, the Department is developing improvements to our permit systems. In order to obtain your opinion on the regulatory processes and possible improvements to it, the Department has hired ORC Macro, an independent research firm, to conduct a telephone survey of Department of Environmental Conservation permittees and consultants. We will be asking about Department permits only, not Act 250 or other state agencies' permits. You have been selected to participate because you received a Department permit between July 1, 2002, and June 30, 2003, or because you represented at least one client in a permitting process during that timeframe.

Participation in this survey is completely voluntary. However, for this survey to have meaning, it is very important that we talk to everyone selected to participate. Your answers to these questions will be kept in the strictest confidence. We (The Department) will not even know the source of specific responses. Your answers will, however, help the Department to better understand and improve the permitting processes. So when ORC Macro calls in the next several days, I would appreciate your taking the time to participate in our survey.

Thank you in advance for your cooperation. If you have any questions, please don't hesitate to call us.

Sincerely,

Jeffrey Wennberg, Commissioner  
Vermont Department of Environmental Conservation