



Ministry of Water, Land and  
Air Protection

**2002/12/09**

# **UPDATE ON CONTAMINATED SITES**

## **New Services Application Process**

The ministry's Service Plan directs staff to focus resources on high risk contaminated sites to ensure that we fulfill our mandate of protecting the environment and human health. To serve our clients better in the weeks and months ahead, the Contaminated Sites Program is working to shorten the current approval process that must be completed before the clean up and redevelopment of property can occur. One of our first objectives is to improve client services, with particular emphasis on report review turnaround times.

### **Client Information Officer and New Application Process**

The Program's newly established Client Information Officer (CIO) will be responsible for the initial review and processing of all contaminated sites services applications listed in Schedule 3, Table 2 of the Contaminated Sites Regulation. Effective January 1, 2003, all relevant applications and supporting documentation must be sent to Victoria to the attention of:

Client Information Officer  
Contaminated Sites Program  
Ministry of Water, Land and Air Protection  
Box 9342 Stn Prov Govt  
Victoria BC V8W 9M1

The Client Information Officer will carry out an initial quality assurance review of all service applications to facilitate timely processing.

To further streamline the quality assurance review, we request that clients ensure that applications are complete, including submission of the recently revised Contaminated Sites Services Application Form (see [http://www2.gov.bc.ca/assets/gov/environment/air-land-water/site-remediation/docs/forms/contaminated\\_sites\\_services\\_application\\_form.pdf](http://www2.gov.bc.ca/assets/gov/environment/air-land-water/site-remediation/docs/forms/contaminated_sites_services_application_form.pdf)).

*We also request that you do not send payment with your application form.* An invoice will be mailed to you once the initial quality assurance review is complete. For application enquiries, including the status of your application, please contact the CIO at [csp\\_cio@victoria1.gov.bc.ca](mailto:csp_cio@victoria1.gov.bc.ca).

### **Interim Measures to Reduce Timelines**

In addition to the above changes, the ministry is taking further measures to improve service delivery. Currently, clients can elect to have their applications processed in one of the following ways:

- Ministry Review
- External Review
- Roster Submission

We encourage clients to use the Roster Submission option for all sites that qualify as low to moderate risk in accordance with Protocol 6 (see [http://www2.gov.bc.ca/assets/gov/environment/air-land-water/site-remediation/docs/protocols/protocol\\_6.pdf](http://www2.gov.bc.ca/assets/gov/environment/air-land-water/site-remediation/docs/protocols/protocol_6.pdf)). For more information on review options see

<http://www2.gov.bc.ca/gov/content/environment/air-land-water/site-remediation/guidance-resources/administrative-guidance>.

All existing and future applications received for Ministry Review will be assessed and the ministry will decide if the review will be processed under the Ministry Review option or the External Review option. Any additional report review costs that arise due to this decision will be borne by the ministry.

### **Information Requests**

Information requests listed in Schedule 3, Table 1 of the Contaminated Sites Regulation will continue to be processed in regional offices and Victoria.

**For more information**, contact the Client Information Officer at [csp\\_cio@victoria1.gov.bc.ca](mailto:csp_cio@victoria1.gov.bc.ca) or by phone at (250) 387-9929.

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