

# 2018 AGENCY DESIGN CHALLENGE

## HEATING OIL TECHNICAL ASSISTANCE PROGRAM FORM REWORK

### POLLUTION LIABILITY INSURANCE AGENCY

#### THE CHALLENGE

Our challenge was to rewrite our Heating Oil Technical Assistance Program form.

We have had numerous questions about how to fill out the form.

#### THE INSIGHTS

##### What did you learn during the two day design challenge?

We learned that the message of the form was not clear and there was a lot of technical terms.

##### What did you learn about your customers?

We learned that we need to work on communicating the program to make it less scary and more approachable.

##### Did you have any “aha” moments?

Reducing the technical jargon.

#### THE POSSIBILITIES

The prototype was all about making the program approachable, direct, and easy to understand. It was taking suggestions of the group to clearly state how to apply, where to mail items to, and providing faces to the document.

PLIA  
STATE OF WASHINGTON

### Heating Oil Technical Assistance Program (HOTAP)

Property owners, contractors, and realtors can use this form to apply for heating oil technical assistance when you have identified a leak from your heating oil tank.

To apply, include:

- This form
- This agreement
- A fee of \$350 in a check or money order payable to PLIA
- Maps of the site (see Part 2)
- Independent remedial action plans report.

Mail to:

HOTAP  
Pollution Liability Insurance Agency  
PO Box 40930  
Olympia WA 98504-0930

Questions?

Kim Bzotte Kim.Bzotte@plia.wa.gov	Shanyese Trujillo Shanyese.Trujillo@plia.wa.gov	Nnamdi Madakor Nnamdi.Madakor@plia.wa.gov

Or call 360-407-0520

#### WHAT WE'VE DONE

The latest draft was all about incorporating the prototype notes. It involved a lot of updated logos and color schemes to current agency practice. Removing information that was not necessary for making determinations. We also mirrored this form with our Petroleum Technical Assistance Form.

PLIA  
STATE OF WASHINGTON

### Washington State Heating Oil Technical Assistance Program (HOTAP)

#### APPLICATION FORM

Under the Heating Oil Technical Assistance Program (HOTAP), the Pollution Liability Insurance Agency (PLIA) may provide informal site-specific technical consultations to persons conducting independent remedial actions at a hazardous waste site. PLIA may provide such consultations under the authority of the Model Toxics Control Act (MTCOA), [chapter 70-149 RCW](#), and its implementing regulations, [chapter 374-30 WAC](#).

To enter the HOTAP, complete and submit to PLIA a HOTAP Application. The Application consists of the following two documents and fee:

1. Application Form (including required attachments).
2. Agreement.
3. A fee of \$350 in a check or money order payable to PLIA.

Mail the completed application to:

Attn: HOTAP  
Pollution Liability Insurance Agency  
PO BOX 40930  
Olympia, WA 98504-0930

After receiving a cleanup action report and all other required documentation, PLIA will begin reviewing the information submitted and provide a written opinion letter within 90 days of receiving a request and all other required documentation.

If you have questions about the application process or hot to complete the forms, please contact the Pollution Liability Insurance Agency at 1-800-822-3905 or (360) 407-0520 or:

Kim Bzotte Community Outreach and Environmental Edu. Specialist <a href="mailto:kim.bzotte@plia.wa.gov">kim.bzotte@plia.wa.gov</a>	Shanyese Trujillo Technical Programs Coordinator <a href="mailto:shanyese.trujillo@plia.wa.gov">shanyese.trujillo@plia.wa.gov</a>	Nnamdi Madakor Technical Programs Manager <a href="mailto:nnamdi.madakor@plia.wa.gov">nnamdi.madakor@plia.wa.gov</a>

PLIA 1 Form No. 02-2017-18

#### WHAT'S NEXT

We have removed unnecessary information and updated the form visually. We have also written the form to be housed online with checkboxes and drop down menus and with direct document uploads. We will be reviewing again for any additional information that can be removed and plain talked.