



The Client Concierge Service

The Client Concierge Service is DEEP's Central Office point-of-contact for providing permit assistance on complex projects.



September

The Concierge Team facilitates communication between DEEP's permit programs and stakeholders to fulfill project needs and to guide projects through the environmental permitting process in a coordinated and sequenced manner.



To support your permitting needs, DEEP offers pre-application assistance—just submit a **pre-application questionnaire**, and we will schedule a pre-application meeting, bringing staff from the necessary permit programs to you to discuss your project, regulatory requirements, and estimated timelines.

Concierge Service Highlights:

- Added support for complex projects, involving multi-media permitting and supporting economic development and recovery
- Coordination and follow-up on projects within DEEP and with other State agencies
- Post-permit application assistance
- Obtain information on the status of permit applications



E-mail our team at DEEP.Concierge@ct.gov



Visit the Client [Concierge Website](#)

Connecticut Department of Energy & Environmental Protection

Featured Projects:

The Concierge Team created Information for Solar Developers: an Environmental Permitting Factsheet.

[View the factsheet on our website](#)



Inland Port of Naugatuck

The Concierge Team is assisting Lanxess and the Borough of Naugatuck in their redevelopment of the former Uniroyal site in Naugatuck into the Inland Port of Naugatuck, the first intermodal freight/rail terminal in Connecticut. The Port will connect Eastern Canada and northern parts of New England with the Tri-State area on a single freight line. This project involves coordination between DECD, DOT, the Borough, and DEEP's PCB, Remediation, RCRA Corrective Action, Stormwater, and Property Transfer Programs.

Former JC Penny, Manchester

The Concierge Team provided assistance for the former JC Penny Distribution center in Manchester, one of the major redevelopment projects in the state, involving the Property Transfer Program and stormwater permitting related to onsite improvements for the anchor tenant Ahold Delhaize USA, Inc.



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Quarterly Update:

In March 2020 the Client Concierge Service was launched in fulfillment of Goal 12 of the Commissioner's 20BY20 initiative. The Concierge Team includes Team Lead Camille Fontanella, Team Member Amy Richardson, Team Member Beatriz Milne, and Office Director of Planning and Program Development Nicole Lugli. Since March, the Concierge Team has been conducting outreach events to present the Service to internal stakeholders, which include DEEP's permit program staff and managers, and to external stakeholder organizations, such as CBIA, EBC, Water Advocates, CEF, DECD, AdvanceCT, and other various business enterprises.

DEEP and DECD permit counterparts meet bi-weekly to discuss common projects between agencies. The Concierge Team is continually involved in pre-application meetings and post-application follow up through project coordination and communication with program staff and managers, and with applicants and stakeholder partners, such as DECD and municipalities. The Team is currently benchmarking with other state's Concierge/Permit Assistance services to evolve their permit assistance.

The Client Concierge Team is:



Camille Fontanella
Team Lead
[Read Bio](#)



Amy Richardson
Team Member
[Read Bio](#)



Bea Milne
Team Member
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Nicole Lugli
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