



# 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**
- **Information on the status of permit applications**



E-mail our team at  
[DEEP.Concierge@ct.gov](mailto:DEEP.Concierge@ct.gov)



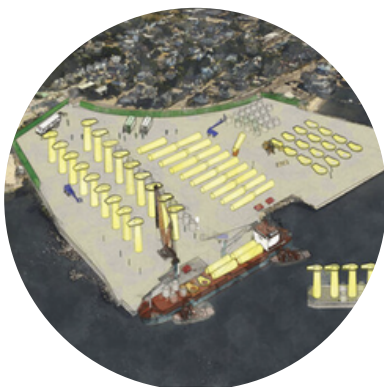
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# Featured Projects:

## The Concierge Team created Information for Offshore Wind Developers: An Environmental Permitting Factsheet.

[View the factsheet on our website](#)



## Barnum Landing Project

The Concierge Team is assisting the Barnum Landing project, located at 535 Seaview Avenue, Bridgeport. It is intended to be used during the construction phase of the Park City Wind project for staging and assembly by project developer Vineyard Wind. The Barnum project is part of the State's Property Transfer Program and Brownfields Remediation and Revitalization Program in coordination with DEEP's Land and Water Resources Division for coastal management and permitting. The Park City Wind project is expected to generate clean energy jobs and support the state's decarbonization goals.

## Watch our short Concierge video to learn more about our assistance:

[View the video on YouTube](#)



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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 to improve communication, transparency, and predictability of DEEP's permitting process. The Concierge Team has been busy enhancing the permit assistance services DEEP offers. The Team conducted benchmarking with 11 other states to analyze how other states provide permit assistance. With the help of a marketing consultant, the [permit assistance webpages](#) were updated for an improved user experience.

DEEP recently hosted the [Concierge Permit Assistance Advisory Committee](#), a panel of fourteen stakeholders from various sectors and experiences, including business representatives, environmental advocates, consulting/engineering, municipalities, and state agencies. The panelists provided feedback, suggestions, and fruitful discussion for improving DEEP's permit assistance services over four listening sessions from May to September 2021.

## Permitting Spotlight:

The General Permit for the Discharge of Vehicle Maintenance Wastewaters ("GVM GP") expired on January 23, 2021, and was not reissued. DEEP issued two, new general permits that went into effect on October 31, 2020 to cover such discharges. The General Permit for Discharges from Miscellaneous Industrial Users ("MIU GP") requires submittal of a Notification Form and applicable attachments to each applicable local POTW authority that receives the discharge. Facilities that are Significant Industrial Users (SIUs) – ineligible to use the MIU GP – will need authorization under an individual pretreatment permit or under the new General Permit for the Discharge of Wastewaters from Significant Industrial Users ("SIU GP"). SIU GP registrations are required to be filed with DEEP. [DEEP's Industrial Wastewater webpage](#) contains more detailed information.

### The Client Concierge Team is:



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