




State of Washington
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TO: Petroleum Technical Assistance Program (PTAP) Consultants

FROM: Carrie Pederson ^{DS}
Agency Planner 

SUBJECT: Opinion Response Time

We appreciate your continued partnership as we have all experienced the events of the past year. The Pollution Liability Insurance Agency (PLIA) has been working under our Continuity of Operations Plan (COOP) since March 2020. During this time, our staff have been in telecommute status and we pivoted our entire operation to a virtual environment. We have worked to operate with as little disruption to the services we provide as possible.

During this same period, we have experienced a tremendous increase in the demand for our services. PTAP continues to provide a great opportunity for owners to engage in a self-initiated cleanup process. We currently have 411 sites enrolled in PTAP and have issued 71 No Further Action determinations.

Effective June 1, 2021 we will be adjusting our response time goal for requests for opinions from an average of 45 days to 70 days. This will be a temporary change and will be re-examined at the end of the year. We also intend to hire additional technical staff and onboard them during the next few months. We understand that timeliness and an understanding of what you can expect is critical for you and your clients. Our goal is to return to an average 45-day response time.

If you have any questions or concerns, please contact me at carrie.pederson@plia.wa.gov. Thank you for our continued partnership and understanding of this change.