

OTA's Services



The Office of Technical Assistance (OTA) is a non-regulatory agency that provides **free, confidential** environmental technical assistance to Massachusetts businesses. Our services are designed to help businesses understand regulations and resolve compliance issues, reduce toxics use, and move toward more sustainable manufacturing practices. Since 1990, we've helped thousands of Massachusetts facilities eliminate millions of pounds of toxic chemicals while saving millions of dollars in operating costs.

OTA Site Visits

While OTA can provide confidential assistance by email, phone, or video conference, often the best way to address a facility's unique needs is through a site visit. **OTA site visits are completely free of charge and confidential.**

During a site visit, OTA technical service providers will meet with your team to learn about your concerns and priorities, then tour your facility to see your operations at work. A typical visit lasts for 2–3 hours. You may invite OTA to assess your facility's overall opportunities for toxics use reduction or resource (energy/water) conservation, or to focus narrowly on a specific topic or process.



**Request a
site visit**

After a site visit, OTA staff prepare recommendations tailored to your facility's priorities and realities, and can also consult with you on implementing toxics use reduction and resource conservation strategies.

Our Impact



**Read OTA
case studies**

Interested in learning more about how your facility could benefit from OTA's services? Visit our library of business environmental achievement case studies to learn about how Massachusetts companies have achieved toxics use reduction, water and energy conservation, and cost savings with the help of our technical assistance providers.

Areas of Expertise

Toxics Use Reduction

Identifying environmentally-preferable products and chemistries • Identifying sources of elusive toxics like PFAS • Reviewing plant operations and maintenance to improve worker health and safety • Improving operating efficiencies • Reducing wastewater generation and discharge • Reducing materials waste

Compliance Assistance

Air emissions • Chemical usage • Hazardous waste management • Emergency planning requirements • Wastewater and storm water management • Recordkeeping requirements

Education and Training

Events on toxics use reduction and resource conservation • Trainings on chemical safety and climate change • Education and partnerships to advance environmental justice • Publications about emerging contaminants, changes in law, and toxics use reduction and resource conservation success stories

Energy Conservation

Identifying and evaluating opportunities to use electricity, gas, and oil more efficiently • Reviewing a facility's energy bills to identify opportunities to conserve energy and reduce costs • Facilitating renewable energy projects by providing information on technologies, successful applications, funding, financial incentives, and site selection • Identifying opportunities for combined heat and power, lighting improvements, load management and demand response strategies • Increasing understanding of green building strategies

Water Conservation

Water conservation in manufacturing & non-manufacturing operations • Reduce wastewater discharge • Water reclamation and reuse • Water saving technologies (zero discharge systems, clean-in-place systems, membrane filtration systems) • Operations and maintenance best practices (cooling tower operation, steam systems, sanitary water use, employee education)

Questions?

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