

OTA Services

The Office of Technical Assistance and Technology (OTA) provides a host of non-regulatory, confidential assistance services to Massachusetts businesses. These services have since 1990, helped more than 1,800 Massachusetts facilities to boost their economic performance while also curbing their use of toxic chemicals. OTA has been instrumental in helping companies reduce the use of millions of pounds of toxic chemicals while saving millions of dollars in operating costs.



OTA'S CORE SERVICE: THE SITE VISIT

Upon request, an OTA team will visit your facility, review your operations, and identify possible process improvements or opportunities to reduce toxics use and conserve energy, water, and raw materials. OTA specialists will prepare a written report for you with their recommendations. On-site visits are available to all Massachusetts facilities where toxics are used, stored, or manufactured or where energy efficiency or water conservation opportunities exist.

To request that OTA visit your facility, visit the OTA website <https://www.mass.gov/how-to/request-a-site-visit> or call (617) 626-1060.

OTA's specialists can help your facility:

- Identify opportunities to reduce risks associated with the use, storage, and processing of hazardous chemicals;
- Address potential safety issues and enhance compliance with regulations;
- Identify opportunities to reduce employee exposure to hazardous chemicals and provide a safer workplace;
- Identify and evaluate inherently safer processes and chemistries;
- Identify energy, water, and materials conservation opportunities that reduce overhead costs.



All services are offered on a confidential, non-regulatory basis and provided at no charge to the facility.

OTA PROGRAMS AND SERVICES

OTA services are designed to help businesses understand regulations and resolve compliance issues, reduce toxics use, and help companies move toward more sustainable manufacturing practices. In addition to on-site technical assistance, OTA provides phone and email consultations, and education and training opportunities such as workshops, publications, and software tools. Additional support is available to businesses in the form of technology demonstrations, regional business networks, connections with university research programs and laboratories, and assistance from the U.S. EPA's Small Business Assistance Program. Specific services OTA offers include:

Toxics Use Reduction

- Identify less toxic alternatives
- Improve operating efficiencies
- Reduce materials waste and wastewater generation and discharge
- Review plant operations and maintenance for potential safety issues

Compliance Assistance

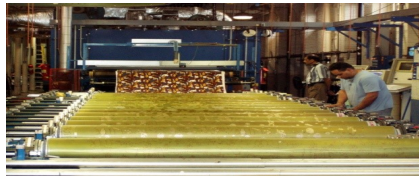
- Air emissions
- Chemical usage
- Hazardous waste management
- Wastewater management
- Plant operations and maintenance
- Record keeping and materials tracking

Water Conservation

- Improve water use efficiency
- Comply with federal and state regulations
- Reduce wastewater discharge
- Implement other effective water conservation measures

Education and Training

- Host workshops, conferences and training events
- Develop publications, including case studies, fact sheets, guidance documents, and newsletters
- Support software tools to track materials usage



Additional Industry Support

- Sponsor on-site technology demonstration events
- Support business networks to share information
- Connect businesses with university research programs and laboratories
- Clean Air Act compliance assistance provider for Massachusetts small businesses
- Identify environmentally preferable products

Energy

- Identify and evaluate opportunities and technologies for using electricity, gas, and oil more efficiently
- Facilitate renewable energy



projects, by providing information on technologies, successful applications, and funding sources

- Identify opportunities for combined heat and power, lighting improvements, load management and demand response strategies, and
- Increase understanding of green building strategies, pertaining to new design, construction or the retrofitting of existing structures.

Contact Information

OTA is ready to help you reduce toxics use and conserve energy, water and other resources. To learn more about our non-regulatory, confidential services — which are provided at no cost to Massachusetts companies, call (617) 626-1060, fax an inquiry to (617) 626-1095, or visit OTA's website:

<http://www.mass.gov/cea/ota>.

**Office of Technical Assistance and Technology, 100 Cambridge St., Suite 900, Boston, MA 02114
Phone: (617) 626-1060 Fax: (617) 626-1095**