

FREQUENTLY ASKED QUESTIONS FOR AIR ANNUAL INVOICES

1) Can I pay by Credit Card?

- Yes, LDEQ does accept credit cards and other electronic forms of payment.
 - Credit Cards – Go to <http://www.deq.louisiana.gov/epay>, and enter your payment information. The system accepts payment from American Express, Discover, and Master Card. When paying by credit card, a 2.25% service charge will be added to the total payment. This service charge is a fee charged by the vendor providing this service.
 - Partial Payment of Invoices cannot be made using this method of payment.
 - Applicable Late Fees will be automatically assessed using this method of payment
 - E-Check – Go to <http://www.deq.louisiana.gov/epay>, and enter your payment information. There is a \$1.95 service charge added to the total payment. This service charge is a fee charged by the vendor providing this service.
 - Partial Payment of Invoices cannot be made using this method of payment.
 - Applicable Late Fees will be automatically assessed using this method of payment.
 - Electronic Fund Transfers are available by contacting Monette Cleveland with LDEQ Financial Services at (225) 219-3863

2) What is this Invoice for?

- This invoice is for the Annual Air Maintenance Fees. LAC 33:III.209.A
- These fees are not based on emissions but on the approved permit and/or potential to emit.

3) For what time period does this invoice cover?

- This invoice is for the 2010 Fiscal Year which is from July 1, 2009 – June 30, 2010.

4) This facility was closed/shut down or was never constructed and we no longer wish to maintain the permit.

- Please note if the facility operated AT ALL during the 2010 fiscal year (On or after 7/1/2009) the invoice is still owed as per LAC 33:III.211.B.9
- The Miscellaneous Permitting Action form should be filled out and filed with the department to terminate the permit. This form is available on our website <http://www.deq.louisiana.gov/invoice>

5) We no longer own or operate this facility.

- The original permit owner is liable for all fees associated with the Air permit, until the proper ownership transfer forms have been submitted to the LDEQ and processed by the department. Change of ownership forms (NOC-1) are located at <http://www.deq.louisiana.gov/invoice>.
- Arrangements should be made between former and current owners to make payments on any unpaid invoices for this facility. Name/Owner/Operator changes will not be made for facilities that have past due invoices.

6) The billing mailing address is incorrect.

- Please indicate the correct address on the remittance ticket and submit it with your payment.
- **Please Note:** If you are paying your invoice electronically, or if your billing address changes during the year, please inform the Financial Services Division at the contact listed below.

7) There appears to be incorrect fee information, such as incorrect fee codes and/or multipliers.

- Please contact us to discuss these issues via the contact information listed below.

Attn: Chris Auzenne
Financial Services Division
PO Box 4303
Baton Rouge, LA 70821-4303

Phone: (225) 219-3863
Fax: (225) 219-3868
E-mail: Elizabeth.Dequeant@la.gov
Website: www.deq.louisiana.gov