Correspondence Plan: Bristol Bay Watershed
July 2020

EPA Region 10 and HQ receive correspondence related to the Bristol Bay Watershed and proposed Pebble Mine Project through many channels. EPA seeks to take a clear, consistent approach to this correspondence. This proposal lays out a process for handling emails, postcards, and letters. These procedures apply only to materials EPA receives outside of a public comment period.

Proposed Approach
All incoming correspondence will be preserved, but not added to the docket since EPA is not currently soliciting comments on any actions related to the Bristol Bay Watershed. Correspondence requires either a substantive response (sometimes controlled), a standard generic response, or no response.

Ex. 5 Deliberative Process (DP)

The Process

Source	Approach	Ultimate Disposition
Postal Mail	Direct Postal mail (rec'd by both R10 and HQ) not controlled for response in CMS to the R10 Bristol Bay Project Manager Matthew Szelag (PM). The PM determines if the item requires a standard response, no response, or referral for a controlled substantive response.	If entered into CMS, then it's recorded in CMS. If not handled via CMS, PM saves in paper folder at his desk.
R10 Bristol Bay Website Messages*	If a standard response is appropriate, Andrea Lindsay replies from the Bristol Bay email box. If an email potentially requires a substantive response, Andrea directs the email to the PM.	Save emails in the Bristol Bay inbox.
Emails to individual staff and management level EPA employees	If no response is appropriate, direct the email to Bristol Bay email box for retention. If a standard response is appropriate, direct the email to Andi who replies from the Bristol Bay email box with the standard response. If an email potentially	Forward emails to the Bristol Bay inbox, to Andrea, or to the PM, as noted. (R10BristolBay@epa.gov)

	requires a substantive response, staff and management should direct the email to the PM.	
Correspondence (letters, emails, etc.) directed to senior leaders at R10	This correspondence is often controlled in CMS. The decision how to respond is made in the R10 front office.	Recorded in CMS.
Correspondence (letters, emails, etc.) directed to senior leaders at HQ	This correspondence is often controlled in CMS. The decision how to respond is made at HQ.	Recorded in CMS.
Comments submitted through non-Bristol Bay comment processes (i.e. WOTUS)	EPA responds to the comment noting that it is outside of the scope and directs the comment to the R10 PM for retention. If a comment potentially requires a substantive response, direct the email to the PM.	
Press inquiries	Press Officer coordinates internally and responds as appropriate.	Per regular press processes.
Social Media	If social media post or comment requires a standard response, the Social Media Coordinator replies from the R10 Twitter or Facebook account. If a post potentially requires a substantive response, the Social Media Coordinator consults with project team.	Per R10 social media policy and procedures.
Phone inquiries	During times of heavy call volume from the public, incoming voicemails to staff/management should be forwarded to the Bristol Bay phone number (206-553-0040). At other times, calls to EPA staff and managers generally can be forwarded to the PM. Callers to R10's general phone line are transferred to the Bristol Bay phone number (206-553-0040), where they can leave a message. (Any messages left are also forwarded.) These messages generally are not returned. Messages are converted to audio files and emailed to Andi Lindsay, who listens and retains them in the Bristol Bay email box.	Audio files are retained in Bristol Bay email box for recordkeeping. PM works with Andi Lindsay to determine if follow up is needed.

*People can contact EPA through the Region 10 Bristol Bay website via the "Contact Us" button, the "Join Our Mailing List" list, or the [HYPERLINK "mailto:Press@epa.gov"] link.

Ex. 5 Deliberative Process (DP)

Ex. 5 Deliberative Process (DP)