

# #1

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, February 18, 2021 5:03:56 PM  
**Last Modified:** Thursday, February 18, 2021 5:32:35 PM  
**Time Spent:** 00:28:39  
**IP Address:** 131.219.9.1

---

Page 2: Please provide us with some information about you. (All entries are optional).

## Q1

Email

briana.weatherly@pacificorp.com

---

## Q2

Facility

Merwin, Yale and Swift No.1

---

## Q3

In what capacity are you taking this survey?

**Management,  
Compliance/regulatory staff**

---

Page 3: Responsiveness

## Q4

I was satisfied with staff response time.

Department of Ecology

**Undecided/Neutral**

Department of Fish & Wildlife

**Agree**

---

## Q5

Would you like to answer more questions about Responsiveness?

**No**

---

Page 4: Responsiveness follow up

## Q6

State agency staff were available for assistance upon request.

**Respondent skipped this question**

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**Q7** Respondent skipped this question

State agency staff provided timely responses to questions related to 401 WQ Certification requirements and/or other state actions.

---

**Q8** Respondent skipped this question

Decisions needed from state agency staff were provided in a timely manner.

---

**Q9** Respondent skipped this question

State agency staff were responsive to requests to review and approve documents as needed.

---

**Q10** Respondent skipped this question

State agency staff worked with your organization effectively to help develop and/or implement my 401 certification requirements.

---

**Q11** Respondent skipped this question

State agency staff provided sufficient answers to questions related to 401 WQ Certification and other state actions.

---

**Q12** Respondent skipped this question

Please provide any further feedback you may have in relation to the responsiveness of state agency staff you worked with in the last year.

---

Page 5: Clarity of staff roles and responsibilities

**Q13** I know who to contact at the State agency when I have regulatory questions about my hydropower project.

Department of Ecology **Strongly Agree**

Department of Fish & Wildlife **Strongly Agree**

---

**Q14** No

Would you like to answer more questions about clarity of staff roles and responsibilities?

---

Page 6: Clarity of staff roles and responsibilities follow up

**Q15**

Respondent skipped this question

I know which agency to contact when I have questions related to my project's regulatory requirements.

---

**Q16**

Respondent skipped this question

The agency point of contact provided a level of engagement necessary to complete the shared workload identified in the annual work plan.

---

**Q17**

Respondent skipped this question

State agency staff worked collaboratively with my organization to solve problems.

---

**Q18**

Respondent skipped this question

State agency staff worked collaboratively with each other to solve problems.

---

**Q19**

Respondent skipped this question

Please provide any further feedback you may have in relation to the clarity of staff roles and responsibilities of the state agency staff you worked with in the last year.

---

Page 7: Professionalism

**Q20**

State agency staff interacted with my organization in a professional manner.

Department of Ecology

**Agree**

Department of Fish & Wildlife

**Agree**

---

**Q21**

**No**

Would you like to answer more questions about professionalism?

---

Page 8: Professionalism follow up

**Q22**

Respondent skipped this question

State agency staff used professional judgement rather than personal opinion to influence their work.

---

**Q23**

Respondent skipped this question

State agency staff communicated information clearly and professionally.

---

**Q24**

Respondent skipped this question

State agency staff were prepared for meetings.

---

**Q25**

Respondent skipped this question

State agency staff followed through with commitments.

---

**Q26**

Respondent skipped this question

When requested, state agency staff took the time to understand my unique situation and needs.

---

**Q27**

Respondent skipped this question

Please provide any further feedback you may have in relation to the professionalism of the state agency staff you worked with in the last year.

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Page 9: Expertise

**Q28**

State agency staff demonstrated knowledge and experience in their area(s) of expertise.

Department of Ecology

**Undecided/Neutral**

Department of Fish & Wildlife

**Agree**

---

**Q29**

**No**

Would you like to answer more questions about expertise?

---

---

Page 10: Expertise follow up

**Q30**

Respondent skipped this question

State agency staff were familiar with my hydropower project(s).

---

**Q31**

Respondent skipped this question

State agency staff were knowledgeable of the content in my 401 WQ Certification(s).

---

**Q32**

Respondent skipped this question

State agency staff demonstrated an understanding of relevant statutes and regulations.

---

**Q33**

Respondent skipped this question

State agency comments and feedback on your reporting documents were clearly communicated.

---

**Q34**

Respondent skipped this question

State agency staff kept you informed about the length of time it would take to achieve milestones in the 401 WQ certification process and other state agency actions.

---

**Q35**

Respondent skipped this question

State agency staff effectively communicated the purpose for studies and information required to issue a 401 WQ Certification and other state approvals.

---

**Q36**

Respondent skipped this question

State agency staff provided the technical support and assistance necessary to implement your FERC license and 401 WQ Certification requirements.

---

**Q37**

Respondent skipped this question

Please provide any further feedback you may have in relation to the expertise of the state agency staff you worked with in the last year.

---

**Q38**

Respondent skipped this question

Please tell us if there is something the agencies did particularly well or certainly needs improvement.

---

**Q39**

Respondent skipped this question

Do you have any other questions or comments for us?

---

## #2

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, February 20, 2021 3:20:38 PM  
**Last Modified:** Saturday, February 20, 2021 3:34:04 PM  
**Time Spent:** 00:13:25  
**IP Address:** 63.226.204.153

---

Page 2: Please provide us with some information about you. (All entries are optional).

### Q1

Email

thom@tollhouseenergy.com

---

### Q2

Facility

Electron Hydro

---

### Q3

**Management**

In what capacity are you taking this survey?

---

Page 3: Responsiveness

### Q4

I was satisfied with staff response time.

Department of Ecology

**Strongly Agree**

Department of Fish & Wildlife

**Strongly Agree**

---

### Q5

**No**

Would you like to answer more questions about Responsiveness?

---

Page 4: Responsiveness follow up

### Q6

**Respondent skipped this question**

State agency staff were available for assistance upon request.

---

**Q7** Respondent skipped this question

State agency staff provided timely responses to questions related to 401 WQ Certification requirements and/or other state actions.

---

**Q8** Respondent skipped this question

Decisions needed from state agency staff were provided in a timely manner.

---

**Q9** Respondent skipped this question

State agency staff were responsive to requests to review and approve documents as needed.

---

**Q10** Respondent skipped this question

State agency staff worked with your organization effectively to help develop and/or implement my 401 certification requirements.

---

**Q11** Respondent skipped this question

State agency staff provided sufficient answers to questions related to 401 WQ Certification and other state actions.

---

**Q12** Respondent skipped this question

Please provide any further feedback you may have in relation to the responsiveness of state agency staff you worked with in the last year.

---

Page 5: Clarity of staff roles and responsibilities

**Q13** I know who to contact at the State agency when I have regulatory questions about my hydropower project.

Department of Ecology **Strongly Agree**

Department of Fish & Wildlife **Strongly Agree**

---

**Q14** No

Would you like to answer more questions about clarity of staff roles and responsibilities?

---

Page 6: Clarity of staff roles and responsibilities follow up

**Q15**

Respondent skipped this question

I know which agency to contact when I have questions related to my project's regulatory requirements.

---

**Q16**

Respondent skipped this question

The agency point of contact provided a level of engagement necessary to complete the shared workload identified in the annual work plan.

---

**Q17**

Respondent skipped this question

State agency staff worked collaboratively with my organization to solve problems.

---

**Q18**

Respondent skipped this question

State agency staff worked collaboratively with each other to solve problems.

---

**Q19**

Respondent skipped this question

Please provide any further feedback you may have in relation to the clarity of staff roles and responsibilities of the state agency staff you worked with in the last year.

---

Page 7: Professionalism

**Q20**

State agency staff interacted with my organization in a professional manner.

Department of Ecology

**Strongly Agree**

Department of Fish & Wildlife

**Agree**

---

**Q21**

**Yes**

Would you like to answer more questions about professionalism?

---

Page 8: Professionalism follow up

**Q22**

State agency staff used professional judgement rather than personal opinion to influence their work.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q23**

State agency staff communicated information clearly and professionally.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q24**

State agency staff were prepared for meetings.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q25**

State agency staff followed through with commitments.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q26**

When requested, state agency staff took the time to understand my unique situation and needs.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q27**

Please provide any further feedback you may have in relation to the professionalism of the state agency staff you worked with in the last year.

Both Ecology and DFW were very professional and supportive. We had only one occasion where one DFW report contained speculation, which adversely influenced decisions made by agencies, NGO's, and the public.

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**Q28**

State agency staff demonstrated knowledge and experience in their area(s) of expertise.

Department of Ecology

**Strongly Agree**

Department of Fish & Wildlife

**Strongly Agree**

---

**Q29**

**No**

Would you like to answer more questions about expertise?

---

---

Page 10: Expertise follow up

**Q30**

**Respondent skipped this question**

State agency staff were familiar with my hydropower project(s).

---

**Q31**

**Respondent skipped this question**

State agency staff were knowledgeable of the content in my 401 WQ Certification(s).

---

**Q32**

**Respondent skipped this question**

State agency staff demonstrated an understanding of relevant statutes and regulations.

---

**Q33**

**Respondent skipped this question**

State agency comments and feedback on your reporting documents were clearly communicated.

---

**Q34**

**Respondent skipped this question**

State agency staff kept you informed about the length of time it would take to achieve milestones in the 401 WQ certification process and other state agency actions.

---

**Q35**

**Respondent skipped this question**

State agency staff effectively communicated the purpose for studies and information required to issue a 401 WQ Certification and other state approvals.

---

**Q36**

Respondent skipped this question

State agency staff provided the technical support and assistance necessary to implement your FERC license and 401 WQ Certification requirements.

---

**Q37**

Respondent skipped this question

Please provide any further feedback you may have in relation to the expertise of the state agency staff you worked with in the last year.

---

**Q38**

Please tell us if there is something the agencies did particularly well or certainly needs improvement.

Agencies were very responsive and provided excellent information and support.  
Improvement; provide only data and not speculation.

---

**Q39**

Do you have any other questions or comments for us?

No, Great job to both state agencies.

---

# #3

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, February 21, 2021 7:27:37 AM  
**Last Modified:** Sunday, February 21, 2021 7:40:11 AM  
**Time Spent:** 00:12:33  
**IP Address:** 198.181.18.24

---

Page 2: Please provide us with some information about you. (All entries are optional).

## Q1

Email

meghan.lunney@avistacorp.com

---

## Q2

Facility

Spokane River Project

---

## Q3

**Management**

In what capacity are you taking this survey?

---

Page 3: Responsiveness

## Q4

I was satisfied with staff response time.

Department of Ecology

**Strongly Agree**

Department of Fish & Wildlife

**Strongly Agree**

---

## Q5

**Yes**

Would you like to answer more questions about Responsiveness?

---

Page 4: Responsiveness follow up

**Q6**

State agency staff were available for assistance upon request.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q7**

State agency staff provided timely responses to questions related to 401 WQ Certification requirements and/or other state actions.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q8**

Decisions needed from state agency staff were provided in a timely manner.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q9**

State agency staff were responsive to requests to review and approve documents as needed.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q10**

State agency staff worked with your organization effectively to help develop and/or implement my 401 certification requirements.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q11**

State agency staff provided sufficient answers to questions related to 401 WQ Certification and other state actions.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q12**

Respondent skipped this question

Please provide any further feedback you may have in relation to the responsiveness of state agency staff you worked with in the last year.

---

Page 5: Clarity of staff roles and responsibilities

**Q13**

I know who to contact at the State agency when I have regulatory questions about my hydropower project.

Department of Ecology **Strongly Agree**

Department of Fish & Wildlife **Strongly Agree**

---

**Q14**

Yes

Would you like to answer more questions about clarity of staff roles and responsibilities?

---

Page 6: Clarity of staff roles and responsibilities follow up

**Q15**

Yes

I know which agency to contact when I have questions related to my project's regulatory requirements.

---

**Q16**

The agency point of contact provided a level of engagement necessary to complete the shared workload identified in the annual work plan.

Department of Ecology **Strongly Agree**

Department of Fish & Wildlife **Strongly Agree**

---

**Q17**

State agency staff worked collaboratively with my organization to solve problems.

Department of Ecology **Strongly Agree**

Department of Fish & Wildlife **Strongly Agree**

---

**Q18**

State agency staff worked collaboratively with each other to solve problems.

Department of Ecology **Agree**

Department of Fish & Wildlife **Agree**

---

**Q19**

Respondent skipped this question

Please provide any further feedback you may have in relation to the clarity of staff roles and responsibilities of the state agency staff you worked with in the last year.

---

Page 7: Professionalism

**Q20**

State agency staff interacted with my organization in a professional manner.

Department of Ecology **Strongly Agree**

Department of Fish & Wildlife **Strongly Agree**

---

**Q21**

Yes

Would you like to answer more questions about professionalism?

---

Page 8: Professionalism follow up

**Q22**

State agency staff used professional judgement rather than personal opinion to influence their work.

Department of Ecology **Strongly Agree**

Department of Fish & Wildlife **Strongly Agree**

---

**Q23**

State agency staff communicated information clearly and professionally.

Department of Ecology **Strongly Agree**

Department of Fish & Wildlife **Strongly Agree**

---

**Q24**

State agency staff were prepared for meetings.

Department of Ecology **Agree**

Department of Fish & Wildlife **Agree**

---

**Q25**

State agency staff followed through with commitments.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q26**

When requested, state agency staff took the time to understand my unique situation and needs.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q27** Respondent skipped this question

Please provide any further feedback you may have in relation to the professionalism of the state agency staff you worked with in the last year.

---

Page 9: Expertise

**Q28**

State agency staff demonstrated knowledge and experience in their area(s) of expertise.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q29** Yes

Would you like to answer more questions about expertise?

---

Page 10: Expertise follow up

**Q30**

State agency staff were familiar with my hydropower project(s).

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q31**

State agency staff were knowledgeable of the content in my 401 WQ Certification(s).

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q32**

State agency staff demonstrated an understanding of relevant statutes and regulations.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q33**

State agency comments and feedback on your reporting documents were clearly communicated.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q34**

State agency staff kept you informed about the length of time it would take to achieve milestones in the 401 WQ certification process and other state agency actions.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q35**

State agency staff effectively communicated the purpose for studies and information required to issue a 401 WQ Certification and other state approvals.

Department of Ecology	<b>N/A</b>
Department of Fish & Wildlife	<b>N/A</b>

---

**Q36**

State agency staff provided the technical support and assistance necessary to implement your FERC license and 401 WQ Certification requirements.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q37**

Please provide any further feedback you may have in relation to the expertise of the state agency staff you worked with in the last year.

Our 401 Cert is tied to a TMDL, which makes it challenging for all parties to evaluate the success within the different regulatory/compliance frameworks. That said I appreciate everyone's patience as we navigate through the many layers.

---

**Q38**

Please tell us if there is something the agencies did particularly well or certainly needs improvement.

As new staff transition into 401 Cert roles I would have loved to provide a tour of our facilities and their reservoirs. Unfortunately this was not possible due to covid. Looking forward to a day when we can all get out in the boat, tour the project areas, and better understand the different resource management challenges and opportunities.

---

**Q39**

**Respondent skipped this question**

Do you have any other questions or comments for us?

---

# #4

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, February 22, 2021 8:31:04 AM  
**Last Modified:** Monday, February 22, 2021 8:44:21 AM  
**Time Spent:** 00:13:17  
**IP Address:** 198.90.11.25

Page 2: Please provide us with some information about you. (All entries are optional).

**Q1** Respondent skipped this question

Email

**Q2** Respondent skipped this question

Facility

**Q3** Management,  
 In what capacity are you taking this survey? **Biologist staff,**  
**Field technical staff,**  
**Compliance/regulatory staff**

Page 3: Responsiveness

**Q4**  
 I was satisfied with staff response time.

Department of Ecology **Strongly Agree**  
 Department of Fish & Wildlife **Strongly Agree**

**Q5** Yes  
 Would you like to answer more questions about Responsiveness?

Page 4: Responsiveness follow up

**Q6**

State agency staff were available for assistance upon request.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q7**

State agency staff provided timely responses to questions related to 401 WQ Certification requirements and/or other state actions.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q8**

Decisions needed from state agency staff were provided in a timely manner.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q9**

State agency staff were responsive to requests to review and approve documents as needed.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q10**

State agency staff worked with your organization effectively to help develop and/or implement my 401 certification requirements.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q11**

State agency staff provided sufficient answers to questions related to 401 WQ Certification and other state actions.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q12**

Please provide any further feedback you may have in relation to the responsiveness of state agency staff you worked with in the last year.

WDFW does a great job staying in communication with us on our projects. They coordinate at least quarterly on various topics. Their participation, level of engagement and comments provided during monthly forum meetings support the best path forward on difficult fish issues.

Ecology has been very supportive in working closely with us through very challenging issues. Additionally, they coordinate well with WDFW, regarding fish related issues during our monthly forum meetings.

---

Page 5: Clarity of staff roles and responsibilities

**Q13**

I know who to contact at the State agency when I have regulatory questions about my hydropower project.

Department of Ecology **Strongly Agree**

Department of Fish & Wildlife **Strongly Agree**

---

**Q14**

**Yes**

Would you like to answer more questions about clarity of staff roles and responsibilities?

---

Page 6: Clarity of staff roles and responsibilities follow up

**Q15**

**Yes**

I know which agency to contact when I have questions related to my project's regulatory requirements.

---

**Q16**

The agency point of contact provided a level of engagement necessary to complete the shared workload identified in the annual work plan.

Department of Ecology **Strongly Agree**

Department of Fish & Wildlife **Strongly Agree**

---

**Q17**

State agency staff worked collaboratively with my organization to solve problems.

Department of Ecology **Strongly Agree**

Department of Fish & Wildlife **Strongly Agree**

---

**Q18**

State agency staff worked collaboratively with each other to solve problems.

Department of Ecology **Strongly Agree**

Department of Fish & Wildlife **Strongly Agree**

---

**Q19**

Please provide any further feedback you may have in relation to the clarity of staff roles and responsibilities of the state agency staff you worked with in the last year.

Ecology and WDFW worked closely with us on a very complicated project to bring it home to completion and start the next phase of the process. The work was collaborative and rewarding. Great teamwork!

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Page 7: Professionalism

**Q20**

State agency staff interacted with my organization in a professional manner.

Department of Ecology **Strongly Agree**

Department of Fish & Wildlife **Strongly Agree**

---

**Q21**

**Yes**

Would you like to answer more questions about professionalism?

---

Page 8: Professionalism follow up

**Q22**

State agency staff used professional judgement rather than personal opinion to influence their work.

Department of Ecology **Strongly Agree**

Department of Fish & Wildlife **Strongly Agree**

---

**Q23**

State agency staff communicated information clearly and professionally.

Department of Ecology **Strongly Agree**

Department of Fish & Wildlife **Strongly Agree**

---

**Q24**

State agency staff were prepared for meetings.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q25**

State agency staff followed through with commitments.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q26**

When requested, state agency staff took the time to understand my unique situation and needs.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q27**

**Respondent skipped this question**

Please provide any further feedback you may have in relation to the professionalism of the state agency staff you worked with in the last year.

---

Page 9: Expertise

**Q28**

State agency staff demonstrated knowledge and experience in their area(s) of expertise.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q29**

**Yes**

Would you like to answer more questions about expertise?

---

Page 10: Expertise follow up

**Q30**

State agency staff were familiar with my hydropower project(s).

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q31**

State agency staff were knowledgeable of the content in my 401 WQ Certification(s).

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q32**

State agency staff demonstrated an understanding of relevant statutes and regulations.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q33**

State agency comments and feedback on your reporting documents were clearly communicated.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q34**

State agency staff kept you informed about the length of time it would take to achieve milestones in the 401 WQ certification process and other state agency actions.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q35**

State agency staff effectively communicated the purpose for studies and information required to issue a 401 WQ Certification and other state approvals.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Strongly Agree</b>

---

**Q36**

State agency staff provided the technical support and assistance necessary to implement your FERC license and 401 WQ Certification requirements.

Department of Ecology

**Strongly Agree**

Department of Fish & Wildlife

**Strongly Agree**

---

**Q37**

**Respondent skipped this question**

Please provide any further feedback you may have in relation to the expertise of the state agency staff you worked with in the last year.

---

**Q38**

**Respondent skipped this question**

Please tell us if there is something the agencies did particularly well or certainly needs improvement.

---

**Q39**

**Respondent skipped this question**

Do you have any other questions or comments for us?

---

#5

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, February 22, 2021 9:43:38 AM  
**Last Modified:** Monday, February 22, 2021 9:49:43 AM  
**Time Spent:** 00:06:04  
**IP Address:** 69.10.206.162

Page 2: Please provide us with some information about you. (All entries are optional).

**Q1**

Email

mgoo@cityofcentralia.com

**Q2**

Facility

City of Centralia - Yelm Hydroelectric Project

**Q3**

In what capacity are you taking this survey?

**Management,**  
**Compliance/regulatory staff**

Page 3: Responsiveness

**Q4**

I was satisfied with staff response time.

Department of Ecology

**N/A**

Department of Fish &amp; Wildlife

**N/A****Q5**

Would you like to answer more questions about  
 Responsiveness?

**No**

Page 4: Responsiveness follow up

**Q6**

State agency staff were available for assistance upon  
 request.

**Respondent skipped this question**

**Q7** Respondent skipped this question

State agency staff provided timely responses to questions related to 401 WQ Certification requirements and/or other state actions.

---

**Q8** Respondent skipped this question

Decisions needed from state agency staff were provided in a timely manner.

---

**Q9** Respondent skipped this question

State agency staff were responsive to requests to review and approve documents as needed.

---

**Q10** Respondent skipped this question

State agency staff worked with your organization effectively to help develop and/or implement my 401 certification requirements.

---

**Q11** Respondent skipped this question

State agency staff provided sufficient answers to questions related to 401 WQ Certification and other state actions.

---

**Q12** Respondent skipped this question

Please provide any further feedback you may have in relation to the responsiveness of state agency staff you worked with in the last year.

---

Page 5: Clarity of staff roles and responsibilities

**Q13**

I know who to contact at the State agency when I have regulatory questions about my hydropower project.

Department of Ecology **Strongly Agree**

Department of Fish & Wildlife **Agree**

---

**Q14** **No**

Would you like to answer more questions about clarity of staff roles and responsibilities?

---

Page 6: Clarity of staff roles and responsibilities follow up

**Q15**

Respondent skipped this question

I know which agency to contact when I have questions related to my project's regulatory requirements.

---

**Q16**

Respondent skipped this question

The agency point of contact provided a level of engagement necessary to complete the shared workload identified in the annual work plan.

---

**Q17**

Respondent skipped this question

State agency staff worked collaboratively with my organization to solve problems.

---

**Q18**

Respondent skipped this question

State agency staff worked collaboratively with each other to solve problems.

---

**Q19**

Respondent skipped this question

Please provide any further feedback you may have in relation to the clarity of staff roles and responsibilities of the state agency staff you worked with in the last year.

---

Page 7: Professionalism

**Q20**

State agency staff interacted with my organization in a professional manner.

Department of Ecology

**Strongly Agree**

Department of Fish & Wildlife

**Strongly Agree**

---

**Q21**

**No**

Would you like to answer more questions about professionalism?

---

Page 8: Professionalism follow up

**Q22**

Respondent skipped this question

State agency staff used professional judgement rather than personal opinion to influence their work.

---

**Q23**

Respondent skipped this question

State agency staff communicated information clearly and professionally.

---

**Q24**

Respondent skipped this question

State agency staff were prepared for meetings.

---

**Q25**

Respondent skipped this question

State agency staff followed through with commitments.

---

**Q26**

Respondent skipped this question

When requested, state agency staff took the time to understand my unique situation and needs.

---

**Q27**

Respondent skipped this question

Please provide any further feedback you may have in relation to the professionalism of the state agency staff you worked with in the last year.

---

---

Page 9: Expertise

**Q28**

State agency staff demonstrated knowledge and experience in their area(s) of expertise.

Department of Ecology

**Strongly Agree**

Department of Fish & Wildlife

**Strongly Agree**

---

**Q29**

**No**

Would you like to answer more questions about expertise?

---

---

Page 10: Expertise follow up

**Q30**

Respondent skipped this question

State agency staff were familiar with my hydropower project(s).

---

**Q31**

Respondent skipped this question

State agency staff were knowledgeable of the content in my 401 WQ Certification(s).

---

**Q32**

Respondent skipped this question

State agency staff demonstrated an understanding of relevant statutes and regulations.

---

**Q33**

Respondent skipped this question

State agency comments and feedback on your reporting documents were clearly communicated.

---

**Q34**

Respondent skipped this question

State agency staff kept you informed about the length of time it would take to achieve milestones in the 401 WQ certification process and other state agency actions.

---

**Q35**

Respondent skipped this question

State agency staff effectively communicated the purpose for studies and information required to issue a 401 WQ Certification and other state approvals.

---

**Q36**

Respondent skipped this question

State agency staff provided the technical support and assistance necessary to implement your FERC license and 401 WQ Certification requirements.

---

**Q37**

Respondent skipped this question

Please provide any further feedback you may have in relation to the expertise of the state agency staff you worked with in the last year.

---

**Q38**

Please tell us if there is something the agencies did particularly well or certainly needs improvement.

Very little interaction with the agencies.

But when we do interact, very professional and timely in getting information I need.

---

**Q39**

Do you have any other questions or comments for us?

None

---

# #6

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, February 22, 2021 9:25:52 AM  
**Last Modified:** Monday, February 22, 2021 9:53:15 AM  
**Time Spent:** 00:27:23  
**IP Address:** 69.10.206.193

---

Page 2: Please provide us with some information about you. (All entries are optional).

## Q1

Email

joef@lcpud.org

---

## Q2

Facility

Cowlitz Falls Hydroelectric Project

---

## Q3

**Management**

In what capacity are you taking this survey?

---

Page 3: Responsiveness

## Q4

I was satisfied with staff response time.

Department of Ecology

**Agree**

Department of Fish & Wildlife

**Agree**

---

## Q5

**No**

Would you like to answer more questions about Responsiveness?

---

Page 4: Responsiveness follow up

## Q6

**Respondent skipped this question**

State agency staff were available for assistance upon request.

---

**Q7** Respondent skipped this question

State agency staff provided timely responses to questions related to 401 WQ Certification requirements and/or other state actions.

---

**Q8** Respondent skipped this question

Decisions needed from state agency staff were provided in a timely manner.

---

**Q9** Respondent skipped this question

State agency staff were responsive to requests to review and approve documents as needed.

---

**Q10** Respondent skipped this question

State agency staff worked with your organization effectively to help develop and/or implement my 401 certification requirements.

---

**Q11** Respondent skipped this question

State agency staff provided sufficient answers to questions related to 401 WQ Certification and other state actions.

---

**Q12** Respondent skipped this question

Please provide any further feedback you may have in relation to the responsiveness of state agency staff you worked with in the last year.

---

Page 5: Clarity of staff roles and responsibilities

**Q13** I know who to contact at the State agency when I have regulatory questions about my hydropower project.

Department of Ecology **Agree**

Department of Fish & Wildlife **Agree**

---

**Q14** **No**

Would you like to answer more questions about clarity of staff roles and responsibilities?

---

Page 6: Clarity of staff roles and responsibilities follow up

**Q15**

Respondent skipped this question

I know which agency to contact when I have questions related to my project's regulatory requirements.

---

**Q16**

Respondent skipped this question

The agency point of contact provided a level of engagement necessary to complete the shared workload identified in the annual work plan.

---

**Q17**

Respondent skipped this question

State agency staff worked collaboratively with my organization to solve problems.

---

**Q18**

Respondent skipped this question

State agency staff worked collaboratively with each other to solve problems.

---

**Q19**

Respondent skipped this question

Please provide any further feedback you may have in relation to the clarity of staff roles and responsibilities of the state agency staff you worked with in the last year.

---

Page 7: Professionalism

**Q20**

State agency staff interacted with my organization in a professional manner.

Department of Ecology

**Agree**

Department of Fish & Wildlife

**Agree**

---

**Q21**

**No**

Would you like to answer more questions about professionalism?

---

Page 8: Professionalism follow up

**Q22**

Respondent skipped this question

State agency staff used professional judgement rather than personal opinion to influence their work.

---

**Q23**

Respondent skipped this question

State agency staff communicated information clearly and professionally.

---

**Q24**

Respondent skipped this question

State agency staff were prepared for meetings.

---

**Q25**

Respondent skipped this question

State agency staff followed through with commitments.

---

**Q26**

Respondent skipped this question

When requested, state agency staff took the time to understand my unique situation and needs.

---

**Q27**

Respondent skipped this question

Please provide any further feedback you may have in relation to the professionalism of the state agency staff you worked with in the last year.

---

---

Page 9: Expertise

**Q28**

State agency staff demonstrated knowledge and experience in their area(s) of expertise.

Department of Ecology

**Strongly Agree**

Department of Fish & Wildlife

**Agree**

---

**Q29**

**No**

Would you like to answer more questions about expertise?

---

---

Page 10: Expertise follow up

**Q30**

Respondent skipped this question

State agency staff were familiar with my hydropower project(s).

---

**Q31**

Respondent skipped this question

State agency staff were knowledgeable of the content in my 401 WQ Certification(s).

---

**Q32**

Respondent skipped this question

State agency staff demonstrated an understanding of relevant statutes and regulations.

---

**Q33**

Respondent skipped this question

State agency comments and feedback on your reporting documents were clearly communicated.

---

**Q34**

Respondent skipped this question

State agency staff kept you informed about the length of time it would take to achieve milestones in the 401 WQ certification process and other state agency actions.

---

**Q35**

Respondent skipped this question

State agency staff effectively communicated the purpose for studies and information required to issue a 401 WQ Certification and other state approvals.

---

**Q36**

Respondent skipped this question

State agency staff provided the technical support and assistance necessary to implement your FERC license and 401 WQ Certification requirements.

---

**Q37**

Respondent skipped this question

Please provide any further feedback you may have in relation to the expertise of the state agency staff you worked with in the last year.

---

**Q38**

Respondent skipped this question

Please tell us if there is something the agencies did particularly well or certainly needs improvement.

---

**Q39**

Respondent skipped this question

Do you have any other questions or comments for us?

---

#7

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, February 22, 2021 11:11:48 AM  
**Last Modified:** Monday, February 22, 2021 11:15:57 AM  
**Time Spent:** 00:04:08  
**IP Address:** 173.209.164.23

---

Page 2: Please provide us with some information about you. (All entries are optional).

**Q1**

Email

pgraf@gcpud.org

---

**Q2**

Facility

Priest Rapids Project

---

**Q3**

In what capacity are you taking this survey?

**Biologist staff,  
Compliance/regulatory staff**

---

Page 3: Responsiveness

**Q4**

I was satisfied with staff response time.

Department of Ecology

**Strongly Agree**

Department of Fish & Wildlife

**Undecided/Neutral**

---

**Q5**

Would you like to answer more questions about Responsiveness?

**Yes**

---

Page 4: Responsiveness follow up

**Q6**

State agency staff were available for assistance upon request.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Undecided/Neutral</b>

---

**Q7**

State agency staff provided timely responses to questions related to 401 WQ Certification requirements and/or other state actions.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Undecided/Neutral</b>

---

**Q8**

Decisions needed from state agency staff were provided in a timely manner.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q9**

State agency staff were responsive to requests to review and approve documents as needed.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Undecided/Neutral</b>

---

**Q10**

State agency staff worked with your organization effectively to help develop and/or implement my 401 certification requirements.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Undecided/Neutral</b>

---

**Q11**

State agency staff provided sufficient answers to questions related to 401 WQ Certification and other state actions.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Undecided/Neutral</b>

---

**Q12**

Respondent skipped this question

Please provide any further feedback you may have in relation to the responsiveness of state agency staff you worked with in the last year.

---

Page 5: Clarity of staff roles and responsibilities

**Q13**

I know who to contact at the State agency when I have regulatory questions about my hydropower project.

Department of Ecology

**Strongly Agree**

Department of Fish & Wildlife

**Disagree**

---

**Q14**

**No**

Would you like to answer more questions about clarity of staff roles and responsibilities?

---

Page 6: Clarity of staff roles and responsibilities follow up

**Q15**

Respondent skipped this question

I know which agency to contact when I have questions related to my project's regulatory requirements.

---

**Q16**

Respondent skipped this question

The agency point of contact provided a level of engagement necessary to complete the shared workload identified in the annual work plan.

---

**Q17**

Respondent skipped this question

State agency staff worked collaboratively with my organization to solve problems.

---

**Q18**

Respondent skipped this question

State agency staff worked collaboratively with each other to solve problems.

---

**Q19**

Respondent skipped this question

Please provide any further feedback you may have in relation to the clarity of staff roles and responsibilities of the state agency staff you worked with in the last year.

---

Page 7: Professionalism

**Q20**

State agency staff interacted with my organization in a professional manner.

Department of Ecology

**Agree**

Department of Fish & Wildlife

**Agree**

---

**Q21**

**No**

Would you like to answer more questions about professionalism?

---

Page 8: Professionalism follow up

**Q22**

**Respondent skipped this question**

State agency staff used professional judgement rather than personal opinion to influence their work.

---

**Q23**

**Respondent skipped this question**

State agency staff communicated information clearly and professionally.

---

**Q24**

**Respondent skipped this question**

State agency staff were prepared for meetings.

---

**Q25**

**Respondent skipped this question**

State agency staff followed through with commitments.

---

**Q26**

**Respondent skipped this question**

When requested, state agency staff took the time to understand my unique situation and needs.

---

**Q27**

**Respondent skipped this question**

Please provide any further feedback you may have in relation to the professionalism of the state agency staff you worked with in the last year.

---

Page 9: Expertise

**Q28**

State agency staff demonstrated knowledge and experience in their area(s) of expertise.

Department of Ecology

**Agree**

Department of Fish & Wildlife

**Agree**

---

**Q29**

**No**

Would you like to answer more questions about expertise?

---

Page 10: Expertise follow up

**Q30**

**Respondent skipped this question**

State agency staff were familiar with my hydropower project(s).

---

**Q31**

**Respondent skipped this question**

State agency staff were knowledgeable of the content in my 401 WQ Certification(s).

---

**Q32**

**Respondent skipped this question**

State agency staff demonstrated an understanding of relevant statutes and regulations.

---

**Q33**

**Respondent skipped this question**

State agency comments and feedback on your reporting documents were clearly communicated.

---

**Q34**

**Respondent skipped this question**

State agency staff kept you informed about the length of time it would take to achieve milestones in the 401 WQ certification process and other state agency actions.

---

**Q35**

**Respondent skipped this question**

State agency staff effectively communicated the purpose for studies and information required to issue a 401 WQ Certification and other state approvals.

---

**Q36**

**Respondent skipped this question**

State agency staff provided the technical support and assistance necessary to implement your FERC license and 401 WQ Certification requirements.

---

**Q37**

**Respondent skipped this question**

Please provide any further feedback you may have in relation to the expertise of the state agency staff you worked with in the last year.

---

**Q38**

Please tell us if there is something the agencies did particularly well or certainly needs improvement.

Very helpful interactions with WDOE staff on NPDES permitting.

---

**Q39**

**Respondent skipped this question**

Do you have any other questions or comments for us?

---

# #8

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, February 22, 2021 11:44:22 AM  
**Last Modified:** Monday, February 22, 2021 12:51:49 PM  
**Time Spent:** 01:07:27  
**IP Address:** 165.225.50.181

---

Page 2: Please provide us with some information about you. (All entries are optional).

## Q1

Email

mpeter@cityoftacoma.org

---

## Q2

Facility

Cowlitz, Cushman, Nisqually and Wynoochee Hydroelectric Projects

---

## Q3

**Biologist staff**

In what capacity are you taking this survey?

---

Page 3: Responsiveness

## Q4

I was satisfied with staff response time.

Department of Ecology

**Agree**

Department of Fish & Wildlife

**Agree**

---

## Q5

**Yes**

Would you like to answer more questions about Responsiveness?

---

Page 4: Responsiveness follow up

**Q6**

State agency staff were available for assistance upon request.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q7**

State agency staff provided timely responses to questions related to 401 WQ Certification requirements and/or other state actions.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q8**

Decisions needed from state agency staff were provided in a timely manner.

Department of Ecology	<b>Undecided/Neutral</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q9**

State agency staff were responsive to requests to review and approve documents as needed.

Department of Ecology	<b>Undecided/Neutral</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q10**

State agency staff worked with your organization effectively to help develop and/or implement my 401 certification requirements.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>N/A</b>

---

**Q11**

State agency staff provided sufficient answers to questions related to 401 WQ Certification and other state actions.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q12**

Please provide any further feedback you may have in relation to the responsiveness of state agency staff you worked with in the last year.

We have provided several documents to Ecology that still need reviews and responses. We understand the high work load has delayed these actions. Additional support from other Ecology staff, rather than a single individual, would facilitate a quicker turnaround on critical path items.

---

Page 5: Clarity of staff roles and responsibilities

**Q13**

I know who to contact at the State agency when I have regulatory questions about my hydropower project.

Department of Ecology	<b>Strongly Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q14** **Yes**

Would you like to answer more questions about clarity of staff roles and responsibilities?

---

Page 6: Clarity of staff roles and responsibilities follow up

**Q15** **Yes**

I know which agency to contact when I have questions related to my project's regulatory requirements.

---

**Q16**

The agency point of contact provided a level of engagement necessary to complete the shared workload identified in the annual work plan.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Undecided/Neutral</b>

---

**Q17**

State agency staff worked collaboratively with my organization to solve problems.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q18**

State agency staff worked collaboratively with each other to solve problems.

Department of Ecology **Undecided/Neutral**

Department of Fish & Wildlife **Undecided/Neutral**

---

**Q19**

Please provide any further feedback you may have in relation to the clarity of staff roles and responsibilities of the state agency staff you worked with in the last year.

Some uncertainty exists between regulatory requirements associated with our projects 401 WQCs and the terms and conditions within some of our WDFW issued HPAs. Regulatory responsibilities and roles undertaken between different wings within an organization are not always clearly communicated and communication between sections within the regulatory entity appears to be lacking (Water Quality vs. Spills/Cleanup)

---

---

Page 7: Professionalism

**Q20**

State agency staff interacted with my organization in a professional manner.

Department of Ecology **Agree**

Department of Fish & Wildlife **Agree**

---

**Q21**

**No**

Would you like to answer more questions about professionalism?

---

---

Page 8: Professionalism follow up

**Q22**

**Respondent skipped this question**

State agency staff used professional judgement rather than personal opinion to influence their work.

---

**Q23**

**Respondent skipped this question**

State agency staff communicated information clearly and professionally.

---

**Q24**

**Respondent skipped this question**

State agency staff were prepared for meetings.

---

**Q25**

Respondent skipped this question

State agency staff followed through with commitments.

---

**Q26**

Respondent skipped this question

When requested, state agency staff took the time to understand my unique situation and needs.

---

**Q27**

Respondent skipped this question

Please provide any further feedback you may have in relation to the professionalism of the state agency staff you worked with in the last year.

---

Page 9: Expertise

**Q28**

State agency staff demonstrated knowledge and experience in their area(s) of expertise.

Department of Ecology

**Agree**

Department of Fish & Wildlife

**Undecided/Neutral**

---

**Q29**

**Yes**

Would you like to answer more questions about expertise?

---

Page 10: Expertise follow up

**Q30**

State agency staff were familiar with my hydropower project(s).

Department of Ecology

**Agree**

Department of Fish & Wildlife

**Agree**

---

**Q31**

State agency staff were knowledgeable of the content in my 401 WQ Certification(s).

Department of Ecology

**Agree**

Department of Fish & Wildlife

**Undecided/Neutral**

---

**Q32**

State agency staff demonstrated an understanding of relevant statutes and regulations.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Undecided/Neutral</b>

---

**Q33**

State agency comments and feedback on your reporting documents were clearly communicated.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q34**

State agency staff kept you informed about the length of time it would take to achieve milestones in the 401 WQ certification process and other state agency actions.

Department of Ecology	<b>Undecided/Neutral</b>
Department of Fish & Wildlife	<b>Undecided/Neutral</b>

---

**Q35**

State agency staff effectively communicated the purpose for studies and information required to issue a 401 WQ Certification and other state approvals.

Department of Ecology	<b>Undecided/Neutral</b>
Department of Fish & Wildlife	<b>Undecided/Neutral</b>

---

**Q36**

State agency staff provided the technical support and assistance necessary to implement your FERC license and 401 WQ Certification requirements.

Department of Ecology	<b>Agree</b>
Department of Fish & Wildlife	<b>Agree</b>

---

**Q37**

Please provide any further feedback you may have in relation to the expertise of the state agency staff you worked with in the last year.

State agency staff commonly weigh in on subjects that are outside of their expertise or authority. Communication of the concerns is good, but an understanding of their regulatory authority should be clear and discussed openly.

---

**Q38**

Please tell us if there is something the agencies did particularly well or certainly needs improvement.

Ecology has been very communicative and collaborative with our agency. We have open discussions that are productive and make clear that we are on the same page.

---

**Q39**

Respondent skipped this question

Do you have any other questions or comments for us?

---

## #9

INCOMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, February 23, 2021 9:43:20 AM  
**Last Modified:** Tuesday, February 23, 2021 9:44:19 AM  
**Time Spent:** 00:00:58  
**IP Address:** 68.66.151.210

---

Page 2: Please provide us with some information about you. (All entries are optional).

### Q1

Email

afroberg@cowlitzpud.org

---

### Q2

Facility

Swift No. 2

---

### Q3

Compliance/regulatory staff

In what capacity are you taking this survey?

---

---

Page 3: Responsiveness

### Q4

Respondent skipped this question

I was satisfied with staff response time.

---

### Q5

Respondent skipped this question

Would you like to answer more questions about Responsiveness?

---

---

Page 4: Responsiveness follow up

### Q6

Respondent skipped this question

State agency staff were available for assistance upon request.

---

**Q7** Respondent skipped this question

State agency staff provided timely responses to questions related to 401 WQ Certification requirements and/or other state actions.

---

**Q8** Respondent skipped this question

Decisions needed from state agency staff were provided in a timely manner.

---

**Q9** Respondent skipped this question

State agency staff were responsive to requests to review and approve documents as needed.

---

**Q10** Respondent skipped this question

State agency staff worked with your organization effectively to help develop and/or implement my 401 certification requirements.

---

**Q11** Respondent skipped this question

State agency staff provided sufficient answers to questions related to 401 WQ Certification and other state actions.

---

**Q12** Respondent skipped this question

Please provide any further feedback you may have in relation to the responsiveness of state agency staff you worked with in the last year.

---

Page 5: Clarity of staff roles and responsibilities

**Q13** Respondent skipped this question

I know who to contact at the State agency when I have regulatory questions about my hydropower project.

---

**Q14** Respondent skipped this question

Would you like to answer more questions about clarity of staff roles and responsibilities?

---

Page 6: Clarity of staff roles and responsibilities follow up

**Q15**

Respondent skipped this question

I know which agency to contact when I have questions related to my project's regulatory requirements.

---

**Q16**

Respondent skipped this question

The agency point of contact provided a level of engagement necessary to complete the shared workload identified in the annual work plan.

---

**Q17**

Respondent skipped this question

State agency staff worked collaboratively with my organization to solve problems.

---

**Q18**

Respondent skipped this question

State agency staff worked collaboratively with each other to solve problems.

---

**Q19**

Respondent skipped this question

Please provide any further feedback you may have in relation to the clarity of staff roles and responsibilities of the state agency staff you worked with in the last year.

---

Page 7: Professionalism

**Q20**

Respondent skipped this question

State agency staff interacted with my organization in a professional manner.

---

**Q21**

Respondent skipped this question

Would you like to answer more questions about professionalism?

---

Page 8: Professionalism follow up

**Q22**

Respondent skipped this question

State agency staff used professional judgement rather than personal opinion to influence their work.

---

**Q23**

Respondent skipped this question

State agency staff communicated information clearly and professionally.

---

**Q24**

Respondent skipped this question

State agency staff were prepared for meetings.

---

**Q25**

Respondent skipped this question

State agency staff followed through with commitments.

---

**Q26**

Respondent skipped this question

When requested, state agency staff took the time to understand my unique situation and needs.

---

**Q27**

Respondent skipped this question

Please provide any further feedback you may have in relation to the professionalism of the state agency staff you worked with in the last year.

---

---

Page 9: Expertise

**Q28**

Respondent skipped this question

State agency staff demonstrated knowledge and experience in their area(s) of expertise.

---

**Q29**

Respondent skipped this question

Would you like to answer more questions about expertise?

---

---

Page 10: Expertise follow up

**Q30**

Respondent skipped this question

State agency staff were familiar with my hydropower project(s).

---

**Q31**

Respondent skipped this question

State agency staff were knowledgeable of the content in my 401 WQ Certification(s).

---

**Q32**

Respondent skipped this question

State agency staff demonstrated an understanding of relevant statutes and regulations.

---

**Q33**

Respondent skipped this question

State agency comments and feedback on your reporting documents were clearly communicated.

---

**Q34**

Respondent skipped this question

State agency staff kept you informed about the length of time it would take to achieve milestones in the 401 WQ certification process and other state agency actions.

---

**Q35**

Respondent skipped this question

State agency staff effectively communicated the purpose for studies and information required to issue a 401 WQ Certification and other state approvals.

---

**Q36**

Respondent skipped this question

State agency staff provided the technical support and assistance necessary to implement your FERC license and 401 WQ Certification requirements.

---

**Q37**

Respondent skipped this question

Please provide any further feedback you may have in relation to the expertise of the state agency staff you worked with in the last year.

---

**Q38**

Respondent skipped this question

Please tell us if there is something the agencies did particularly well or certainly needs improvement.

---

**Q39**

Respondent skipped this question

Do you have any other questions or comments for us?

---