FACTSHEET I

The following table can help you get started in identifying your particular customers and the products or services they receive from you.   Remember, some of you also work with individuals who can be customers, stakeholders or clients, depending on the specific interaction.

Customer	Service/Product
Regulated industries, such as manufacturers and power companies	• permits/compliance enforcement • public meetings • hearings • regulations • facility inspection
Agriculture	• information • referrals • guidance and access • environmental cleanup
Small businesses, such as dry cleaners, printers, and developers	• guidance • grants • environmental impact statements • standards
Consultants	• information
Local governments	• outreach • assistance • funds • information • brown fields • guidance • grants • program support • enforcement • coordination of resource efforts
States	**TribesTribes**• guidance • information • technical assistance • grants • enforcement support
Grant applicants	• applications • information
Public interest groups	• funds • information • opportunities for input into decisions
Customer	Service/Product

Community-based groups, including environmental justice organizations	• advice and assistance • data and information • grants • program support • training and job development • technology transfer
The public	• information • site clean-up • Freedom of Information Act requests • hot line complaints • environmental education • access to environmental decision making • opportunities for involvement
Congress	• information • responses • reports • action • regulations • program implementation
Program offices (one office to another at HQ)	• technical assistance • compliance assistance • research and development support
EPA employees	• human resources support • facilities • financial management • training • information technology • audits • evaluation
EPA Regional program offices	• policy guidance • money support • regulations
Other federal agencies	• referrals • information • support • access to data • IAGs • site cleanup • FIS
International/global	• technology and information transfer • standards • training • conferences • studies • monitoring • collaboration