

Residential oil spills

Questions every homeowner should ask

For a homeowner, oil spills can be a very disruptive and unsettling experience. In addition to strong fuel oil odors, damage to your personal items, and potential impact to property value, the work involved in cleaning up an oil spill can be a complex and evolving process that takes time to be completed properly. The selection of a professional oil spill clean-up contractor is a critical step that most homeowners understandably have very little experience with. This handout is intended to help you as a homeowner make an educated decision in contractor selection.

Below are some key questions to ask and consider in selecting an oil spill clean-up contractor:

Q: Does the contractor hold a contract with the Commonwealth of Massachusetts Department of Environmental Protection (MassDEP) for Emergency Oil Spill Clean-up?

A: There are only a few contractors under contract with MassDEP, having met the stringent requirements to qualify as an approved oil spill clean-up contractor. These are the companies that MassDEP would contact if they were themselves hiring a contractor (homeowners can request a list of approved contractors). **ENPRO has been a contractor to MassDEP for more than 25 years**, and we have consistently scored very highly in the agency's evaluation process of our experience and capabilities.



Q: Does the contractor have recommended insurance coverage in place for conducting oil spill clean-up, and can the contractor produce evidence of insurance coverage?

A: Workers Compensation and General Liability Coverage are fundamental coverage requirements, but a homeowner should definitely look for more. Only a few contractors have Pollution Liability coverage and Professional Errors and Omissions coverage. The dollar amount of coverage should also be a consideration.

ENPRO carries \$10 million in insurance coverage, including Pollution Liability and Professional Errors and Omissions coverage.

Q: Is the contractor a Licensed Hazardous Waste Transporter?

A: Only a few contractors are licensed to transport hazardous waste and have the proper insurance coverage to do so. If an accident occurs while transporting oily waste from a homeowner's property, the homeowner is still responsible for that waste and potentially any environmental damage that may be caused by its spillage.

ENPRO has been a Licensed Hazardous Waste Transporter for more than 25 years. ENPRO's drivers are trained, licensed and experienced in the transportation of oil and hazardous waste. ENPRO has conducted

ENPRO at a glance

ENPRO is a customer-focused firm specializing in the management of oil and hazardous waste. With over 25 years of industry experience, we serve a diverse client base, providing a full range of environmental services to address virtually any project. ENPRO is recognized throughout the Greater Northeast for our team of experienced employees and their ability to complete assignments on a turnkey basis using company-owned resources.

inspections and audits of the oil and hazardous waste facilities that will receive and process the oily waste removed during clean-up operations. ENPRO also owns and operates hazardous waste facilities, providing us with additional technical and regulatory expertise in waste management.

Q: Does the contractor employ a Licensed Site Professional (LSP) and supporting technical staff?

A: Clean-up of most oil spills in Massachusetts is highly regulated by MassDEP and requires the oversight of an LSP. Only a few contractors have LSPs who are on staff, available for emergency oil spill clean-up, and covered under the contractor's Professional Errors and Omissions insurance coverage.

ENPRO has an LSP on staff who is available 24/7 for oversight of oil spill clean-up. ENPRO's LSP is supported on all oil spills by ENPRO's Technical Services Group, including a team of experienced environmental engineers and scientists. ENPRO's Vice President, Dr. Geoffrey A. Brown, heads up ENPRO's Technical Services Group. Dr. Brown holds a PhD from Cornell University and was formerly employed by MassDEP.

Q: Can the contractor provide an authentic listing of homeowner references and contact information, along with references from some recognizable insurance companies and their approved environmental claims adjusters?

A: This is information that should be readily available. A list of ENPRO homeowner, insurance company, and insurance adjuster references is available upon request.

Q: How long has the contractor been in business?

A: Oil spill clean-up is highly regulated by federal and state authorities. There are only a few contractors in New England who have stood the test of time. **ENPRO is proud to have been in business for more than 25 years, working closely with and for federal and state regulators throughout New England and New York.**

Q: Is the contractor professional, capable, and knowledgeable?

A: Upon request the contractor should be readily able to provide resumes of management personnel that will be assigned to the clean-up, along with copies of training certificates and background security clearances for employees who will be performing the hands-on work and accessing your property. ENPRO can provide all such records prior to initiating work in your home.

Q: How much work will the contractor be able to self-perform? Also, what assurances can the contractor provide that the majority of the work will be self-performed, so that you do not have to be concerned with the quality and reputation of subcontractors accessing and working on your property?

A: Other than standard specialty trade services, such as electrical or plumbing, **ENPRO has the personnel and equipment to complete all oil spill clean-up actions with its own resources.**

Q: Can the contractor lay out the procedures that the contractor will follow in cleaning up the oil spill?

A: A reputable contractor should be able to put you at ease in terms of describing the sequential steps that will be taken in properly managing the oil spill clean-up and protecting the safety and value of your home. ENPRO's Technical Services Group has great depth and experience in managing oil spill clean-ups. The LSP, scientist or engineer assigned to manage your clean-up will be able to describe the steps required and recommended to achieve a successful outcome.

Q: How financially secure is the contractor? Can the contractor produce evidence of its bonding capacity that you can verify with a phone call?

A: Although it is not necessary to post a performance or payment bond for the clean-up of a residential oil spill, the bonding capacity of a contractor is a good indication of financial stability. Bonding companies do not issue bonds to companies that are financially weak. If a clean-up contractor goes out of business and/or cannot pay its bills, you do not want to be exposed to subcontracted firms demanding that you pay for their services. ENPRO has upward of 100 employees with service centers in MA, ME, NH and VT. **ENPRO is fully bonded and has performed work for various public and private entities, posting performance and payment bonds in excess of \$1 million.**



Keeping a Check
on Our Environment

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