



Department of Natural Resources
and Environmental Control
Tank Management Section
391 Lukens Drive
New Castle, DE 19720
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www.dnrec.delaware.gov/Tanks/

HOW TO FIND A CONSULTANT

Many consulting firms are available to help you, the Underground Storage Tank (UST) owner and/or operator, with your UST work. Not all consulting and contracting firms, however, are the same. Therefore, the more you know about the differences between them, the better able you will be to choose the right consultant. The DNREC-TMS developed this document to help you in selecting a consultant for your UST work. Effective October 12, 1995, contractors performing the following UST activities were required to satisfy the State of Delaware certification requirements:

- Removal/Abandonment
- Installation
- Retrofit/Upgrade
- Internal Lining

The certification requirements do not apply to consultants performing UST remedial or investigation activities. A list of UST certified contractors is available online at:

www.dnrec.delaware.gov/services/Pages/Contractor.aspx

Following are examples of questions to ask prospective consultants. Their answers should help you find the most appropriate consulting firm for your situation.

Ask About The Company

Their Company :

- Are they full service (i.e., they do everything?) or do they specialize in certain aspects of UST work, such as:
 - Installation/Removal
 - Investigation/Remediation
 - Tank Testing
 - Tank Cleaning
 - Environmental Sampling & Analysis

Their Equipment :

- Do they have their own equipment or do they subcontract equipment at added cost?
- Are the samples analyzed in-house or sent to another laboratory?
- If the samples are sent out, to which laboratory?

Their Staff :

- How many do they employ?
- How many of them work in the field?

Their Experience:

- What are the qualifications and certifications of the people doing the work?



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- Do they have a Delaware registered geologist on staff who will sign the reports? What is his/her name and registration number?
- How long has the company been in business?
- Are they licensed to operate a business in Delaware?
- Have they worked in your area of Delaware?

Their References:

- Who else have they worked for?
- Call the references and ask them about the quality, timelines, and cost of the work done by the consultant.

Ask What They Do About Health and Safety:

- What is their health and safety policy?
- Do they follow OSHA regulations?
- Have they completed OSHA's 40-hour safety training course?

Installations/Upgrades:

- Which tank testing method do they use? Are they certified by the manufacturer?

Their Operations:

- Do they contact the UST Section when they remove tanks? Whom do they talk to there?
- Will they provide a written report?
- Do they do the follow-up monitoring? At what cost?

Tank Removals/Closure in Place:

- Can they explain what they do to remove tanks, including:
 - Purging method
 - Soil removal, management, and handling
 - Sludge removal and disposal
 - Tank removal and disposal

The Consultant and Contractor's Job is to Solve Your Problem:

- Do they listen to you and clearly understand your problem or do they give you a sales pitch?

Commitment:

- Do they promise to finish the job?
- What is their turnaround time for the work?
- What is their availability? When will they start the work?

Written Estimates:

- Do they include time, travel, labor, and materials?
- Does it include their billing terms?
- Do they bill on fixed, whole project cost or time and materials costs?