

## **Frequently Asked Questions for the Office of Direct Billing & Cost Recovery** (10/17/07)

### **I don't understand the invoice I received, what do all the various pages, rows and columns mean?**

- Invoices are multi-page documents that show various breakdowns of the costs that were incurred by the Site Remediation Program in providing oversight of the remediation of contaminated sites. For a general explanation of the various pages of the invoice and their contents, see the example invoice at:  
<http://www.nj.gov/dep/srp/directbilling/sampleinvoice/>

### **Why did I receive a bill (invoice) when...?**

- **when all of this was taken care of by my consultant and no one physically came out to do any work?**
  - You received a bill for DEP staff's time for "overseeing" the cleanup performed by your consultant. Overseeing, or oversight, includes reviewing reports and/or documents submitted to the Department and may not require Department personnel to visit a site.
- **when my case had been closed for years?**
  - Based on findings from a State Auditors Report it was discovered that a number of cases had never been properly billed for oversight costs. A review of our records indicates that your case was never properly billed.
- **when I paid my last bill?**
  - The invoice that you received is for charges that have incurred since your last billing period.
- **when I believe that I have already paid this bill in full and my case is closed?**
  - Contact the Office of Direct Billing & Cost Recovery at 609-633-0701. Please have your invoice available when you call.
- **when I am not the person responsible for the bill?**
  - Contact the Office of Direct Billing & Cost Recovery at 609-633-0701. However, you will be required to document in writing why you believe you are not the person responsible. Please have your invoice available when you call.
- **when I sold the property and/or I'm not the current owner of the property?**
  - Contact the Office of Direct Billing & Cost Recovery at 609-633-0701. However, you will be required to document in writing why you believe you are not the person responsible or the current property owner. Please have your invoice available when you call.

**What are the current Additive, Fringe and Indirect rates? What were the previous rates and why did they change? Will they change again?**

Fiscal year 2010: Additive = 23%, Fringe = 36.05% and Indirect = 173.73%  
Fiscal year 2009: Additive = 23%, Fringe = 36.05% and Indirect = 173.73%  
Fiscal year 2008: Additive = 23%, Fringe = 33.15% and Indirect = 163.09%  
Fiscal year 2007: Additive = 23%, Fringe = 34.75% and Indirect = 95.29%  
Fiscal year 2006: Additive = 23%, Fringe = 32.75% and Indirect = 95.29%

Similar to private industry, public agencies have operating costs that can increase or decrease from one year to the next. The fringe rates above are developed annually by the Department of Treasury, the additive and indirect rates are developed by DEP and are subject to adjustment each fiscal year.

As stated in a State Auditors Report

(<http://www.njleg.state.nj.us/legislativepub/Auditor/42086.pdf>), SRP was required to update its indirect cost rate. The components of the indirect cost rate include SRP's operating and overhead expenses that cannot be charged as direct salary charges for a particular case. As an example, based on an independent certified public accountant's report ([http://www.nj.gov/dep/srp/directbilling/indirect\\_rate\\_fy2006.pdf](http://www.nj.gov/dep/srp/directbilling/indirect_rate_fy2006.pdf)), SRP, for fiscal year 2008, revised its indirect cost rate to 163.09% \*\*. In addition, the fringe rate for fiscal year 2008 was revised to 33.15%.

\*\* Note - Since 2002 homeowners and innocent purchasers, as determined by the DEP in accordance with N.J.S.A. 58:10B-2.1, have been exempt from indirect rate costs.

**What is the status of my No Further Action (NFA) letter?**

- That is a case specific question. Please contact your Case Manager. However, NFA's will not be issued until outstanding invoices are paid.

**Who do I to speak to about my case?**

- For general inquiries on your invoice or questions on the calculations or breakdown of charges you can contact the Office of Direct Billing & Cost Recovery at 609-633-0701. Please have your invoice available when you call.
- For case specific questions you should contact your case manager. Your case manager's name and Lead Program are either on the first page of our older invoices or will be first listed on the 'Balance and Interest Summary' page of our upcoming new invoice. General phone numbers for the Lead Programs are found on the back of the first page of your invoice. Or you can go to the State of NJ telephone directory at:

<http://www.nj.gov/nj/govinfo/njgov/employeephone.html>

**Where do I send correspondence to the Office of Direct Billing & Cost Recovery via the Post Office?**

- NJ Department of Environmental Protection  
Office of Direct Billing and Cost Recovery, 6th Floor West  
P.O. BOX 413  
Trenton NJ 08625-0413

**Where do I send correspondence to the Office of Direct Billing & Cost Recovery via FED EX / UPS?**

- NJ Department of Environmental Protection  
Office of Direct Billing and Cost Recovery, 6th Floor West.  
401 East State Street  
Trenton NJ 08625  
(Note: When using FED EX / UPS, you must use the actual street address provided here. Overnight delivery services will not deliver to a Post Office Box.)

**What is the phone number of the Office of Direct Billing & Cost Recovery?**

- 609-633-1701

**What is the FAX number of the Office of Direct Billing & Cost Recovery?**

Our FAX number is: 609-292-1975. However, if you are officially questioning or disputing an invoice you have received, we ask that you mail your correspondence to us instead of using FAX.

**Where do I send payments?**

- NJ Department Of Treasury  
Division of Revenue  
PO BOX 417  
Trenton NJ 08646-0417  
(Note: Checks must be made payable to “Treasurer, State of New Jersey”. It is very important to attach the return payment slip found on the bottom portion of the invoice. Also, please write the ‘INVOICE NO.’ in the memo field of your check (This number can be found in the top right corner of your invoice)).

**What is my balance owed?**

- Your balance and amount owed is located in the top right box of your invoice that states ‘Amount Due’.

**Can I pay online or by phone?**

- No. These options are presently not available.

**Can I make monthly payments?**

- Contact the Office of Direct Billing & Cost Recovery at 609-633-0701. Under certain circumstances the Department allows for payment plans. However, the person responsible may need to provide proof of their finances (e.g., tax records).

**Am I eligible for a grant or loan to pay for cleanup costs?**

- The following DEP web pages describe various loan and grant programs offered in New Jersey and provide links to the appropriate application packages:

<http://www.state.nj.us/dep/srp/finance/>

<http://www.state.nj.us/dep/srp/finance/ustfund/>

<http://www.state.nj.us/dep/srp/finance/eca.htm>

**How can I get a Federal/Tax ID number to submit payment?**

- Our Federal/Tax ID number is 21600928.

**How do I request a copy of my bill or replace missing pages?**

- Contact the Office of Direct Billing & Cost Recovery at 609-633-0701. If possible, please have your invoice available when you call. Otherwise, please provide a Program Interest ID number or Billing ID number.

**How can I update certain information on my bill? (e.g., new contact person, address, phone number, etc.)**

- Contact the Office of Direct Billing & Cost Recovery in writing. See Frequently Asked Question on “where to send correspondence” for the Office of Direct Billing & Cost Recovery address.

**Why did I receive a bill when it should have gone to my insurance company?**

- It is up to the person responsible for the bill to forward it on to their insurance company if necessary.

**Why did I receive a letter from a collection agency?**

- Parties responsible for paying oversight costs that have unpaid bills may end up being referred to a collection agency. Once a case is referred to collections, the responsible party must speak to the collection agency directly.

**Why does the amount due on the front of the invoice differ from the amount on the summary sheet of the bill?**

- You may be on a Payment Plan.
- You may have accumulated interest.
- Amount due was carried forward from a previous bill.
- Your invoice was re-issued with a corrected total amount due.

**“I didn’t sign the MOA, my wife/husband did.” “I never signed an ACO agreeing to pay.” How can I get an answer or solution to this question?**

- Contact the Office of Direct Billing & Cost Recovery in writing. See Frequently Asked Question on “where to send correspondence” for the Office of Direct Billing & Cost Recovery address.