Responsibilities, Ethical Conduct, and Related Responsibilities

1. The authority citation for 38 CFR part 0 continues to read as follows:

Subpart A—Core Values, Characteristics, and Customer Experience Principles of the Department

2. Revise the heading of Subpart A to read as follows:

Subpart A—Core Values, Characteristics, and Customer Experience Principles of the Department

3. Revise § 0.600 to read as follows:

§ 0.600 General.

This section describes the Core Values, Characteristics, and Customer Experience Principles that serve as internal guidelines for employees of the Department of Veterans Affairs. These Core Values, Characteristics, and Customer Experience Principles help define VA employees, articulate what VA stands for, and underscore its moral obligation to veterans, their families, and other beneficiaries. They are intended to establish one overarching set of guidelines that apply to all VA Administrations and staff offices, confirming the values already instilled in many VA employees and enforcing their commitment to provide the best experience possible to veterans, servicemembers, their families, caregivers, and survivors.

4. Add § 0.603 to read as follows:

§ 0.603 Customer Experience principles.

VA will provide the best customer experience in its delivery of care, benefits, and memorial services to veterans, servicemembers, their families, caregivers, and survivors. The delivery of exceptional customer experience is the responsibility of all VA employees and will be guided by VA’s Core Values and Characteristics. Customer experience is the product of interactions between an organization and a customer over the duration of their relationship. VA measures these interactions through Ease, Effectiveness, and Emotion, all of which impact the overall trust the customer has in the organization.

(a) Ease. VA will make access to VA care, benefits, and memorial services smooth and easy.

(b) Effectiveness. VA will deliver care, benefits, and memorial services to the customer’s satisfaction.

(c) Emotion. VA will deliver care, benefits, and memorial services in a manner that makes customers feel honored and valued in their interactions with VA. VA will use customer experience data and insights in strategy development and decision-making to ensure that the voice of veterans, servicemembers, their families, caregivers, and survivors inform how VA delivers care, benefits, and memorial services.

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**Exhibit 10.3 [Corrected]**

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</tr>
</tbody>
</table>
Wyoming regional haze FIP also.

haze in Wyoming. The revisions to the Implementation Plan (FIP) for regional emission limits for Laramie River Units 1, 2 and 3 in the Federal

SUMMARY: Agency (EPA) is finalizing approval of State Implementation Plan (SIP) revisions submitted by the State of Wyoming on April 5, 2018, addressing regional haze. The revisions modify the Wyoming regional haze SIP, approving, in part, a regional haze SIP revision submitted by the State of Wyoming on January 12, 2011. In the final rule, the EPA also disapproved, in part, the Wyoming regional haze SIP, including the NOX BART emission limit of 0.21 lb/MMBtu (30-day rolling average) for Laramie River Units 1, 2 and 3, and promulgated a FIP that imposed a NOX BART emission limit of 0.07 lb/MMBtu (30-day rolling average) for each of the three Laramie River Units, among other actions.

On October 11, 2018, the EPA proposed to revise the FIP per the terms of the settlement agreement by amending the NOX and SO2 emission limits for Laramie River. Specifically,

pursuant to section 110 of the Clean Air Act (CAA).

DATES: This rule is effective June 19, 2019.

ADDRESSES: The EPA has established a docket for this action under Docket ID No. EPA–R08–OAR–2018–0606. All documents in the docket are listed on the http://www.regulations.gov website. Although listed in the index, some information is not publicly available, e.g., CBP or other information whose disclosure is restricted by statute. Certain other material, such as copyrighted material, is not placed on the internet and will be publicly available only in hard copy form. Publicly available docket materials are available through http://www.regulations.gov, or please contact the person identified in the FOR FURTHER INFORMATION CONTACT section for additional availability information.

FOR FURTHER INFORMATION CONTACT: Jaslyn Dobrahner, Air Program, EPA, Region 8, Mailcode 8P–AR, 1595 Wynkoop Street, Denver, Colorado 80202–1129, (303) 312–6252, dobrahner.jaslyn@epa.gov.

SUPPLEMENTARY INFORMATION: Throughout this document wherever “we,” “us,” or “our” is used, we mean the EPA.

I. Proposed Action

II. Background

A. Requirements of the Clean Air Act and the EPA’s Regional Haze Rule

B. Best Available Retrofit Technology (BART)

C. BART Alternatives

D. Reasonable Progress Requirements

E. Consultation With Federal Land Managers (FLMs)

F. Requirements for Regional Haze SIPs Submitted Under 40 CFR 51.309

G. Modeling

H. Regulatory and Legal History of the 2014 Wyoming SIP and FIP

III. Public Comments and EPA Responses

IV. Final Action

V. Incorporation by Reference

VI. Statutory and Executive Order Reviews

I. Proposed Action

On January 30, 2014, the EPA promulgated a final rule titled, "Approval, Disapproval and Promulgation of Implementation Plans; State of Wyoming; Regional Haze State Implementation Plan; Federal Implementation Plan for Regional Haze," approving, in part, a regional haze SIP revision submitted by the State of Wyoming on January 12, 2011. In the final rule, the EPA also disapproved, in part, the Wyoming regional haze SIP, including the NOx BART emission limit of 0.21 lb/MMBtu (30-day rolling average) for Laramie River Units 1, 2 and 3, and promulgated a FIP that imposed a NOx BART emission limit of 0.07 lb/MMBtu (30-day rolling average) for each of the three Laramie River Units, among other actions.

On October 11, 2018, the EPA proposed to revise the FIP per the terms of the settlement agreement by amending the NOx and SO2 emission limits for Laramie River. Specifically,

1 79 FR 5632 (January 30, 2014).

2 83 FR 51403 (October 11, 2018). Letter from Eileen T. McDonough, U.S. Department of Justice, to Elizabeth Morrisseau, Wyoming Attorney General’s Office, and Christina F. Gomez, Denise W. Kennedy, and Patrick R. Day, Holland & Hart LLC (notification that both the EPA and the Department of Justice (DOJ) determined not to withdraw their consent to the Settlement Agreement) (April 24, 2017); Settlement Agreement between Basin Electric Power Cooperative, the State of Wyoming, and the EPA (April 24, 2017); First Amendment to Settlement Agreement (pursuant to Paragraph 15 of the Agreement, extended the deadline for the EPA to determine whether to withdraw or consent to the Settlement Agreement in Paragraph 1 to May 3.

Continued