Well Permit Renewal Application

Permitting Portal | User Guide
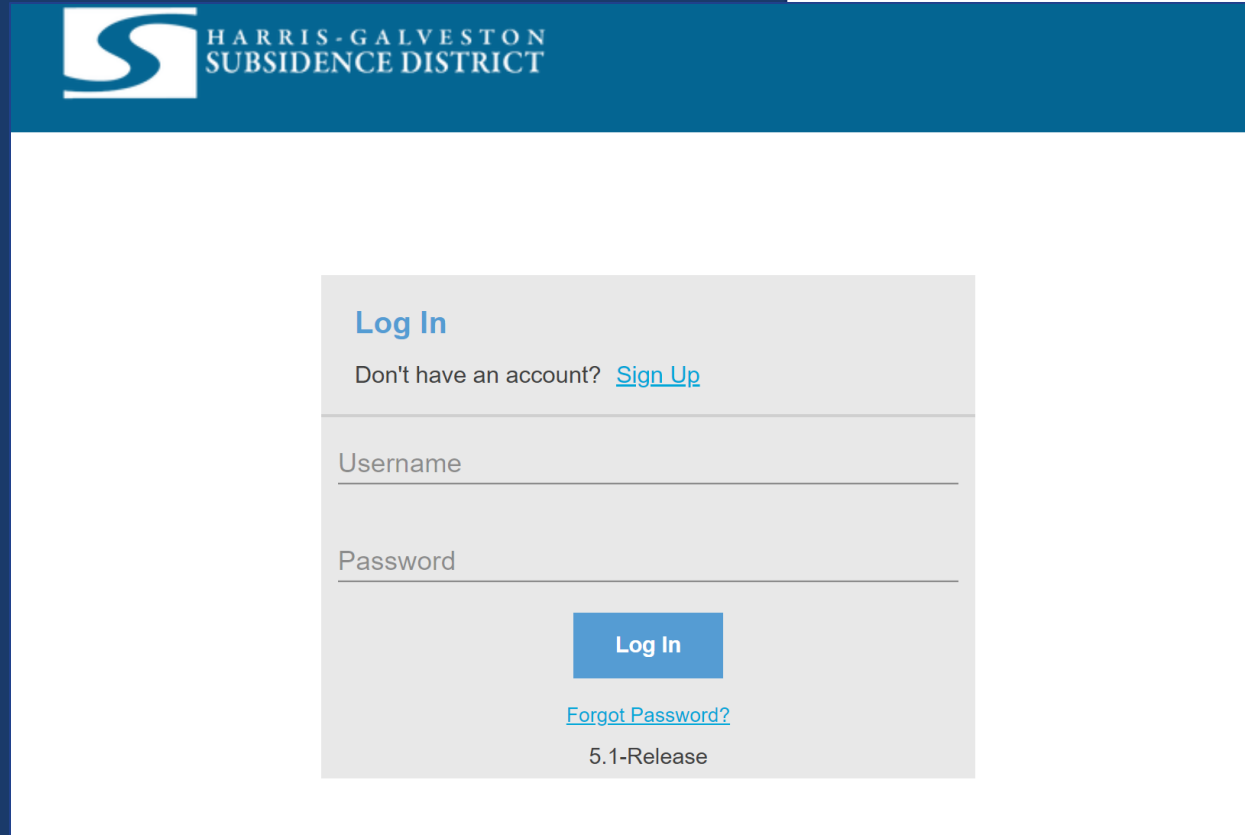
Updated May 7, 2021

Overview

To simplify the permit application and renewal process, the Harris-Galveston Subsidence District has implemented a new permitting system. This guide is intended to walk permittees through the renewal application process by providing a road map and visuals of what to expect.

A great feature of this new and improved system is last year's application data will be available for permittees to review and update.

Renewal Process

1. Visit hgsubsidence.org/portal. Create account and/or log in to your account

2. Locate previous application under the **Submitted** tab. Under the **Actions** dropdown menu, choose "**Renew**" option

3. Confirm Well address in **Main** section, Well information in **App Data** section and contact information under the **People** section.

4. Submit application for processing; once the application has been verified, select "Pay Fees" option to pay the application fee

5. HGSD staff will review your application and schedule it for a hearing. Next, your application will be processed and will be scheduled for one of the District's Board meetings.

6. Once your permit application is approved by the Board, you will receive a permit fee statement. Once the permit fee is paid, your permit will be issued.

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Access the Portal

PLEASE NOTE: there can only be one permittee login per permit application. We recommend the email used for this account to be accessible in the long-term.

- To access the Permitting Portal from HGSD website, visit hgsubsidence.org/portal

- You can also bookmark the direct portal link.

- Click here for instructions on how to create an account

- **You must log in using the email address associated with last year's permit application to view the permit to renew.**

Locate Application

- After logging in, choose the "Submitted" tab. Your most recent, active applications should appear here.

- Any applications that are saved but not submitted will appear under the "Incomplete" tab.

- If you are renewing a permit, you can choose "Renew" from the "Actions…" drop-down menu.

- If you do not see your permit, check that the email address you are using is the same one associated with your well number.

  - If you need to update the address associated with your account, fill out the Update Email Form. District staff will review your request.
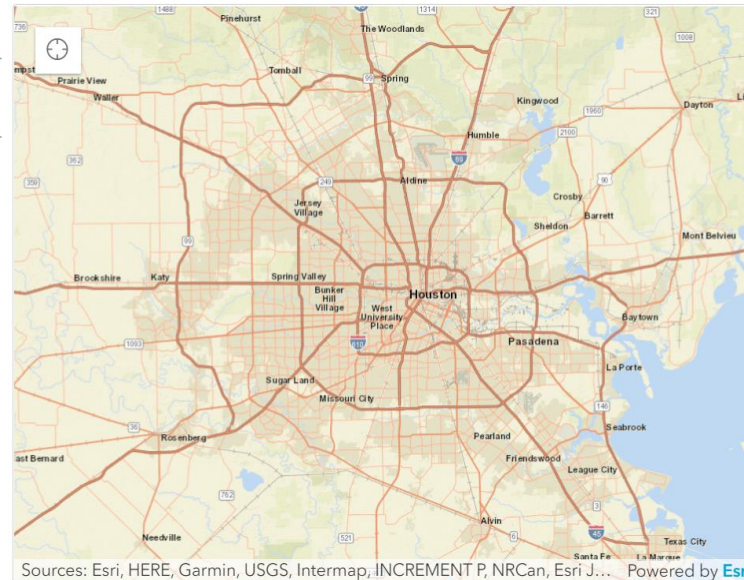
Application Sections

Overview

- ***Main Panel***: this is your lead well number should appear and physical location of the lead well

- ***App Data Panel***: this is where you update the details regarding your application

- ***People Panel***: this is where you provide information on the applicant, permittee, other contacts for the application

- ***Rel Docs Panel***: this is where you may attach related documents that you would like to share with District staff (if applicable)
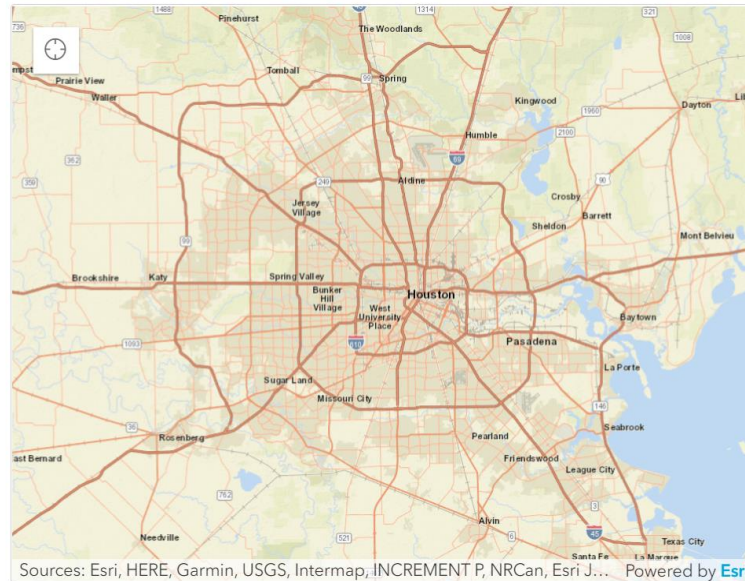
Input Well Address

PERMITTING PORTAL
One-stop-shop for forms and payments

Application: Well Permit

1. **Main**

Well Number

Physical Location of Well

Sources: Esri, HERE, Garmin, USGS, Intermap, INCREMENT P, NRCan, Esri J...   Powered by **Esri**

Cancel   Clear   Next

2. **App Data**
3. **People**
4. **Add'l Docs**

- The **Main** section includes the lead well number and physical location of the lead well

- Confirm the well number and physical location of the well appear correct.
  - If you get an error and cannot enter the correct address, then leave blank.

- You will have an opportunity to enter the latitude/longitude of the well in the next section. You may also upload a map of the well location in the additional documents section.

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Review Application Data

- In the **App Data** Panel, required fields are shaded in red. The fields should appear with last year's information, as shown to the left.

- Verify the well number and that "Permit Renewal" is selected under **Application Type**

Application Data – Well Use

Form fields (screenshot)

! Number of wells in Aggregate

Quantity

Casing Size in Inches

Number

An Emergency Need for Groundwater Exists **?**
- ○ Yes
- ○ No

If emergency need is yes, please state justification **?**

Comment

Groundwater withdrawn (prev. 12 months, million gallons)

Number

! I request __ MG from my water well for the next 12 month permit term

Quantity

! I expect to use __ MG of alternate water for the same permit term

Quantity

Notes

- Confirm the **Number of wells in aggregate**. This should be the number of wells included in your permit.

- Next, indicate the **Amount of water requested** from your well for a 12-month permit term and the amount of alternative water that will be used during the same term.

Application Data – Intended Use

- Next, confirm the **Intended Use** of the well. If the use has changed, then select the new use.

Input Contact Information

Application: Well Permit   **Step 3 of 4**

1. Main
2. App Data
3. People

APPLICANT more.... [Use My Information]

Name

Address Line1

City Name   State   Zip Code

Phone (Home)   Phone (Mobile)

Email

PERMITTEE more.... [Use My Information]

Name
XXXXX

Address Line1
XXX NW Frwy. Ste. XXX

City Name   State   Zip Code
Houston   TX   XXXXX

Phone (Home)   Phone (Mobile)

Email
XXXXX@gmail.com

- In the People Panel, last year's information **Permittee** and other roles will populate, such as attention and correspondent fields.

- You will need to update the name, phone number and email of the **Applicant**.

- Confirm the name, address, city, state, zip code, email and work phone number for the **Permittee**.

- For **Permittee**, select "more…" to view all required fields (e.g., work phone number)

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Upload Documents and Submit

Application: Well Permit

1. **Main**
2. **App Data**
3. **People**
4. **Add'l Docs**

📎 Add   🗑 Delete all   ☑ See Required

map.pdf
Attached By: TestUser   Map of Well Location   1.10 MB
05/8/2021 🗑

Cancel   Clear   Previous   Submit

- In the Additional Documents Section, you may attach documents to your application.

- Documents that could be submitted may include:
  - Map of your well location
  - City Water Bills
  - Acknowledgement Form

- You can also upload documents after your application has been submitted in the Account Summary dashboard

- Hit the Submit button. You will be required to accept the Terms and Conditions prior to the application being submitted.

Review Account Summary

- Once you submit your application, it will be reviewed by staff typically within 5 business days. Once the application is verified, the application fees will be applied to your permit.

- **Workflow** gives you the status step in the application process with the estimated timeline

- The typical workflow includes the following steps:
  - Verify application type
  - Hearing notice
  - Review recommendations
  - Board
  - Paid or Past Due?
  - Issue Permit

Pay Fees

- Your permit application must be reviewed by staff prior to the application fee being applied to your permit.

- Once your application has been reviewed, you can pay your fees online using a credit card by selecting Actions and "Pay Fees"

- **Paying the application fee does not mean the application has been approved**

- After application fees have been submitted, staff will schedule the application for Hearing and Board consideration.

Complete Payment

Fees

Fee	Amount	Amount Paid	Amount Due
Permit Renewal Application Fee	$60.00	$60.00	$0.00
Permit Fee (24/mg or 10/mg)	$24.00	$0.00	$24.00
Credit Card Surcharge	$0.72	$0.00	$0.72
	Total Fees: $84.72	Total Paid: $60.00	Total Due: $24.72

Payment Amount: $24.72

○ Authorize.Net

Payment Terms and Conditions ☐ Pay Now

Cancel

- Once you select "Pay Fees," you will be taken the Payment page where you may make payment using credit card through Authorize.NET.

- A 3% Credit Card Surcharge will be applied to your application fee. Currently HGSD only accepts MasterCard, Discover and Visa credit cards.

- Complete the form and hit the "Pay Now" button, being sure to accept the Payment Terms and Conditions.

Complete Form

- A payment page will appear where you may make payment using credit card through Authorize.NET.

- Complete the form

- Click the Pay button

Complete Payment

Tue Jun 15 2021 3:21:44 PM

Complete

Thank you for your payment.

$ 24.00

Hide Details

Total $ 24.00

Paid By Discover XXXX0012   Invoice Number: 88
Authorization Code: Description: Payment for
GVLHDF   Case: WP2021-1591
Transaction ID: 60169345134

- **YOU HAVE NOT MADE YOUR PAYMENT UNTIL YOU SELECT THE "COMPLETE PAYMENT" BUTTON.**

- A payment confirmation email will be sent to the email account associated with the account.

Questions?

- Email info@subsidence.org with PORTAL in the subject line. Please include your name, permit number and application number

- Given the volume of questions, response time may take up to two business days.