Well Permit Renewal Application
Permitting Portal | User Guide
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.
Access the Portal

To access the Permitting Portal from HGSD website, visit [hgsbsidence.org/portal](http://hgsbsidence.org/portal)

You can also bookmark the [direct portal link](http://hgsbsidence.org/portal).

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.

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.
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.
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)
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.
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

<table>
<thead>
<tr>
<th>Question</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of wells in Aggregate</td>
<td>Confirm the <strong>Number of wells in aggregate</strong>. This should be the number of wells included in your permit.</td>
</tr>
<tr>
<td>Casing Size in Inches</td>
<td>Next, indicate the <strong>Amount of water requested</strong> from your well for a 12-month permit term and the amount of alternative water that will be used during the same term.</td>
</tr>
<tr>
<td>An Emergency Need for Groundwater Exists</td>
<td></td>
</tr>
<tr>
<td>If emergency need is yes, please state justification</td>
<td></td>
</tr>
<tr>
<td>Groundwater withdrawn (prev. 12 months, million gallons)</td>
<td></td>
</tr>
<tr>
<td>I request ___ MG from my water well for the next 12 month permit term</td>
<td></td>
</tr>
<tr>
<td>I expect to use ___ MG of alternate water for the same permit term</td>
<td></td>
</tr>
</tbody>
</table>
Next, confirm the Intended Use of the well. If the use has changed, then select the new use.
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)
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.
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
• 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.
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.
A payment page will appear where you may make payment using credit card through Authorize.NET.

- Complete the form
- Click the Pay button
• 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.