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 permit application process by providing a road map and visuals of what to expect.
1. Visit hgsubsidence.org/portal. Create account and/or log in to your account

2. Choose permit type and create application. Designate Well address in Main section. Input Well information in App Data section. Under People section, include the applicant, permittee and other relevant contact information.

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

4. 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.

5. 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 [hgsubsidence.org/portal](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 well 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. Click here for instructions on how to renew a permit.

If you are creating a new application, click on “Create Application” to start the application process.
• After selecting “Create Application”, you will be taken to the Application Selection menu.

• Select “Permit Applications” to file a new well, original existing or previously permitted application.
After you select “Permit Applications,” you will be taken to another screen where you will select “Well Permit.”

A pop-up screen will provide information on the application process.

Select “OK” and then select “Begin Application” to start the application process.
Overview of Sections

- **Main Panel**: this is where you enter your lead well number (if you have one) and physical location of the lead well.

- **App Data Panel**: this is where you enter 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.

• If the well has been permitted previously, enter the well number. If you have multiple wells, the lead well number will be the lowest numerical well number. If you do not have a lead well number, then enter 0 (zero).

• If you cannot enter an accurate physical location of the well, leave it 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.
In the App Data Panel, required fields are shaded in red.

Input **Lead Well Number**. If the well has been permitted previously, verify the well number entered here is the same as the number entered in the **Main** panel. Otherwise, enter 0 (zero).

Input **Longitude and Latitude** coordinates in decimal form for the well.

Need help accessing these coordinates? See next slide.
Get Longitude and Latitude

- Visit [www.google.com/maps](http://www.google.com/maps)
- Enter the well address
- Right-click on the address point on the map
- Note the coordinates and input these in the application fields
• Input **Number of wells in aggregate**. This should be the number of wells included in your permit.

• Then, indicate if you have an emergency need for groundwater.

• 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.
• Next, complete the **Intended Use** of the well. Select the type of use that is most applicable to your situation.

• Provide additional details in subsequent fields if your intended use is for commercial or agricultural needs.

• Indicate if the well will be used to provide lake make-up supply.
In the People Panel, information regarding the Applicant as well as the Permittee are required. Required fields are shown in red.

- Input the name, phone number and email of the Applicant, or the person submitting the application.

- The Permittee name should be the company name if applicable. For a specific representative to receive information, include their contact information under Attention To.

- Before you click Next, make sure to select "more..." for Permittee and Applicant to fill out the required Phone (Work) number.
Add Remaining Contact Items

- Before you click Next, make sure to select "more..." for both Permittee and Applicant.
- Fill out the required Phone (Work) number.
- You will not be able to move on to the next step until you've filled in all required red fields.
- Troubleshooting tip: If your application times out, log back into the and visit the "Incomplete" tab on the home page. You'll find a draft of your application there.
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
- Renewal Review Complete
• You pay your fees online using a credit card by selecting "Actions..." and "Pay Fees" only after the application has been verified.

• 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 Discover, MasterCard, 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
Complete Payment

Thank you for your payment.

$ 24.00

- **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.
- Check the Workflow once you return to the Permit page to verify what step your application is now in.
- 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.
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.