

HARRIS-GALVESTON



SUBSIDENCE
DISTRICT

Well Permit Application Permitting Portal | User Guide

Updated May 7, 2021

PERMITTING
One-stop-shop for forms
and payments **PORTAL**



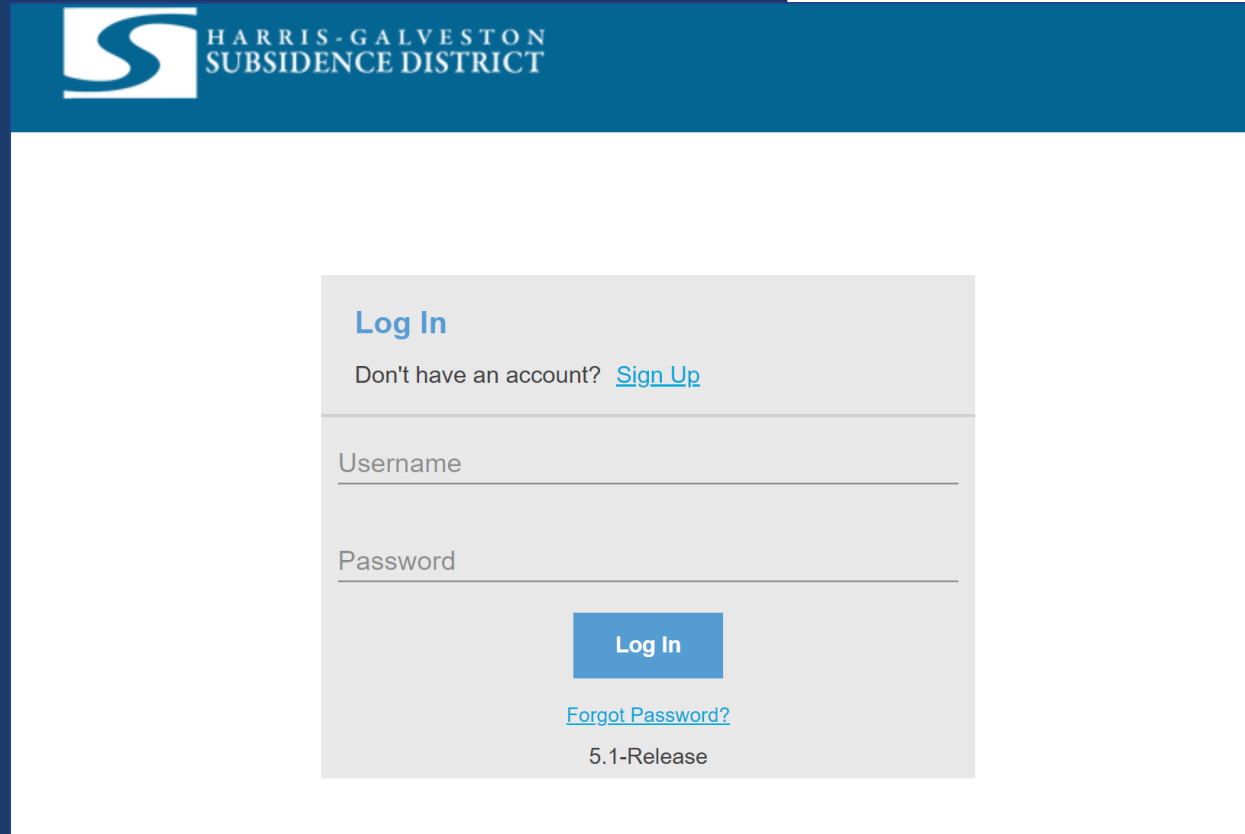
Overview

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.

Permit Process

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



The screenshot shows the login interface for the Harris-Galveston Subsidence District Permitting Portal. At the top left is the HGSD logo, a stylized 'S' in a blue square, followed by the text 'HARRIS-GALVESTON SUBSIDENCE DISTRICT'. The main content area is a light gray box with the following elements: a 'Log In' heading, a link for 'Don't have an account? Sign Up', a 'Username' input field, a 'Password' input field, a blue 'Log In' button, a 'Forgot Password?' link, and a version number '5.1-Release' at the bottom.

- 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 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.

Create Application

The screenshot shows the Harris-Galveston Subsidence District Permitting Portal. At the top, there is a navigation bar with the district logo, the text "HARRIS-GALVESTON SUBSIDENCE DISTRICT", a "Create Application" button, a notification bell icon, and a dropdown arrow. Below the navigation bar, there are two tabs: "Submitted" (which is selected and underlined) and "Incomplete". Under the "Submitted" tab, there is a search bar and a "Sort" dropdown menu. The main content area displays a table of applications. The first application is a "Meter Card" (MTR2021-459) with location "AD200 1652" and a location pin icon. The second application is a "Well Registration" (REG2021-418) with "No Location Specified" and "No Application Name". The third application is a "Well Permit" (WP2021-460) with "No Location Specified" and "No Application Name". For each application, there is a "PENDING" status and an "Actions..." dropdown menu. The "Renew" option is highlighted in blue in the dropdown menu for the "Well Registration" application.

Application Type	Application ID	Location	Status	Actions
Meter Card	MTR2021-459	AD200 1652	PENDING	Actions... Actions... Check Case Status Pay Fees Get PDF Report Renew
Well Registration	REG2021-418	No Location Specified No Application Name	PENDING	Actions...
Well Permit	WP2021-460	No Location Specified No Application Name	PENDING	Actions...

- 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.

Application Selection

The screenshot shows the user interface of the Harris-Galveston Subsidence District Permitting Portal. At the top, there is a dark blue header with the district's logo and name on the left, a "Create Application" button in the center, a notification bell icon, and the user name "TestUser TestUser" on the right. Below the header, the main content area is titled "Select an Application" and features a search bar. Underneath the search bar, there are two sections: "Categories" and "Applications". The "Categories" section contains five buttons: "Permit Applications" (highlighted with a red box), "Permit Amendments", "Rebates", "Waterwise Program", and "Meters". The "Applications" section contains two buttons: "Well Registration" and "Well Pumpage (Annual Report)". At the bottom right of the main content area, there is a blue "Begin Application" button.

- 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.

Application Pop-up Screen

Select an Application

Q search Permit Applications...

Applications

Applications

Well

Application Help

To renew your well permit, please return to the home page to find your expiring permit and Choose 'Actions' > 'Renew.'

If it is not there, please send an email to info@subsidence.org with the subject line PUBLIC PORTAL EMAIL and provide your name, your role associated with the permit (Owner, Permittee, other contact), and the email that you would like to be associated with your permit.

Please only use this application for one of the following:

- New Well Permits
- Previously Permitted Wells
- Original Application of an Existing Well

When you are ready to start the application, select the "OK" button and then click the "Begin Application" button.

OK

- 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.

Application Sections

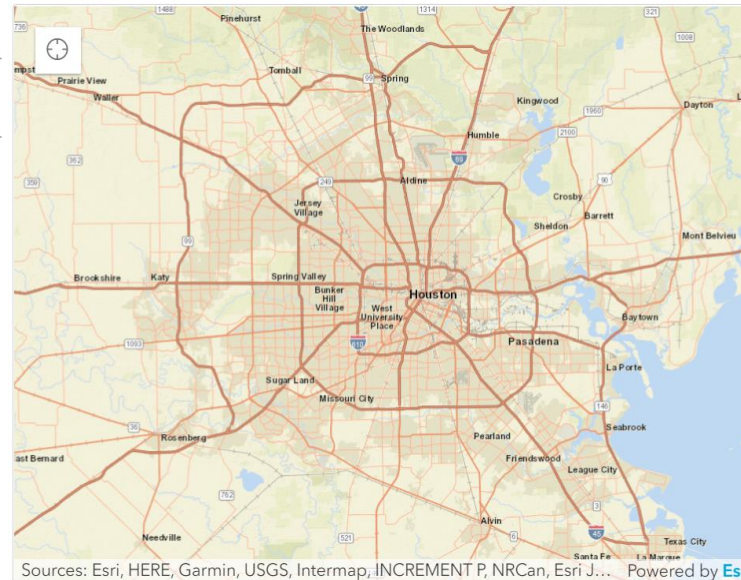
Application: Well Permit

Step 1 of 4

1 Main

Well Number

Physical Location of Well



Cancel Clear Next

2 App Data

3 People

4 Add'l Docs

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)

Input Well Address

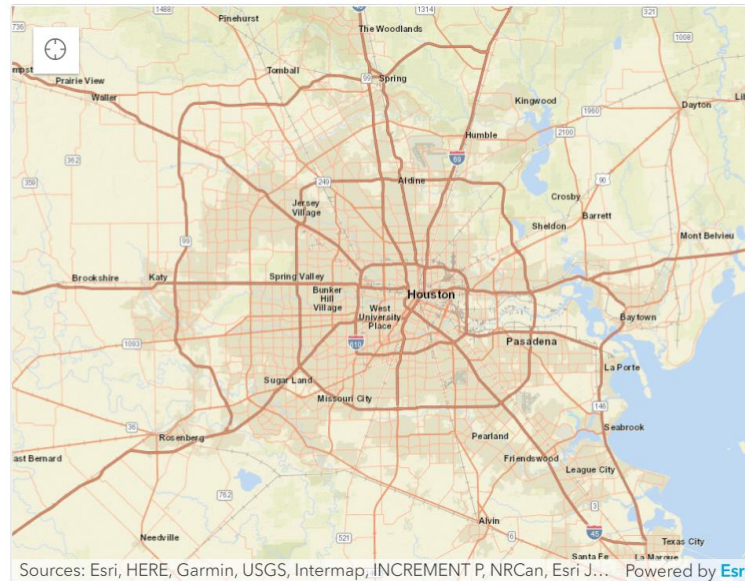
Application: Well Permit

Step 1 of 4

1 Main

Well Number

Physical Location of Well



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
- 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.

Input Application Data

Application: Well Permit

Step 2 of 4

- 1 Main
- 2 App Data

Lead Well Number ^

! Lead Well Number ?

Number

Type of Permit Application ^

! Application Type

Select a value

Well Permit Data (all) ^

! Well Location - Latitude ?

Text

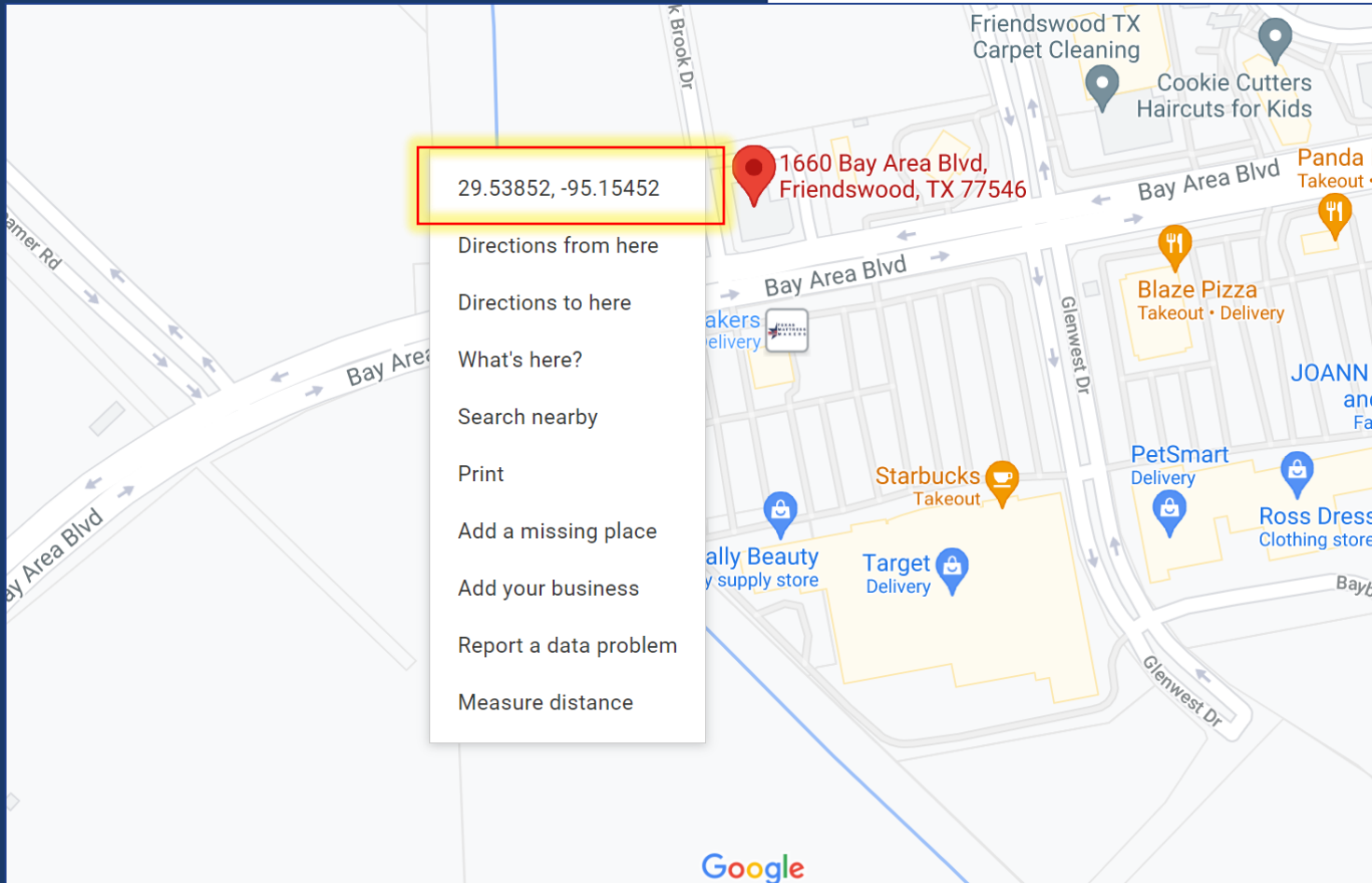
! Well Location - Longitude ?

Text

Current Meter Reading

- 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
- Enter the well address
- Right-click on the address point on the map
- Note the coordinates and input these in the application fields

Application Data – Well Use

! Number of wells in Aggregate
Quantity
Casing Size in Inches
Number
An Emergency Need for Groundwater Exists ?
<input type="radio"/> Yes <input type="radio"/> 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

- 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.

Application Data – Intended Use

! Select Intended Use

Select a value ▼

- P Agricultural Irrigation - used in production of food or fiber commodities
- ty Commercial/Domestic - used by commercial establishments for potable/sanitary
- Geothermal - used for geothermal heat exchanger
- If Industrial - used as part of an industrial process or manufacturing of products
- Lake/Pond/Pool - used to file or maintan the level of lakes / ponds / pools
- Other - used for other non-exempt uses such as livestock watering / irrigation
- If Public Supply - used for retail or wholesale water supply(cities/water district)
- Single-Family Dwelling - wells connected to one single family dwelling
- Single-Family Irrigation - used for landscape irrigation at one residence

Well Provides Water to a Lake

Comments

- 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.

Input Contact Information

APPLICANT more.... Use My Information	PERMITTEE more.... Use My Information
Name	Name
Address Line1	Address Line1
City Name State Zip Code	City Name State Zip Code
Phone (Home) Phone (Mobile)	Phone (Home) Phone (Mobile)
Email	Email
Comment	Comment
ATTENTION TO more.... Use My Information	CORRESPONDENT more.... Use My Information
Name	Name

- 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

3 People

<p>APPLICANT more... Use My Information</p> <p>Name _____</p> <p>Address Line1 _____</p> <p>City Name _____ State _____ Zip Code _____</p> <p>Phone (Home) _____ Phone (Mobile) _____</p> <p>Email _____</p> <p>Comment _____</p>	<p>PERMITTEE less... Use My Information</p> <p>Name _____</p> <p>Address Line1 _____</p> <p>Address Line2 _____</p> <p>Address Line3 _____</p> <p>City Name _____ State _____ Zip Code _____</p> <p>Country Code _____ Company Name _____</p> <p>Phone (Home) _____ Phone (Mobile) _____</p> <p>Phone (Work) _____ Phone Work Ext. _____</p> <p>Fax Number _____</p> <p>Email _____</p>
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- **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.

Upload Documents and Submit

Application: Well Permit


Step 4 of 4

- 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

← Back 📍 Map

Application

Well Permit WP2021-442 1660 W Bay Area Blvd, Friendswood, Texas, 77546 0 **PENDING** Actions... Created:05/8/2021 Expires:05/31/2022

Addresses

Address	Location Type	Location Id
1660 W Bay Area Blvd, Friendswood, Texas, 77546	-	-

People

Title	Name	Address
PERMITTEE	TestUser TestUser	

Data

Lead Well Number ^

Lead Well Number ?
Number
0

Type of Permit Application ^

Application Type
Select a value
New Well Permit

Well Permit Data (all) ^

Well Location - Latitude ?
Text
29.53842027098408

Workflow

Description	Result	Target End	Completed	M	Comments
Verify Application Type		05/15/2021 10:31 PM		1	
Hearing Notice				2	
Review Recommendations				3	

Related Documents

📎 Add 🗑️ Delete all See Required

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

Pay Fees

← Back 📍 Map

Application

Well Permit WP2021-442	1660 W Bay Area Blvd, Friendswood, Texas, 77546 0	NEW WELL Actions... Actions... Check Case Status Pay Fees Get PDF Report Renew Permit
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Related Applications

Application Number	Name
WPO2021-443	0

Addresses

Address	Location Type	Location Id
1660 W Bay Area Blvd, Friendswood, Texas, 77546	-	-

- 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.

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 Discover, MasterCard, and Visa credit cards.
- Complete the form and hit the “Pay Now” button, being sure to accept the Payment Terms and Conditions.

Complete Form

Order Summary

Description
Invoice Number

Payment for Case: WP2021-1591
88

Total \$ 24.00

Credit Card Bank Account (USA Only)

 Card Number *

Exp. Date * Card Code

Billing Address

First Name Last Name

Billing Country
USA Zip

Street Address City

State Phone Number

Pay

Cancel

- 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
Authorization Code:
GVLHDF
Transaction ID: 60169345134

Invoice Number: 88
Description: Payment for
Case: WP2021-1591

- **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.