How to Pay Well Permit Fee Statement
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 show permittees how to pay their permit fee statement they receive once their application has been processed.
1. Receive Permit Fee Statement letter in the mail.

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

3. Locate current application under the Submitted tab. Under the Actions dropdown menu, choose "Pay Fees" option.

4. Review the fees and then click the “Pay Now” button. Be sure to accept the Payment Terms and Conditions.

5. A payment page will appear. Fill out the credit card information. The payment will not be processed until "Complete Payment" button is clicked.

6. Once the permit fee is paid, your permit will be issued.
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.

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 active applications should appear here.

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

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.
• Once you select “Pay Fees,” you will be taken to 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.

• Hit the “Pay Now” button, being sure to accept the Payment Terms and Conditions.
Complete Form

Order Summary

<table>
<thead>
<tr>
<th>Description</th>
<th>Payment for Case: WP2021-1391</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice Number</td>
<td>88</td>
</tr>
<tr>
<td>Total</td>
<td>$ 24.00</td>
</tr>
</tbody>
</table>

- Credit Card

Card Number

Exp. Date

Billing Address

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
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<th>City</th>
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<tr>
<th>Phone Number</th>
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• 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.
Additional Action Items

• Under "Actions...", select **Get PDF Report** to view a copy of your permit. This is will not be available until permit fee statement has been paid, and the permit has been issued by District staff which may take up to one week to complete.

• You can return to this application next year and select "Renew" to start the process again.
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.