

HARRIS-GALVESTON



SUBSIDENCE
DISTRICT

Meter Card Application Permitting Portal | User Guide

Updated May 7, 2021

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



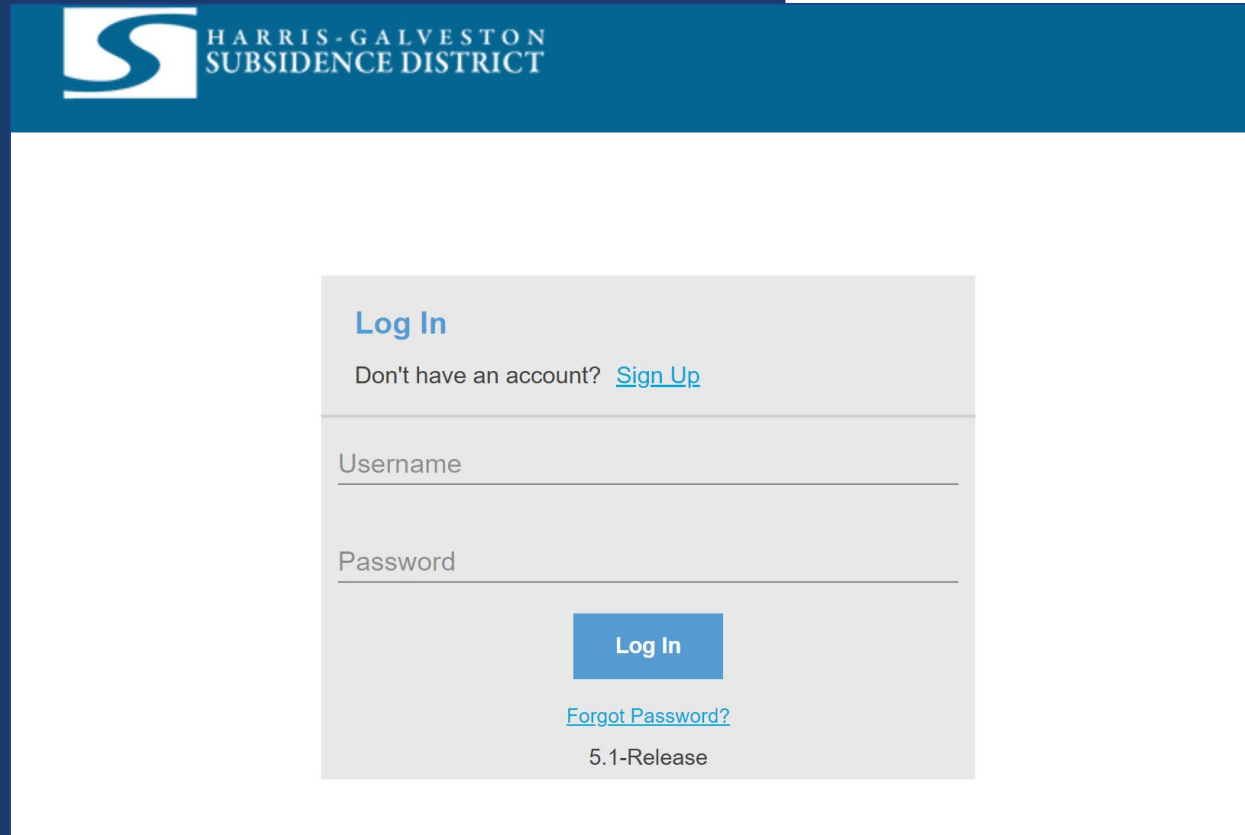
Overview

To simplify the permitting process, the Harris-Galveston Subsidence District has implemented a new permitting system. This guide is intended to walk permittees through how to file a meter card with the District.

Meter Card Process

1. Visit hgsubsidence.org/portal. Create account and/or log in to your account
2. The water meter on each well should be read on the last day of the month, or as close to this date as possible.
3. Choose Meter Information, select Meter Card, and click Begin Application. Designate Well address in **Main** section. Input Well information in **App Data** section. Under **People** section, include the applicant, permittee, owner and other relevant contact information.
4. Additional information
 - The meter card should be completed within 5 days after permit expires.
 - If you have an aggregate well system, a meter card should be completed for each well.

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 and name. 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 a Meter Card

HARRIS - GALVESTON SUBSIDENCE DISTRICT [Create Application](#)  

Submitted **Incomplete**

Submitted

Sort 

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	
Well Permit WP2021-460	No Location Specified No Application Name	PENDING Actions... Created

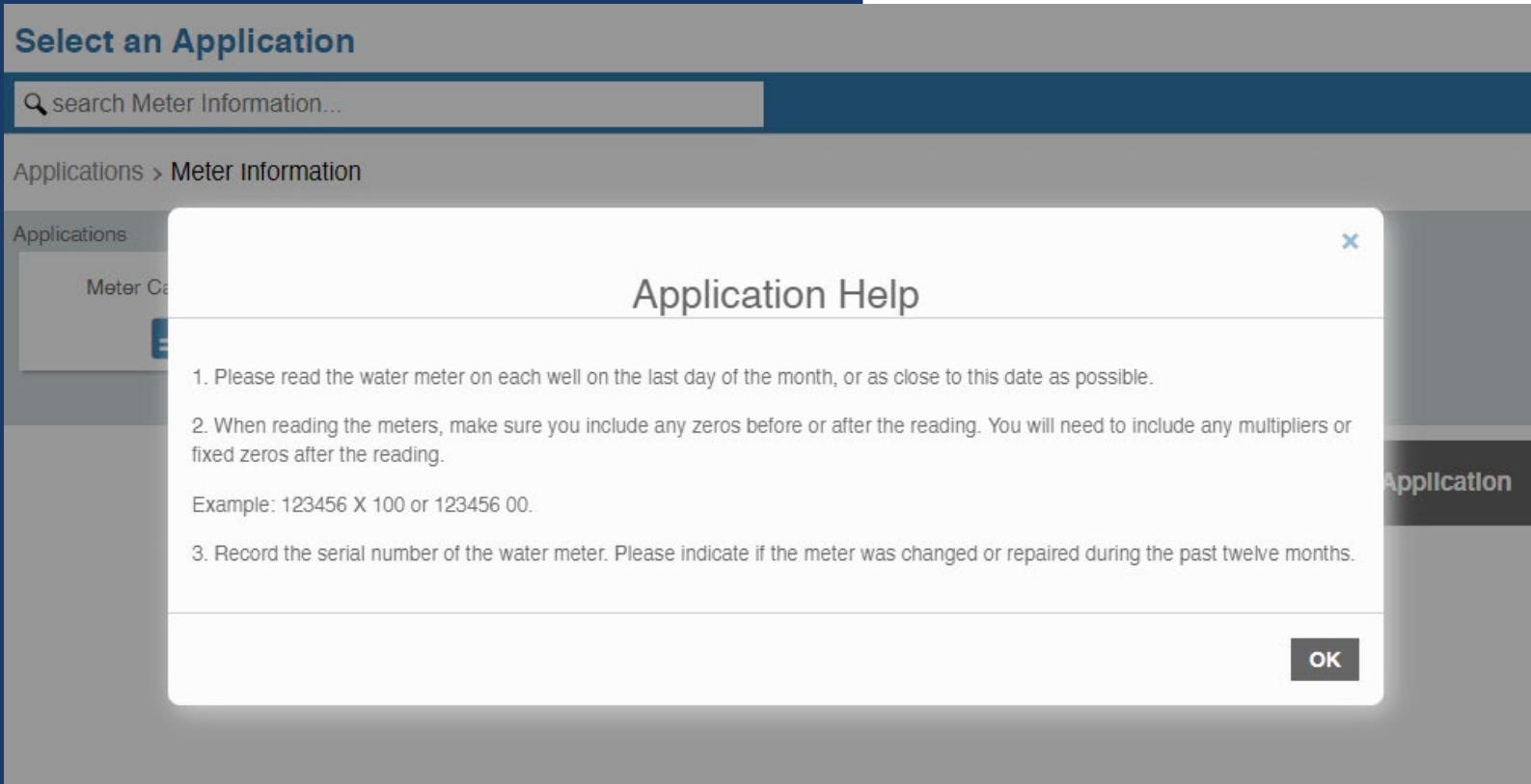
- After logging in, choose the "Submitted" tab
- Your most recent, active applications should appear here.
- Any applications that are saved but not submitted will appear under the "Incomplete" tab.
- If you are creating a new application, click on "Create Application" to start the application process.

Application Selection

The screenshot shows the Harris-Galveston Subsidence District Permitting Portal. At the top, there is a navigation bar with the district logo, a 'Create Application' button, a notification bell, and the user name 'TestUser TestUser'. Below the navigation bar is the 'Select an Application' section. It features a search bar labeled 'search Applications...'. Underneath, there are two categories: 'Amendments and Rebates' and 'Meter Information'. The 'Meter Information' category is highlighted with a red box. Below the categories, there are four application cards: 'Well Registration', 'Well Permit', 'Sponsorship for Groundwater Credits', and 'Well Pumpage (Annual Report)'. At the bottom right of the application selection area, there is a 'Begin Application' button.

- After selecting “Create Application”, you will be taken to the Application Selection menu.
- Select “Meter Information” to file Meter Calibration or Meter Card application.

Application Pop-up Screen



- After you select “Amendments and Rebates,” you will be taken to another screen where you will select “**Meter Calibration**”.
- 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

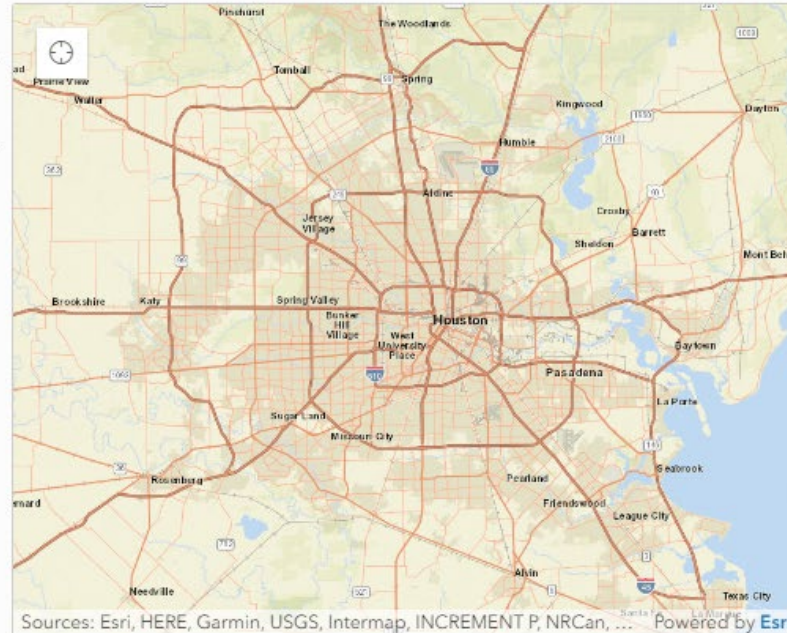
Application: Meter Card

Step 1 of 4

1 Main

Description

Address



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

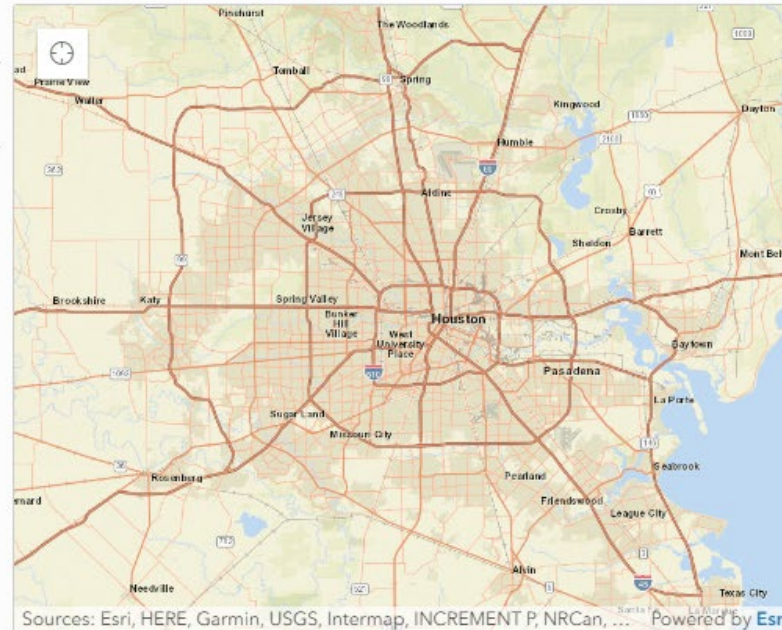
Application: Meter Card

Step 1 of 4

1 Main

Description

Address



Cancel Clear Next

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4 Add'l Docs

- The **Main** section includes the well address and the corresponding physical location description of the well (if needed).
- If you cannot enter an accurate physical location of the well, leave it blank. You may also upload a map of the well location in the additional documents section.

Input Application Data

Application: Meter Card

Step 2 of 4

1 Main

2 App Data

Reporting Well ^

! Reporting Well ?

Number

Lead Well Number ^

! Lead Well Number ?

Number

Meter Card Data ^

! Water Meter Serial Number

Text

! Meter Manufacturer

Text

! Reading Date

Calendar icon

! Water Meter Reading ?

Number

- In the App Data Panel, required fields are shaded in red.
- Input **Reporting Well**, and the **Lead 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).
- Provide the **meter serial number**, **meter manufacturer**, **reading date** and **meter reading**. When reading the meter, make sure you include any zeros before or after the reading. You will need to include any multipliers or fixed zeros after the reading.

Input Contact Information

Application: Meter Card

Step 3 of 4

1 Main

2 App Data

3 People

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

- In the People Panel, information regarding the **Applicant** and **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.
- **Before you click Next, make sure to select "more..." for Permittee and Applicant to fill out the required Phone (Work) number.**

Upload Documents and Submit



Application: Meter Card Step 4 of 4

1 Main

2 App Data

3 People

4 Add'l Docs

 Add  Delete all See Required

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
 - Photograph of the meter reading
- 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.

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.