

HARRIS-GALVESTON



SUBSIDENCE  
DISTRICT

# Rebate Application

Over Conversion Credit, Groundwater Credit,  
Permit Fee Rebate and Disincentive Fee Rebate

Permitting Portal | User Guide

Updated May 7, 2021

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



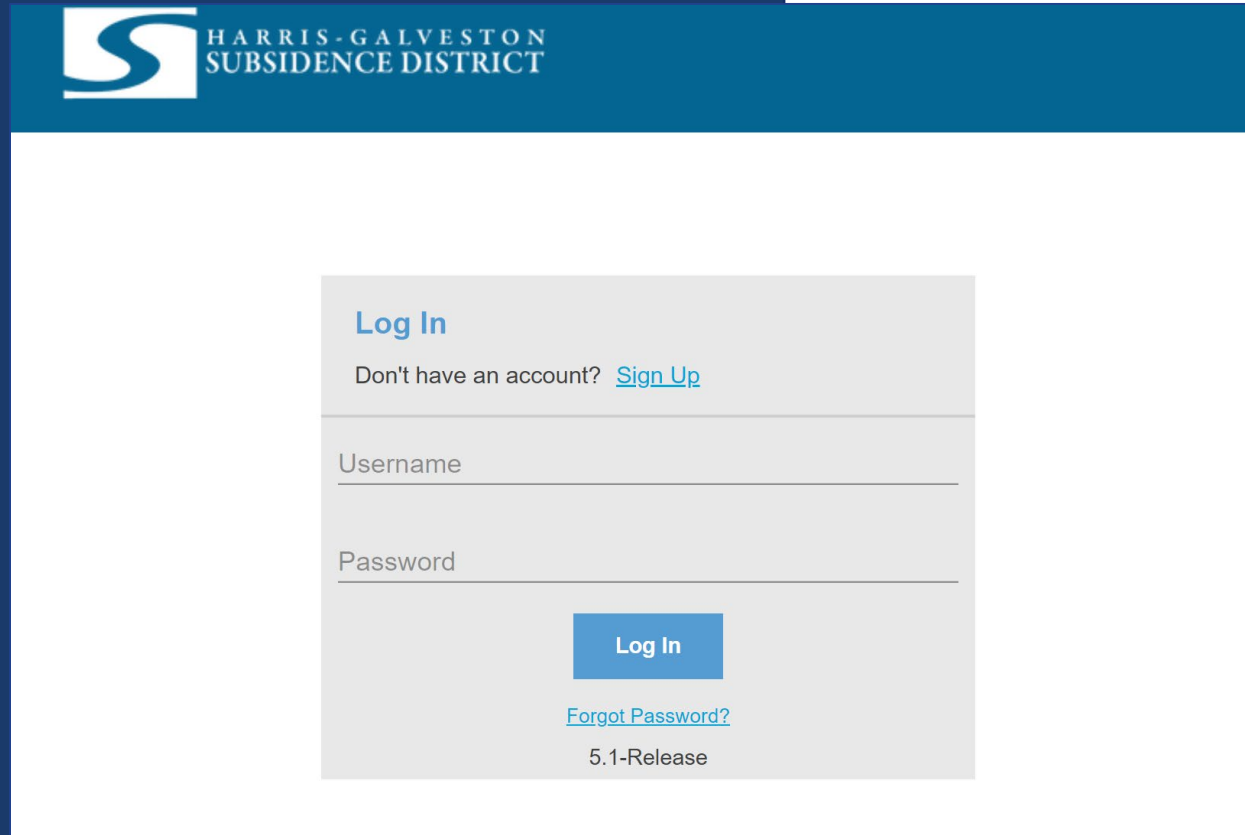
## Overview

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 rebate process groundwater credit, permit fee, and distinctive fee rebates.

# Rebate Process

1. Visit [hgsubsidence.org/portal](https://hgsubsidence.org/portal). Create account and/or log in to your account
2. Choose Amendments and Rebates, select Fee and Groundwater Credit Rebate, 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.
3. Submit application for processing. A staff member will verify the application and the number of wells.
4. Once the application has been verified, select "Pay Fees" option to pay the application fee. The fee is \$25 for each well for groundwater credit rebates and \$75 for each well for permit and disincentive rebates.
5. After the application fee has been paid, a staff member will contact you.

# 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](https://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" (active) and "Incomplete". Under the "Submitted" tab, there is a search bar and a "Sort" dropdown menu. The main content area displays a table of submitted applications.

Application Name	Location	Status	Created
Well Pumpage (Annual Report) PMP2021-5637	No Location Specified No Application Name	PENDING Actions...	Created 12/5/2021
Well Permit WP2021-5628	No Location Specified No Application Name	PENDING Actions...	Created 11/29/2021
Well Permit WP2021-3988	No Location Specified No Application Name	WITHDRAWN Actions...	Created 07/26/2021
Well Permit WP2021-2607	No Location Specified No Application Name	WITHDRAWN Actions...	Created 06/18/2021
Well Registration REG2021-418	No Location Specified No Application Name	PENDING Actions...	Created 04/30/2021

- 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 'Application Selection' page of the Harris-Galveston Subsidence District Permitting Portal. The header includes the district logo, a 'Create Application' button, a notification bell, and the user name 'TestUser TestUser'. Below the header is a search bar labeled 'search Applications...'. Underneath, there are two sections: 'Categories' and 'Applications'. In the 'Categories' section, the 'Amendments and Rebates' category is highlighted with a red box. Below this, the 'Applications' section displays four application types: 'Well Registration', 'Well Permit', 'Sponsorship for Groundwater Credits', and 'Well Pumpage (Annual Report)'. A 'Begin Application' button is located at the bottom right of the page.

- After selecting “Create Application”, you will be taken to the Application Selection menu.
- Select “Amendments and Rebates” to file an increase or decrease allocation amendment, a transfer of ownership amendment, or a disincentive fee or groundwater credit rebate.

# Application Pop-up Screen

## Select an Application

search Amendments and Rebates...

Applications > Amendments and Rebates

Applications

Increase in Al



### Application Help

The rebate form and fee must be received within ninety (90) days after the termination date of the permit(s) to be considered for a rebate. In addition, a water meter must be installed and operating on both the groundwater and alternative water supplies (if applicable) for the entire withdrawal period in accordance with Section 8 of the Rules of the District if a rebate is requested. If the permit is for public supply, the ratio of water sold or otherwise accounted for to the total water produced must be at least 85% during the permit term. Requirements for specific rebates are outlined below:

- Permit Fee Rebates: The District will not consider rebates of less than \$100.
- Groundwater Credit Rebates: Groundwater certificates will be rebated as a percentage of the total amount of water used.
- Overconversion Credits: Only permittees in Regulatory Area 3 are eligible for these credits.

The application fee is \$75 for each well for permit fee and disincentive rebates, \$25 for each well for groundwater credit rebates.

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

OK

- After you select “Amendments and Rebates,” you will be taken to another screen where you will select “**Fee and Groundwater Credit Rebate**”.
- 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

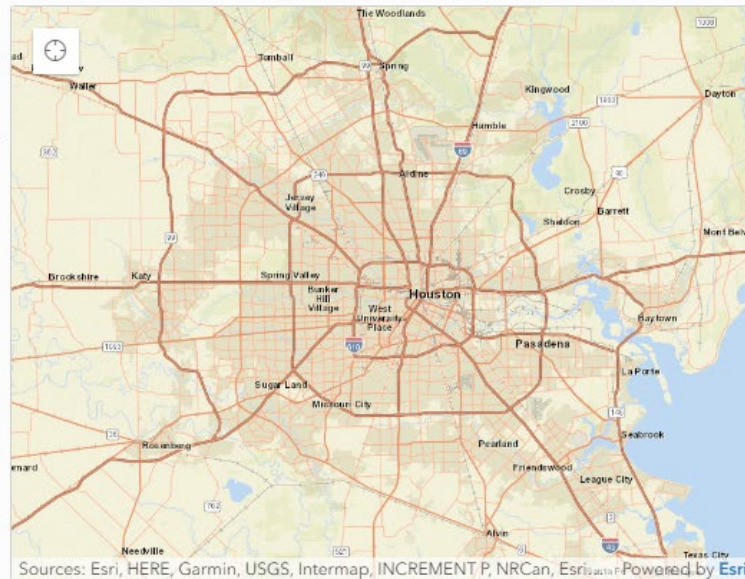
Application: Credit/Fee Rebate

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

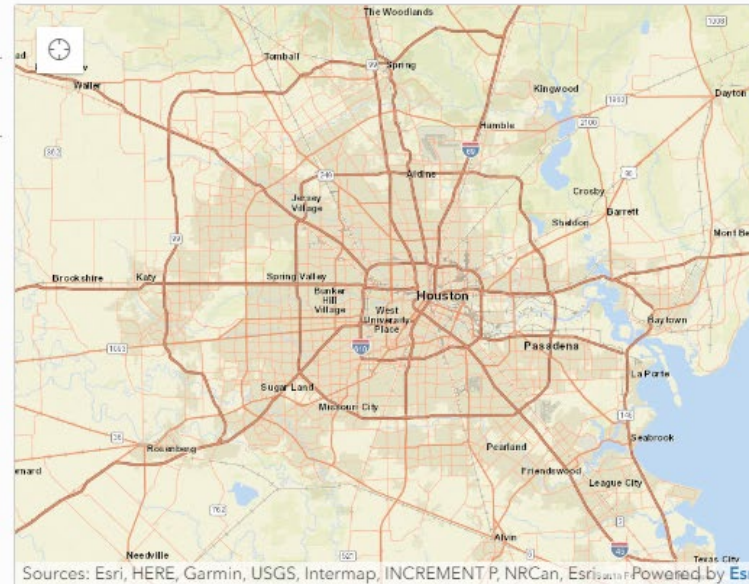
Application: Credit/Fee Rebate

Step 1 of 4

1 Main

Description

Address



Cancel Clear Next

2 App Data

3 People

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: Credit/Fee Rebate

Step 2 of 4

- 1 Main
- 2 App Data

**Lead Well Number** ^

! Lead Well Number ?

Number

**Rebate Type** ^

Over Conversion Credit Rebate

Permit Fee Rebate

Groundwater Credit Rebate

Disincentive Fee Rebate

- In the App Data Panel, required fields are shaded in red.
- Input **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).
- Select Rebate Type – you can choose more than one type if applying for multiple rebates.

# Application Data

**Credit/Fee Rebates**

! Do you have a current Groundwater Reduction Agreement?  
 Yes  No

! Previous Permit Term Begin Date  
\_\_\_\_\_

! Previous Permit End Date  
\_\_\_\_\_

! Previous Allocation (MG)  
Number  
\_\_\_\_\_

! Actual Alternative Withdrawal (MG)  
Number  
\_\_\_\_\_

! Actual Well Water Withdrawal (MG)  
Number  
\_\_\_\_\_

! Was a water meter installed and operating for the full permit term.(Explain)  
Comment  
\_\_\_\_\_

**Number of Wells in Aggregate**

! Number of Wells in Aggregate  
Quantity  
\_\_\_\_\_

Cancel Clear Previous Next

- Note if you have a Groundwater Restriction Agreement.
- When inputting the Permit Term Start and End Date, make sure to click the greyed out "Done" on the calendar after selecting the date.
- Input Actual Alternative and Well Water Withdrawal in millions per gallon (MG)
- Note if the water meter was installed and operating for the full permit term.
- Input the number of wells in the system.

# Input Contact Information

Application: Credit/Fee Rebate Step 3 of 4

1 Main  
2 App Data  
3 People

APPLICANT less... Use My Information PERMITTEE more.... Use My Information

Name Name

Address Line1 Address Line1

Address Line2 City Name State Zip Code

Address Line3 Phone (Home) Phone (Mobile)

City Name State Zip Code

Country Code Company Name

Phone (Home) Phone (Mobile)

Phone (Work) Phone Work Ext.

Fax Number

Email

Comment

Web Site URL

Cancel Clear Previous Next

- 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.**

# Add Remaining Contact Items

3 People

APPLICANT <b>more...</b> <a href="#">Use My Information</a>	PERMITTEE <b>less...</b> <a href="#">Use My Information</a>
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)
	<b>Phone (Work)</b> Phone Work Ext.
	Fax Number
	Email

- **Before you click Next, make sure to select "more..." for all required contacts: Permittee, Owner 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.

# Review Account Summary

← Back

**Application**

Credit/Fee Rebate  
REB2021-5638

No Location Specified  
No Application Name

**APPLIED**

Created:12/9/2021  
Expires:12/9/2041

Actions...  
Actions...  
Check Case Status  
**Pay Fees**  
Get PDF Report  
Renew

**Addresses**

Address	Location Type	Location Id
-	-	-

**Flags**

Description	Severity	Applied	Completed
No flags to display.			

**Conditions**

Condition	Applied	Completed
No conditions to display.		

**Data**

**Lead Well Number**

Lead Well Number ⓘ

Number  
1

**Rebate Type**

Over Conversion Credit Rebate

**People**

Title	Name	Address
APPLICANT	TestUser TestUser	
PERMITTEE	TestUser TestUser	Test, Test, Tx, 77007

**Workflow**

Description	Result	Target End	Completed	M	Comments
Application Review		12/16/2021 8:24 PM		1	
Fees Paid?				2	
Rebate Approved?				3	

- 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 account.
- **Workflow** gives you the status step in the application process with the estimated timeline.
- The typical workflow includes the following steps:
  - Verify Application Type
  - Fees Paid
  - Rebate Approved
  - Staff member reaches out to confirm next steps

# Pay Fees

← Back

### Application

Credit/Fee Rebate  
REB2021-5638

No Location Specified  
No Application Name

APPLIED  
Created: 12/9/2021  
Expires: 12/9/2041

Actions...  
Actions...  
Check Case Status  
Pay Fees  
Get PDF Report  
Renew

### Addresses

Address	Location Type	Location Id
-	-	-

### Flags

Description	Severity	Applied	Completed
No flags to display.			

### Conditions

Condition	Applied	Completed
No conditions to display.		

### People

Title	Name	Address
APPLICANT	TestUser TestUser	
PERMITTEE	TestUser TestUser	Test, Test, Tx, 77007

### Data

Lead Well Number

Lead Well Number ⓘ

Number  
1

Rebate Type

Over Conversion Credit Rebate

### Workflow

Description	Result	Target End	Completed	M	Comments
Application Review		12/16/2021 8:24 PM		1	
Fees Paid?				2	
Rebate Approved?				3	

- 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
Rebate Application Fee (per well)	\$75.00	\$0.00	\$75.00
Credit Card Surcharge	\$2.25	\$0.00	\$2.25
	<b>Total Fees: \$77.25</b>	<b>Total Paid: \$0.00</b>	<b>Total Due: \$77.25</b>

Payment Amount: \$77.25

Screenshot of status screen

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: Payment for Case: REB2021-5638  
Invoice Number: 724

---

Total \$ 77.25

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

- 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

Fri Dec 10 2021 5:01:08 AM

Complete

Thank you for your payment.

\$ 77.25

[Hide Details](#)

Total \$ 77.25

Paid By Visa XXXX0027

Authorization Code: SR8O20

Transaction ID: 60181766399

Invoice Number: 724

Description: Payment for

Case: REB2021-5638

- **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](mailto: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.
- Please note that you must submit the rebate application 90 days after expiration of your permit. Late applications will **NOT** be considered.