# Rebate Application

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

## Permitting Portal | User Guide

Updated May 7, 2021

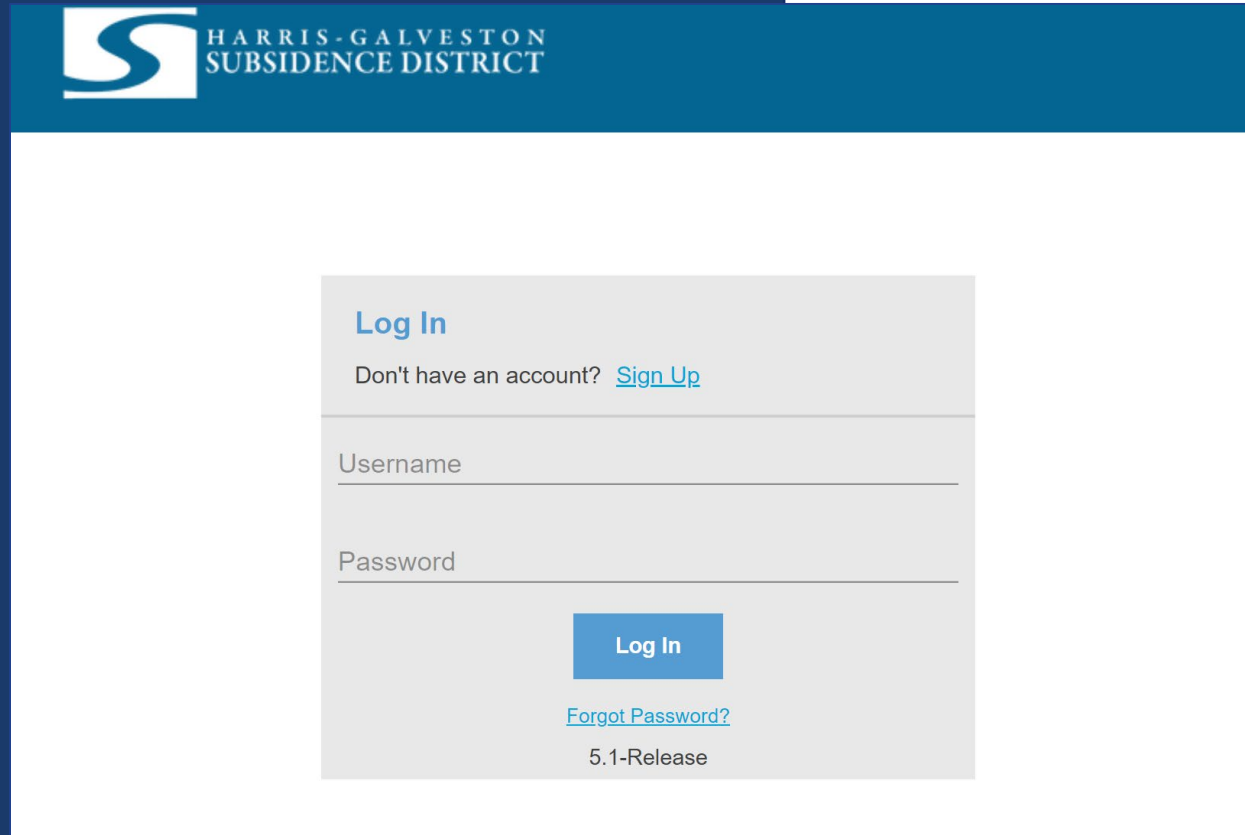**PERMITTING** PORTAL
One-stop-shop for forms and payments

# 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. 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.

HARRIS-GALVESTON

SUBSIDENCE DISTRICT

# Access the Portal



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.

- 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.**

# Create Application



- 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

- 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.

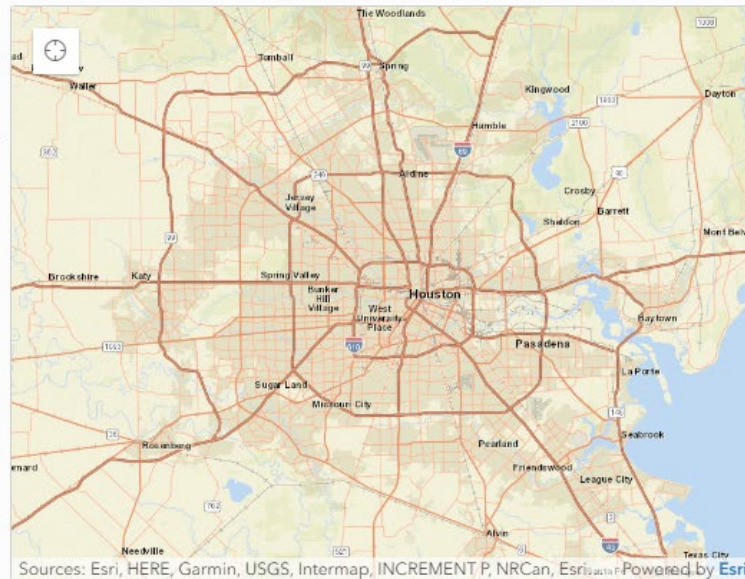- Select "OK" and then select "Begin Application" to start the application process.

02/09/2021                7

# Application Sections



## 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)
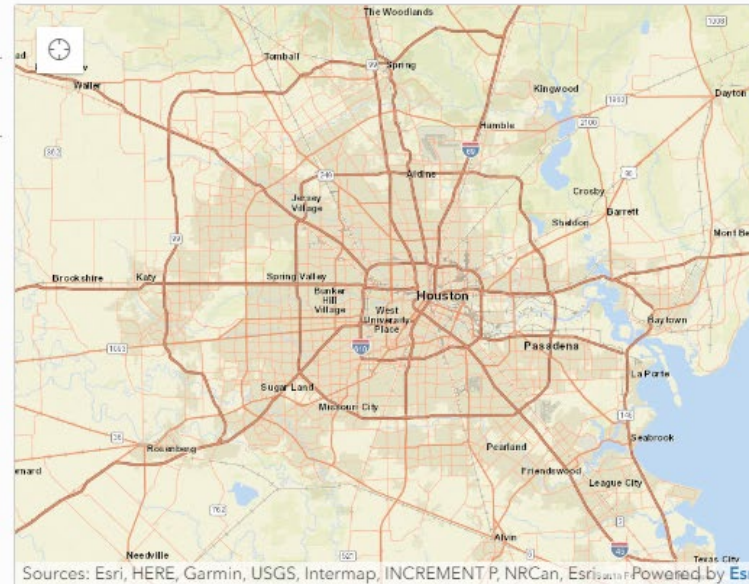
# Input Well Address



- 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



- 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.

11

# Input Contact Information



**Application: Credit/Fee Rebate**                    Step 3 of 4

- 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.

- **<mark>Before you click Next, make sure to select "more..." for Permittee and Applicant to fill out the required Phone (Work) number.</mark>**

# Add Remaining Contaot Items



- **<mark>Before you click Next, make sure to select "more..." for all required contacts: Permittee, Owner and Applicant.</mark>**

- 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



- 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



- 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 |
| | Total Fees: $77.25 | Total Paid: $0.00 | Total Due: $77.25 |

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

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

**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

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

HARRIS-GALVESTON
SUBSIDENCE DISTRICT

# Complete Payment



- **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.

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