Water Pollution Control E-Permitting System
External User's Guide
Version 1

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1 Introduction to WPC E-Permitting Help

This user's guide provides step-by-step instructions and guidance on how to use WPC E-permitting System.

1.1 Background

WPC E-permitting System is a web based system that allows for electronic submission of water pollution control permit applications. This system enables the users to submit applications to obtain new permits or to renew their existing permits. Using this system, users can apply for the following types of permits:

- Discharges to groundwater or to lined pond(s)
- Discharges to surface water for the following facilities
    - New or existing publicly owned treatment works
    - New or existing Concentrated Animal Feed Operation (CAFO) or Aquaculture activities that discharge to a surface water
    - Existing Manufacturing, Commercial, Mining and Silvicultural Discharges
    - New Manufacturing, Commercial, Mining and Silvicultural Discharges
    - Manufacturing, Commercial, Mining and Silvicultural Facilities That Discharge NON-PROCESS Wastewater

2 Getting Started

The following sections describe what you need to know to begin using the WPC E-permitting System.

2.1 Before you Begin

Before you begin using WPC E-permitting System, knowing the answers to the questions below will streamline your activities:

- Do you have a valid email address?
- Do you have the business and facility information at hand including but not limited to business name, business address, federal identification number (FIN), facility name, facility address, facility location, contact information including phone numbers, outfalls or monitoring wells information.
- If you are trying to renew an existing permit, do you know your permit number?

2.2 Access Link

The WPC e-permitting system can be accessed using the link below:

https://wp-permits.ndep.nv.gov/

2.3 System Requirements

WPC e-permitting system requires the following:

Internet Access Requirements

- High-speed access to the Internet, such as DSL, cable-modem, T1, or partial T1.

Hardware Requirements

- Minimum Pentium III processor and 128 megabytes of RAM.

Printing Requirements

- Adobe Reader 5.0 or later
- An online printer to print application documents

Browser Requirements

- Microsoft Internet Explorer Version 6.x or higher.
- Firefox 2.0 or higher.

Other Requirements

- Cookies Enabled
- Screen Resolution (recommended)
  - 1024 × 768.
- JavaScript enabled

2.4 How to Create an Account

Unless NDEP has assigned an account to you, you can create a WPC e-permitting account by following the steps below:

1. From WPC e-permitting login page, click register for new account (see Figure 1).
2. Fill out all the information on WPC E-Permitting Account page and click on ***Next*** >> button.
3. You will receive a confirmation that your account has been created.

Figure 1 - WPC e-permitting system's login page

2.5 Login

After you create your WPC e-permitting account, you can login by:

1. Accessing the login link.
2. Entering your username.
3. Entering your password.
4. Clicking ***Login***.

2.6 Common Login Problems

If you cannot log in to your account, below are steps to resolve common login issues. These directions are applicable only after you have created a WPC e-permitting account.

Retrieve Forgotten User Name

1. Click ***Forgot User Name?*** on the ***WPC e-permitting Login*** page.
2. Enter the email address you used to create your account.
3. Click ***Next***.
4. Answer the security question that is displayed.
5. Click ***Finish***.
6. If you provided an email address that is in the WPC e-permitting system database and answered the security question correctly, your user name will be displayed.

Reset a Forgotten Password

1. Click ***Forgot Password?*** on the ***WPC e-permitting Login*** page.
2. Enter your username.
3. Click *Next*.
4. Answer the security question.
5. Click *Next*.
6. Enter your new password.
7. Click *Finish*.

Locked Account

If your account is locked, the ***Locked Account*** message will display after you attempt to login. Contact Nevada Division of Environmental Protection at (775) xxx-xxxx and request to have your account unlocked.

2.7 Changing your Password and Security Questions

You can change your security questions or password by following the steps below:

1. Login to your WPC e-permitting account.
2. Click on ***Manage Account*** on top left corner of the screen.
3. Change your password and/or security questions and answers, provide your current password and answer to one of your current security questions for account verification, and click on the ***Next*** button.
4. You will receive a confirmation of your account update.

3 Applying for New Permit

3.1 Brand New Application (nothing filled out yet)

To apply for a new permit for your facility, follow the steps below:

1. Login to your WPC e-permitting account.
2. A directory page will be shown (see Figure 2).

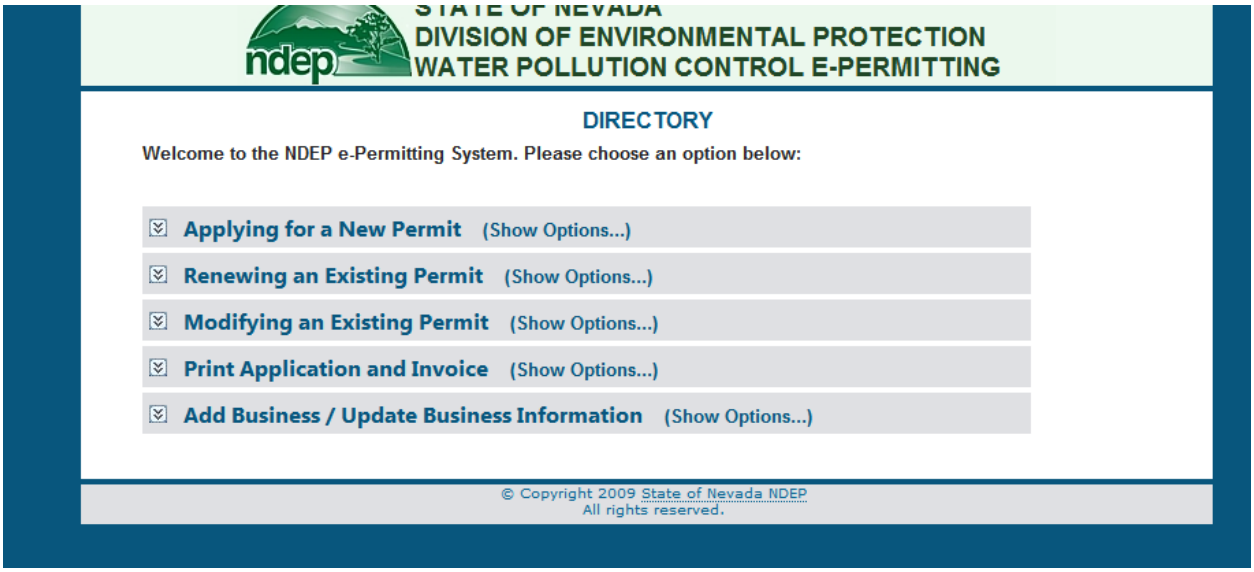


Figure 2 – Directory

3. Click on Applying for a New Permit. Various options will be displayed (see Figure 3).

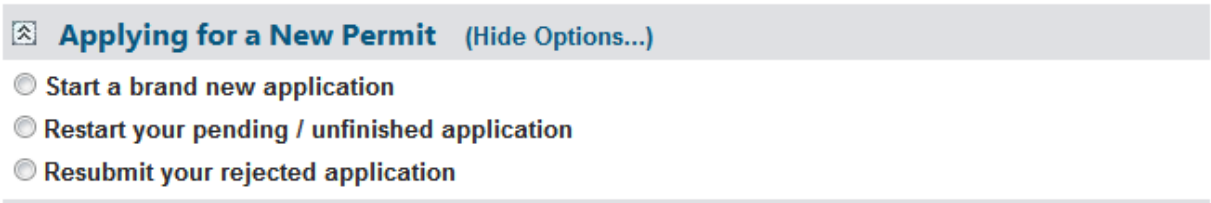


Figure 3 – Options for applying for a new permit

4. As you haven't started your application yet, click on ***Start a brand new application*** (see Figure 3).

5. If you are using the system for the first time, you will be prompted to register your business (see Figure 4). If your business is already registered, you will see your business listed on the screen (see Figure 7). In that case skip to step 11 below.

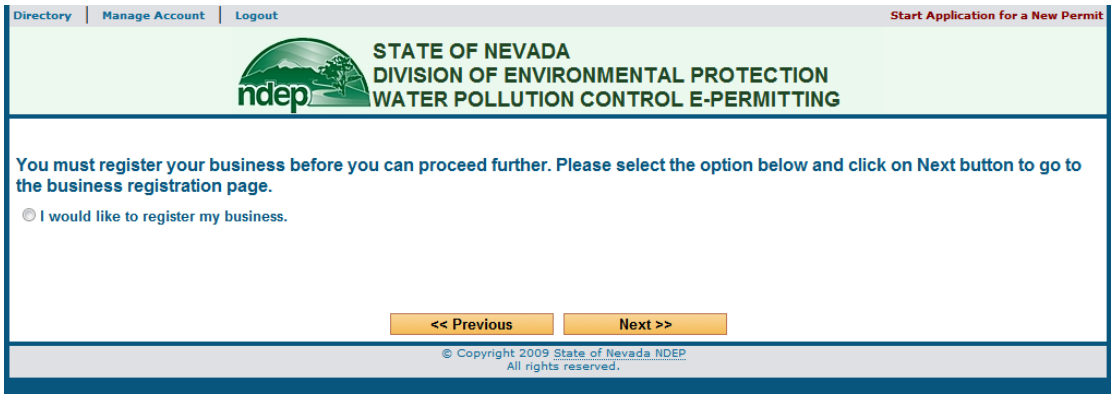


Figure 4 – Screen prompting to register your business

6. Select ***I would like to register my business*** and click on the ***Next*** >> button.
7. This will take you to the Business Registration screen (see Figure 5).

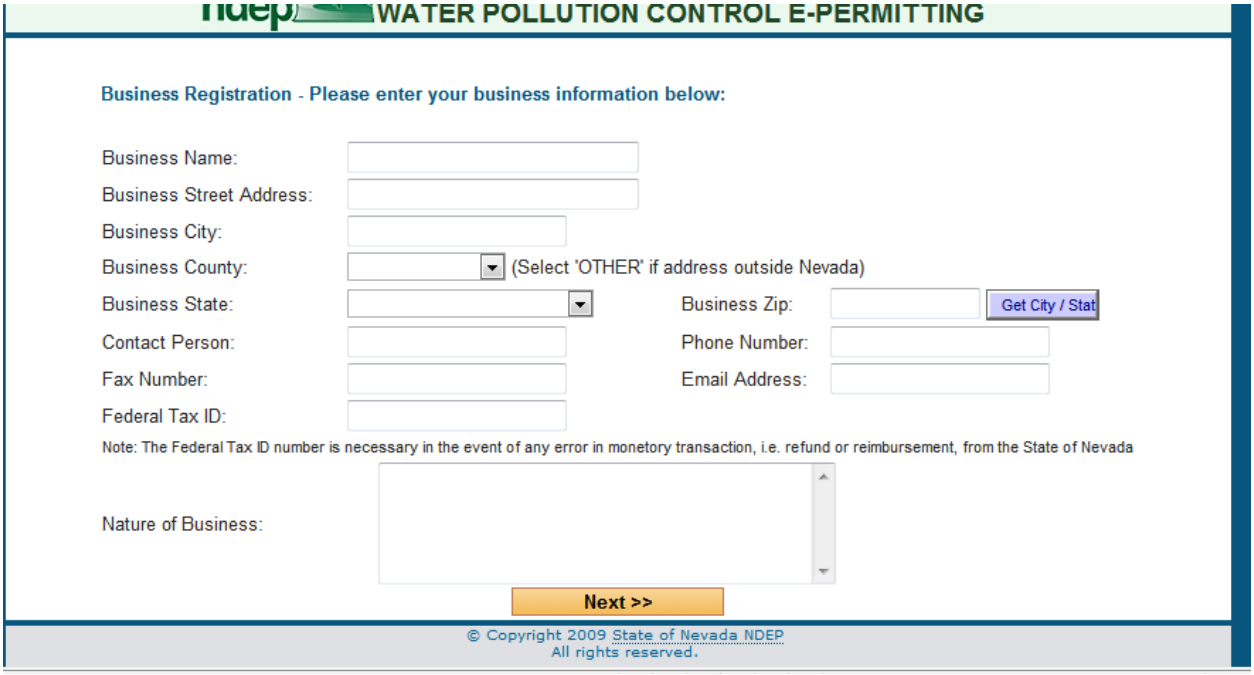


Figure 5 – Business Registration screen

8. Fill out business information and click ***Next*** >>.
9. You will receive a confirmation page with your business id (see Figure 6).

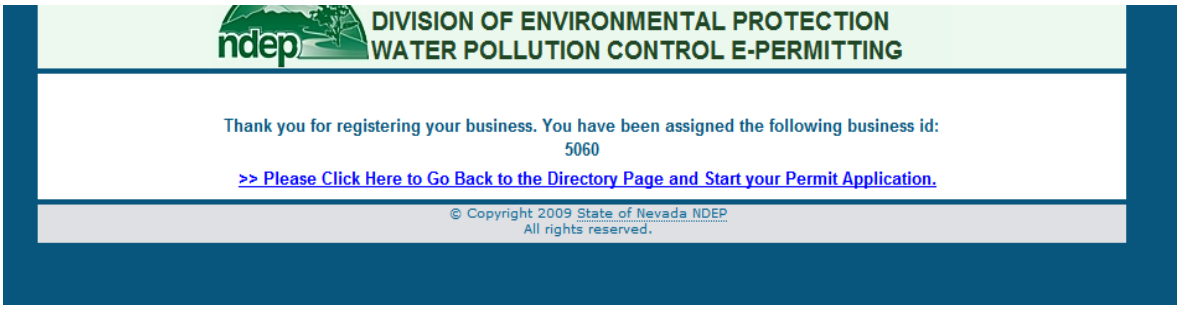


Figure 6 – Confirmation screen for Business Registration

10. Your business is registered now. Go back to directory and click on ***Start a Brand New Application*** under ***Applying for a New Permit*** (see Figure 3).
11. A screen with all your registered businesses will appear (see Figure 7). Select the business for which you want to obtain the permit. *You can get multiple permits for the same business. So do not add the same business every time you apply for a new permit.*

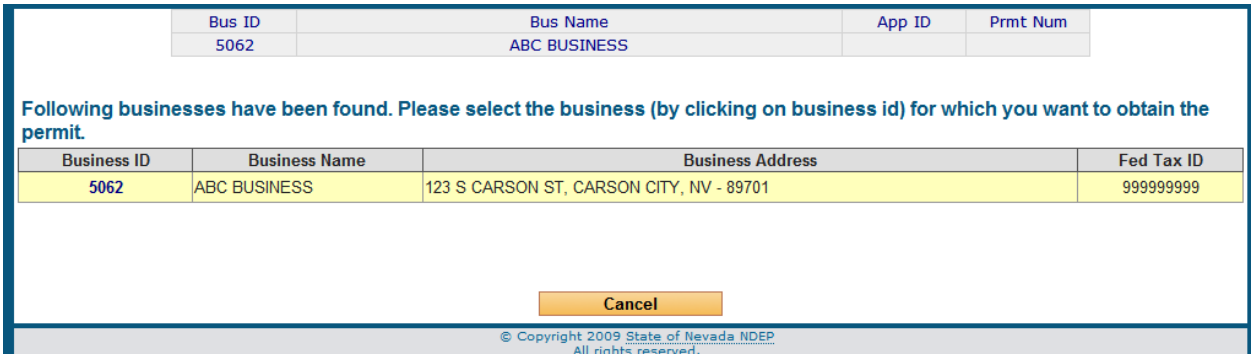


Figure 7 – Screen to select a business

12. Selecting the business will take you to new permit application screen where you will determine the type of permit you need by answering a few questions (see Figure 8 and Figure 9). You will be directed to correct permit application depending upon your responses to these questions. Answer the questions on these screens and click ***Next*** >>.

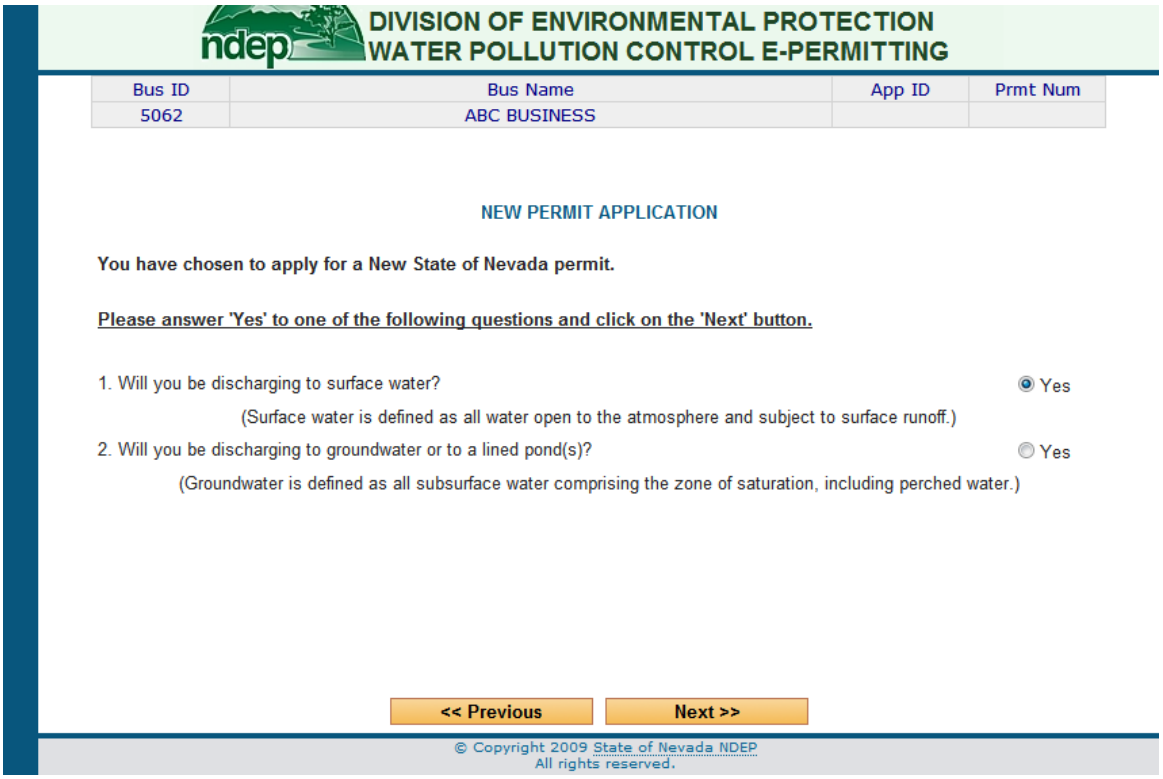


Figure 8 – Questions screen to determine surface water or groundwater permit

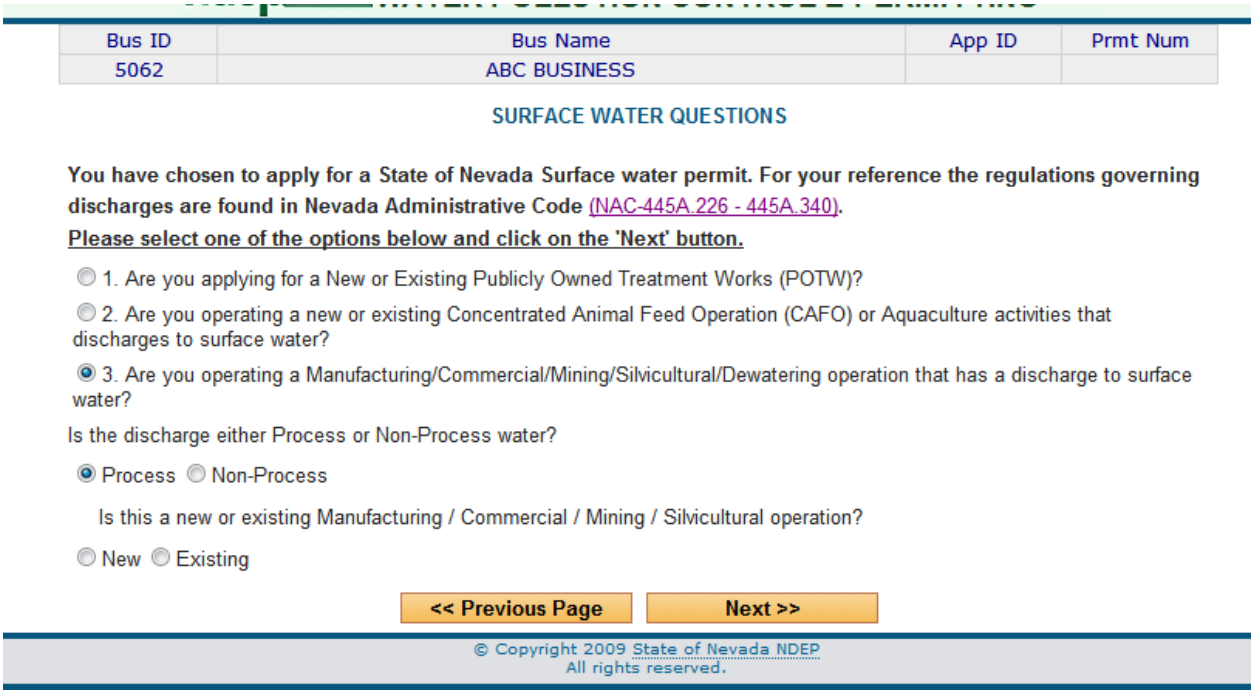
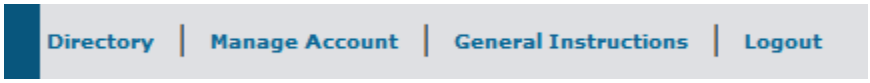


Figure 9 - Questions screen to determine type of surface water permit

13. After you answer these questions, you will be directed to first screen of your permit application. Some of the key features of the application screen are listed below:
    a. Header Navigation Links – These are the navigation links for Directory, Account Management, General Instructions to fill out an application, and Logout



    b. Information on transaction and steps remaining in that transaction

    c. Header with permit information

Bus ID	Bus Name	App ID	Prmt Num
5062	ABC BUSINESS	5742	

    This header will show the business id, business name, application id, and permit number (for renewal permits). An **application id will be assigned after you complete the first step of your application.**

    d. Help icons – These help bubbles will show help on particular application sections.

    e. Navigation buttons for Next and Previous

Pressing Next button will save the information on the screen and take you to next step of the transaction. Pressing previous button will take you to the previous screen in your application. It will **NOT** save the information on the screen.

14. Continue filling out your information until you reach the end of the application.
15. Once you have completed the application, follow the instructions on the screen to Submit your application.
16. A print documents screen will appear (see Figure 10). Click on the View and Print Application button to open your application for printing. Also click on View and Print Fee Invoice button to open invoice for printing. Follow the instructions on the printed application for mailing to the Nevada Division of Environmental Protection.

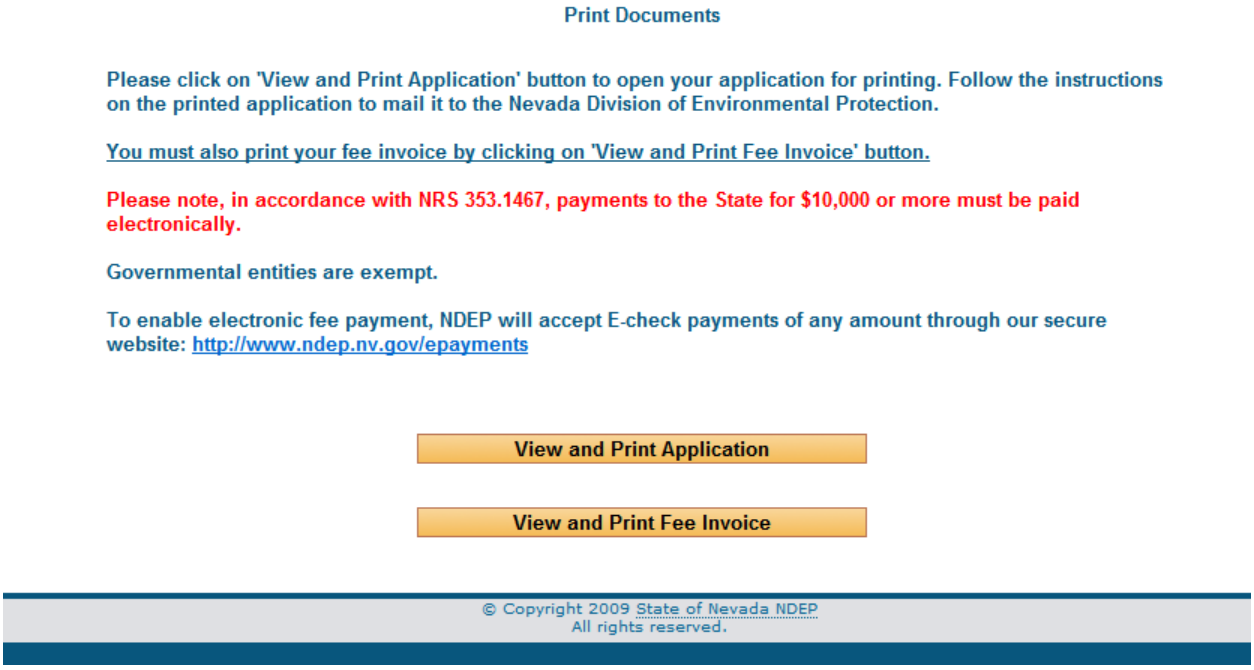


Figure 10 – Print documents screen after application is submitted online

17. Your application will not be complete until the fee is paid in full and a signed application is received by the Nevada Division of Environmental Protection.

3.2 Re-start Pending Application

Follow the steps below if you have partially completed your application for a new permit and would like to re-start that application:

1. Go to the directory page and select ***Restart your pending / unfinished application*** (see Figure 11).

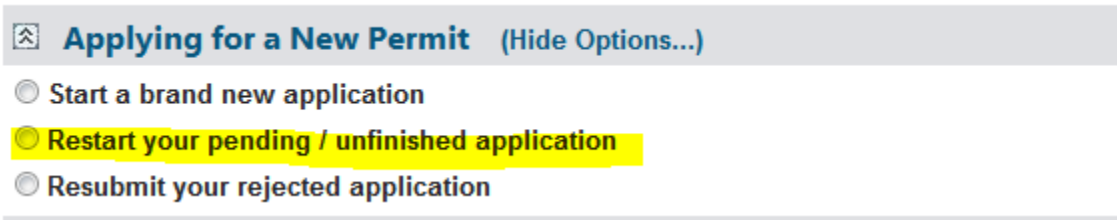


Figure 11 – Directory option for restarting a pending application

2. A screen with all your applications and permits will appear (see Figure 12). Select the application that you would like to re-start by clicking on the application / tracking id number.

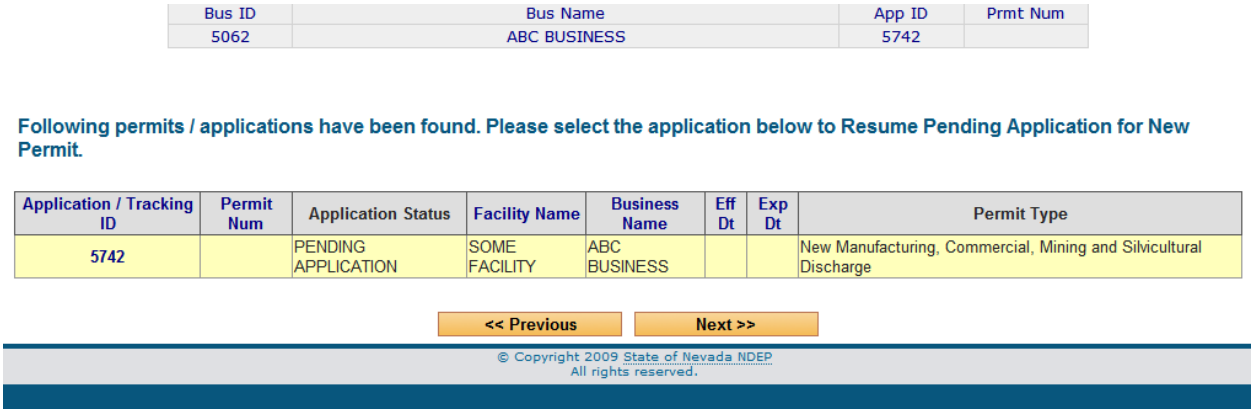


Figure 12 – Listing of applications / permits

3. Continue filling out your information until you reach the end of the application.
4. Once you complete your application, follow the instructions on the screen to Submit your application.
5. A print documents screen will appear (see Figure 10). Click on the View and Print Application button to open your application for printing. Also click on View and Print Fee Invoice button to open invoice for printing. Follow the instructions on the printed application for mailing to the Nevada Division of Environmental Protection.

4 Renewing an Existing Permit

4.1 Starting Renewal Application

1. Login to your account. You will see the directory page (see Figure 2).
2. Click on Renewing an Existing Permit (see Figure 13).

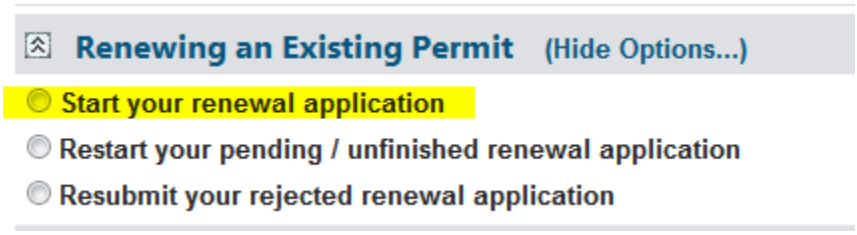


Figure 13 - Options for Renewing a Permit

3. Select the option to 'Start your renewal application' (see Figure 13).
4. This will take you to a screen with a listing of all your permits (see Figure 14). Select the permit that you would like to renew.

Please select the permit that you would like to renew:

Application / Tracking ID	Permit Num	Application Status	Facility Name	Business Name	Eff Dt	Exp Dt	Permit Type
5738	NV0023965	PERMIT ISSUED	RENO WASTEWATER TREATMENT PLANT	7 ELEVEN INC	10/28/2007	1/1/2012	Manufacturing, Commercial, Mining and Silvicultural facility that discharges NON-PROCESS Wastewater
54	NEV505662	PERMIT ISSUED	MARTIN MARIETTA MATERIALS SPANISH SPRINGS QUARRY	7 ELEVEN INC	1/1/2011	12/31/2015	New & Existing Publicly Owned Treatment Works

<< Previous Next >>

Figure 14 – Screen showing all your permits and applications

5. Selecting the permit will create a new renewal application for you. A screen will come up showing the application id of newly created renewal application (see Figure 15). Clicking OK on this screen will re-direct you to your renewal application. At this point you can either complete your renewal application or come back to your renewal application by selecting Restart your pending / unfinished renewal application from the options under

'Renewing an Existing Permit'. Your renewal application is pre-populated with the data from your previous application.

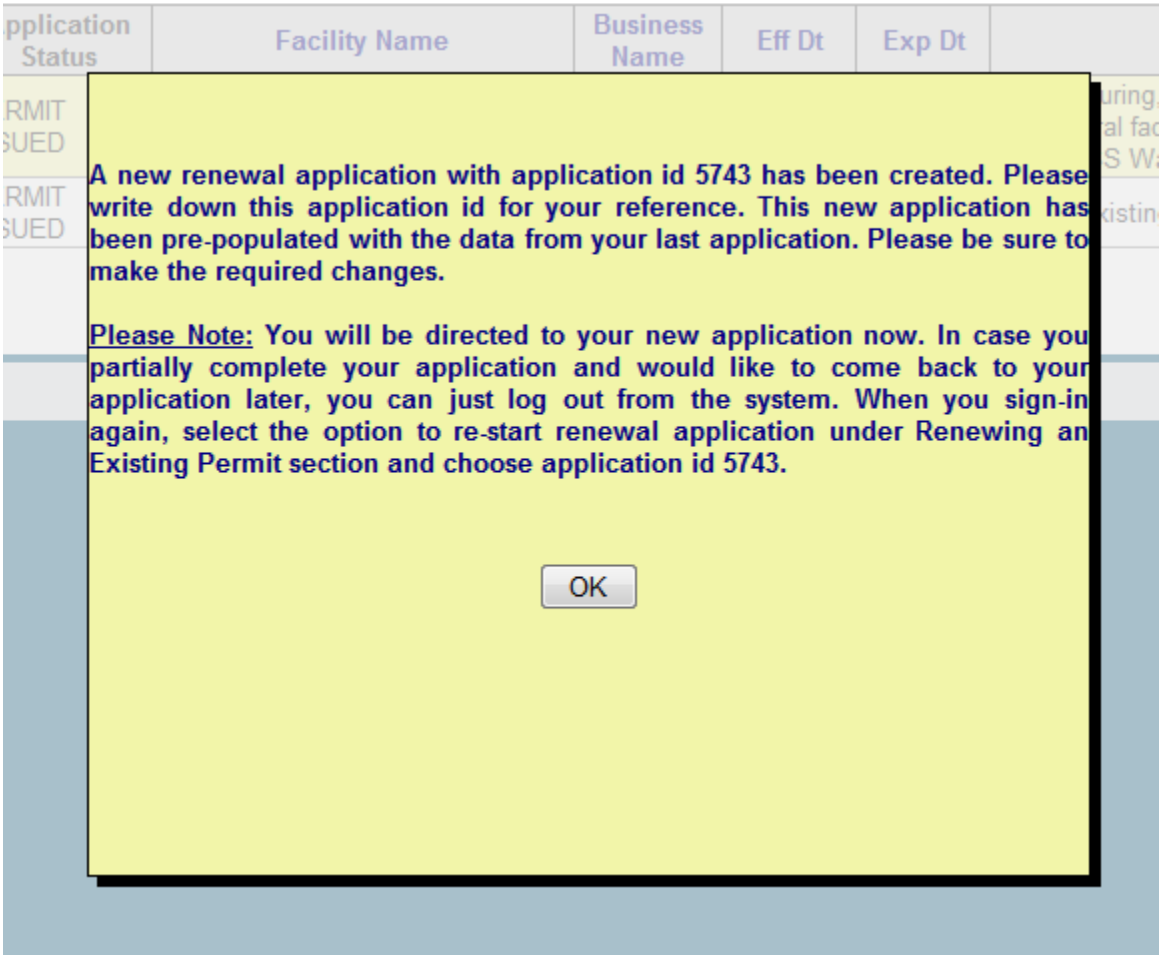


Figure 15 – Screen showing confirmation that a new renewal application has been created for your permit

6. Continue your renewal application by clicking ***Next*** >> at each step. Once all information on the application is verified and complete, submit your application.
7. After you electronically submit your application, print and sign your application, print fee invoice, and mail all documents to NDEP. You must also pay in full the application renewal or modification fee.

4.2 Re-starting Pending / Unfinished Renewal Application

If you are unable to complete your renewal application, you can re-login to your WPC e-permitting account and re-start your renewal application by following the steps below:

1. Login to your WPC e-permitting account.
2. Select ***Restart your pending / unfinished renewal application*** option under Renewing an Existing permit (see Figure 16).

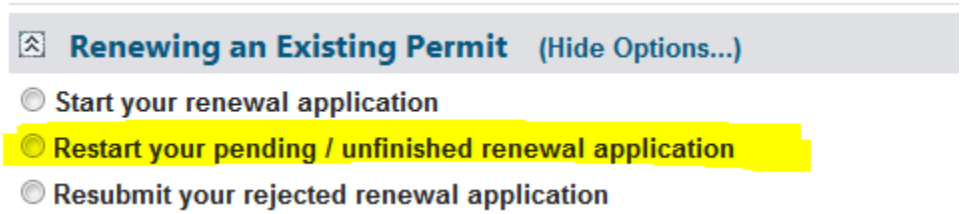


Figure 16 – Option to restart pending renewal application

3. Select your pending renewal application that was created in section 4.1 Starting Renewal Application. You can select the application by clicking on the Application / Tracking ID number. For example (see Figure 17 – Selecting pending renewal application) click on application id 5743 to restart your pending renewal application.

Following permits / applications have been found. Please select the application below to Resume Pending Application to Renew an Existing Permit.

Application / Tracking ID	Permit Num	Application Status	Facility Name	Business Name	Eff Dt	Exp Dt	Permit Type
5743	NV0023965	PENDING RENEWAL APPLICATION	RENO WASTEWATER TREATMENT PLANT	7 ELEVEN INC	10/28/2007	1/1/2012	Manufacturing, Commercial, Mining and Silvicultural facility that discharges NON-PROCESS Wastewater
5738	NV0023965	PERMIT ISSUED	RENO WASTEWATER TREATMENT PLANT	7 ELEVEN INC	10/28/2007	1/1/2012	Manufacturing, Commercial, Mining and Silvicultural facility that discharges NON-PROCESS Wastewater
54	NEV505662	PERMIT ISSUED	MARTIN MARIETTA MATERIALS SPANISH SPRINGS QUARRY	7 ELEVEN INC	1/1/2011	12/31/2015	New & Existing Publicly Owned Treatment Works

Figure 17 – Selecting pending renewal application

4. Continue your renewal application by clicking ***Next*** >> at each step. Once all information on the application is verified and complete, submit your application.

5. After you electronically submit your application, print and sign your application, print fee invoice, and mail all documents to NDEP. You must also pay in full the application renewal or modification fee.

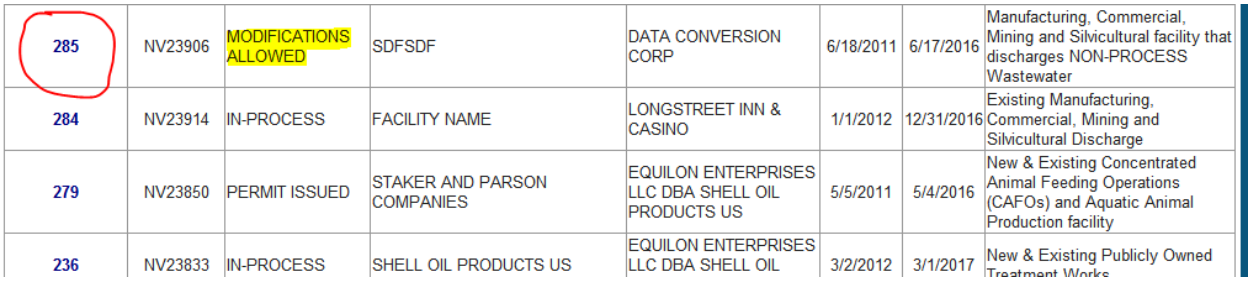
5 Modifying an Existing Permit

If you would like to modify your existing permit, contact NDEP and they will put your permit in 'MODIFICATIONS ALLOWED' status. Once your permit is in this status, you can submit a modification application by following the steps below:

1. Login to your WPC e-permitting account.
2. Select ***Start / Resume your application to modify an existing permit*** under Modifying an Existing permit option (see Figure 18).

Figure 18 – Option to modify an existing permit

3. A listing of the permits will be shown. Select the permit that you would like to modify by clicking on the permit id (see Figure 19).



285	NV23906	MODIFICATIONS ALLOWED	SDFSDF	DATA CONVERSION CORP	6/18/2011	6/17/2016	Manufacturing, Commercial, Mining and Silvicultural facility that discharges NON-PROCESS Wastewater
284	NV23914	IN-PROCESS	FACILITY NAME	LONGSTREET INN & CASINO	1/1/2012	12/31/2016	Existing Manufacturing, Commercial, Mining and Silvicultural Discharge
279	NV23850	PERMIT ISSUED	STAKER AND PARSON COMPANIES	EQUILON ENTERPRISES LLC DBA SHELL OIL PRODUCTS US	5/5/2011	5/4/2016	New & Existing Concentrated Animal Feeding Operations (CAFOs) and Aquatic Animal Production facility
236	NV23833	IN-PROCESS	SHELL OIL PRODUCTS US	EQUILON ENTERPRISES LLC DBA SHELL OIL	3/2/2012	3/1/2017	New & Existing Publicly Owned Treatment Works

Figure 19 – Listing of the permits. Select the permit by clicking on circled permit id.

4. Continue your modification application by clicking ***Next*** >> at each step. Once all information on the application is verified and complete, submit your application.

5. After you electronically submit your application, print and sign your application, print fee invoice, and mail all documents to NDEP. You must also pay in full the application renewal or modification fee.

6 Updating Business Information

If your business information, such as business address, contact person's name, phone number etc. has changed, you may update that information in WPC e-permitting system. To update your business information, follow the steps below:

1. Log in to your WPC e-permitting account.
2. Directory page will appear. Click on '***Update your business information***' under '***Add Business / Update Business Information***' (see Figure 20).

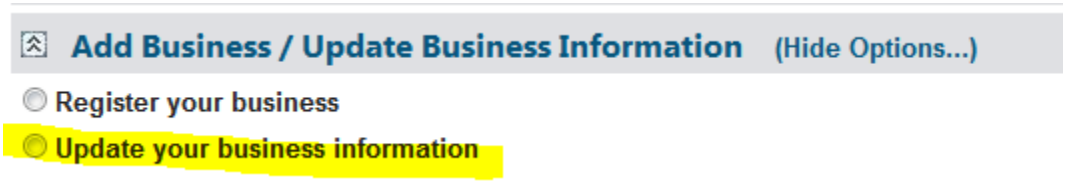


Figure 20 – Option to update business information

3. A listing of your businesses will be displayed (see Figure 21). Most commonly there will be just one business.

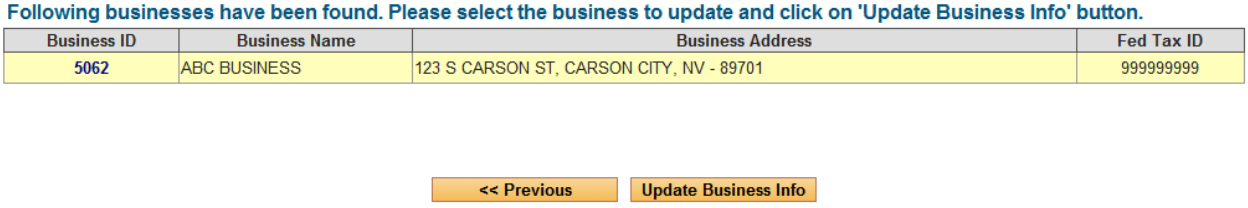


Figure 21 – List of Businesses

4. Select the business to update by clicking on the business id.
5. A screen showing all your business information will appear (see Figure 22). Make the required changes and click on the '***Next*** >>' button.

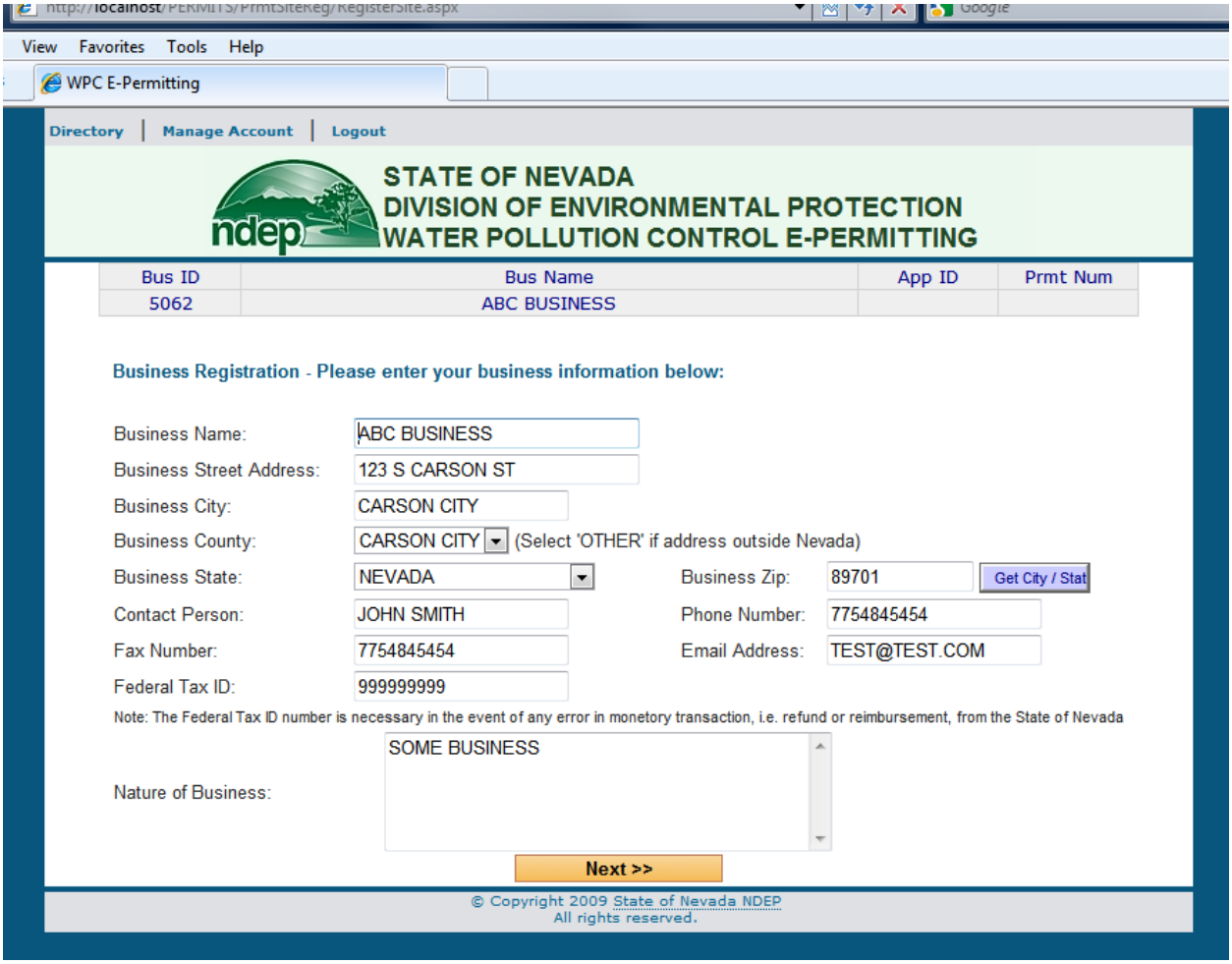


Figure 22 – Update business information screen

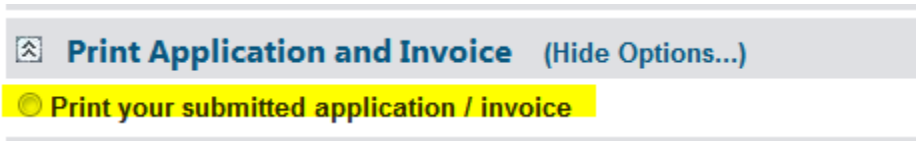
6. Once your update is successful, you will receive a confirmation (see Figure 23).

Figure 23 – Confirmation screen for business information update

7 Frequently Asked Questions (FAQ)

7.1 How do I re-print my submitted application / invoice?

Login to your account and select '***Print your submitted application / invoice***' option as shown below:



Then, select the application for which you would like to print application or invoice documents.

7.2 I could not finish all my application. Do I have to start over?

No. Your work is saved at each step of your application. After you complete the first step, an application id is assigned to your application. You can re-start your application at any time by selecting re-start options in directory and selecting your application id. If this is an application for a new permit, choose the re-start option under '***Applying for a New Permit***'. If it's an application for renewal, choose the re-start option under '***Renewing an Existing Permit***'.

7.3 Where do I see my application id?

When you fill out your permit application online, the application id is shown in the application header.

7.4 At what address should I mail my completed application?

Submit all information to:

Bureau of Water Pollution Control

Nevada Division of Environmental Protection

901 South Stewart Street, Suite 4001

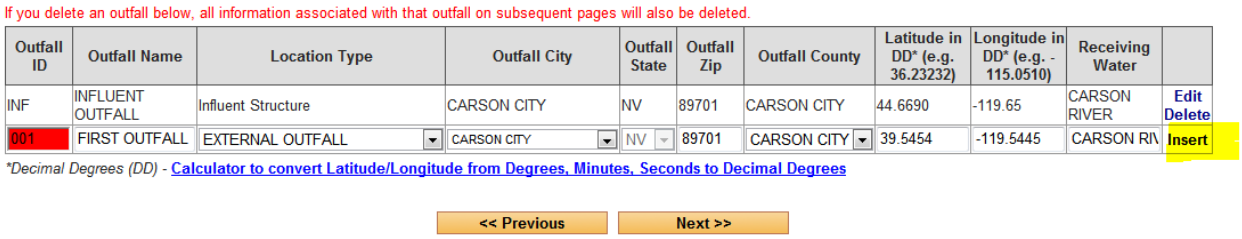
Carson City, NV 89701-5249

7.5 I need help with my application. Whom should I contact?

You can contact Bureau of Water Pollution Control at the Nevada Division of Environmental Protection. The phone number is 775-687-9418.

7.6 When I click the Next button, I get a message saying 'Click on Insert button to insert the Data'. How can I get past this error?

At many places in your application, you will have to add information in grids. Grids are used to capture lists of information. For example list of outfalls, list of notification requirements, and so forth. After you type-in each set of information in the grid, you must hit the ***Insert*** button to actually add it to the database. This error occurs when you have typed-in some information, but forgot to hit the ***Insert*** button. Clicking on the ***Insert*** button (highlighted in yellow in figure below) will resolve this issue.


If you delete an outfall below, all information associated with that outfall on subsequent pages will also be deleted.

Outfall ID	Outfall Name	Location Type	Outfall City	Outfall State	Outfall Zip	Outfall County	Latitude in DD* (e.g. 36.23232)	Longitude in DD* (e.g. -115.0510)	Receiving Water	
INF	INFLUENT OUTFALL	Influent Structure	CARSON CITY	NV	89701	CARSON CITY	44.6690	-119.65	CARSON RIVER	Edit Delete
001	FIRST OUTFALL	EXTERNAL OUTFALL	CARSON CITY	NV	89701	CARSON CITY	39.5454	-119.5445	CARSON RI\	Insert

*Decimal Degrees (DD) - Calculator to convert Latitude/Longitude from Degrees, Minutes, Seconds to Decimal Degrees

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7.7 What do the application status messages mean?

Your application could be in one of the following status at any time:

- PENDING APPLICATION – Your application is not complete and submitted yet. NDEP will not see or process any pending application. An application must be submitted before it can be processed.
- APPLICATION SUBMITTED – You have completed and submitted your application. You must pay your application/renewal fee in full after you electronically submit your application and mail-in the signed copy of your application and invoice to NDEP.
- APPLICATION ACCEPTED – Once the signed application, invoice, and fee are received by NDEP, your application will be accepted.
- IN-PROCESS – Your application has been assigned to a permit writer and they are working to process your request for a permit.
- PERMIT ISSUED – Your application is processed and a permit has been issued.
- PERMIT TERMINATED – Your permit has been terminated.
- APPLICATION REJECTED – Your application has been rejected by NDEP. You may be able to resolve issues with your application and re-submit your application.
- MODIFICATIONS ALLOWED – You can apply to modify an existing permit (see section Modifying an Existing Permit). To do so, NDEP has to put your permit in the **modifications allowed** status. Once your permit is in this status, you can fill out and submit a modification application.

8 Acronyms

BWPC – Bureau of Water Pollution Control

CAFO - Concentrated Animal Feeding Operations

CERCLA – Comprehensive Environmental Response, Compensation, and Liability Act

cfs – Cubic Feet per Second

CFU/100ML – Colony Forming Units per 100ml

DCNR – Department of Conservation and Natural Resources

DD – Decimal Degrees

EPA – Environmental Protection Agency

ft – Feet

GPM – Gallons per Minute

kg/day – Kilograms per Day

lbs/acre – Pounds per Acre

lbs/acre/year – Pounds per Acre per Year

lbs/day – Pounds per Day

mg/l – Milligrams per Liter

MGD – Million Gallons per Day

MPN/100ML – Most Probable Number per 100ml

NAC – Nevada Administrative Code

NDEP – Nevada Division of Environmental Protection

POTW – Publicly Owned Treatment Works

RCRA - Resource Conservation and Recovery Act

TRS – Township, Range, and Section

ug/l – Micrograms per Liter

WPC – Water Pollution Control

WPC e-permitting – Water Pollution Control Electronic Permitting