# Division of Surface Water 401 Certification and Isolated Wetlands Permitting

# 401 Water Quality Certification Applications

July 18, 2023



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# 401 Water Quality Certification / Isolated Wetland Permit Application – Electronic Application Overview

This service provides the capability to electronically submit 401 Water Quality Certification pre-applications & applications, Isolated Wetland Permit applications, and 401 Director's Authorization applications. Each of these applications can be accessed via your personal dashboard (i.e., the opening screen which displays your 401 Application List.). Applications that are created will be listed on the Application List where additional actions may be performed on them (ex. downloading PDF application, edit, delete, and delegate).

Working within your secure eBusiness Center account, the ease of use of the new innovative smart forms, one-click submittals without having to mail paper forms to the agency, and the ability to make fee payments online make the 401 Application service the go-to destination to submit your application forms.

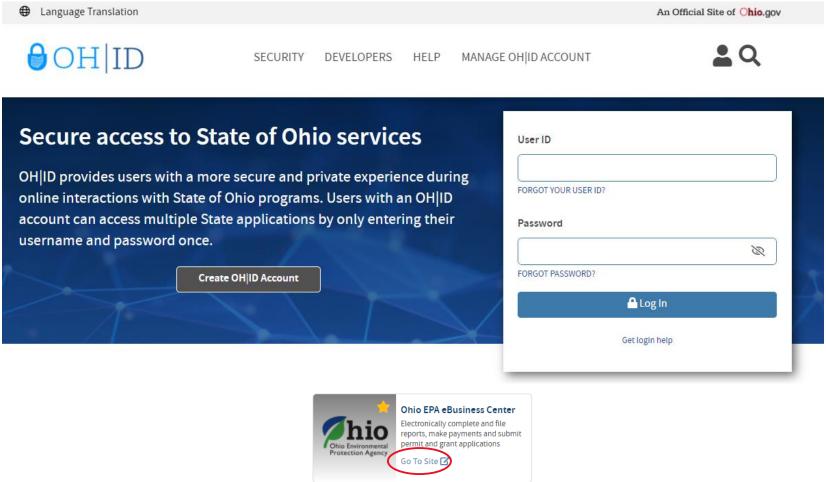
Detailed steps on how to fully complete each permit application has been graphically displayed below.

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# **Service Activation**



To access the 401 application forms, log in to your personal OHID account and access the Ohio EPA eBusiness Center application. The site is located at: <a href="https://ohid.ohio.gov/wps/portal/gov/ohid/">https://ohid.ohio.gov/wps/portal/gov/ohid/</a>. If you do not have an account, use these <a href="https://ohid.ohio.gov/wps/portal/gov/ohid/">https://ohid.ohio.gov/wps/portal/gov/ohid/</a>. If you do not have an account, use these <a href="https://ohid.ohio.gov/wps/portal/gov/ohid/">https://ohid.ohio.gov/wps/portal/gov/ohid/</a>. If you do not have an account, use these <a href="https://ohid.ohio.gov/wps/portal/gov/ohid/">https://ohid.ohio.gov/wps/portal/gov/ohid/</a>. If you do not have an account, use these <a href="https://ohid.ohio.gov/wps/portal/gov/ohid/">https://ohid.ohio.gov/wps/portal/gov/ohid/</a>. If you do not have an account, use these <a href="https://ohid.ohio.gov/wps/portal/gov/ohid/">https://ohid.ohio.gov/wps/portal/gov/ohid/</a>. If you do not have an account, use these <a href="https://ohid.ohio.gov/wps/portal/gov/ohid/">https://ohid.ohio.gov/wps/portal/gov/ohid/</a>. If you do not have an account, use these <a href="https://ohid.ohio.gov/wps/portal/gov/ohid/">https://ohid.ohio.gov/wps/portal/gov/ohid/</a>. If you do not have an account, use these <a href="https://ohid.ohio.gov/wps/portal/gov/ohid/">https://ohid.ohio.gov/wps/portal/gov/ohid/</a>. If you do not have an account, use these <a href="https://ohid.ohio.gov/wps/portal/gov/ohid/">https://ohid.ohio.gov/wps/portal/gov/ohid/</a>. If you do not have an account, use these <a href="https://ohid.ohio.gov/wps/portal/gov/ohid/">https://ohid.ohio.gov/wps/portal/gov/ohid/</a>. If you do not have an account, use these <a href="https://ohid.ohio.gov/wps/portal/gov/ohid/">https://ohid.ohio.gov/wps/portal/gov/ohid/</a>. If you do not have an account, use these <a href="https://ohid.ohio.gov/wps/portal/gov/ohid/">https://ohid.ohio.gov/wps/portal/gov/ohid/</a>.





## Welcome to the Ohio EPA eBusiness Center



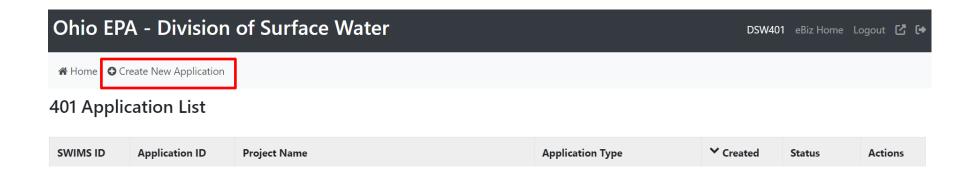
Available Services (What is this?)				
Service	Action	Status	Facilities	Delegations
Air Services	Request	Inactive	view/edit	
Asbestos Project Notification		Inactive	view/edit	
Conference and Events Registration	Request	Inactive	view/edit	
Division of Surface Water Credible Data	Deactivate	Active	view/edit	view/edit
Division of Surface Water NPDES Permit Applications (STREAMS)		Active		
DMWM Compliance	Request	Inactive	view/edit	
DMWM License and Registration Service		Inactive	view/edit	
DMWM Solid Waste/Cⅅ Disposal Fees (Submit Report)	Request	Inactive	view/edit	
DSW 401 Certification and Isolated Wetlands Permit		Active	view/edit	
e-Discharge Monitoring Reports (eDMR)	Request	Inactive	view/edit	
e-Drinking Water Reports	Request	Inactive	view/edit	
Generic File Upload	Request	Inactive		
Hazardous Waste Report (eDRUMS)	Request	Inactive	view/edit	
OEEF Grant Service (No PIN Required)	Deactivate	Active		
Pay Ohio EPA Fees Online	Request	Inactive	view/edit	
Water/Wastewater Exam Providers	Request	Inactive		
Water/Wastewater Operators	Request	Inactive		
Water/Wastewater Training Providers	Request	Inactive		

Once logged into the eBusiness Center you will see the service list. A service is a division within Ohio EPA that offers electronic services. To access the 401 application service click on DSW 401 Certification and Isolated Wetlands Permit to select the service – you will be directed immediately.

NOTE: To submit applications you must have a PIN (i.e., electronic signature). A PIN can be obtained within minutes by clicking MY ACCOUNT and then Apply for New PIN – follow the on screen instructions to receive your PIN. The majority of PINs are issued on the spot and can be used immediately.



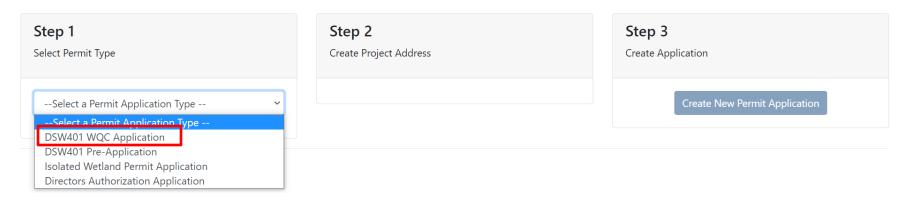
The first time you select this service you will be prompted to activate it – simply click *Yes*. You will now be directed to your personal dashboard where you can add permits to your personal list/view, complete permit applications



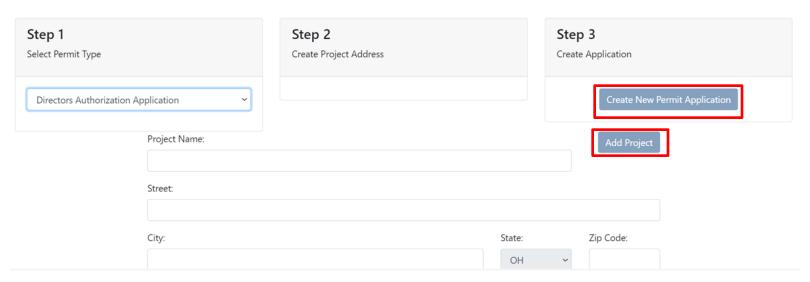
From your personal dashboard, click the *Create New Application* button.

# **401 Water Quality Certification Applications**

# **Create New Permit Application**



Use the dropdown on the right to select *DSW401 WQC Application*.



Enter the Project Name and Project address in the provided fields and click *Add Project*. Click *Create New Permit Application* after the project information appears in Step 2.

<u>NOTE</u>: For detailed instructions on completing the 401 Water Quality Certification Application form please refer to the instruction document located at: <a href="https://epa.ohio.gov/static/Portals/35/401/401-WQC-App-Instructions.pdf">https://epa.ohio.gov/static/Portals/35/401/401-WQC-App-Instructions.pdf</a>

As you begin filling out the form, make sure to hit the Save button on the bottom of the screen frequently to avoid any loss of your information. Hitting the "Validate" button at the bottom of the screen will highlight those fields that are still required, and you will not be able to submit until all fields are valid.

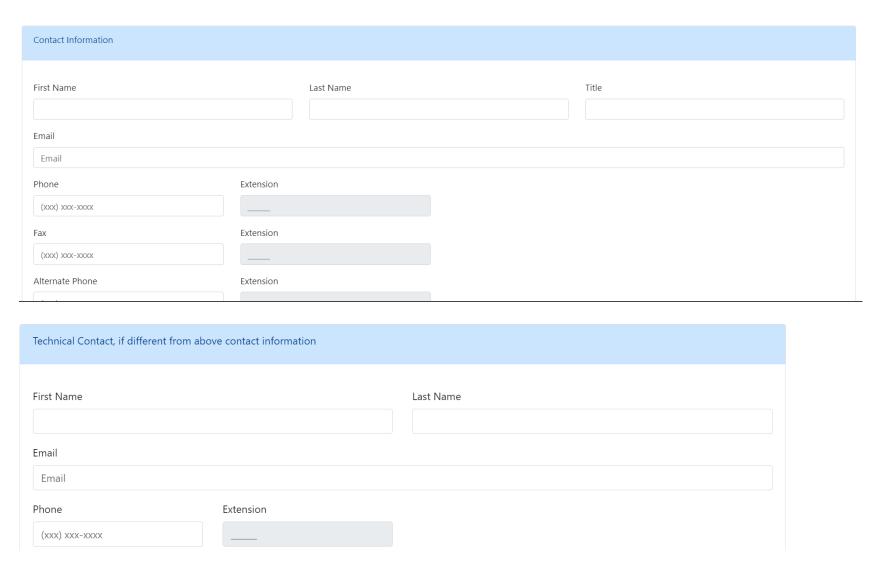


# 401 Water Quality Certification Application SWIMS ID# 238883A1

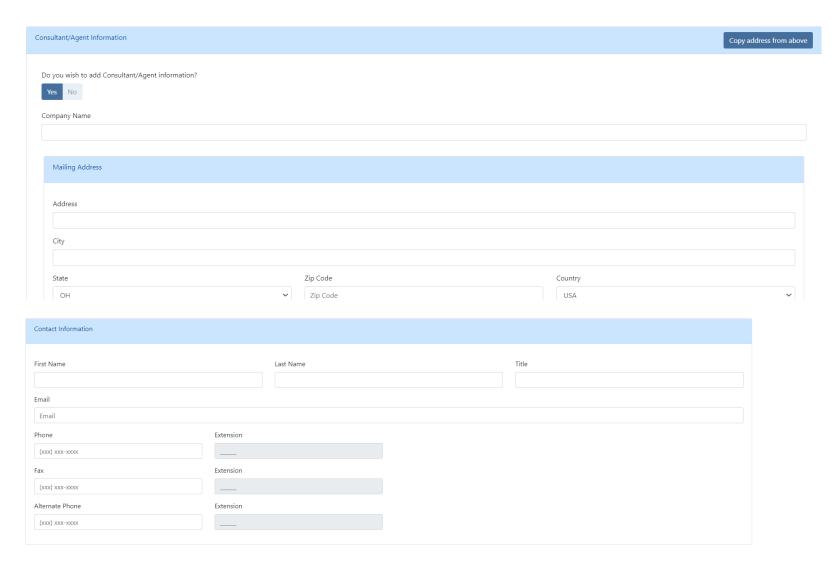
Division of Surface Water - Water Quality Certification and Isolated Wetland Permitting Unit



Applicant (Project Proponent) Information - Provide your company name, if applicable, and company's mailing address, including the street, city, and zip code.



*Applicant Information* – Provide the applicant's name, title, telephone number, fax number, and email address. If someone other than the applicant will be the point of contact for this application, provide a technical contact, including their name, email address, and phone number.



Consultant/Agent information – select Yes if you wish to designate a consultant to act on your behalf. Enter the consultant or agent's company name and mailing address along with the consultant's name, title, email address, and phone number. If someone other than the consultant will be the point of contact for this application, provide a technical contact, including their name, email address, and phone number. You are not required to have an agent. If you do not wish to enter this information, select No and this section of the form will minimize and disappear.

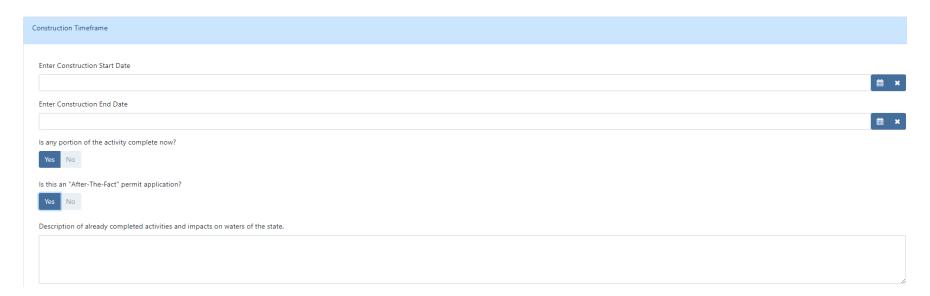


**Project Name** – Enter the name of your project. The project name will be used for tracking purposes by Ohio EPA, as well as in all correspondence referencing the project.

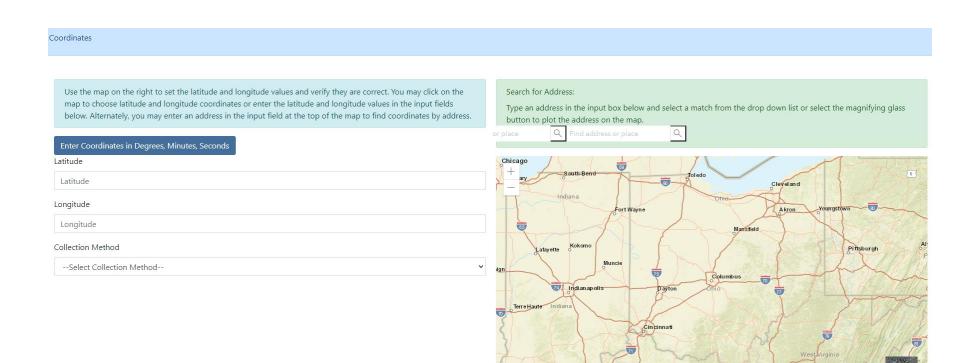
**Pre-application coordination** – Select whether pre-application coordination occurred for this project and if yes, provide the name of the Ohio EPA staff member who provided the coordination and the date of the coordination. 40 CFR 121.4 requires submittal of a pre-filing meeting request at least 30 days prior to submitting a 401 WQC application. You will not be able to submit this application until this requirement is met.

Brief Project Description / Purpose						
test						

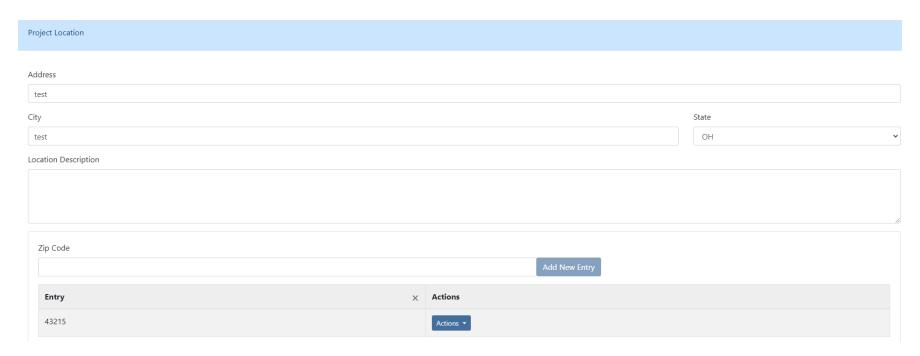
**Brief Project Description / Purpose** – Provide a brief narrative description of the proposed project activities. Please keep this section brief.



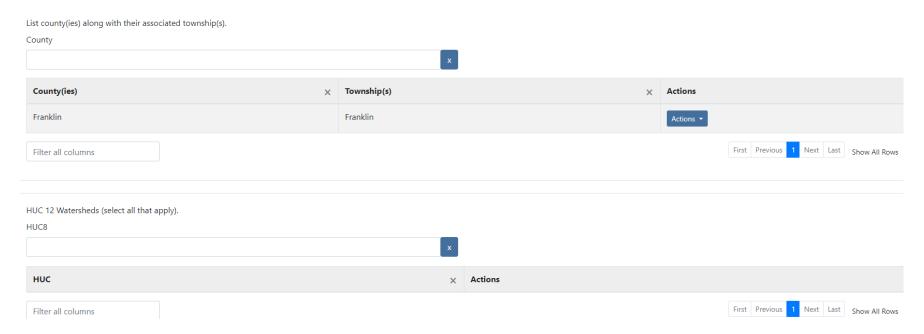
Construction Timeframe- provide the estimated start and end dates for the project by clicking on the calendar icon. Select Yes or No to indicated whether or not any portion of the project has already been started or completed. If waters have been impacted prior to receiving a permit, check Yes that this is an After-The-Fact application. Provide a brief description of the activities that have been started or completed in the space provided.



**Coordinates** – Enter the specific GPS coordinates of your proposed project. You may use the map on the right to zoom to your exact project location to determine the coordinates or search for a nearby street address. Select the appropriate collection method that was used to obtain the coordinates. If you project is linear or covers a large area, provide a point near the center of your project.

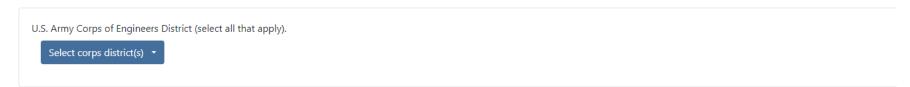


**Project Location** - Provide specific information relating to the location of your proposed project. The project address will auto populate from the application creation screen. Give the project address or closest point of reference including the street name or nearest intersection, nearest city, state, zip code, and county. If your project covers a large area, more than one zip code may be entered by clicking the **Add New Entry** button.



**Project Location** - The county will be auto populated from the application creation screen. Click in the county field to add additional counties and associated townships where the project is located. If your project covers a large area, more than one county may be entered.

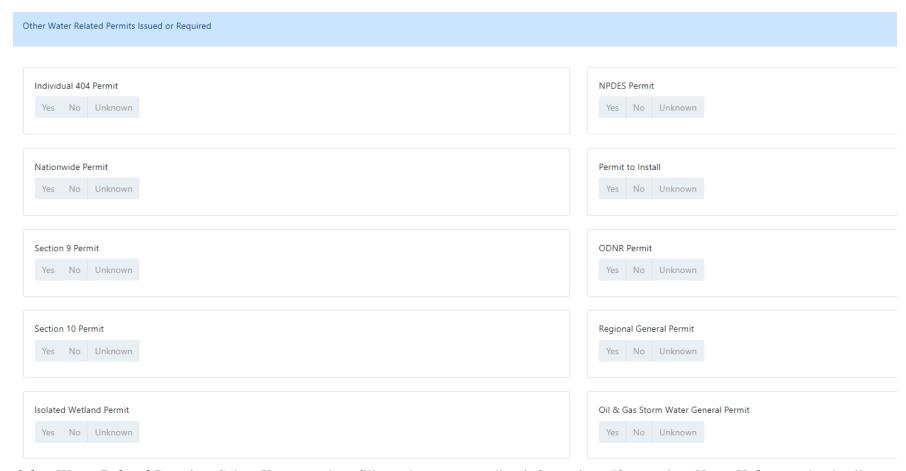
List the watershed (Hydrologic Unit Code 12) where the project is located by clicking on the within the HUC 8 field. You will first be required to select the appropriate HUC 8 watershed and then the HUC 10 and finally the HUC 12 from the dropdown lists. If your project covers a large area, more than one watershed may be entered.



Select the appropriate U.S. Army Corps of Engineers (Corps) District for your project using the dropdown selection by clicking on the *Select Corps District(s)* button. If your project covers a large area, more than one Corps district may be entered.

Proposed Impacts to "waters of the state"			
( I . IId I .			
(select all that apply)			
☐ Bank Stabilization	☐ Bulkhead	☐ Groin/Jetty	☐ Stream Channelization
☐ Beach Nourishment	☐ Dam	☐ Levees/Berms	☐ Stream Relocation
□ Blasting	☐ Dredge	☐ Mine Through	☐ Water Body Crossing
☐ Breakwater	□ Fill	☐ Revetment	☐ Weirs
☐ Bridge/Culvert	☐ Other		

*Proposed Impacts* – Select all the descriptions that apply for the types of impacts proposed for the project.



Other Water Related Permits - Select Yes on each to fill out the corresponding information. If you select No or Unknown the detail entry for each will minimize and disappear.

*Individual 404 Permit* – The U.S. Army Corps of Engineers (Corps) issues individual 404 permits. If the project will require an individual 404 permit and the Corps has issued a public notice, provide the public notice number in the space provided.

*Nationwide Permits* –Nationwide Permits (NWPs) are activity specific and are designed to relieve some of the administrative burdens associated with permit processing for both the applicant and the federal government. They provide a simplified, expeditious means of authorization under the various authorities of the Corps.

Section 9 Permit – The U.S. Coast Guard issues Section 9 permits for projects that impact bridges in navigable waters.

Section 10 Permit – The Corps issues Section 10 Permits. Section 10 of the Rivers and Harbors Act of 1899 requires that regulated activities conducted below the Ordinary High Water Mark (OHWM) elevation of traditionally navigable waters (TNW) of the United States be approved/permitted by the Corps.

*Isolated Wetland Permit* - Ohio EPA has authority to regulate discharges of fill into isolated wetlands. The laws regarding isolated wetland permits is provided in Ohio Revised Code 6111.02 through 6111.028.

*General NPDES* – A general NPDES permit covers facilities that have similar operations and types of discharge. There are several types of NPDES general permits including the NPDES general permit for storm water discharges associated with construction activities.

*Individual NPDES* – An individual NPDES permit is unique to each facility. The limitations and other conditions in an individual permit are based on the facility's operations, type and amount of discharge, and receiving stream, among other factors.

**PTI** – A Permit to Install (PTI) is needed when a person wishes to construct any wastewater collection, storage or treatment system or wishes to modify any existing wastewater collection, storage or treatment system.

*ODNR Permits* – If you selected yes, choose the appropriate permit type from the dropdown list.

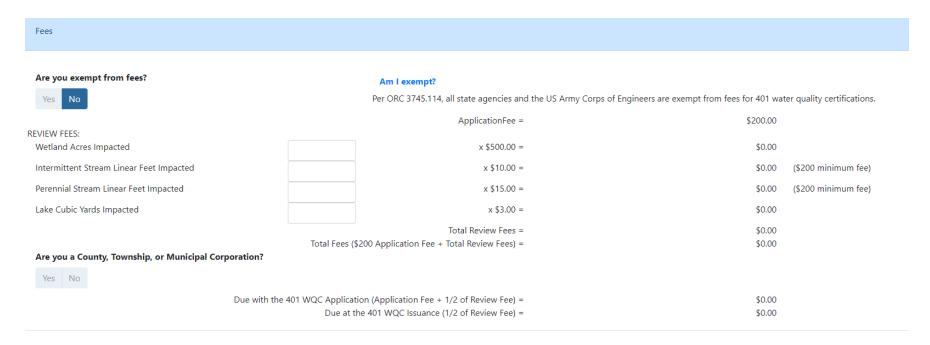
Lake Erie Coastal Permits - Ohio Department of Natural Resources (ODNR) Office of Coastal Management issues several permits for activities in the coastal zone along Lake Erie.

DMRM Permits – ODNR Division of Mineral Resources Management issues coal and industrial minerals permits.

DOGR Permits – ODNR Division of Oil and Gas Resources issues permits for oil and gas wells.

**Regional General Permit** – The Corps issues a type of general permit known as a Regional General Permit to the Ohio Department of Transportation (ODOT) every five years. This permit authorizes activities in waters of the United States conducted by ODOT in the State of Ohio.

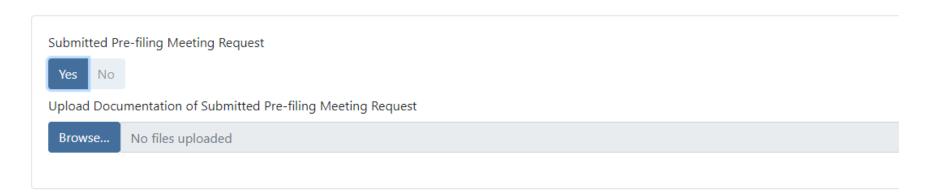
Oil & Gas Storm Water General Permit – Coverage under this permit is required for Oil and Gas pipelines over a certain length.



Select *Yes* or *No* to indicate if you are exempt from fees for a 401 Water Quality Certification. If you select *No*, enter the proposed impact amounts for wetlands, streams (by flow regime), and lakes.

Select *Yes* or *No* to indicate whether the applicant is a county, township or municipal corporation.

#### Submitted Documentation



*Pre-filing Meeting Request* – Select whether you submitted a pre-filing meeting request for this project and if yes, upload proof of that submittal such as the submitted pre-application form or email correspondence. 40 CFR 121.4 requires submittal of a pre-filing meeting request at least 30 days prior to submitting a 401 WQC application. You will not be able to submit this application until this requirement is met.

#### Proposed Lake Impacts Table



Upload Lake Impacts Table



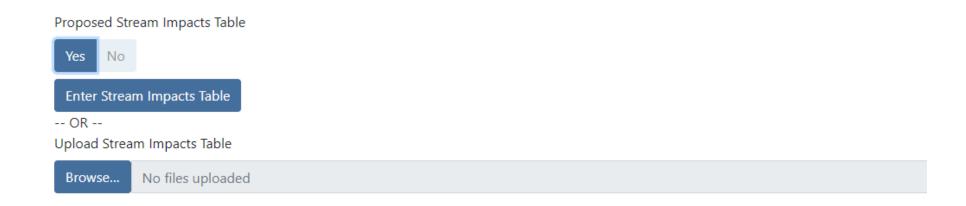
No files uploaded

#### **Proposed Lake Impacts**

	Preferred Alternative						
Water Body ID	Coastal Erosion Area?	Impact Type	Cubic Yards of Fill/Dredged Material	Lakeward Extent (linear ft.)	Shoreline Impacted (linear ft.)	Placement of Dredged Material	Actions
		Totals	0.00	0.00	0.00		
Add Lake Impact							

Click the *Browse* button to upload a lake impact table or click the *Enter Lake Impacts Table* button to access the above form.

Click the *Add Lake Impact* button to add an entry to the table. Enter the appropriate information for the proposed impacts and click *Save* to return to the table. Once complete click the *Save* button and then the *Close* button at the bottom of the screen.



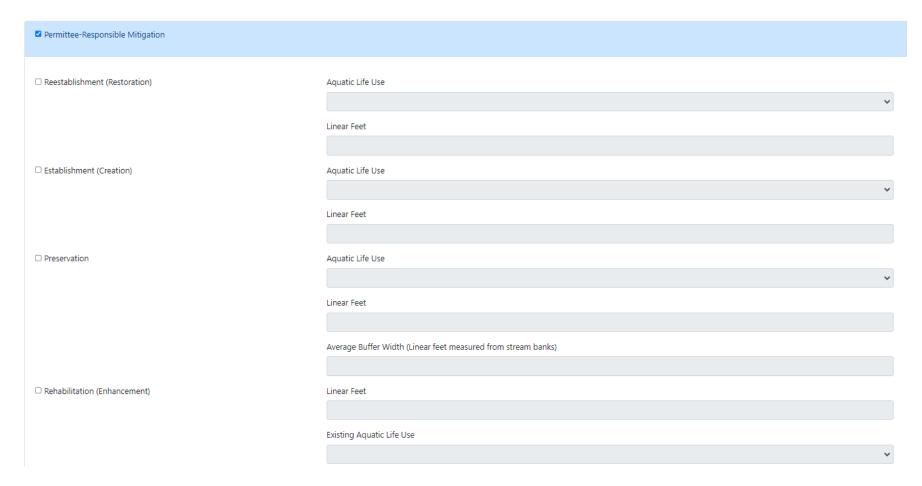
# **Proposed Stream Impacts**

Streams On-site an	d Proposed Impacts							
						Preferred Alternative		
Stream ID	Jurisdictional?	Flow	Aquatic Life Use Designation in 3745-1	Existing Use?	Length Onsite (linear ft.)	Impact Length (linear ft.)	Impact Type	Actions
		Stream I	Length Totals		0.00	0.00		
	Subtotals - Ephemeral Flow				0.00	0.00		
	Subtotals - Intermittent Flow				0.00	0.00		
		Subtotals -	Perennial Flow		0.00	0.00		
Subtotals - Temporary					0.00			
		Subtotals	s - Permanent			0.00		
							Add New	Stream Impact

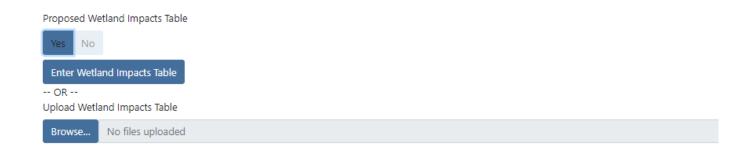
Once back to the main application, click the *Browse* button to upload a stream impacts table or click the *Enter Stream Impacts Table* button. Click the *Add New Stream Impact* button to add information to the above table. Enter the appropriate information for the proposed impacts and click *Save* to return to the table. Fill out the rest of the stream impact table as shown on the next page.

Proposed Stream Mitigation (Check All that Apply) Preferred Alternative
☑ In-Lieu Fee Program
ILF Sponsor
Number of Stream Credits
Number of Buffer Credits
□ Proof of Reservation?

Select the proposed stream mitigation by clicking the check box next to each description. If you are proposing in-lieu fee mitigation, enter the appropriate information. If you have already reserved or purchased credits, you may upload proof of reservation by selecting *Browse*.



If proposing permittee-responsible mitigation, enter the appropriate information for reestablishment (restoration), establishment (creation), preservation, rehabilitation (enhancement), or other. Click *Save* and *Close* to return to the main application.

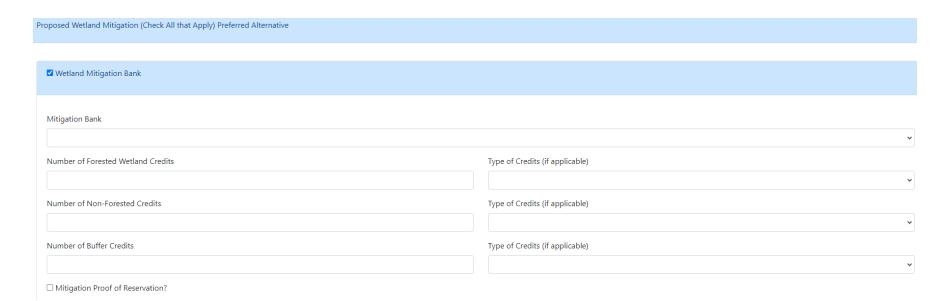


Once back to the main application, click the *Browse* button to upload a wetland impacts table or click the *Enter Wetland Impacts Table* button.

#### **Proposed Wetland Impacts**

Vetlands Onsite and Propo	sed Impacts								
						F	Preferred Alte	rnative	
						Impact Acre	age	ge	
Wetland ID	ORAM Score	Category	Cat. Verified by Ohio EPA?	Ohio EPA Reviewer who Verified	Acreage Onsite	Forested	Non	Impact Type	Action
			Wetland Acreage Totals		0.00	0.00	0.00		
Subtotals - Category 1 Wetlands				0.00	0.00	0.00			
			Subtotals - Category 2 Wetlands		0.00	0.00	0.00		
			Subtotals - Category 3 Wetlands		0.00	0.00	0.00		
			Subtotals - Temporary			0.00	0.00		
			Subtotals - Permanent			0.00	0.00		
								Add N	ew Wetland II

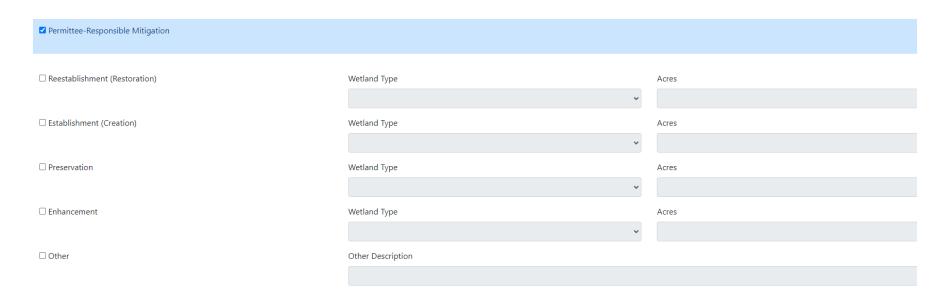
Click the *Add New Wetland Impact* button to add information to the above table. Enter the appropriate information for the proposed impacts and click *Save* to return to the table. Fill out the rest of the form below.



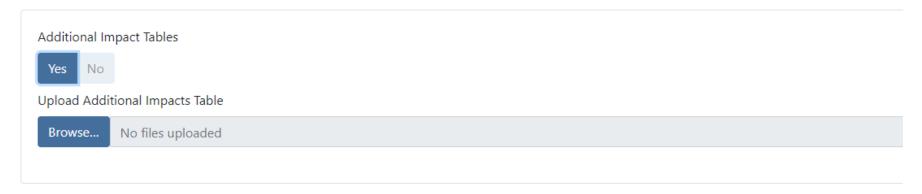
Select the proposed wetland mitigation by clicking the check box next to each description. If you are proposing mitigation at wetland mitigation bank, enter the appropriate information. If you have already reserved or purchased credits, you may upload proof of reservation by clicking the check box and selecting *Browse*.

☑ In-Lieu Fee Program
ILF Sponsor
Number of Wetland Credits
Number of Buffer Credits
☐ ILF Proof of Reservation?

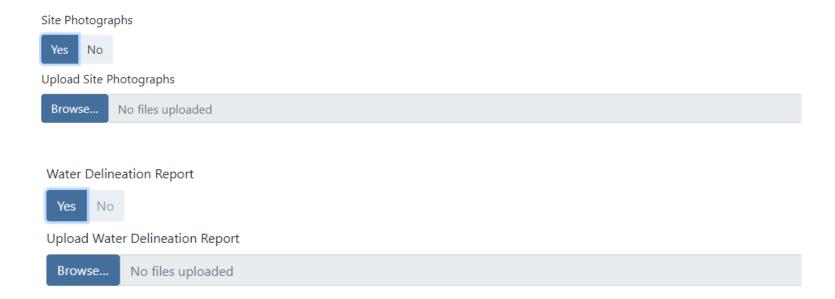
If you are proposing in-lieu fee mitigation, enter the appropriate information. If you have already reserved or purchased credits, you may upload proof of reservation by clicking the check box and selecting *Browse*.



If proposing permittee-responsible mitigation enter the appropriate information for restoration/creation, preservation, enhancement, and other. If proposing off-site permittee-responsible mitigation enter the appropriate information for reestablishment (restoration), establishment (creation), preservation, rehabilitation (enhancement), or other. Click *Save* and *Close* to return to the main application.

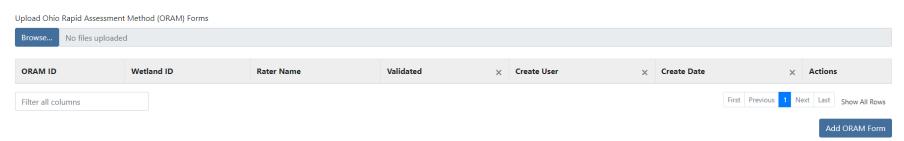


Additional Impact Tables – if you have any additional impacts proposed that aren't captured in the Lake, Stream, or Wetland impact tables, attach those here by selecting "browse."

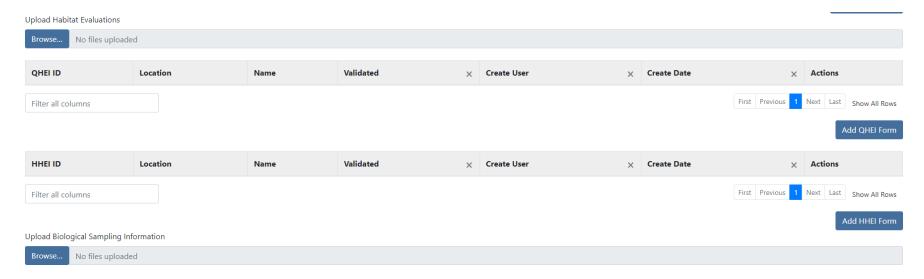


*Site photographs* - Select whether you have taken photographs for each resource proposed for impact and upload those pictures by selecting *Browse*. Photographs should be provided in accordance with OAC 3745-32-03(B)(2)(e).

**Delineation Report** - Select whether a delineation has been done for the project area and attach a copy of the report by selecting **Browse**. By selecting **Yes**, you will be able to upload habitat assessments (ORAM, HHEI, QHEI, etc.)



*ORAM assessments on wetlands* – By clicking on *Add ORAM Form*, you can enter the results of the ORAM assessment directly into the form. You may also choose to upload scanned copies of your forms if you already have them saved on your computer by selecting *Browse*.



**Habitat assessments on streams** – By clicking on *Add QHEI Form* or *Add HHEI Form*, you can enter the results of the QHEI or HHEI assessments directly into the form. You may also choose to upload scanned copies of your forms if you already have them saved on your computer by selecting *Browse*.

**Biological Sampling** – You may choose to upload any relevant biological sampling for the resources in your project area by selecting **Browse**.

US Army Corps of Engineers Jurisdictional Determination



Upload US Army Corps of Engineers Jurisdictional Determination



No files uploaded

US Army Corps of Engineers Public Notice or Provisional Nationwide Permit



Upload US Army Corps of Engineers Public Notice or Provisional Nationwide Permit

Browse...

No files uploaded

*Jurisdictional determination* - Select whether you have received a JD from the Corps and you may attach a copy of the JD by selecting *Browse*.

*Corps Public Notice or Provisional Nationwide Permit* – Select whether you have received a public notice or provisional Nationwide Permit from the Corps. Attach a copy of the public notice or provisional Nationwide Permit by selecting *Browse*.

Ohio Department of Natural Resources - Threatened and Endangered Species Coordination



Upload Ohio Department of Natural Resources - Threatened and Endangered Species Coordination



No files uploaded

United States Fish & Wildlife Service - Threatened and Endangered Species Coordination



Upload United States Fish & Wildlife Service - Threatened and Endangered Species Coordination



No files uploaded

**ODNR Threatened and Endangered Species Coordination** – Select whether you have requested or received comments from ODNR regarding threatened and endangered species. Attach your submitted request or comments received by selecting **Browse**.

*USFWS Coordination* – Select whether you have requested or received comments from USFWS regarding threatened and endangered species. Attach your submitted request or comments received by selecting *Browse*.

Proposed Project Antidegradation Analysis



Upload Proposed Project Antidegradation Analysis



No files uploaded

Proposed Project Mapping



No

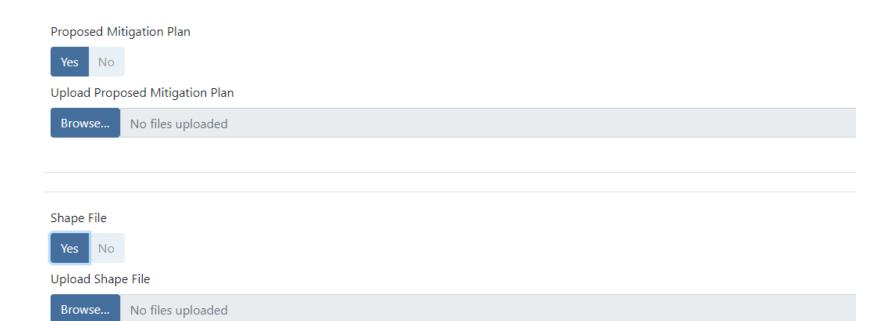
Upload Proposed Project Mapping



No files uploaded

*Proposed Project Antidegradation Analysis* – Select whether you have completed your antidegradation analysis. Attach the narrative analysis and any supporting documentation by selecting *Browse*. The analysis should be prepared in accordance with 40 C.F.R. Part 230, OAC 3745-32-03, 3745-1-05, and 3745-1-54.

**Proposed Project Mapping** - Select whether you have completed your project mapping. Attach all appropriate maps by selecting **Browse**.



**Proposed Mitigation Plan** - Select whether you have prepared a mitigation plan for the project. Attach a copy of the mitigation plan by selecting **Browse**.

Shape File - Select whether you have a shapefile for the project. Attach the shape file(s) by selecting Browse.

When complete, you can click the *Validate* button to check for errors within in the form – they will be highlighted in **Red**. If no errors exist, click the *Submit* button to submit the form or the *Save* button to Save and Exit. *NOTE: The option to print, delete, edit, and delegate the application will be available from your personal dashboard*.

# QHEI - Qualitative Habitat Evaluation Index and Use Assessment Field Sheet

For detailed instructions on how to complete a QHEI and fill out the forms, please refer to the QHEI manual located at: <a href="https://epa.ohio.gov/static/Portals/35/documents/QHEIManualJune2006.pdf">https://epa.ohio.gov/static/Portals/35/documents/QHEIManualJune2006.pdf</a>

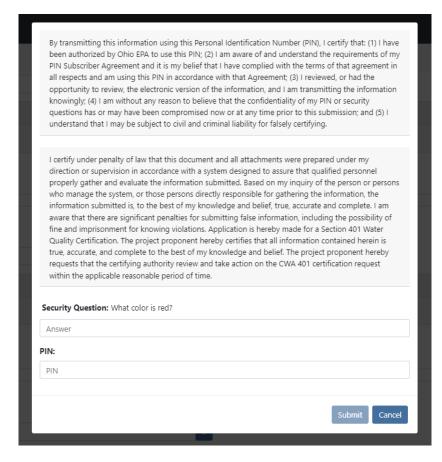
# Primary Headwater Habitat Evaluation Index and Use Assessment Field Sheet

For detailed instructions on how to complete a HHEI and fill out the forms, please refer to the PHWH manual located at: <a href="https://epa.ohio.gov/static/Portals/35/wqs/headwaters/PHWHManual\_2020\_Ver\_4\_1\_May\_2020\_Final.pdf?ver=Jx6Z3rn9feBAUir3HWp\_FQ%3d%3d">https://epa.ohio.gov/static/Portals/35/wqs/headwaters/PHWHManual\_2020\_Ver\_4\_1\_May\_2020\_Final.pdf?ver=Jx6Z3rn9feBAUir3HWp\_FQ%3d%3d</a>

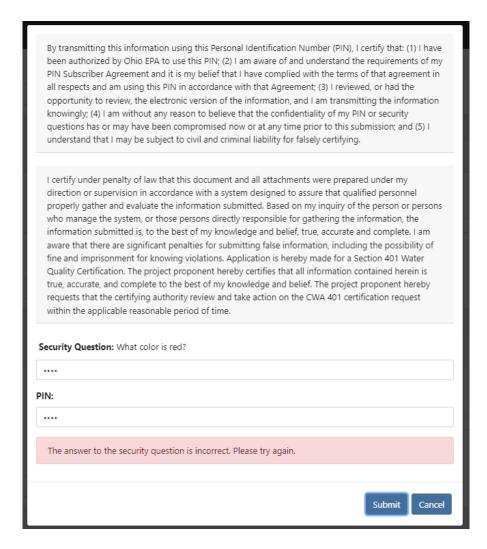
# **ORAM - Ohio Rapid Assessment Method for Wetland Categorization**

For detailed instructions on how to complete an ORAM and fill out the forms, please refer to the ORAM manual located at: <a href="https://epa.ohio.gov/divisions-and-offices/surface-water/reports-data/wetland-ecology">https://epa.ohio.gov/divisions-and-offices/surface-water/reports-data/wetland-ecology</a>

# **Submitting Applications**



When you click the *Submit* button, you will be prompted to answer a security question and enter your PIN (i.e., your personal electronic signature). Enter this information and click the *Submit* button.



Entering in an incorrect security question answer or PIN will result in a red error message – simply just reenter this information and click the *Submit* button again.

## **Editing, Deleting, and Delegation**



If you saved the application form and chose <u>not</u> to submit it immediately, it will now be housed on the 401 Application List on your personal dashboard where you can now perform the tasks under the *Actions* dropdown.

#### **Possible Actions:**

Edit Application – takes you back in to editing the application

*Delegate Application* – delegate the application to another eBusiness Center account holder (ex. one person prepares the application, another person submits it)

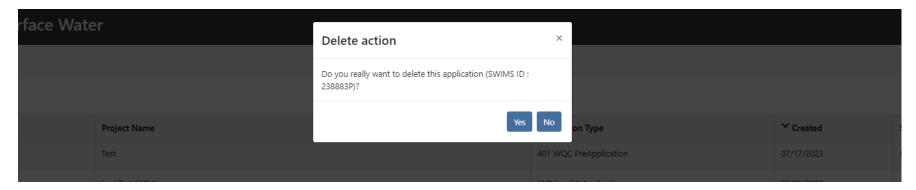
Download Application PDF – downloads a pdf of the 2-4 page application form

**Zip** - downloads all the attachments in a zip file

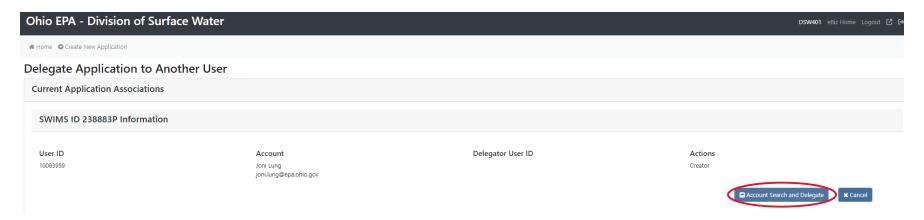
**DELETE** – permanently deletes the application. This action **CANNOT BE UNDONE**.

View Attachments - opens separate screen to see a list of all attachments currently uploaded

Upload Application Documents - upload specific attachments to the system

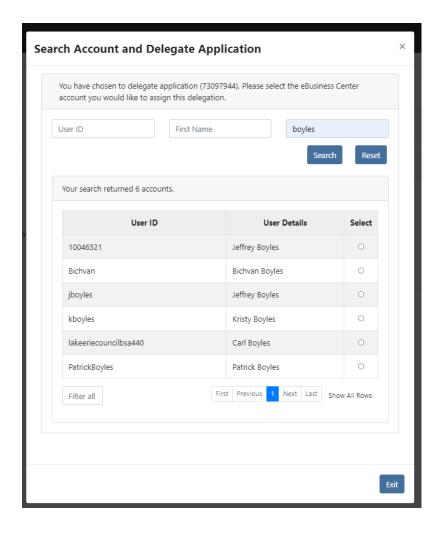


If you decide to delete the application form that you have created, simply click on the *Actions* dropdown and select *Delete Application*. A confirmation window will prompt you to confirm the deletion of the application. If confirmed, the application will no longer be present on your dashboard.

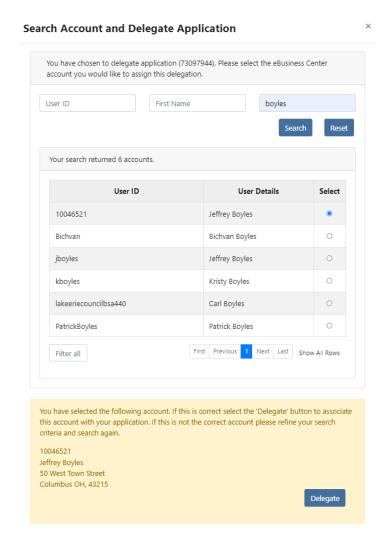


If you choose to delegate an application form, simply click on the *Actions* dropdown and select *Delegate Application*. The system will prompt you to search for the account holder that you want to delegate to. If you know their eBusiness Center account User ID, simply type it in and click *Search*.

<u>TIP:</u> Do not fill in all search fields (for example, if you do not know the User ID, simply type in their last name and click *Search*.). This screen also displays all users that have access to the application.

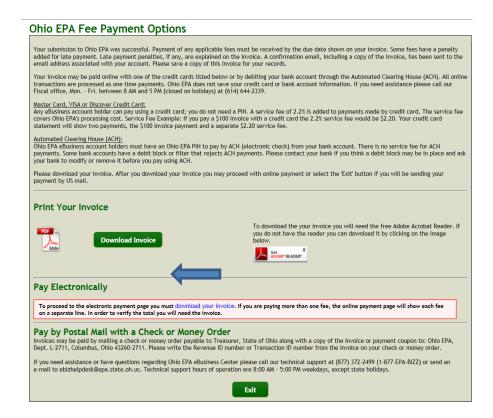


The example above is a search by the Last Name of "Boyles". The system returns a list of all user names that match. To choose a user select the radio button in the Select Column of the appropriate person.



A confirmation will be shown of the account holder that you selected, simply click the *Delegate* button to complete the delegation. At this point, the account holder you have delegated can log into their personal eBusiness Center account and will have the application/report listed on their dashboard. As the original creator of this application, you may also delete this delegation by selecting the delegate action and clicking *Delete* next to that user's information.

### ePay – Fee Payment





If the application generates a fee, the preferred method of fee payment is through ePay. After submitting the application, the Fee Payment Options screen will appear (you will also get an email containing a PDF of both application and invoice). You can pay immediately, or pay later by logging back into your account and clicking *Pay EPA Fees Online* in the available service list. To pay immediately, click the *Download Invoice* button to proceed with the online payment. The invoice information will appear on screen where the payer may select *Pay with Credit Card*, *Pay with ACH* or *Exit* (to return to the eBusiness Center home page). If paying via credit card, a 1.9% fee is applied – no fee is applied if using electronic check (Note: If the payer does not have an eBusiness Center PIN their only payment option is to pay by credit card. If your preferred method of payment is by electronic check simply return to the eBusiness Center and click *My Account* and then *Apply for PIN* to receive a PIN within minutes.)

# **Technical Support**

For site specific or detailed 401-related questions, contact:

Joni Lung 401 Section Technical Lead Division of Surface Water 50 West Town Street, Suite 700 Columbus, OH 43215

Joni.Lung@epa.ohio.gov (614) 644-2152

For system technical assistance with the 401 Service or any of the Division of Surface Water's Electronic Business Services, don't hesitate to contact the system administrator. The administrator urges each account holder to develop a positive working relationship with DSW to remain current on relevant topics, obtain value-added tips, streamline efforts, and to always have a go-to contact when you need one.

The preferred method of communication is through email as the administrator can email you personalized click-by-click instructions. If you leave a voice mail or send an email, you will receive expert advice from the administrator -- nearly 95% of technical assistance requests are handled within minutes but can take up to 24 hours if the administrator is out of the office or away from the desk.

**BUSINESS HOURS:** Mon- Fri: 8:00 a.m. – 5:00 p.m.