

**LCRA HIGHLAND LAKES WATERSHED ORDINANCE AND ONSITE SEWAGE FACILITIES
PERMIT APPLICATION/SERVICE REQUEST REFUND POLICY**

April 20, 2015

Revised: Aug. 25, 2015

This policy relates to refunds of fees that are owed or paid in conjunction with applications for permits, review or other services provided under the Highland Lakes Watershed Ordinance (HLWO) and the On-Site Sewage Facilities (OSSF) programs. When an application is submitted for the HLWO and OSSF review, including a review under the permitting process, the full fee is required at the time of submittal. The fee covers the application process, planning material review, permit issuance, plan revision request, inspections, reinspections and final approval/authorization.

A request for a refund must be made in writing by the person/company that submitted the original application or request for review fee.

Pro Rata Refunds

If an applicant withdraws an application/request for review before it is administratively processed, the applicant is eligible for a 100 percent refund of the fee.

If an applicant submits an application/request for review and the application/request is administratively processed, assigned a permit reviewer and is awaiting the planning material technical review, the applicant is eligible for a 50 percent refund of the fee. This also applies to reinspection requests that have been administratively processed but are not yet completed.

If an applicant submits an application/request for review and the application/request for review planning material has been reviewed by staff and one or more inspections/requests have been completed by staff, the applicant is not eligible for a refund.