Instructions for Submitting an Construction Permit Application for an On-Site Sewage Facility

Before you begin

- Make sure you have all the documents required by LCRA for an application. The list of the required materials can be found at lcra.org/ossf.
- Complete a paper application. You will be required to upload and submit a paper application at the end of the online application.
- Make sure to answer every question in the application and upload all of the required documents. Incomplete applications will not be accepted and returned.
- The permit fee can be paid by credit card or check. Credit card payments must be completed online. Checks must be mailed to the Austin OSSF office. The application is not considered received and will not be processed until LCRA receives the fee payment.

Submitting an online permit application

Step 1:
- Create an account.
  - Important note: The phone number you use to create your account will be the phone number that must be used for all applications submitted to LCRA. MyGovernmentOnline will call your number to verify it. It is critical you verify your phone number, otherwise you will not be able to link accounts/permits to your account without calling the MyGovernmentOnline support line to add your phone number.

Step 2:
- Log into your account.
- Hover over Permits & Licensing and click Apply Online.

Apply Online
Step 3:
- Fill in the fields as shown below.
- Select “LCRA” as the Jurisdiction. If you select another organization, your application will not be transferred to LCRA or seen by LCRA staff.
- Select “OSSF” as Project Type. If you select a different project type, the application will be rejected and you must resubmit.
- Click “Next”.

![MyGovernment Online](image)

### Apply Online

#### Jurisdiction and Request Type

- **Country**: United States
- **State**: Texas
- **Jurisdiction**: LCRA
- **Project Type**: OSSF

Next
Step 4:
- In the Online Permitting Application section, select Get Started on a New Application.

Step 5:
- In the Select an Application Type section, select “OSSF New System”.
- Click “Next”.

(Images of the MyGovernmentOnline platform are included for visual reference.)
Step 6:
Physical Address or Location
- Fill in all three fields for the property address.
- Click “Next”.

Step 7:
Owner’s Contact Information
- If you are the property owner, please provide your email address and phone number.
- If you are an agent who is filling out the application on behalf of the property owner, please provide a contact email. If you choose not to provide the property owner’s email address, you assume responsibility of providing the owner with updates. LCRA uses email as the primary method of correspondence with the property owner. You also are responsible for making the owner aware of this. This requirement also applies to the paper application.
- Click “Next”.

Step 8:
Applicant’s Contact Information
- At this step, your information populated in the fields as the user logged into the system. You are the contact by default in the system, however other people also can be listed as contacts. Add additional contact information at this point.
- Click “Next”.

Step 9:
Contractor’s Contact Information
- Assign a contractor’s role to another person such as the installer, if you have that information available, or leave the fields blank.
- Click “Next”.

Step 10:
Designer’s Contact Information
- Complete the fields with the designer’s contact information.
  - You can find the designer’s contact information from the design provided to you. If a designer is not involved, leave the fields blank.
- Click “Next”.

Step 11:
Application Questionaire
- Answer all of questions in this section. If any questions are not answered, the application will not be accepted.
  - The first two questions relate preparing the property for the onsite inspection. The onsite inspection is typically done within a week from the date the application was submitted. If the property is not ready for the onsite inspection, add a note in both questions that the property is not ready and you will schedule the inspection. If you do not add the note (an email or call to LCRA is not sufficient), the onsite inspection will be conducted. If the property is not approved, LCRA will charge an extra trip fee to be paid before a subsequent inspection is performed.
- Click “Next”.

Step 12:
Files Upload
- Upload all applicable documents.
  - You can load each document in its respective tab, or you may upload the entire application using one of the Upload Files tabs.
- Click “Next”.

Step 13:
Review
- In the Review section, you can either save the application or submit it to LCRA.
  - If you save the application, it will stay on your account pending submittal.
  - When you are ready to submit the application, click Submit. You will see a box, as shown below, with an application number. This application number is not the permit/project number. Once LCRA accepts the application, a project number will be created.
Step 15:
- After you submit your application to LCRA and see the confirmation, LCRA will review the application.
- If there are missing items or information, LCRA will return your application to you with instructions for completing it. LCRA will not accept emailed documents or submittals at a later date.
- Once the application is accepted, LCRA will send you an email with an invoice for the permit fee. Permit fees cannot be paid before the application is submitted. LCRA staff determines the fee when the application is submitted.

Paying the permit fee

Step 1:
- When you receive the permit fee invoice from LCRA, login to your My Government Online account to pay the fee.
- Click My Account.
- Open the corresponding project by selecting View Permit, as shown below.
Step 2:
- You will see the pending fee and a balance due. (The fee shown below is an example only of the display.)
- Click the Payments tab.

<table>
<thead>
<tr>
<th>Jurisdiction:</th>
<th>LCRA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Description:</td>
<td></td>
</tr>
<tr>
<td>Create Date:</td>
<td>12/15/2015</td>
</tr>
<tr>
<td>Fees:</td>
<td>$70.00</td>
</tr>
<tr>
<td>Fees Paid:</td>
<td>$0.00</td>
</tr>
<tr>
<td>Balance Due:</td>
<td>$70.00</td>
</tr>
<tr>
<td>Status:</td>
<td>Active</td>
</tr>
<tr>
<td>Types:</td>
<td>OSSF - Extra Trip to the Site (7671)</td>
</tr>
</tbody>
</table>

Step 3:
- On the summary screen that shows the fee, select Pay Online to pay with a credit card.
# OSSF - Extra Trip to the Site

<table>
<thead>
<tr>
<th>Total</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>$70.00</td>
<td>$70.00</td>
</tr>
</tbody>
</table>

## Payments Balance

- **Balance Paid:** $0.00
- **Balance Due:** $70.00

## New Payment

- **Received Date:** 12/26/2018
- **Type:** OSSF - Extra Trip to the Site
- **Payment Type:** Credit Card
- **Amount:** $70.00
- **Due:** $70.00

[Pay Online]