

## FREQUENTLY ASKED QUESTIONS FOR WATER INVOICES

### 1. Can I pay by credit card?

- Yes, LDEQ does accept credit cards and other electronic forms of payment.
  - Credit Cards – Go to <http://www.deq.louisiana.gov/epay>, and enter your payment information. The system accepts payment from American Express, Discover, and Master Card. When paying by credit card, a 2.25% service charge will be added to the total payment. This service charge is a fee charged by the vendor providing this service.
    - Partial Payment of Invoices cannot be made using this method of payment.
    - Applicable Late Fees will be automatically assessed using this method of payment.
  - E-Check – Go to <http://www.deq.louisiana.gov/epay>, and enter your payment information. There is a \$1.95 service charge added to the total payment. This service charge is a fee charged by the vendor providing this service.
    - Partial Payment of Invoices cannot be made using this method of payment.
    - Applicable Late Fees will be automatically assessed using this method of payment.
  - Electronic Funds Transfer (EFT) – please contact Monette Cleveland of this department at (225)219-3863.

### 2. What is an Oyster Fee?

- A surcharge at a flat rate of twenty percent of the department imposed permit fee, with a maximum of one hundred fifty dollars, shall be added to the fee for each water discharge permit issued pursuant to R.S. 30:2075 for discharges in the Atchafalaya, Terrebonne, Barataria, Lake Pontchartrain, and Mississippi River water quality management basins as defined by the department Water Quality Management Basin Plans.
- If your permit discharge does not flow into one of the five listed management basins you should not be assessed the oyster fee.

### 3. What type of permit do I have?

- General permit #s begin with LAG or LAR,
- Individual permit #s begin with LA
- The Permit Number is located on the first line below the Assessment Details of your invoice line item

### 4. Where can I review the department's fee regulations?

- Go to LDEQ's Public website at [www.deq.louisiana.gov/invoice](http://www.deq.louisiana.gov/invoice). Click on LDEQ Rules and Regulations. Below ERC (LAC Title 33), find Part IX – Water Quality and select either MS Word document, Adobe document or Zipped file. The fee regulations are located in Chapter 1309.

### 5. If your facility is closed or no longer operating

- Submit a Notice of Termination form (**NOT**) or a Request for Termination form (**RFT**).
- This **NOT** or **RFT** form is on LDEQ's Public website at [www.deq.louisiana.gov/invoice](http://www.deq.louisiana.gov/invoice). Click on Frequently requested Forms, then click on Water Permitting Forms, then click on Various Water Termination Forms. Select the appropriate form to download.

### 6. Construction Permits

- If you have a construction permit and the construction is completed but you have not terminated your permit, a Notice of Termination form (**NOT**) must be submitted to LDEQ.
- This **NOT** form is on LDEQ's Public website at [www.deq.louisiana.gov/invoice](http://www.deq.louisiana.gov/invoice). Click on Frequently requested Forms, then click on Water Permitting Forms, then click on Various Water Termination Forms, then click CSW-T. Please be sure the **NOT** form is filed immediately upon completion of construction as required in your permit.

### 7. Questions concerning Fee Rating Points (Individual Permits)

- If you have questions related to your fee rating points you should call the Financial Services representative listed below. This information will then be relayed to the appropriate permit writer for review.

### 8. Changes to billing contact or address

- If there are changes relating to your billing contact information, please note your change on the Remittance Ticket when you send your payment to the department.

### 9. There has been an ownership change, you have not submitted the proper ownership transfer forms and you have received an invoice for the facility.

- The original permit owner is liable for all fees associated with the water discharge permit, until the proper ownership transfer forms have been submitted to the LDEQ and processed by the department.
- If a change of ownership has taken place, go to LDEQ's Public website [www.deq.louisiana.gov/invoice](http://www.deq.louisiana.gov/invoice), click on Frequently requested Forms, click Change of Ownership Form (NOC-1).
- This Name/Operator/Owner Change Form should be completed and submitted to the LDEQ immediately.
- If you have additional questions you can contact Keiley Well at (225) 219-3292.

### 10. There has been an ownership change, you no longer own the facility, you have submitted the proper ownership transfer forms and you have received an invoice for the facility.

- Contact Keiley Well at (225) 219-3292 immediately to resolve the issue.
  - **Also**, fax or mail the attached remittance ticket to your Financial Services representative with a note explaining the situation. The fax number is listed below with your representative information.

### 11. I have only had this permit for a portion of the year do I owe the entire fee?

- See question # 3 above to determine whether you have a General or an Individual water discharge permit.
- If a General water discharge permit is **active at anytime** during the billing period of 07/01/09-06/30/10, it is subject to the entire assessed fee and is not eligible for a prorated amount.
- The LDEQ regulations allow for the pro-ration of an Individual water discharge permit fee based on the initial start up or shutdown of the facility generating a water discharge. Please contact your LDEQ representative listed below to request this modification.

### 12. For any other questions please contact your DEQ Financial Service's representative, Ashley Broom at (225) 219-3863 or at [Ashley.Broom@LA.GOV](mailto:Ashley.Broom@LA.GOV). The Financial Services fax number is (225) 219-3868.