

ANNUAL ONLINE UST RENEWAL PROCESS FREQUENTLY ASKED QUESTIONS UPDATED 11.09.23

1. How do I login?

The Online Renewal login page is <https://programs.iowadnr.gov/dotte/> and a valid Iowa Enterprise A&A username and password will be required in order to use the site. If you have never created an Enterprise A&A account, go to the login page, click "Create an Account" at the top of the page and keep track of your entries. The online renewal user guide is posted to our website and shows the steps. Do not use or try to reset someone else's account.

Anyone will be able to create an Enterprise A&A account to pay tank management fees. Typically, this would be the Owner, A/B Operator, or Authorized Representative.

2. How do I find my site(s)?

You can search the online renewal system using any of the fields. The easiest way is using the UST Site Registration number. The Distribution Center (DC) number can be used if you own more than one facility and have previously requested and been issued a DC number. The online system would then ask if you want to include the other sites you own. Answering yes allows all of your sites to be listed for the renewal session. **NOTE:** UST Site Registration numbers and DC numbers can be found in the [UST Tank Database](#). Search for one of your sites and you will see the DC# listed as part of the results table. You can export the list for your records. Clicking the red circle allows you to see more information on the tanks database. The DC# is also on the Site Detail tab of each site and the Affiliates tab.

3. What if I bought or sold a site?

Review the DNR Tanks database (<https://programs.iowadnr.gov/tanks/pages/advanced.aspx>) to see if the DNR has the current ownership/affiliates information. You may need to submit documents to the department. The change of ownership form is on the UST Forms page (<https://www.iowadnr.gov/Environmental-Protection/Land-Quality/Underground-Storage-Tanks/UST-Forms>).

4. What if my site is temporarily closed or is in delivery prohibition status?

The annual renewal still needs completed and regulations still apply. See also www.iowadnr.gov/ust

5. What do I need in order to complete the online renewal for my facility?

You will need to be knowledgeable of the operators at the site and be able to answer operational compliance questions about your UST system. You may also need to attach the following:

- Current financial responsibility document if it expires prior to March 1.
- Copy of A/B Operator Training Certificate if a new A/B Operator is added.

6. What if I am unable to upload my Iowa Certificate of Insurance or A/B Operator Certificate?

We need an A/B Operator certificate if there has been a change of 'A' Operator or 'B' Operator at the site. Watch the renewal screen for important information regarding a Certificate of Insurance. You may submit and pay your online renewal but your annual tags will not be issued if we have not received the current financial responsibility certificate and/or an A/B Operator certificate. If uploads were unsuccessful, you can send them to the UST Section in the mail or by email. Include your UST Registration number in all correspondences.

7. Can I save and come back to where I left off in my renewal?

Yes. Your renewal session will be saved and you can pick up where you left off when you log back in.

8. Do I have to pay online in order to submit my tank management fee form?

No. Once you complete the online renewal you will be given the option to "print summary". Print, sign and date the form and mail it in with your check. Mailing instructions are at the bottom of the form. Checks received without a form will be returned to the sender.

9. Can I pay for more than one site at a time?

Yes. You may add each site individually or by using a distribution center number. All of your sites may have already been grouped together to pay. If so you will receive this message: *"This site is part of a distribution center. Would you like to search for sites in the distribution center? This will keep any sites you have currently selected but will refresh the results to display only the sites in the distribution center."*

10. Can I pay with a credit card, debit card or electronic check through the online renewal?

Yes, you complete the renewal online as normal and reach the payment portion. The payment portion will show you that there will be a \$1.50 fee. Credit card and debit card users will have the \$1.50 fee and an additional 2.5% fee. Debit cards are allowed to be used but only if the card has a Visa, Mastercard or another acceptable logo on it. The screen will show you all of the credit card types allowed. Please note, you are allowed to choose to pay using E-check, credit card or debit card for your renewal(s) 'once' which avoids creating a separate payment method storage account. The payment storage account would require a separate username and password. We anticipate these options will continue to be available in future renewal seasons, allowing the 'once' option to be used each renewal season.

11. I completed the online renewal and paid but have not yet received my annual tags?

Your site may have outstanding compliance items that need addressed. Please contact Dawn Santa Maria at 515-805-6664 or dawn.santamaria@dnr.iowa.gov. Include your UST Registration number in all phone messages and in the subject line of all emails. The 2024 annual tags will need to be on the fill ports by April 1, 2024. Our staff may begin sending tags in January.

12. Can someone show me how to use the online renewal system?

Please rely on the user guide for the online renewal system located on our website. It outlines the steps and will be updated in winter 2023 to reflect the new payment screens.