

ANNUAL ONLINE UST RENEWAL PROCESS
FREQUENTLY ASKED QUESTIONS

1. How do I login?

A valid Iowa Enterprise A&A username and password will be required in order to use the application. Click on “Create an Account” at the top of the UST Online Renewal application login page to obtain an Iowa Enterprise A&A account if you do not already have one.

Anyone will be able to create an 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?

You can search using any of the fields. The easiest is using UST Site Registration number, site name, site address, or site city. Distribution center number can be used if you own more than 1 facility.

When searching by site address, just use the address number and city to narrow the search. The site registration number will take you straight to your site. If you own more than one site and have been issued a distribution number, you will be asked if you want to include the other sites you own.

The distribution center number will include all your sites for the renewal application.

3. What do I need to complete the online renewal for my facility?

In order to complete the online renewal 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 Iowa Certificate of Insurance if your financial responsibility expires prior to March 1.
- Copy of A/B Operator Training Certificate if a new A/B Operator is added.

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

You may submit and pay your online renewal but your annual tags will not be issued until a current financial responsibility and A/B Operator certificate are received by the UST Section. (online, email, or via postal mail)

5. 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.

6. 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”. You will print and sign the form and mail it in with your check. Mailing instructions are at the bottom of the summary.

7. Can I pay for more than 1 site at a time?

Yes. You may add each site individually or by using a distribution center number. We may already have all of your sites 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.”

Your distribution center number can be found at the bottom of the Affiliates tab of the [UST Tank Database](#).

8. Can I pay with a credit card through the online renewal?

Not at this time. Fees are high for processing credit cards so the UST Section opted to only allow echeck since the processing is free.

9. 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 Cara Ingle at 515-725-8364 or via email at cara.ingle@dnr.iowa.gov