

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. The Online Renewal login page is <https://programs.iowadnr.gov/dotte/> 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 the online renewal system using any of the fields. The easiest is using UST Site Registration number, but site name or site address can also be used. When searching by site address, just use the address number and city to narrow the search. Distribution center number can be used if you own more than one facility. If you 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 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 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?

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

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 and sign the form and mail it in with your check. Mailing instructions are at the bottom of the summary.

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.”

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

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

Not at this time.

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 515-725-8365 or via email at dawn.santamaria@dnr.iowa.gov Include your UST Registration number within all phone messages and in the subject line of all emails.