York Region Sewer Use Bylaw Services

Public User

Quick Reference Guide

This guide is designed to guide users with step by step instructions on how to use York Region's Sewer Use Bylaw Services website. Please consult this guide if you encounter issues while using the website. If this guide doesn't help you and you want to speak to a person please call 1-877-464-9675 x75111. We are here to help you.

General Disclaimers:

Website Access:

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1 New to Sewer Use Bylaw Services?

To use Sewer Use Bylaw Services:

- First, you will need to establish a user account (see Section 3.1 for further detail)
- Once the account is created, York Region will review your account information to ensure completeness
- Once you receive the confirmation email from York Region you can proceed to log into Sewer Use Bylaw Services by using your selected User Name and temporary password which was sent to you via the email address you provided
- Once you log into Sewer Use Bylaw Services, you can change your password to one you prefer
- Refer to the Quick Reference Guide section to learn some of the commonly performed tasks offered by Sewer Use Bylaw Services

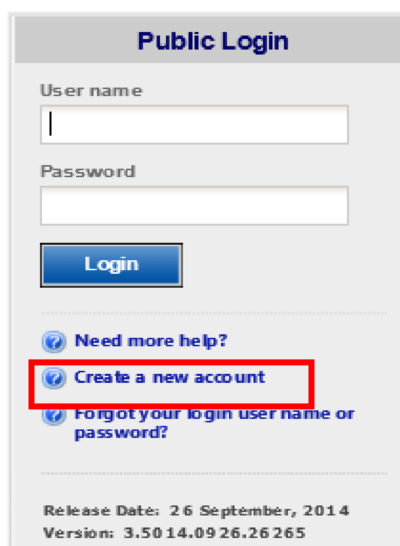
2 What can you use Sewer Use Bylaw Services for?

- Submit permit applications online
- Submit required documents online
- Check an application's status online
- Check your compliance issues and correspondence online
- Print out permits or certificates
- Receive email notifications of the application status
- View recent invoices
- View monthly hauled wastewater discharge volume

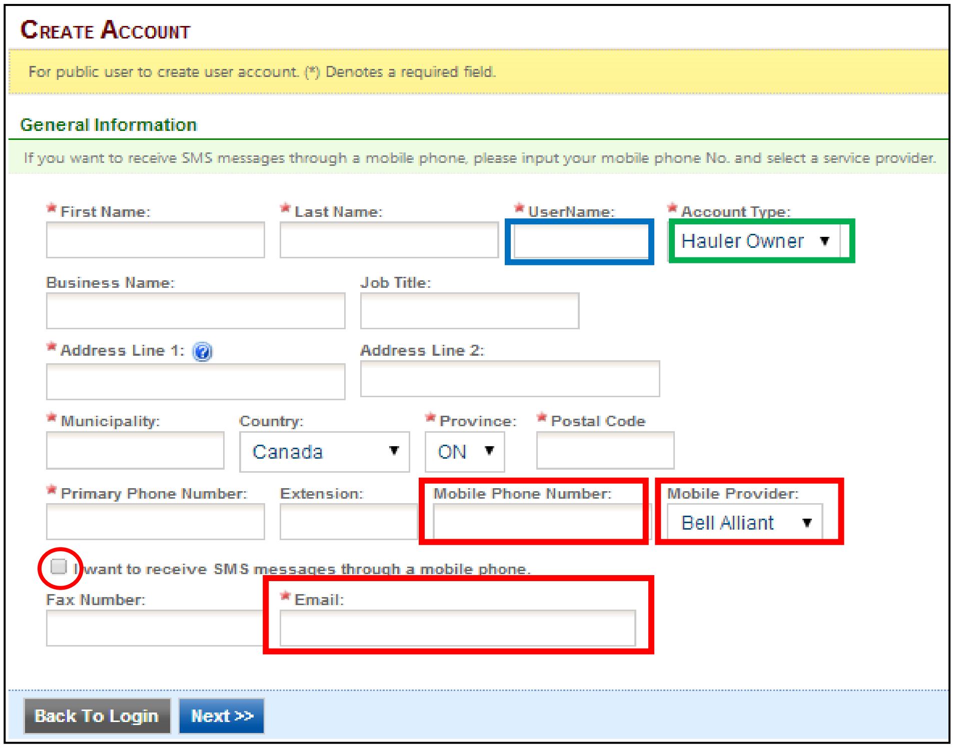
3 Quick Reference Guide to Common Tasks

3.1 To create a new user account

1. Click on "Create a new account"



2. Key in required information on the “Create Account” screen



Note:

a) “*” denotes that information is required

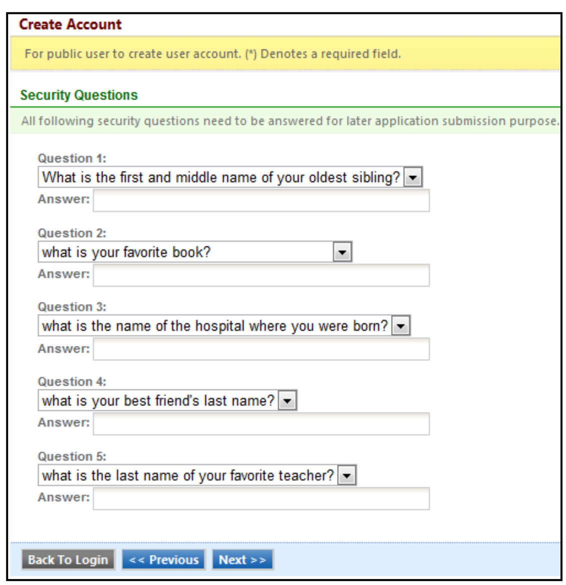
b) UserName will be the ID used to log into the Sewer Use Bylaw Services

c) To receive SMS messages, all mobile device information is required and the checkbox that reads “I want to receive SMS messages through a mobile phone” must be checked.

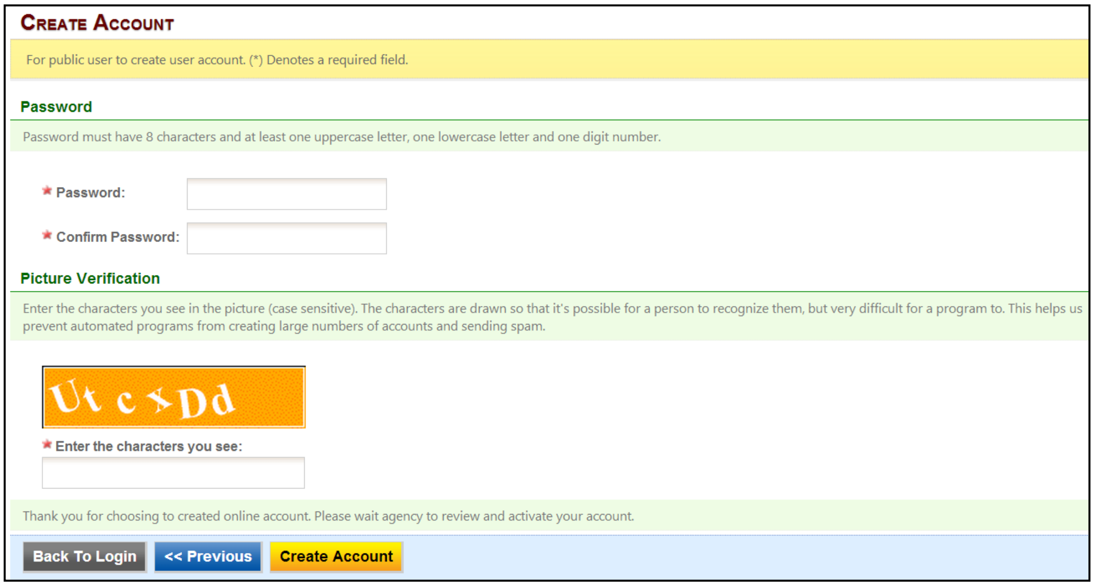
d) An active email address is required to receive notifications from Sewer Use Bylaw Services

e) Account Type is used to determine the appropriate types of applications you should be submitting.

3. Click “Next” to set up security questions



4. Choose a Password, Complete the Picture Verification and then click “Create Account”

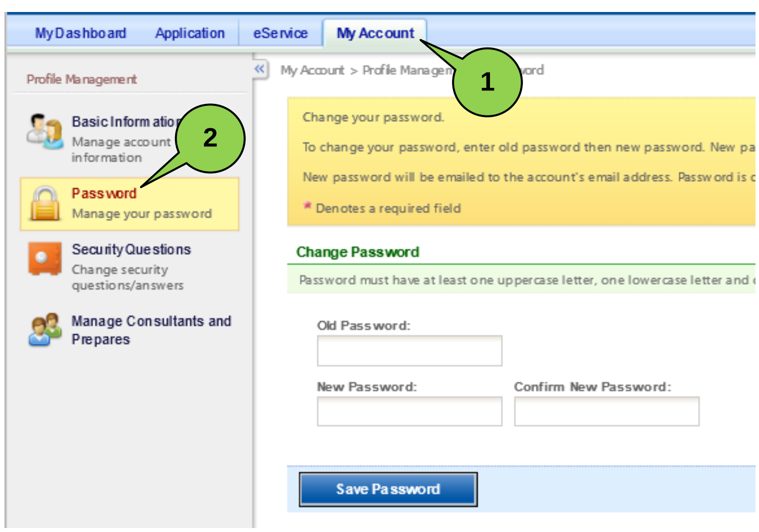


5. Once the “Create Account” button is clicked, your account will be created

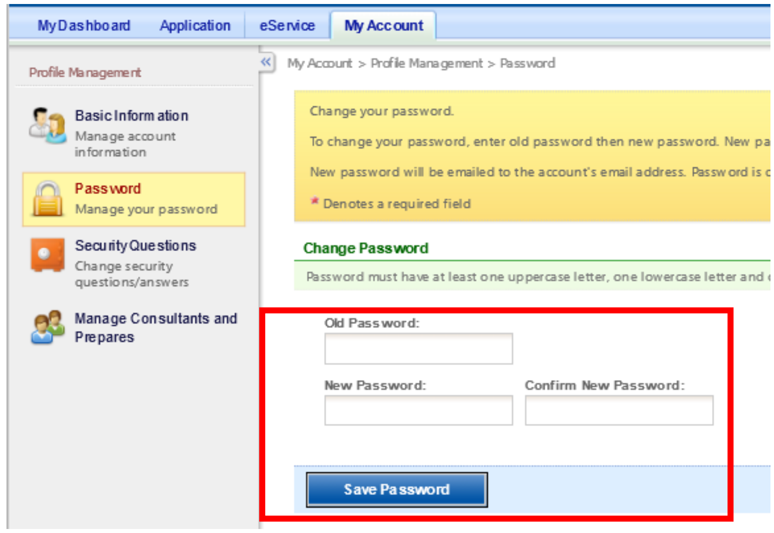
- **Before being able to login, York Region must review your request for an account. If they agree to enable your account, you will be emailed immediately upon their decision. At that point, you will be able to use your UserName and Password to login to the Sewer Use Bylaw Service system.**

3.2 To change your password:

1. After the initial login onto your account, click on “My Account” and then select “Password”



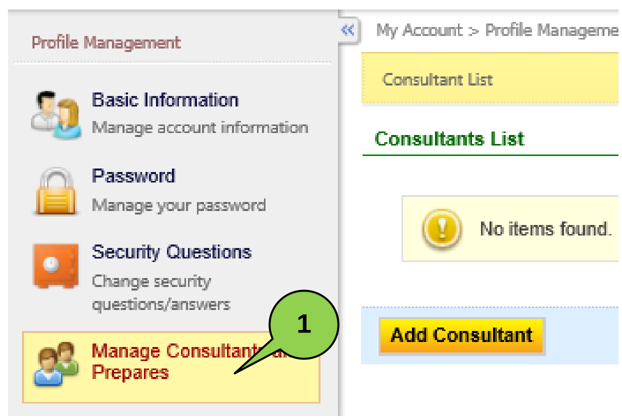
2. Key in your old password and your new preferred password. Once finished, click “Save Password”



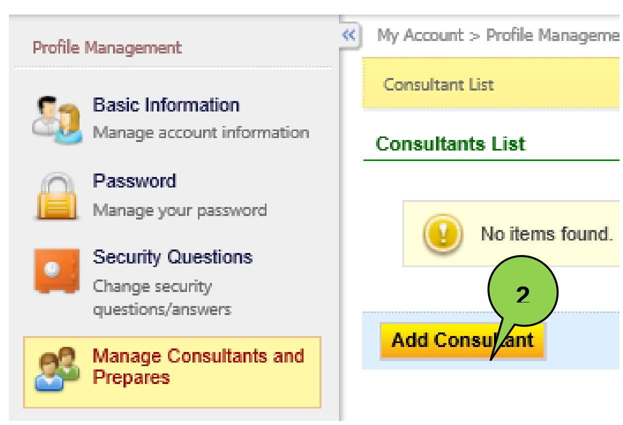
3.3 To add Consultants or Preparers

Adding a consultant or preparer to your account allows another system user to submit applications on your behalf. You will receive email and text notifications about applications submitted by these other preparers so that you remain updated on the progress of your applications in the system.

1) After logging onto your account, click on “My Account” and then select “Manage Consultants and Preparers”.

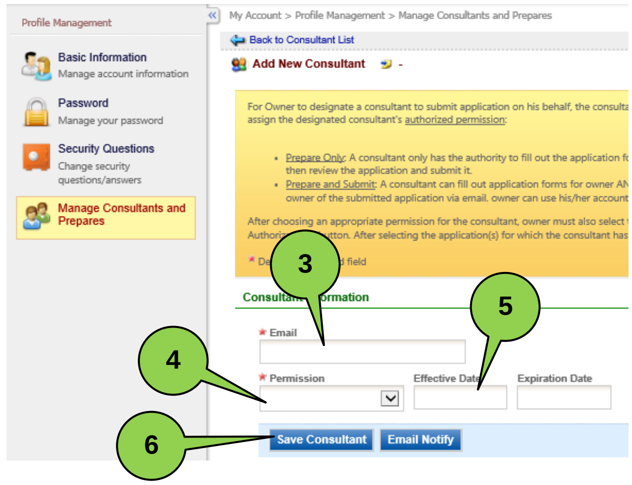


2) If the listed Consultants on this page do not contain the consultant or preparer needed at this moment, click the “Add Consultant” button.



3) You must know the Consultant or Preparer's email address they used when creating their own account in this system in order to associate their account to yours.

4) In the permission dropdown, the "Prepare Only" option will let the consultant fill out an application for you, but you yourself will have to log into the system to submit it for review. "Prepare and Submit" allows the consultant to complete the whole process for you.



5) The "Effective Date" and "Expiration Date" fields are optional, but if used, it will only allow the Consultant to submit applications for you between those two dates. If the dates are left empty, the Consultant will be able to submit application for you until you disassociate them from your account.

6) Once this form is filled out, click either the "Save Consultant" or "Email Notify" buttons to complete the association. The "Email Notify" button will also send an email to the Consultant letting them know you have added them to your account so that they can prepare and/or submit applications on your behalf.

3.4 To submit an application

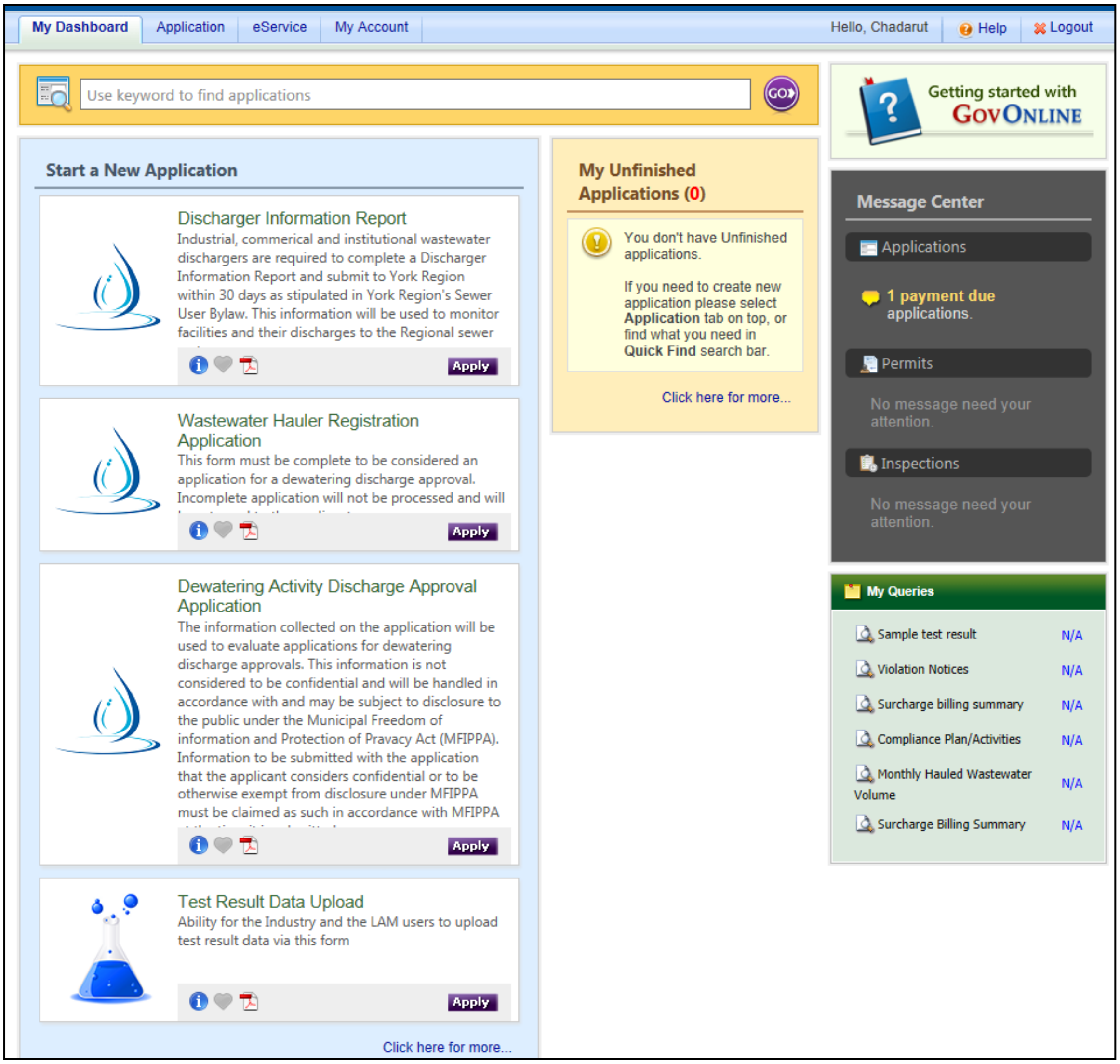
3.4.1 Types of Applications

Once you are logged into Sewer Use Bylaw Services, you can submit several types of documents to the York Region Environmental Monitoring and Enforcement team including:

- A Discharger Information Report (industrial, commercial or institutional (ICI) facilities only)
- Wastewater Hauler Registration Application (haulers only)
- Dewatering Activity Discharge Approval Application (dewaterers only)
- Test Result Data Upload (ICI facilities and dewaterers)

3.4.2 Submitting an Application

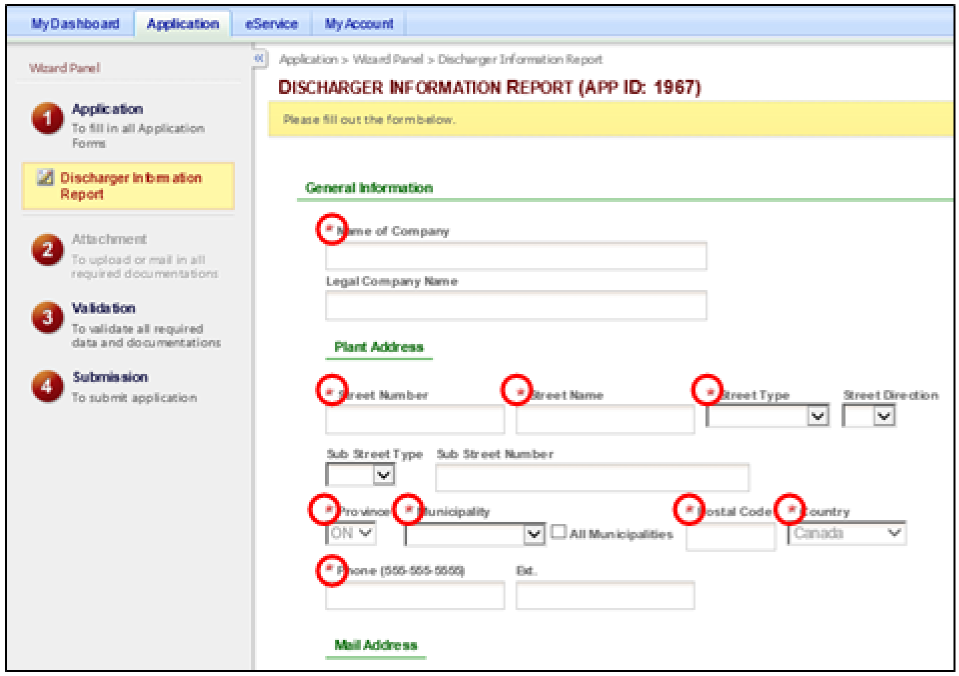
1. Click the “Apply” button beside the description of the type of application you are going to complete (see picture below)



2. Fill in all application information following the instructions

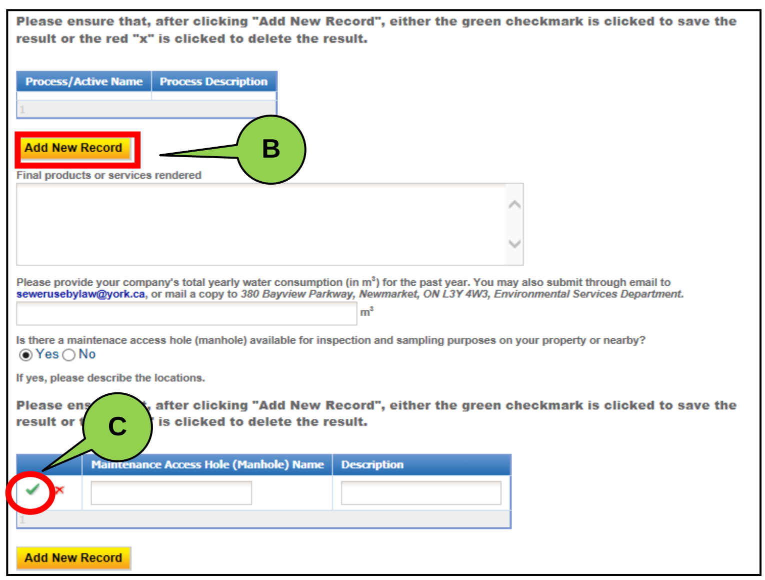
Once you select an application you would like to submit, an Application Wizard will be displayed. The wizard will help guide you through the application process. The Wizard Panel, located on the left hand part of the screen, shows what steps you need to take in order to complete the application.

a) * denotes required information



b) To add a record to a table (Process Information for example) click the **Add New Record** button under the table to allow a new record/row of information to be entered.

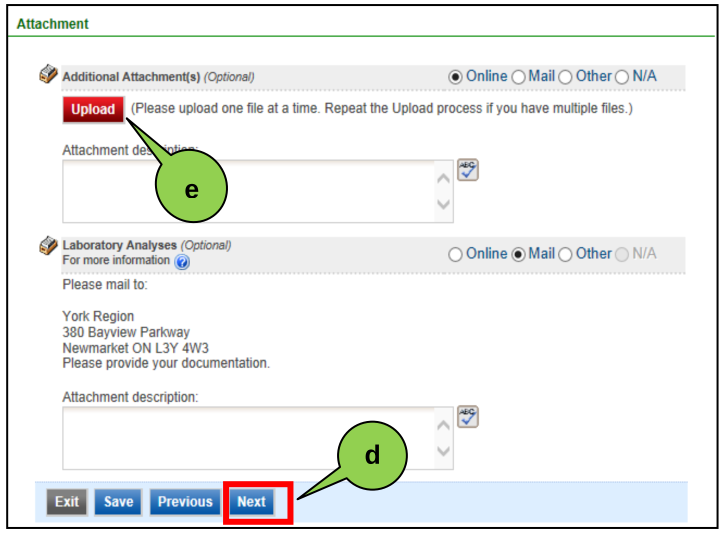
c) Once the data has been entered completely into the table, click .



d) After completely filling out the required information, click “Next” to proceed with the application process.

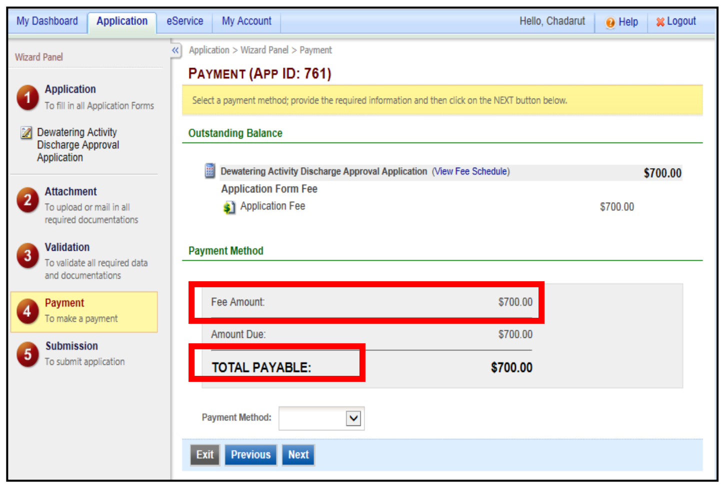
e) If attachments are required, the list with the options to submit documents will display. The attachment is required unless otherwise indicated as “Optional”

- The attachment can be uploaded online through file manager or sent by mail to the address provided.

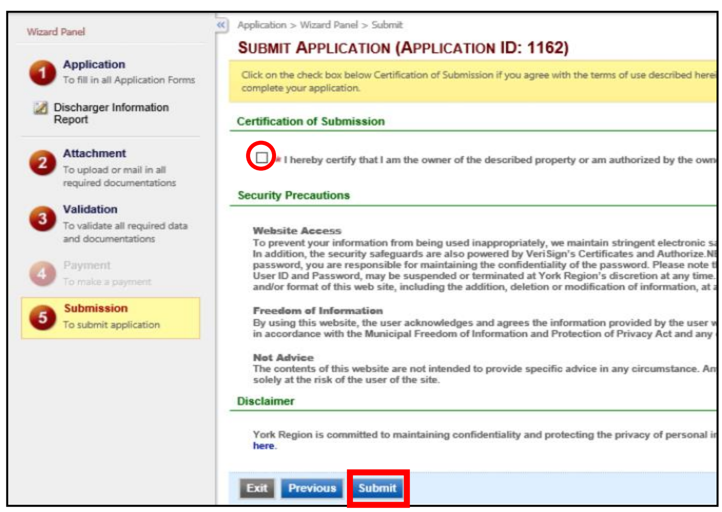


f) The payment screen will be displayed after validating the application information and attachments only if payment is required for that application type.

- Review the payment amount and select payment method before clicking “Next”



g) Click the checkbox to give consent of the application and document, then click the “Submit” button to finish the application. The application will be reviewed by York region. The application status and progress can be found under the Message Center after logging on to your account. You will also receive an email notification once your application has been approved or if more information is required.



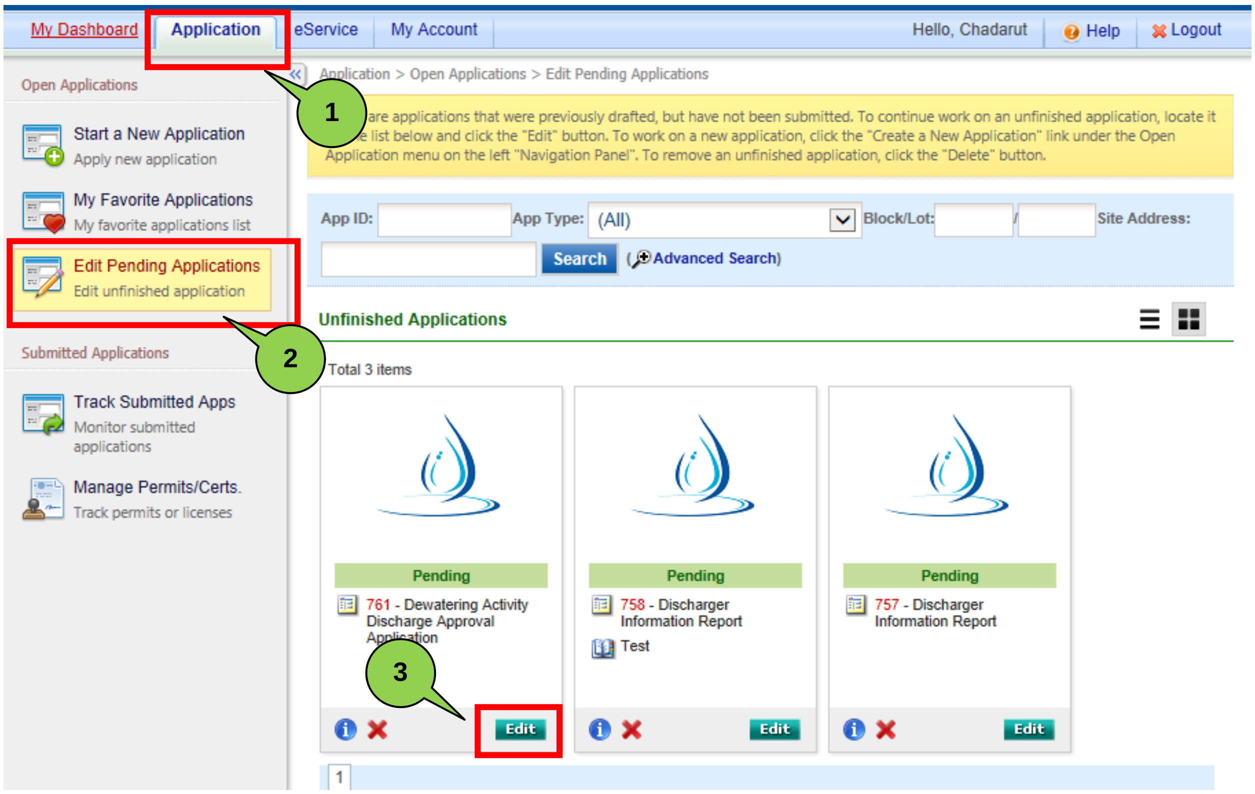
3.4.3 Unfinished Applications

If you are unable to finish an application but you have saved your work, you can access the unfinished application by:

1). going to the Application tab

2). selecting the “Edit Pending Applications” menu on the left side bar.

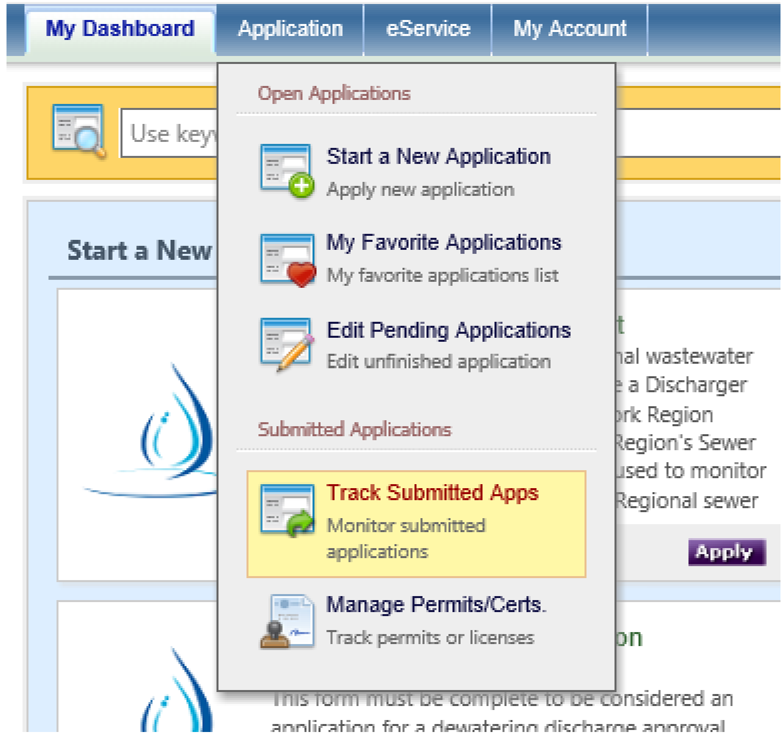
3). Clicking the “Edit” button on the corresponding Unfinished Application gives you access to the saved information. From here, you can continue the application process.



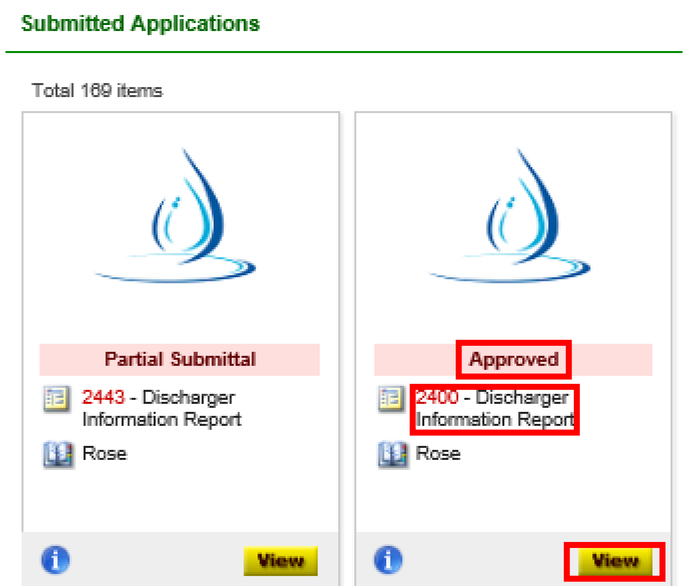
3.4.4 Copying Applications

After using the York Region Sewer Use Bylaw Services website, you may come across a case where you are submitting a second copy of an application that you have completed earlier. This second application is a new submission, but likely most of the information you need to input on the form is going to be very similar to the last application you submitted. To assist in the entry of this second application, the system has the ability to Copy Applications. To perform this operation in the system, please follow the below steps:

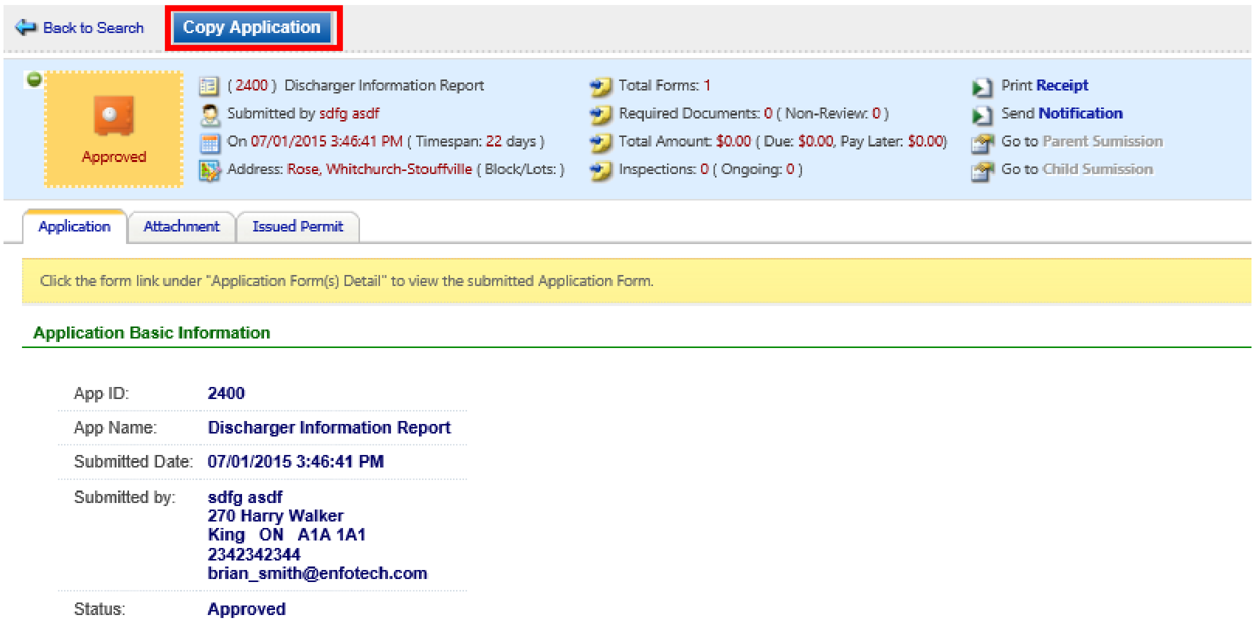
1) From the Home page, hover over the "Application" tab, then click "Track Submitted Apps"



2) Once the submitted applications are visible, find the most recent Approved application that matches the same application type that you are trying to submit a new application for, and click the "View" button.



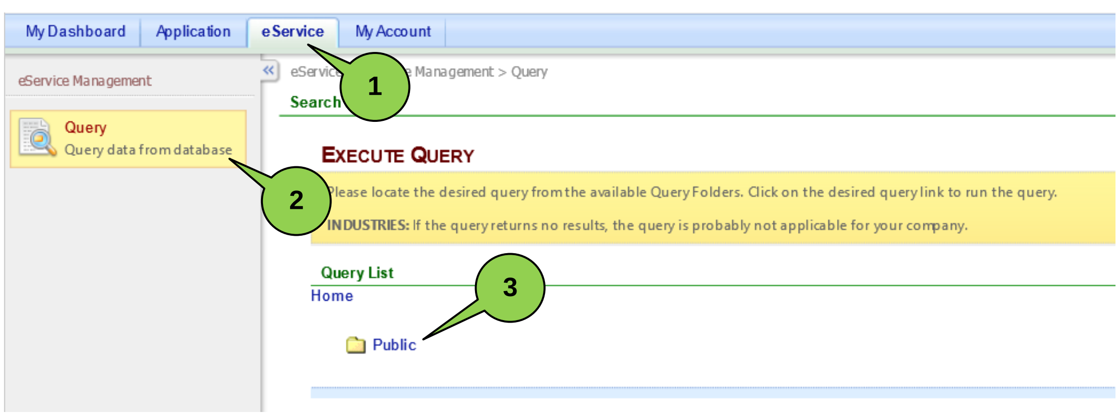
3) This will bring you to the old application's Application Basic Information page. Please click the  button at the top of the page which will open a new application immediately. You should notice that the form appears pre-filled with information. Before completing the submission as normal, please confirm each question is still accurate and up to date.



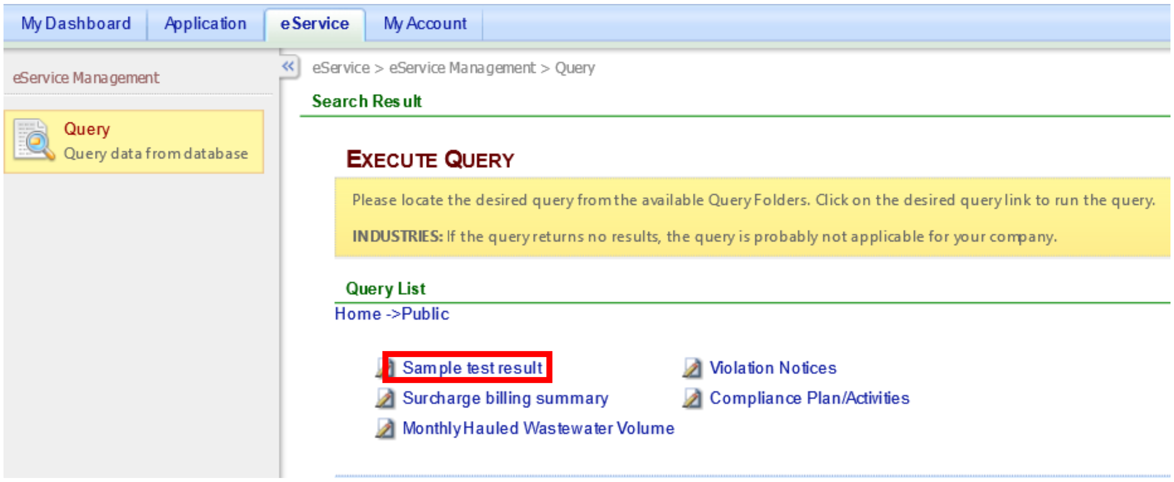
3.5 To Review Company Data

Sewer Use Bylaw Services provides your company's information from the York Region database through the eService/Query module and under "My Account"/"Attachment"

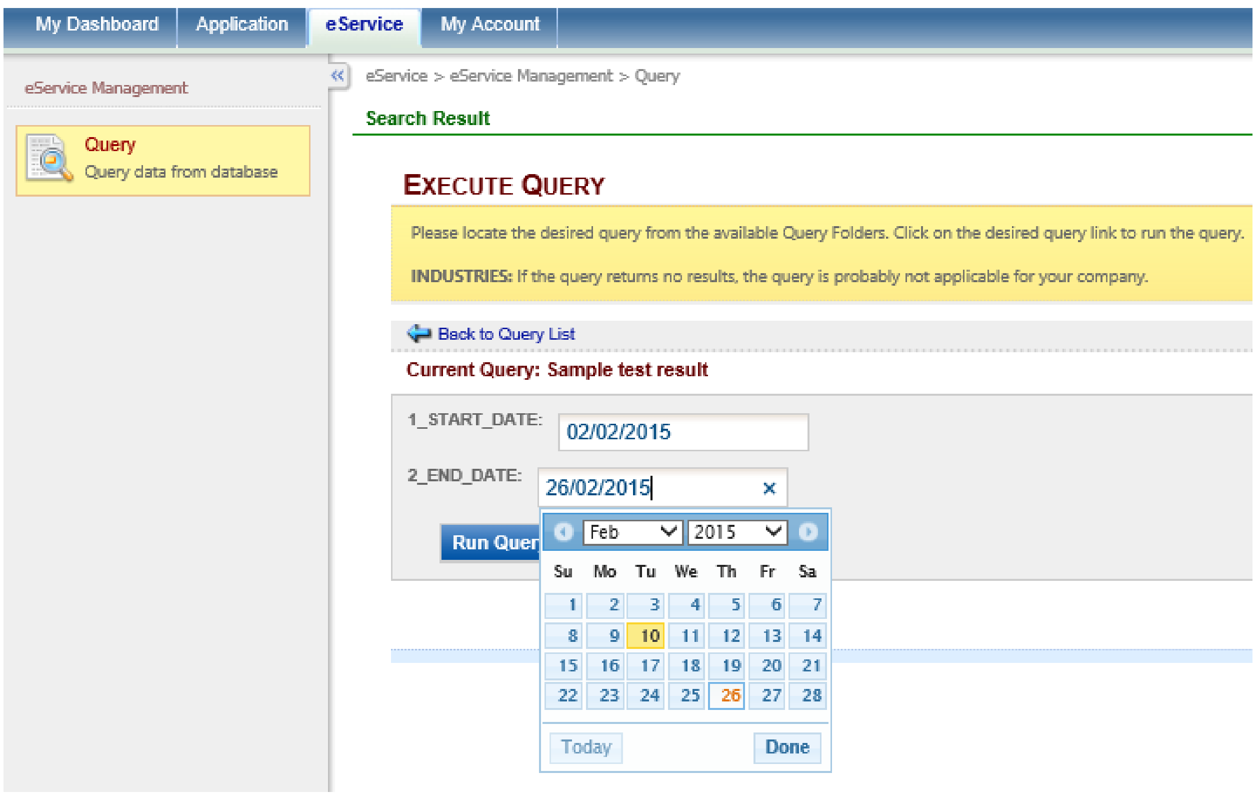
1) Click on the "eServices" tab, then select "Query", then click "Public"



2) Click the Hyperlink for the Company Data Query you wish to review



3) You can review the query by clicking the “Run Query” button without entering any information or you can filter the data by selecting the start and end date, and a facility from the dropdown list before clicking the “Run Query” button.

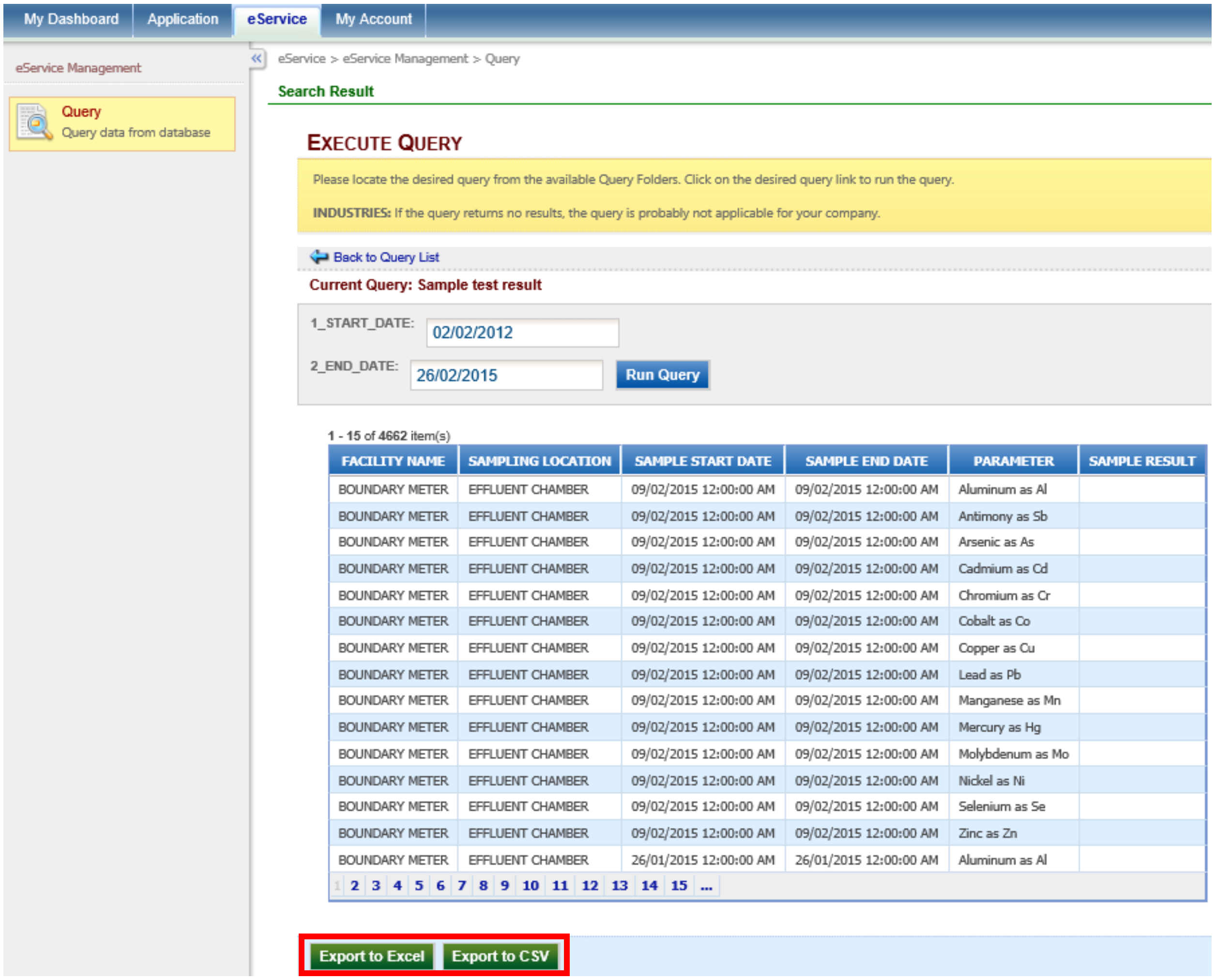


Note:

a. Date fields can be entered either manually or by using the pop-up calendar feature.
b. Date format should be DD/MM/YYYY

4) Review the results and optionally export the data to Excel or CSV

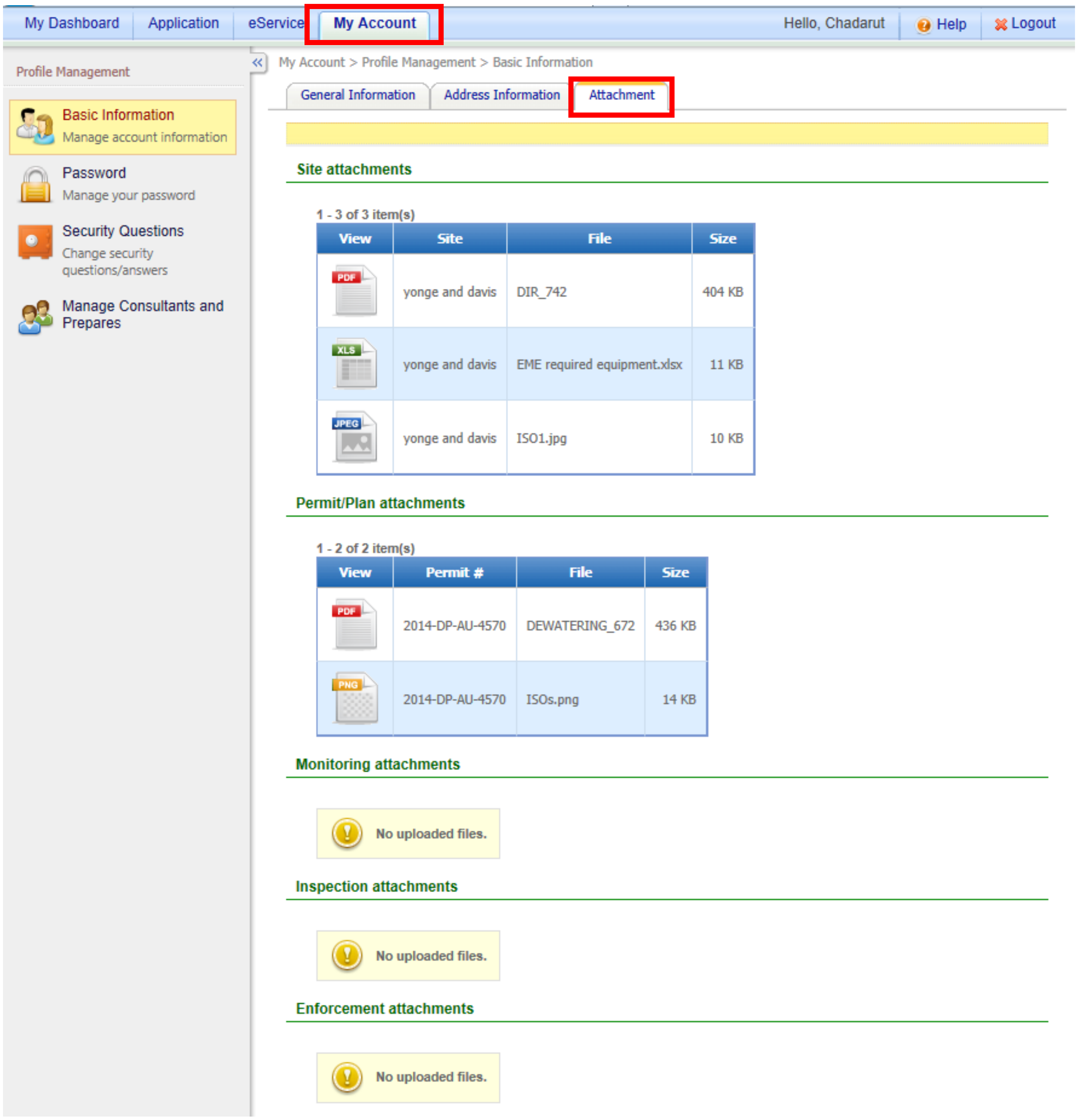
To export the results, you will be requested to either directly open the file or save it locally to your computer



FACILITY NAME	SAMPLING LOCATION	SAMPLE START DATE	SAMPLE END DATE	PARAMETER	SAMPLE RESULT
BOUNDARY METER	EFFLUENT CHAMBER	09/02/2015 12:00:00 AM	09/02/2015 12:00:00 AM	Aluminum as Al	
BOUNDARY METER	EFFLUENT CHAMBER	09/02/2015 12:00:00 AM	09/02/2015 12:00:00 AM	Antimony as Sb	
BOUNDARY METER	EFFLUENT CHAMBER	09/02/2015 12:00:00 AM	09/02/2015 12:00:00 AM	Arsenic as As	
BOUNDARY METER	EFFLUENT CHAMBER	09/02/2015 12:00:00 AM	09/02/2015 12:00:00 AM	Cadmium as Cd	
BOUNDARY METER	EFFLUENT CHAMBER	09/02/2015 12:00:00 AM	09/02/2015 12:00:00 AM	Chromium as Cr	
BOUNDARY METER	EFFLUENT CHAMBER	09/02/2015 12:00:00 AM	09/02/2015 12:00:00 AM	Cobalt as Co	
BOUNDARY METER	EFFLUENT CHAMBER	09/02/2015 12:00:00 AM	09/02/2015 12:00:00 AM	Copper as Cu	
BOUNDARY METER	EFFLUENT CHAMBER	09/02/2015 12:00:00 AM	09/02/2015 12:00:00 AM	Lead as Pb	
BOUNDARY METER	EFFLUENT CHAMBER	09/02/2015 12:00:00 AM	09/02/2015 12:00:00 AM	Manganese as Mn	
BOUNDARY METER	EFFLUENT CHAMBER	09/02/2015 12:00:00 AM	09/02/2015 12:00:00 AM	Mercury as Hg	
BOUNDARY METER	EFFLUENT CHAMBER	09/02/2015 12:00:00 AM	09/02/2015 12:00:00 AM	Molybdenum as Mo	
BOUNDARY METER	EFFLUENT CHAMBER	09/02/2015 12:00:00 AM	09/02/2015 12:00:00 AM	Nickel as Ni	
BOUNDARY METER	EFFLUENT CHAMBER	09/02/2015 12:00:00 AM	09/02/2015 12:00:00 AM	Selenium as Se	
BOUNDARY METER	EFFLUENT CHAMBER	09/02/2015 12:00:00 AM	09/02/2015 12:00:00 AM	Zinc as Zn	
BOUNDARY METER	EFFLUENT CHAMBER	26/01/2015 12:00:00 AM	26/01/2015 12:00:00 AM	Aluminum as Al	

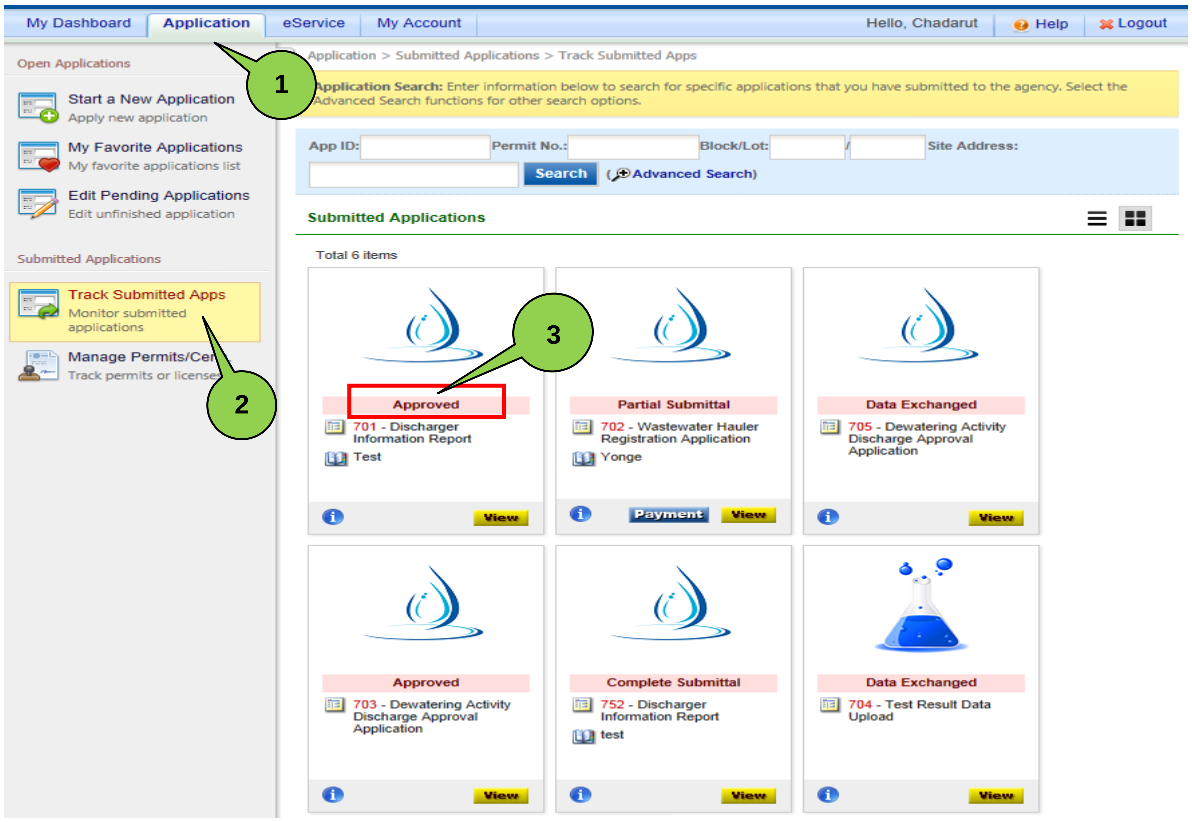
5) You can also review your company’s files under the York Region database.

You can review files that are related to your company, if applicable, by going to the “My Account” tab located at the top of the screen and then selecting the “Attachment” tab.



3.6 To Review Submitted Applications

1) Click on the “Application” tab, then click “Track Submitted Apps” found on the left-hand side of the screen. Each submitted application will show the application status (*see Number 3 in picture below)*



The application status could show any of the following:

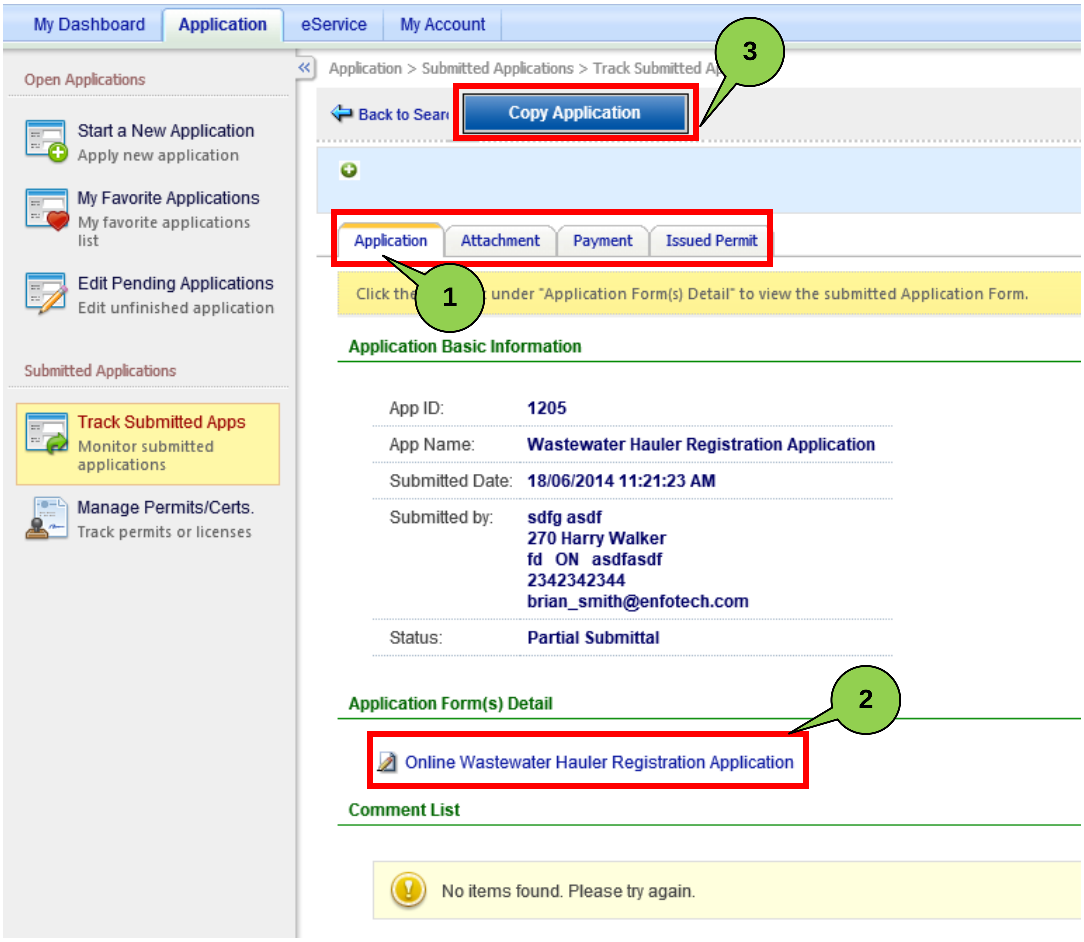
a) Data Exchanged – approved application
b) Approved – approved application
c) Partial Submitted – requires more information or payment
    - If an application requires an additional payment before it can be approved, you will see a 

 button. You can provide payment to York Region by Cheque or Money Order. Once your payment is received, the application will continue to be processed.
d) Denied – denied application

2) You can always review an application you have previously submitted.

Click the 

button to view the application results, attachments that were uploaded, and payment history.



a) Under the “Application” tab(1), you can view and print your online application (2).

b) If you are required to submit an application that will be very similar to a previous submission, you can view the previous application and click the 

button to copy the data into a new submission. Depending on the type of application, this can save you time.

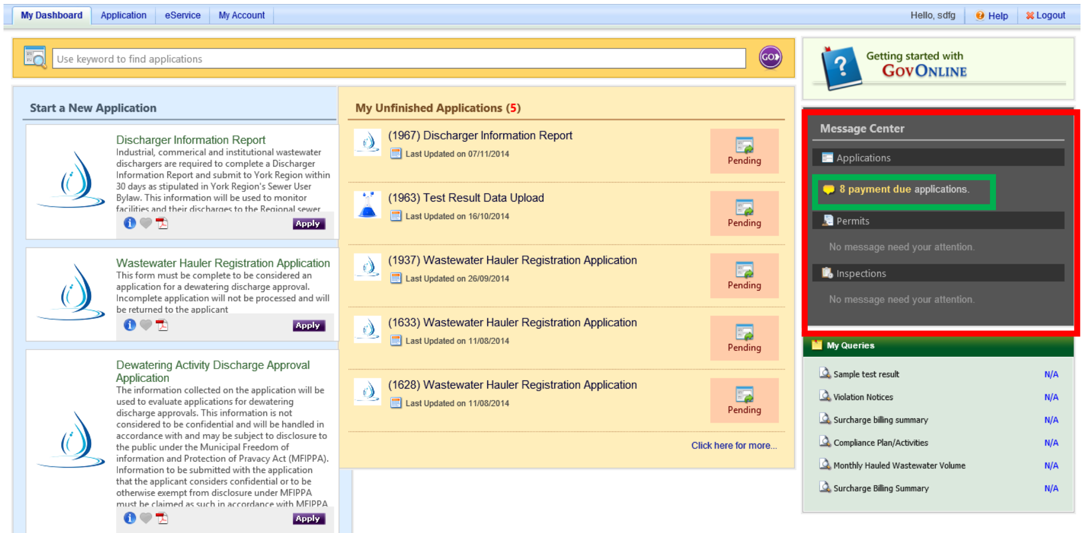
c) Under the “Attachment” tab, if you sent in an attachment online rather than in the mail, you can click on the file name to view your document. For an application that has not been approved by York Region, you will have a choice to upload documents online by clicking the “Upload” button. Also, if York Region requires an additional document to be sent in with the application, this is the place to attach the additional document.

d) Under “Payment” tab, you can view the payment amount and the amount due.

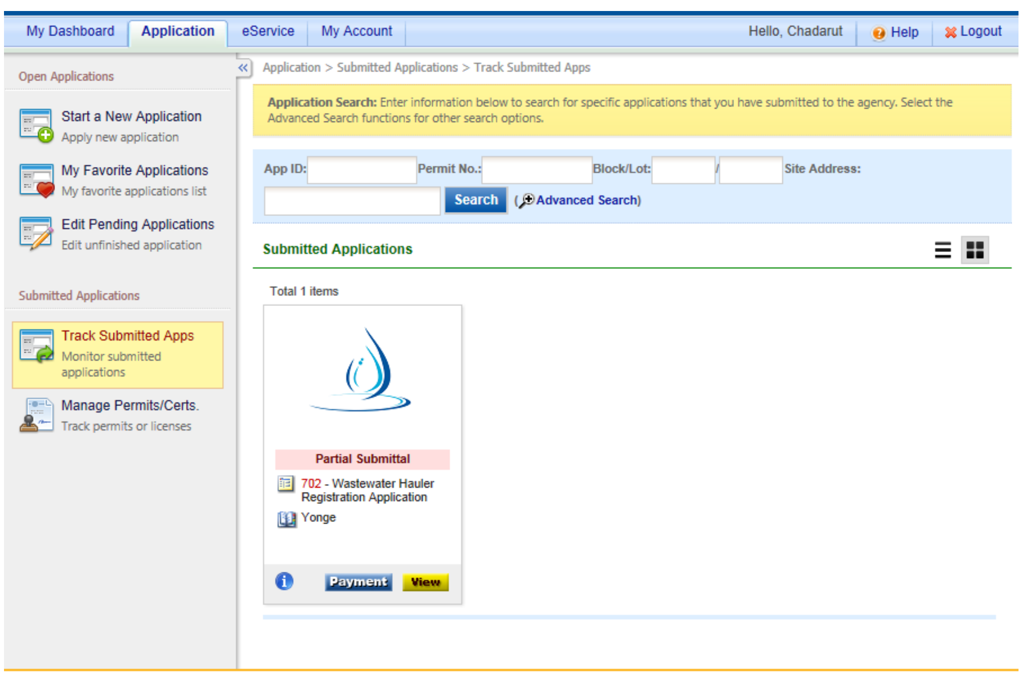
e) The “Issued Permit” tab will display the permit number, if applicable, including the permit effective and expired dates.

3.7 To Review the Message Center to Monitor your Submission

1) Once logged in, on the right-hand side of the Home page, the Message Center displays all communication relevant to your ongoing applications and that have been sent from York Region staff. These messages could include requests for clarification or more information, additional documents needed, or payments still waiting to be received.



2) Click the message hyperlink to see the detailed messages. Once clicked, you will be presented with the application containing the requests from the Region. Review each submission and supply the Region with the necessary information so that your application can be processed completely.



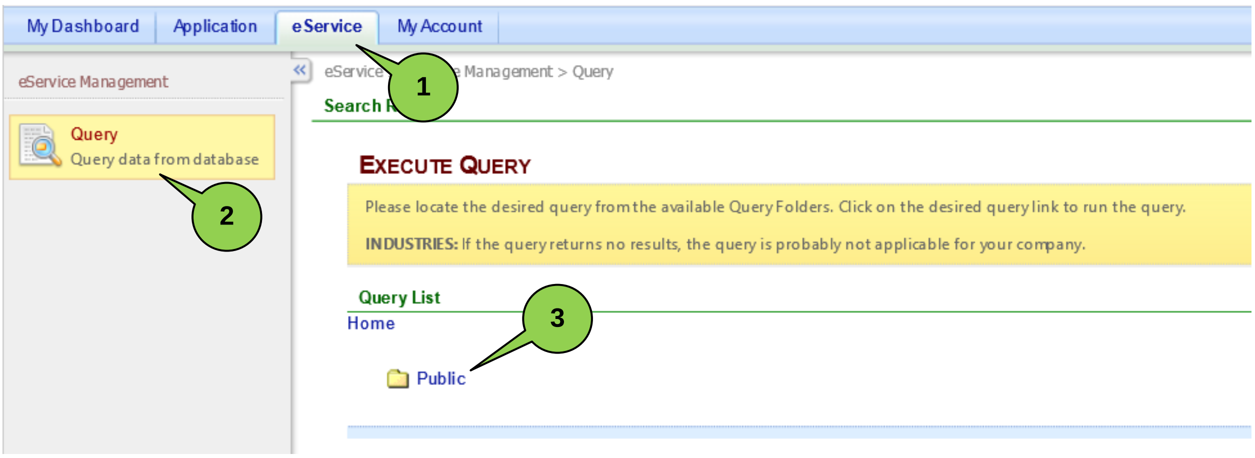
4 Important Notes for Wastewater Haulers

4.1 Reviewing Monthly Hauled Wastewater Volume

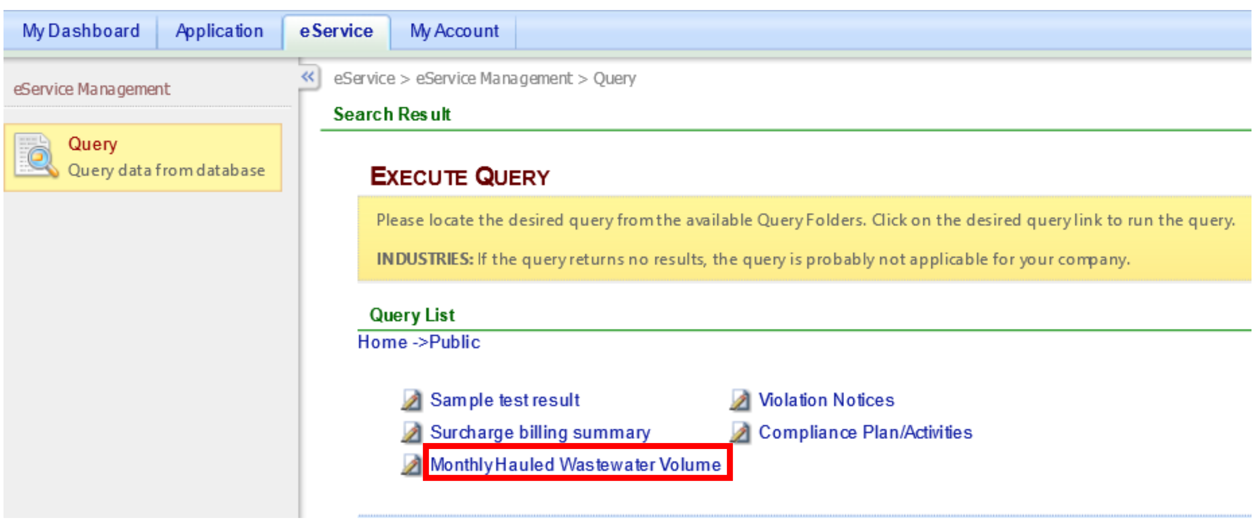
The Sewer Use Bylaw Services website provides 24/7 services allowing you to review your current hauled wastewater volume discharge at the Region's hauled wastewater receiving facilities. Currently, only the Sutton WPCP locations is supported to view hauling data.

Note that Sutton haulers should allow 24 hours to pass after discharging before the volume becomes available on the Sewer Use Bylaw Services website.

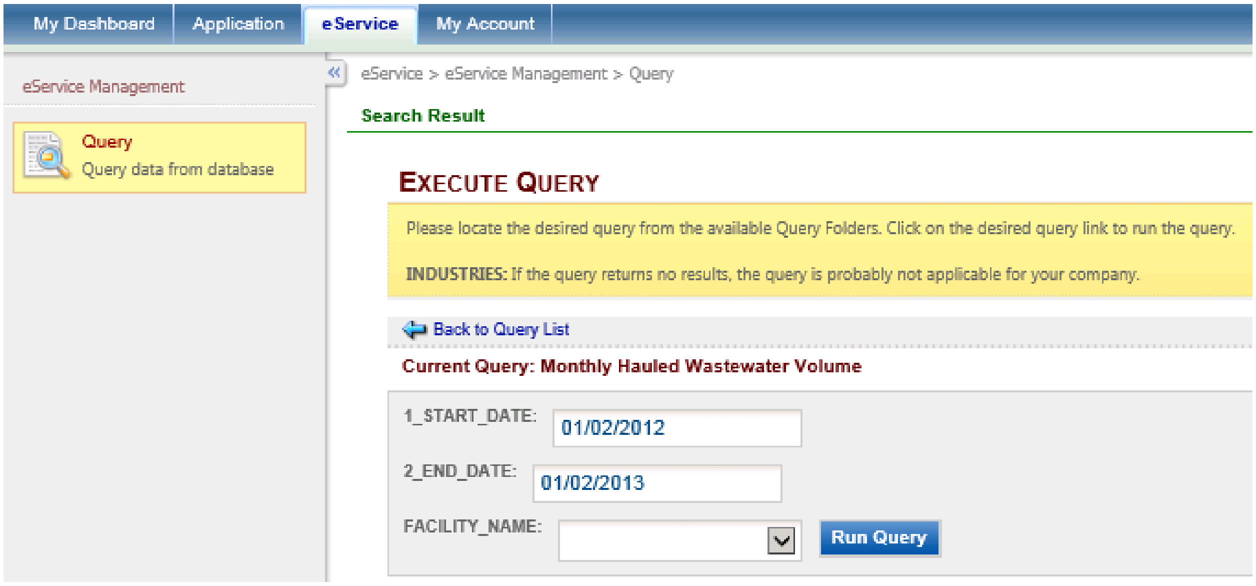
1) Click on "eServices", select "Query", then click "Public"



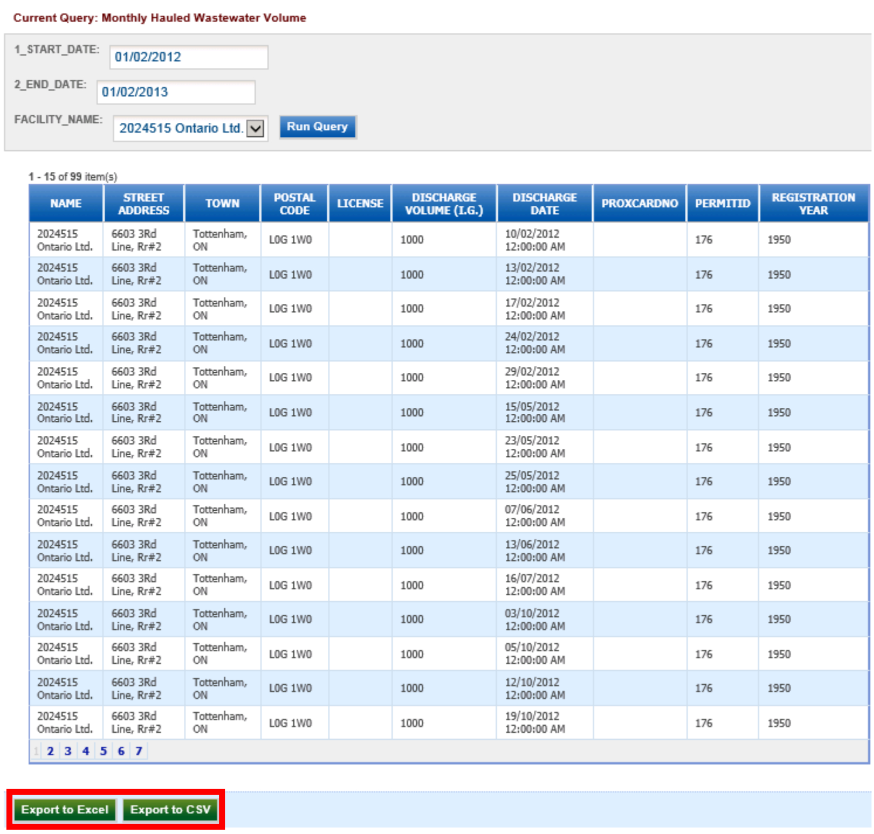
2) Click the Hyperlink for the Monthly Hauled Wastewater Volume Query



3) You can review all your volume information by clicking “Run Query” or you can filter the data by selecting the start and end date before clicking “Run Query as well as by using the “Facility Name” dropdown in case your account is related to more than one company.



4) Review the results and optionally export to Excel or CSV

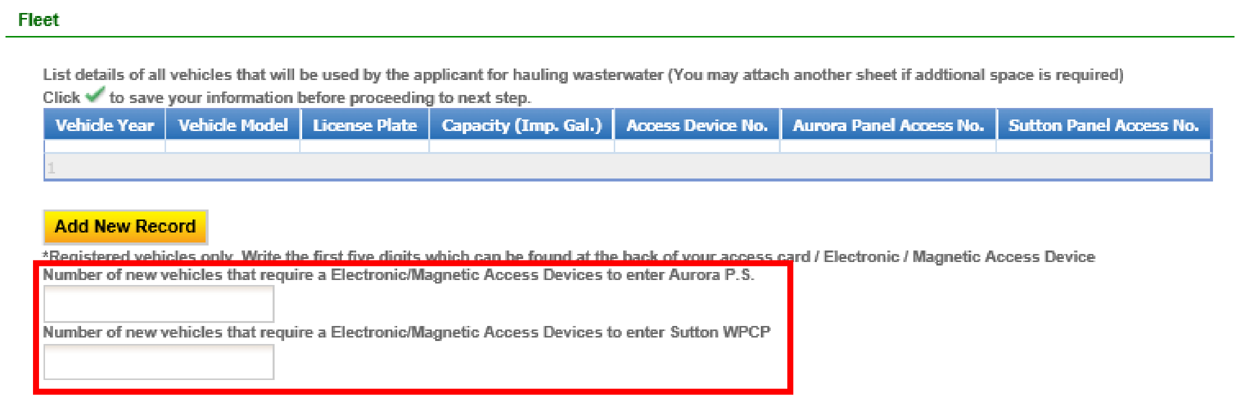


NAME	STREET ADDRESS	TOWN	POSTAL CODE	LICENSE	DISCHARGE VOLUME (I.G.)	DISCHARGE DATE	PROXCARDNO	PERMITID	REGISTRATION YEAR
2024515 Ontario Ltd.	6603 3Rd Line, Rr#2	Tottenham, ON	L0G 1W0		1000	10/02/2012 12:00:00 AM		176	1950
2024515 Ontario Ltd.	6603 3Rd Line, Rr#2	Tottenham, ON	L0G 1W0		1000	13/02/2012 12:00:00 AM		176	1950
2024515 Ontario Ltd.	6603 3Rd Line, Rr#2	Tottenham, ON	L0G 1W0		1000	17/02/2012 12:00:00 AM		176	1950
2024515 Ontario Ltd.	6603 3Rd Line, Rr#2	Tottenham, ON	L0G 1W0		1000	24/02/2012 12:00:00 AM		176	1950
2024515 Ontario Ltd.	6603 3Rd Line, Rr#2	Tottenham, ON	L0G 1W0		1000	29/02/2012 12:00:00 AM		176	1950
2024515 Ontario Ltd.	6603 3Rd Line, Rr#2	Tottenham, ON	L0G 1W0		1000	15/05/2012 12:00:00 AM		176	1950
2024515 Ontario Ltd.	6603 3Rd Line, Rr#2	Tottenham, ON	L0G 1W0		1000	23/05/2012 12:00:00 AM		176	1950
2024515 Ontario Ltd.	6603 3Rd Line, Rr#2	Tottenham, ON	L0G 1W0		1000	25/05/2012 12:00:00 AM		176	1950
2024515 Ontario Ltd.	6603 3Rd Line, Rr#2	Tottenham, ON	L0G 1W0		1000	07/06/2012 12:00:00 AM		176	1950
2024515 Ontario Ltd.	6603 3Rd Line, Rr#2	Tottenham, ON	L0G 1W0		1000	13/06/2012 12:00:00 AM		176	1950
2024515 Ontario Ltd.	6603 3Rd Line, Rr#2	Tottenham, ON	L0G 1W0		1000	16/07/2012 12:00:00 AM		176	1950
2024515 Ontario Ltd.	6603 3Rd Line, Rr#2	Tottenham, ON	L0G 1W0		1000	03/10/2012 12:00:00 AM		176	1950
2024515 Ontario Ltd.	6603 3Rd Line, Rr#2	Tottenham, ON	L0G 1W0		1000	05/10/2012 12:00:00 AM		176	1950
2024515 Ontario Ltd.	6603 3Rd Line, Rr#2	Tottenham, ON	L0G 1W0		1000	12/10/2012 12:00:00 AM		176	1950
2024515 Ontario Ltd.	6603 3Rd Line, Rr#2	Tottenham, ON	L0G 1W0		1000	19/10/2012 12:00:00 AM		176	1950

5) If exporting results, you will be requested to either directly open the file or save it locally to your computer

4.2 Special Instructions for the Wastewater Hauling Registration Application

Please note the following two questions on the Wastewater Hauling Registration Application. They are the last two questions and they dictate a portion of the fee that you will owe. For each hauled wastewater receiving facility, please **only include the number of access cards needed for new vehicles.** For existing vehicles, you do not need to get a new electronic/magnetic access card.



5 Important Notes for Submitting Test Results

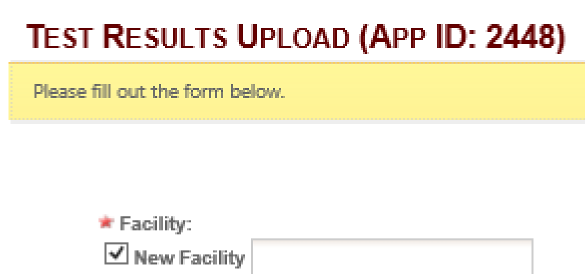
5.1 Special Instructions for the Test Results Data Upload Application

The Test Results Data Upload application has some unique questions that we will explain in greater detail below. Any step not mentioned below that occurs during the Test Results Data Upload application is to be completed as described in the "To submit an application" section found above in this guide.

1) Choosing or Creating a Facility

   The first question presented on this application is a dropdown menu. This dropdown menu may contain values which are meant to describe the various Facilities associated to your account. If one of these Facility descriptions matches the Facility you wish to upload results for, please choose that Facility and continue.

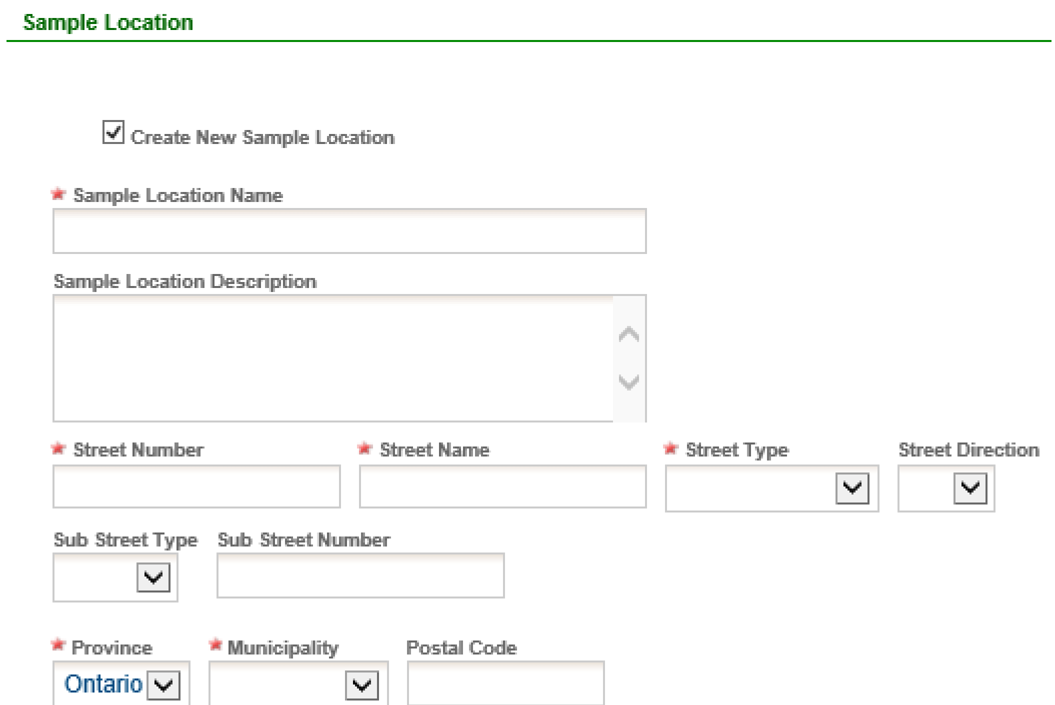
   If the associated Facility cannot be found in this dropdown menu, please leave the dropdown menu blank and select the "New Facility" checkbox to the right of the dropdown menu. This will refresh the page and present a new text field to the right of the checkbox where the new Facility's name should be entered.



2) Choosing or Creating a Sample Location

The second question presented on this application is another dropdown menu. This dropdown menu may contain values which are meant to describe the various Sample Locations associated to the Facility chosen in the previous question. If a New Facility was made above, this dropdown will always appear empty. If one of these Sample Location descriptions matches the Sample Location you wish to upload results for, please choose that Sample Location and continue.

If the associated Sample Location cannot be found in this dropdown menu, please leave the dropdown menu blank and select the “Create New Sample Location” checkbox below the dropdown menu. This will refresh the page and present new fields that must be filled in to provide further information about this new sampling location.



3) Entering Test Results

These actions must be carried out in order to correctly submit a Test Results Upload application:

(1) Calendar control allows the selection of multiple days in one or many months. Use the “<” and “>” buttons at the top to travel between months. Once a day is clicked, it will be highlighted in grey. The days selected are also presented below the calendar.

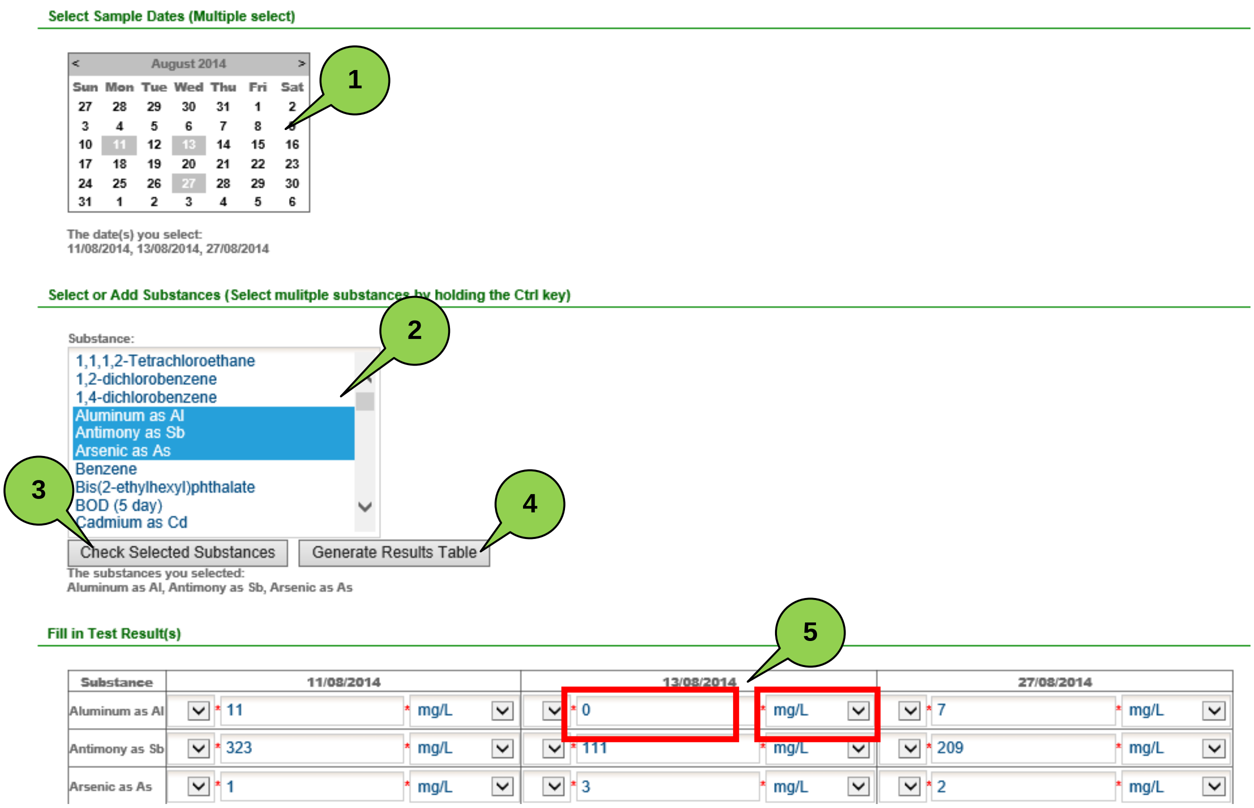
(2) In the substance list, the substances which results were received for must be selected in this list. To select multiple substance, *hold the <Ctrl> key* on your keyboard as you click the different substances. The substances should be highlighted in blue once selected.

(3) Once the substances have been selected, click the "Check Selected Substances" to confirm the selection. Once this is clicked, the substances will be displayed below the substance selection list.

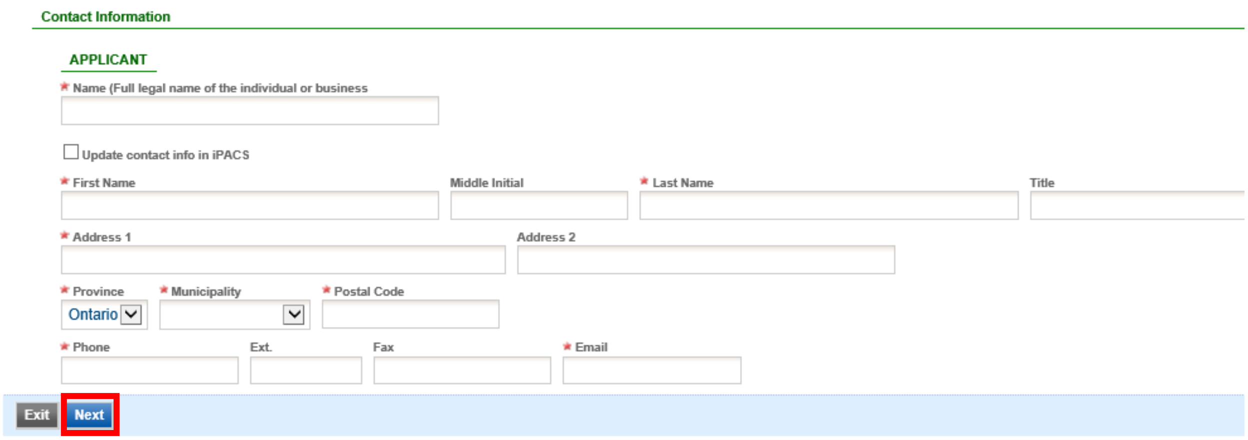
(4) After the "Check Selected Substances" button has been clicked and substances are displaying below the substance list, click the "Generate Results Table" button to create a grid with the substances down the left hand column and the sample days across the top.

(5) In the grid, there are two required fields for each substance per each sample date.

- The first is the result field which is the longest visible field in the grid.
- The other field is for entering the measurement unit.



Once you have completed the data entry on the contact information section below, at the bottom of the page, there is blue (Next) button which will save the information.



After the results have been entered and the Next button is clicked, the final steps of the application will be presented. Please refer to the “To submit an Application” section above for more information on how to successfully submit an application.

Thank you for using York Region’s Sewer Use Bylaw Services