

Electronic Signature FAQ

- 1. If my Electronic Signature Subscriber's Agreement was accepted, does that mean I'm authorized to submit any form?**

Anyone can apply for and receive electronic signature rights. However, you will still need to follow the applicable NPDES and Section 401 Water Quality Certification (WQC) signatory requirements for the type of submission you are electronically signing.

- 2. How do I know who qualifies to be a Certifying Person or Authorized Representative?**

Please see Hawaii Administrative Rules (HAR) 11-55-07(a) and HAR 11-55-07(b) for Certifying Person and Authorized Representative requirements respectively.

- 3. Can there be multiple Certifying Persons per permit/Notice of General Permit Coverage (NGPC)/Section 401 WQC?**

No.

- 4. How do I designate an Authorized Representative?**

An Authorized Representative is designated on a per-permit application basis (i.e., during the application process you can designate an Authorized Representative for that permit/NGPC/Section 401 WQC). Authorized Representative information/designation can be updated using the appropriate compliance submittal form after the permit or NGPC is issued.

- 5. Can I have multiple Authorized Representatives per permit/NGPC/Section 401 WQC?**

No, there can only be one Authorized Representative per permit/NGPC/Section 401 WQC. An Authorized Representative can be designated (if there is not one currently) or changed by submitting the appropriate compliance submittal form and filling out the applicable section. The Certifying Person will need to sign any compliance submission that changes Authorized Representative information.

- 6. Can somebody electronically sign "for" my Certifying Person?**

No. The Certifying Person must be the one who electronically signs an application as applicable.

- 7. What forms can the Certifying Person sign? What forms can the Authorized Representative sign?**

The Certifying Person can sign all application and compliance submissions. They must sign initial, new, and renewal applications, initial modification requests, initial transfer of ownership requests, changes to Authorized Representative information, owner name change and the notice of cessation.

The Authorized Representative can only sign revised applications (in response to Clean Water Branch comments) and all compliance submittals except for the notice of cessation. The Authorized Representative cannot sign initial, new, and renewal applications, initial modification requests, initial transfer of ownership requests, owner name change and changes to Authorized Representative information.

8. Can someone other than the Certifying Person or Authorized Representative submit Discharge Monitoring Reports?

No. In Hawaii, Discharge Monitoring Reports can be submitted via the e-Permitting CWB Compliance Form or NetDMR (EPA's web-based application). Only the Certifying Person or Authorized Representative can submit Discharge Monitoring Reports on the e-Permitting CWB Compliance Form and NetDMR. If your facility is using NetDMR, the DMR Cognizant Official must be the Certifying Person or Authorized Representative. Please contact the CWB Enforcement Section at 808-586-4309 if you are interested in submitting Discharge Monitoring Reports on NetDMR.

9. Can I use nicknames in applications (e.g. the Certifying Person's legal name is John Doe, but goes by "Johnny" Doe)?

The name of the Certifying Person provided in an application must match the name in the submitter's User Profile and the name in the corresponding notarized Electronic Signature Subscriber's Agreement form (i.e., if the name in the agreement form is Johnny Doe, it should be identified as such in the User Profile and all applications).

10. My Certifying Person has changed, how do I update my Certifying Person information for an issued permit/NGPC/Section 401 WQC?

You will have to submit the appropriate compliance submittal form and fill out the appropriate section. This submission will have to be electronically signed by the new Certifying Person (note that this means the new Certifying Person will need to have electronic signature rights in order to complete this submittal).

11. My Certifying Person has changed, do I have to submit a new Electronic Signature Subscriber's Agreement for my new Certifying Person, or can I use the previous Certifying Person's e-Permitting account?

Yes. You will have to submit a new Electronic Signature Subscriber's Agreement form for the new Certifying Person. Allowing other individuals to submit applications from accounts that they are not associated with is a violation of the Electronic Signature Subscriber's Agreement.

12. My Certifying Person has forgotten their password and/or answers to their security questions, who do I contact for help?

For any questions/assistance regarding the e-Permitting portal account issues, please contact the systems administrator at epwebadmin@doh.hawaii.gov.

13. I currently electronically sign forms for my company, however I will be leaving to work at a different company and will still be electronically signing forms for my new company. Do I need to submit a new Electronic Signature Subscriber's Agreement form, since I now work somewhere else?

If any information required by the Electronic Subscriber Agreement (name, street address, city, state, zip code, telephone, email address used for the e-Permitting portal) changed, you will be required to submit a new notarized Electronic Subscriber Agreement Form. Your e-Permitting User profile will also need to be updated (e.g., to reflect a change in organization).

14. I've shared my submission with multiple people, will they be notified when the permit/NGPC is issued?

Only contacts specified in the application and the submitter of the application will receive an email notification of permit/NGPC/Section 401 WQC issuance. Individuals who have access to the submission will need to check the status of the submission to determine when the permit/NGPC/Section 401 WQC has been issued (i.e., the status will be changed to "Issued").

15. If I send in a check to pay for the filing fee, will my application still begin processing as soon as I submit online?

The Clean Water Branch will not begin processing your application until it receives the filing fee payment check.

16. I'm a State agency and have requested a bill for collection to pay for the filing fee, will my application still begin processing as soon as I submit online?

The Clean Water Branch will not begin processing your application until it receives the Journal Voucher number from your agency.