

# Frequently Asked Questions about Online Reporting for the Water Supply Charges Program

## DRBC Regulations

1. **Where can I find a copy of DRBC's Water Supply Charges Regulations?**

Basin Regulations -Water Supply Charges: [http://www.nj.gov/drbc/library/documents/water\\_chargesCFR.pdf](http://www.nj.gov/drbc/library/documents/water_chargesCFR.pdf)

## DRBC Policy

1. **Multiple people at our facility collaborate to complete DRBC's surface water use report. Can we have multiple user names and passwords so each person has their own login information?** DRBC only gives a user name and password to one certifying official at each facility. It is this person's responsibility to distribute the login information as needed.
2. **The report form shows I have a DRBC Certificate of Entitlement. What are entitlements and can I get a copy of ours?** DRBC issues Certificates of Entitlements (COE) to facilities that have been taking water from a surface water source since before October 27, 1961, the date of the DRBC Compact. A COE contains the amount of water in million gallons per month (broken out by monthly consumptive use and non-consumptive use) that is exempt from DRBC water supply charges. Any water withdrawals above the amount specified on the COE are subject to water charges. Your facility should have received the certificate of entitlement when it was first issued. If you need to replace a lost copy, please contact DRBC at [swcinfo@drbc.gov](mailto:swcinfo@drbc.gov).
3. **I have an entitlement but the form calculated a water use fee. I thought I was exempt from DRBC's water charges?** Any water withdrawals above the amount specified on a facility's Certificate of Entitlement are subject to water charges. Overages are calculated on a monthly basis using monthly consumptive and non-consumptive water withdrawals. See question #2 above for additional information.

## Reporting

1. **Am I required to use the online reporting system? I prefer to submit paper reports.** Yes, as of 2013 online reporting is mandatory for all participants in DRBC's Water Supply Charges Program. The online forms are designed to be user-friendly and should only take a few minutes to complete for each source. The forms calculate a payment (if any) automatically, based on the input water use values. Once a report is completed you are also provided with an invoice.
2. **What units should I be reporting in?** Report all water withdrawals in million gallons. Where charges apply, the calculated payment will be incorrect if water use is reported in the wrong unit.
3. **The report requires me to enter my consumptive use. What is consumptive use and how do I know how much to report?** DRBC's *Water Supply Charges Regulations*, Section 5.5.1.D, defines consumptive use as water that is withdrawn and not returned to the surface waters of the basin. This can include water lost through evaporation, incorporated into a product during manufacturing, or exported from the Delaware River Basin. Some industry standards for consumptive use rates include 90% of total water use for golf course irrigation, 22% of total water use for snowmaking and 10-15% of total water use for public water supply. For industrial uses, consumptive use will vary depending on the type of industrial process.

- 4. I report surface water withdrawals for a golf course. Do I qualify for a ground water deduction?** Ground water is exempt from charges per DRBC's *Water Supply Charges Program*. Ground water pumped to supplement a surface water source (such as an irrigation pond) will not be subject to charges if the following conditions are met: the surface water intake is metered, the well intake is metered, and the metered water use is reported on the form.

To apply for the deduction, select the "Click Here" link in the Ground Water Deduction section of the form (located below the surface water use table). Enter the total monthly metered withdrawals from the well(s) that were used to supplement the surface water source. If more than one well is used to supplement a surface water source, enter the combined monthly total in the table. The total amount of ground water you report will be deducted from your usage.

## **Using the Online Forms**

- 1. Where can I find instructions on how to use the online reporting system?** Please refer to DRBC's Water Supply Charges website at: <http://www.nj.gov/drbc/about/regulations/water-charging-program.html> for step-by-step [instructions](#) and other helpful information.

## **Fees and Payment**

- 1. What forms of payment does DRBC accept?**  
*Payment is to be made by check only.* Either include a copy of the invoice with the check or reference the invoice number on the check. *DRBC does not accept payment by credit card.*
- 2. Where can I find an invoice from a previous pay period?** When you submit a report using the online forms an invoice is created and stored in the system. To view an invoice, log into your account and go to the Surface Water Dashboard. Go to the **Past Invoices** table and select the invoice from the desired pay period.
- 3. How are late fees calculated?** Late fees of 1% per month overdue will be applied to payments more than 30 days past the due date.

## **New Accounts and Making Changes to Existing Accounts and Contact Information**

- 1. I am new to the Water Supply Charges Program. How do I set up an account to begin online reporting?**  
Contact DRBC at [swcinfo@drbc.gov](mailto:swcinfo@drbc.gov) and provide us with the following information: the name of the facility and its street address, the name of the certifying official (the person responsible for authorizing the data and submitting the report), the certifying official's contact information including their e-mail address, and the name of the surface water supply source(s) and their latitude and longitude in decimal degrees. We will add your facility information to our database and contact you with the login information that will allow you to access the online reporting.
- 2. What is DRBC's definition of a Certifying Official?** The person at the facility who is responsible for authorizing water withdrawal data and submitting the reports.
- 3. What if I need to change my Password?** Your password can be changed any time after you log in for online reporting. Use the "Change Password" button in the upper right corner of the screen to change the password.

4. ***The certifying official for our facility has left. How do we get a new User Name and Password?*** If the certifying official at the facility changes, contact DRBC at [swcinfo@drbc.gov](mailto:swcinfo@drbc.gov) and provide us with the name and e-mail address of the new official. We will send new login information based on the change.
5. ***My facility added/deleted a surface water source. How do I have this change reflected on the form?*** Contact DRBC at [swcinfo@drbc.gov](mailto:swcinfo@drbc.gov) and explain which source(s) need to be added or removed. DRBC will make the revisions.
6. ***I need to change my contact information. Can I do this online?*** You may send the changes by e-mail while on-line. Once you have logged in, review the contact information on the Contact Information page. If you need to make a change, click on the e-mail hyperlink and send DRBC the changes. We will make the edits and issue new login information if necessary.
7. ***Can I go back to and revise a form after I have submitted it to DRBC?*** No. Once you select the Submit button and a form is submitted to DRBC you can't change the data online. If you need to revise the data DRBC will make the changes for you and e-mail you a revised invoice. Please send changes to [swcinfo@drbc.gov](mailto:swcinfo@drbc.gov).

## **Troubleshooting**

1. ***I didn't receive an invoice in my e-mail when I submitted my surface water use report. Where is it?*** If you do not receive a copy of the invoice by e-mail your data may not have been submitted. The invoice will be sent to the e-mail address associated with the User Name (certifying official). If the invoice is not received, please check the **Past Invoices** table on the Surface Water Dashboard to see if the invoice appears here. If it doesn't, the data was not submitted. Return to the report form (the data will still be there if you saved it) and select the **SUBMIT** button. The invoice will be e-mailed. If you are still having problems, please contact DRBC at [swcinfo@drbc.gov](mailto:swcinfo@drbc.gov).
2. ***The form calculated my payment to be \$350,000,000! I should only owe \$350. What happened?*** Check the units you reported the water use data in. If you reported in gallons rather than million gallons as the form requires, charges will be much higher than normal. Also, check the consumptive use amount you reported. If you reported 100% consumptive use, which in most cases would be incorrect, charges will be much higher than normal. If you make either of these mistakes correct them before you hit the submit button. If you have already hit the submit button and have received a copy of the invoice, contact DRBC at [swcinfo@drbc.gov](mailto:swcinfo@drbc.gov) and we will make the appropriate edits and send you a revised invoice.