



This online portal allows you to:

- Pay for Your Operation Permit
- Submit Service Contracts, Service Inspections, & Pump Reports to fulfill your permit requirements
- Make changes to your contact information
- View your previously submitted documents
- Track previous Operation Permit payments

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Getting Started:

5. Follow this link: <https://www.hdis.org/hsts/lake/>
6. Click "**Create Login**" button
7. Enter your **Unique ID Number**, as shown on the top, right corner of your letter
8. Enter your **Street Number** (do not enter the street name, e.g. for 1234 Main St, enter "1234")
9. You will be prompted to provide an email address as a permanent Username and to create and verify a secure password. You **MUST** have a valid email address to create an account.
10. The final step of account registration is to validate your email address by clicking the link in the activation email sent to that address. You can then log back in using your new account credentials.

Email Address:

Password:

[Forgot password?](#)

Unique ID:

Street Number:

If the system informs you that an account is already registered for this address, or you have any other login issues, please feel free to contact our office at (440) 350-2543 to resolve the issue.

How to Make a Payment:

After logging in, you will see a chart with information regarding your current and past operation permits at the listed address. If a payment is due, you will see a green **"Pay This Item Now"** button in the **"Payment"** column.

Operation Permit Number	Permit Date	Cost	Description	Payment	Documents
202205978	01/01/2022	100.00	1 TANK PUMP OR SERVICE REPORT EVERY 5 YEARS	<p>You may pay your balance of 100.00 online. Clicking "Pay Online" will send you to a payment processing site where you will be prompted for further details. Please be aware that for online payments, a transaction fee of 2.5%, or a minimum of \$2.00, will be added to each charge by the payment processor. Be sure to review ALL INFORMATION before finalizing the payment.</p> <p>I hereby certify that I am the owner or authorized representative of the system indicated above, and understand the terms and conditions outlined in my Operation Permit regarding its proper operation and required maintenance. I agree to obtain 1 TANK PUMP OR SERVICE REPORT EVERY 5 YEARS as required by this permit. This permit goes into effect 01/01/2022 and is valid for FIVE YEARS .</p> <p>I have updated my contact information as applicable.</p> <p><input type="checkbox"/> I have read these terms and agree to them.</p> <p>Pay This Item Now</p>	View and Upload Documents

After checking the box to agree to the terms & conditions of your Operation Permit and online payment, you can click the green **"Pay This Item Now"** button to be directed to a secure third party payment processor, where you can pay by credit card. The third party payment processor will generate a receipt upon payment which you can print for your records.

Please be aware of the following:

- All payments made online are subject to an additional fee of 2.5%, or a minimum of \$2.00, by the payment processor.
- Unfortunately at this time, any late fees must be paid separately from the permit fee. Late fees will display as a separate row in the table.
- If the **"Payment"** column does not have a green button and instead states **"PAID"** this means that the fee was either paid previously or was placed as a special assessment on your property taxes during the previous August, as is our policy. If the fee was assessed, it can no longer be paid directly to our office, but must be paid through the Lake County Treasurer's office or through your property taxes. They can be contacted at (440) 350-2516.

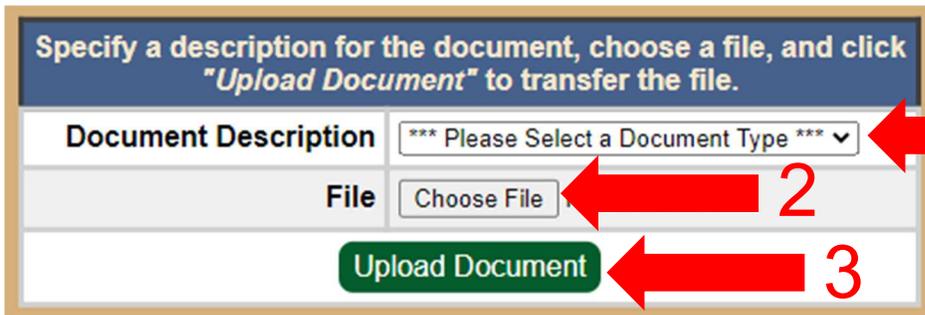
Operation Permit Number	Permit Date	Cost	Description	Payment	Documents
202205978	01/01/2022	100.00	1 TANK PUMP OR SERVICE REPORT EVERY 5 YEARS	PAID	View and Upload Documents

How to Submit Service Contracts, Service Inspections, & Pumping Reports:

In the chart on the main screen, click on the green "View and Upload Documents" button in the row associated with the time period in which the service/inspection/pumping was performed. If you are submitting a current service contract, select the most recent Operation Permit displayed.

Operation Permit Number	Permit Date	Cost	Description	Payment	Documents
202205978	01/01/2022	100.00	1 TANK PUMP OR SERVICE REPORT EVERY 5 YEARS	01/27/2022	 

1. At the top of the next screen, you will see all documentation that you have previously submitted to our office that is associated with THAT permit. If you do not see something you know you have previously submitted online, it may be because it was associated with a previous permit. You can see that document by clicking the "View and Upload Documents" button for the applicable permit term. To see a record, simply click on the blue "View Document" button for that file.
2. In the lower dialogue box, please specify with the pull-down option what type of document you are submitting (Service Contract, Service / Inspection Report, or Tank Pump Report). You may then click the "Choose File" button below to browse your computer and attach your documentation. Then click the green "Upload Document" button. You may submit multiple documents individually for each permit term if applicable. Several file formats are accepted including, but not limited to pdf and jpeg. Please just ensure that the image is clear and legible.



Specify a description for the document, choose a file, and click "Upload Document" to transfer the file.

Document Description	*** Please Select a Document Type *** ▾	1
File	Choose File	2
		3

How to Update Your Contact Information:

1. The accuracy of your contact information is crucial as this is how we notify you of any issues with submission of payment or documentation. Simply erase and type in the updated information and click the green "**Request a Change**" button for each row of information you have changed. If changing your address, please remember to change all address lines as applicable. These changes must be individually reviewed and approved by our staff prior to taking effect, so changes will **not** display immediately if the screen is refreshed.
2. For changes in ownership of the property, please contact our office directly so that we can update the account.

Owner / Mailing Information		
Owner's Name	<input type="text" value="MR. & MS. EXAMPLE"/>	Request a Change
Street	<input type="text" value="100 YELLOW BRICK RD"/>	Request a Change
City	<input type="text" value="MENTOR"/>	Request a Change
State	<input type="text" value="OH"/>	Request a Change
Zip	<input type="text" value="44060"/>	Request a Change
E-Mail	<input type="text" value="kpinkley@lcghd.org"/>	Request a Change
Phone	<input type="text" value="1-440-123-4567"/>	Request a Change

For any other questions, please feel free to call (440) 350-2543.