Electronic Stormwater and Erosion Control Submittal Instructions  
Rev. September 29, 2022

Stormwater and erosion control permits are now set up in the Accela Citizen Access (ACA) permits portal for application submittal and document upload. Currently all submittal documents must be received electronically, and no paper submittals are accepted. The exception is Stormwater Operations and Maintenance (O&M) Agreements and bond documents. Once reviewed and approved digitally, an executed original hard copy of the O&M Agreement must be provided for Stormwater Administrator signature. Draft bond documents may be emailed directed to the Stormwater Administrator for review at Victoria.Hoyland@buncombecounty.org and hard copy originals must be provided after approval.

The steps to submit electronically for erosion control and stormwater via Accela Citizen Access are outlined below:

A. Registering for a Development Portal Account

Anyone wishing to upload documents to a stormwater or erosion control case must have a Buncombe County Development Portal Account and be associated with the case in ACA.

Buncombe County’s Development Portal is where customers can register for an account, submit permits, revisions, and other documents, check on the status of existing permits, and view staff comments and requests for revisions.

Development Portal: https://onlinepermits.buncombecounty.org

Please complete the steps on the following page to create your account on the Development Portal.
1. Click on the button “Register for an Account” near the upper right corner of the page.

2. Carefully read and indicate your agreement with the terms and conditions.

3. On the next page, enter the information needed to complete your registration.

4. Log into your newly created account by entering your username (or email address that you used to register) and password under “Login.”
B. STW and ERO Application Submittal

1. Create an Application

Once you have logged in, click on the “Planning” tab, then on “Create an Application”. Carefully read the disclaimer and check the box to indicate you have done so, then click “Continue Application”.

2. Select a Record Type

Expand the section entitled “Planning Environmental Review” and select the type of permit you are applying for. Click “Continue Application”. 
3. **Application Location**

Enter your Parcel PIN number and click “Search”. *NOTE: Enter *only* the PIN; entering any other information will return 0 results.*

A search result window will pop up; select the individual owner if applicable (e.g., if there are two or more owners) and click “Select” to close the window. The form will autofill information in the Address and Owner sections. Review these and enter any missing required information.
Confirm that all required fields (marked with a red asterisk) are entered. Scroll to bottom of page and click “Continue Application”.

4. Application Contacts

Here you may specify the applicant, add additional contacts whom you wish to receive status updates and have access to application documents, and add licensed professionals to the application.

If you are the applicant, click “Select from Account” in the Applicant section and it will add your information automatically; otherwise use the “Look Up” button to find the applicant.

Follow the same steps to add additional contacts via the Contacts section. Then, scroll down to the Licensed Professional List section and click “Look Up” to open the search window.
Once you have specified the applicant, added any additional Contacts, and added at least one licensed professional, click “Continue Application”.

5. **Application Details**

   In the “Detail Information” section, enter a brief description of the project including the project name.

**NOTE:** For stormwater permits, you must designate a licensed professional to proceed with the application. **All Licensed Professionals must have a Development Portal Account** to be added to the application even if they are already in the system as a licensed professional. If you cannot find them using the “Look Up” function, please email PlanningInfo@buncombecounty.org with their license number, name, address, email, any associated business name, and the email address of the public user account you would like associated with the license to get them entered in the system. In this event, please click “Save and resume later” on the bottom left of the page to avoid losing your application progress.

If the professional in question logs in but cannot see the case after successful application submittal, they should reach out via the above email to clarify their status in the system. It is likely that their Development Portal Account and licensed professional entry are not properly linked, which must be addressed by County staff.
Complete the “Custom Fields” section. These differ slightly depending on the permit type; both variations are shown below. Please read these two VERY IMPORTANT notes before proceeding:

a. **The acreage under “Area Disturbed” MUST match the plans and application documents.** The permit fee is calculated based on the acreage disturbed such that incorrect entries will result in over- or under-charging.

b. **If you select “Online” as the payment option, you CANNOT change it later.** Even if you return to this section and change your choice to “By check”, the system will not let you submit the application without payment and you will need to start the application process over. Confirm your intended payment method before selection to avoid any issues.
Confirm your entries and click “Continue Application”.

6. Application Details > Documents

In this section, you will need to upload ALL FOUR required documents before proceeding:
   a. Application
   b. Plans
   c. Narrative/Calculations
   d. Checklist

Select “Add” and use the pop-up window to select documents for upload. Click “Continue” when done.
For each uploaded document, you will need to select “Type” from the dropdown menu and enter a brief description. Type should align with the required documents (i.e., select “APPLICATION” for your application document, and so on). **Make sure to correctly label the documents, as the system will not let you continue unless all required documents are uploaded.**

**NOTE:** Documents uploaded in this section cannot be edited or removed once uploaded. Additional documents can be added but existing documents cannot be changed. **Please ensure you have added the correct documents before clicking “Save”.**

Review your uploads, click “Save”, then click “Continue Application”. 
7. Review

Review your application information. Confirm you have entered all desired Contacts, uploaded all desired documents, and that the “Area Disturbed” value is correct.

When you are satisfied that your application is accurate and complete, read the certification statement at the bottom of the page, check the box to indicate you have read and agree, then click “Continue Application”.

8. Pay Fees (IF PAYING ONLINE)

*NOTE: If you are paying by CHECK, you should not see this page at all. You will skip this step and proceed to step 9.*

Review the acreage and associated fee. Then click “Continue Application” to proceed with payment.
On the next page, select your payment method and click “Submit Payment”. The next page will inform you that you will be redirected to a third-party payment provider to complete the transaction. Click “Pay Now” to proceed.
Enter your payment information, click “Next”, review your information for accuracy, then click “Authorize”. It may take a minute to process, but you will automatically return to the application.

9. **Record Issuance**

Congratulations! You have successfully submitted the application. Please take note of your Record Number listed on this page, especially if you are not a Contact as you will not receive email updates unless you are a listed Contact or the specified applicant.

**IF PAYING BY CHECK**: Checks must be made out to Buncombe County and **MUST** include the STW or ERO number in the check submittal. Checks may be delivered to **46 Valley Street, Asheville, NC 28801**. Applications cannot be officially accepted until payment is processed.
NEXT STEPS: Staff will be notified of the application submission. The applicant and contacts on the case will receive either an Email of Receipt (indicating the project has been officially received and placed in the review queue) or an Incomplete Submittal email (outlining what is missing from the submittal to be deemed complete) within a few days of submittal. Submittals are not secured a place in the review queue until they are deemed complete submittals.

If the applicant does not receive an email within 5 business days, check spam and junk folders first, then reach out to PlanningInfo@buncombecounty.org to inquire about its status.

Once officially received, stormwater and erosion control permit application documents will undergo technical review by County staff and a Letter of Approval or Letter of Disapproval (e.g. comment letter) will be emailed to the contacts and licensed professional on the case. Standard turnaround time for this review is 30 days for stormwater permits, 20 days for erosion control permits, and 15 days for resubmittals.

C. File Requirements for Electronic Submittal

To ensure your documents are ready for upload, please verify that they meet the following requirements:

- PDF file with a maximum file size of 100 MB. Files should be reduced to the smallest size possible to provide quick access to the files if the plan set is larger than a few pages. Instructions on optimizing pdf files can be found here.
- All pages must have sheet numbers or bookmarks
- Minimum Page Size 8.5” by 11”
- Maximum Page Size 36” by 48”
- No password protection is allowed on the file
- All pages must be readable. Adobe reader may report pages as damaged or in need of repair.
- File names cannot contain special characters !, *, \, (, ), ;, :, @, &, =, +, $, (comma), /, ?, %, #, [, ], “, <, >, |
- All site plans must be set to landscape orientation with the top of the page at the top of the monitor.
- Other submittals (applications, checklists, etc.) may be set to either landscape or portrait orientation.
- A north arrow is required on all plans.
- Files may not contain hidden content and unexpected metadata like embedded Flash, other PDFs, etc.
- PDF Portfolios are not allowed. A PDF Portfolio contains multiple files assembled into an integrated PDF unit. The files in a PDF Portfolio can be in a wide range of file types from different applications such as scrips, macros, text docs, e-mails, spreadsheets, CAD, and PowerPoints.
• Plans that are required to be signed and sealed by NC General Statute will be validated during review.

D. Submitting Revised Documents or Documents to Older Projects

1. Log onto the Development Portal and determine if you have access to the case by looking for it under Home ➔ My Records ➔ Planning (drop-down menu).

2. If it is there, proceed to Step 3 below. If it is not, email PlanningInfo@buncombecounty.org requesting permission to access the case. Please provide the email address associated with your account and your relationship to the project. You will be notified when your account is added to the case.

3. Once your account is associated with the case, you can upload documents by clicking on the permit number in blue to open your project file, and going to Attachments under the Record Info menu.

4. On the Attachments page, click the blue Add button to open the File Upload Window.
5. Click Add within the File Upload Window to select your documents. Once you have finished adding documents, click Continue.

6. For each file you have added, you will need to then select a Document Type from the list. You will also need to provide a brief description of the document in the text box.
7. Once you have added a type and description for each of your documents, click the blue Save button at the bottom. You should then receive a message confirming the successful upload of your documents.

8. Staff are automatically notified daily of document uploads by the permitting software.