



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.

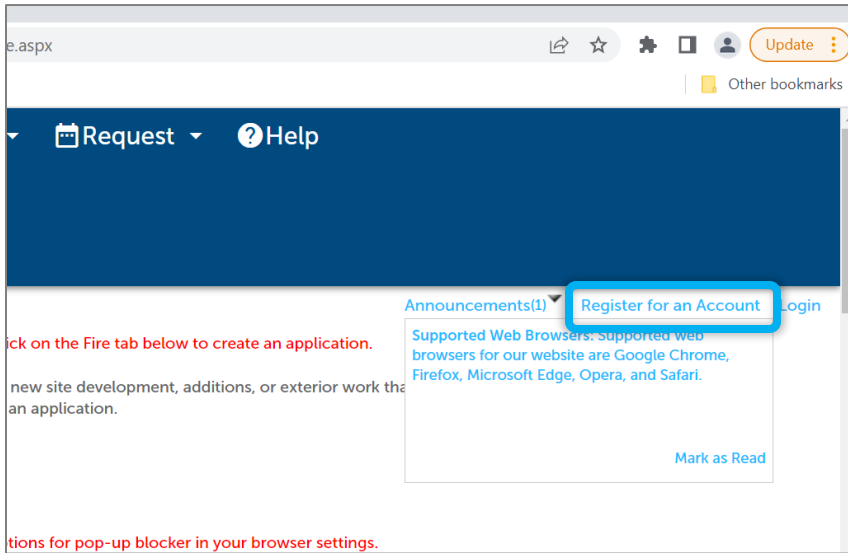
Buncombe County's Development Portal is where customers can register for an account, submit permits, revisions, and other documents, check on the status of existing permits, and view staff comments and requests for revisions.

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.

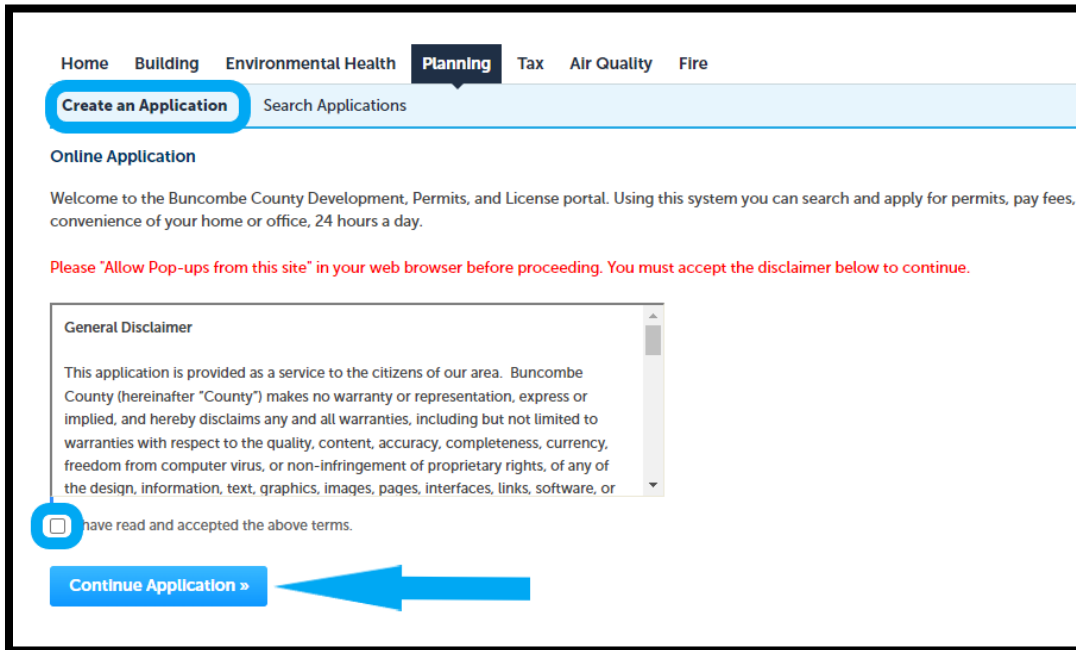
A screenshot of a web page titled 'Account Registration'. At the top is an 'Advanced Search' bar. Below it is the 'Account Registration' section. The text reads: 'You will be asked to provide the following information to open an account:' followed by a bulleted list: 'Choose a user name and password' and 'Contact information'. Below this is the instruction: 'Please review and accept the terms below to proceed.' A scrollable box contains a 'General Disclaimer' with the following text: 'This application is provided as a service to the citizens of our area. Buncombe County (hereinafter "County") makes no warranty or representation, express or implied, and hereby disclaims any and all warranties, including but not limited to warranties with respect to the quality, content, accuracy, completeness, currency, freedom from computer virus, or non-infringement of proprietary rights, of any of the design, information, text, graphics, images, pages, interfaces, links, software, or'. Below the disclaimer is a checked checkbox with the text 'I have read and accepted the above terms.' At the bottom is a blue button labeled 'Continue Registration »'.

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

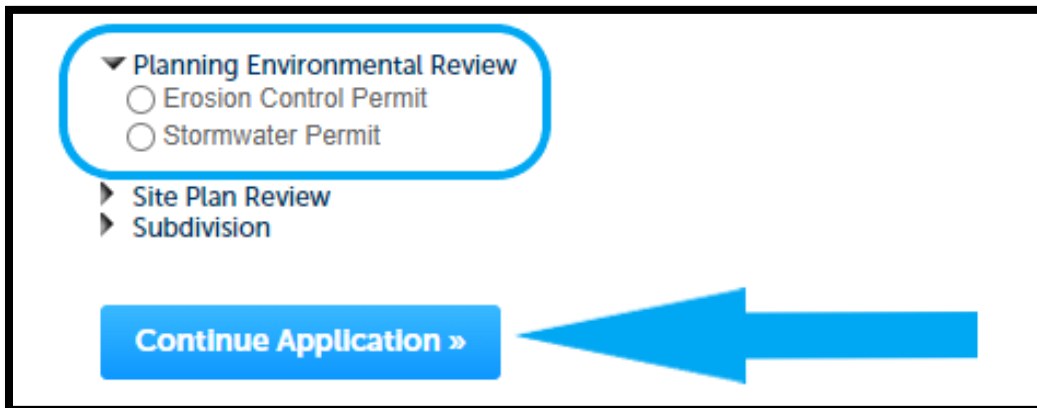
Once you have logged in, click on the “Planning” tab, then on “Create an Application”. Carefully read the disclaimer and check the box to indicate you have done so, then click “Continue Application”.



The screenshot shows the top navigation bar with tabs for Home, Building, Environmental Health, Planning (highlighted), Tax, Air Quality, and Fire. Below the navigation is a search bar with the text "Create an Application" and "Search Applications". The main content area is titled "Online Application" and contains a welcome message: "Welcome to the Buncombe County Development, Permits, and License portal. Using this system you can search and apply for permits, pay fees, convenience of your home or office, 24 hours a day." Below this is a red warning: "Please 'Allow Pop-ups from this site' in your web browser before proceeding. You must accept the disclaimer below to continue." A scrollable "General Disclaimer" box contains the following text: "This application is provided as a service to the citizens of our area. Buncombe County (hereinafter 'County') makes no warranty or representation, express or implied, and hereby disclaims any and all warranties, including but not limited to warranties with respect to the quality, content, accuracy, completeness, currency, freedom from computer virus, or non-infringement of proprietary rights, of any of the design, information, text, graphics, images, pages, interfaces, links, software, or". Below the disclaimer is a checkbox with the text "I have read and accepted the above terms." and a blue button labeled "Continue Application »" with a blue arrow pointing to it.

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”.



The screenshot shows a list of application types under the heading "Planning Environmental Review". The options are: "Erosion Control Permit", "Stormwater Permit", "Site Plan Review", and "Subdivision". A blue button labeled "Continue Application »" is at the bottom, with a blue arrow pointing to it.

3. Application Location

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

The image shows a web form titled "Parcel" with a blue header. The form contains several input fields and radio button options. The "Parcel Number (PIN)" field is highlighted with a blue rounded rectangle and contains the text "xxxxxxxxxx". Below this are fields for "Parcel Area", "Incorporated Areas", "Township Name", "ETJ", "Zoning District(s)", "Fire District", "Land Use Code", "Condo Building", "Condo Unit", and "Mobile Home Park". There are also three columns of radio button options for "Floodplain", "Above 3000 ft.", "Conservation Easement", "Protected Ridges", "Watershed", "High Slopes", "Biltmore Estate Overlay", "Government Building", "MSD", "Hillside", "Blue Ridge Parkway Overlay", and "Brownfields on Property". At the bottom, there are "Search" and "Clear" buttons, both highlighted with blue rounded rectangles.

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.

The screenshot shows a web form titled "Owner" with a blue header. Below the header is a disclaimer: "Owner information is provided from the Buncombe County Property Tax Office. Changes to owner names are not allowed, but we do allow you to update owner contact information below. Modifications to the data below do not update information in our Tax system. Please call our Tax Department at (828) 250-4920 for information on address or contact info changes." The form contains several fields, each with a red asterisk indicating it is required: "Owner Name" (containing "JOHN SMITH"), "Address Line 1" (containing "STREET NAME"), "Address Line 2", "City" (containing "CANDLER"), "State" (a dropdown menu with "NC" selected), "Zip" (containing "28715-"), "Phone" (containing "(828) 111-1111"), and "E-mail". There are "Search" and "Clear" buttons below the phone and email fields. At the bottom of the form, there is an orange "Save and resume later" button on the left and a blue "Continue Application >" button on the right. A large blue arrow points from the "Review Information" text towards the form fields, and another blue arrow points from the "Continue Application" button towards the right.

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.

Applicant

The Applicant on the record will be the person who receives email information on this form. If the contact is part of your account, you will receive a return once your contact is updated.

Select from Account Look Up

Contact List

Would you like to list any additional contacts on the record? Add

Select from Account Look Up

Contact Type	First Name	Last Name	Business Name	Address	Phone	Email
No records found.						

Licensed Professional List

A Licensed Professional must be previously on file in our system through PlanningInfo@buncombecounty.org with the professional's licensing board for that profession. The Planning department will verify the application.

Look Up *Required to continue*

License Type	License Number	Contact Name
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*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.

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.

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.

The screenshot shows a web form with two main sections: "Detail Information" and "Custom Fields".

- Detail Information:** Contains a "Detailed Description" field with a placeholder "Short description including name of project" and a "spell check" link below it.
- Custom Fields:** Contains a "GENERAL" section with three fields:
 - "Building Type": A dropdown menu currently set to "Commercial". A blue arrow points to this field with the annotation: "Make sure this is correct to avoid processing delays and incorrect fee assessments".
 - "Area Disturbed: (S)": A text input field containing the number "5" and the unit "Acres" to its right.
 - "How will you be paying?": A dropdown menu currently set to "Online". A blue arrow points to this field with the annotation: "Make sure this is correct; you cannot change from online > check later without restarting application".

Stormwater Custom Fields

Custom Fields

GENERAL Make sure this is correct to avoid processing delays and incorrect fee assessments

Type of Project: Commercial

* Area Disturbed: 2 Acres

River Basin: French Broad

Stream Classification: XXX Make sure this is correct; you cannot change from online > check later without restarting application

* How will you be paying?: Online

Erosion Custom Fields

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.

Attachment

Please attach the required documents below choosing the appropriate "Type" for each document.

The maximum file size allowed is 100MB.
 html;htm;mht;mhtml;jpg;jpeg;jfif;doc;docx;pptx;xls;xlsx;zip;png;dwg;heic;tif;dxg are disallowed file types to upload.
 This application type requires you to submit the following types of documents. Subject to the collected information, you
 APPLICATION, CHECKLIST, NARRATIVE/CALCULATIONS, PLANS

Name	Type	Size	Latest Update
No records found.			

Add

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".

*Type:
 PLANS

File:
 stw test plan.txt
 100%

*Description:
 Plans document

Save **Add** **Remove All**

Review before saving; you cannot remove or edit documents later

Match to uploaded document

Review your uploads, click "Save", then click "Continue Application".


Attachment

Please attach the required documents below choosing the appropriate "Type" for each document.

The maximum file size allowed is 100MB.
 html,htm,mht,mhtml,jpg,jpeg,jfif,doc,docx,ppt,xls,xlsx,zip,png,dwg,heic,tif,dxf are disallowed file types to upload.
 This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval.
 APPLICATION, CHECKLIST, NARRATIVE/CALCULATIONS, PLANS

Name	Type	Size	Latest Update	Action
stw test app.txt	APPLICATION	4 bytes	09/26/2022	Actions ▼
stw test calcs.txt	NARRATIVE/CALCULATIONS	4 bytes	09/26/2022	Actions ▼
stw test checklist.txt	CHECKLIST	4 bytes	09/26/2022	Actions ▼
stw test plan.txt	PLANS	3 bytes	09/26/2022	Actions ▼

[Add](#)

[Save and resume later](#)  [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".

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above certification. Date:

[Save and resume later](#)  [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.

Stormwater Permit

1 2 Application Contacts 3 Application Details 4 Review 5 Pay Fees 6 Record Issuance

Step 5: Pay Fees

Below are the fees for the current record.

Application Fees

Fees	Qty.	Amount
Stormwater Application Fee Greater Than 1 Acre	1	\$2,625.00

TOTAL FEES: \$2,625.00
Please click Continue Application below to proceed with your payment.

[Continue Application »](#)

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.

Stormwater Permit

1 2 Application Contacts 3 Application Details 4 Review

Step 5: Pay Fees

Please select a payment method and then fill in all required information.
The available payment methods are:

- Credit Card
- Bank Account

Use the dropdown menu to change the payment type.


Payment Options

Amount to be charged: \$2,625.00

Pay with Credit Card
 Pay with Bank Account

[Submit Payment »](#)

You are being securely transferred to our third-party payment provider Forte to complete your transaction. Please select the Pay Now link below. After completing your payment, do not close your browser. You will be automatically returned to Buncombe County Citizen Access. If you wish to cancel your payment, please select Cancel Payment to return to Citizen Access now.

[Pay Now](#)  [Cancel Payment](#)

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.

Stormwater Permit

1 2 Application Contacts 3 Application Details

Step 6: Record Issuance

 Your application has been successfully submitted. Please print your record and retain a copy for your records.

Thank you for using our online services.
Your Record Number is STW2022-00073.

You will need this number to check the status of your application.

[Print/View Receipt](#)

Choose "View Record Details" to return to the case.

[View Record Details »](#) Go back to record details.

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

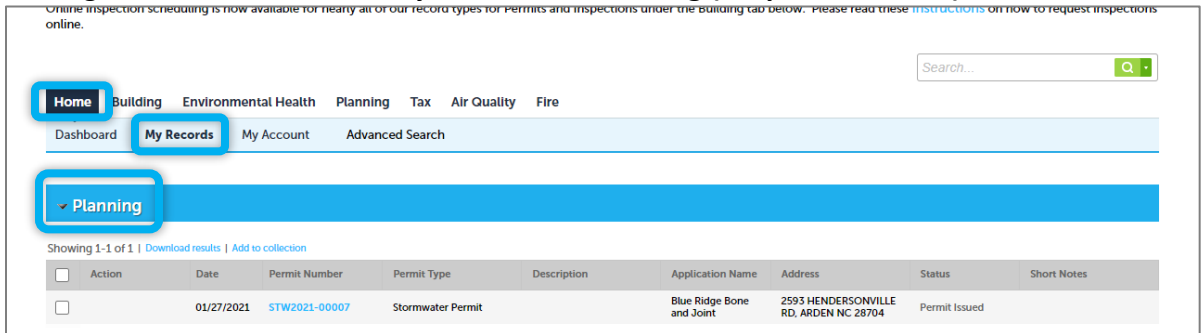
To ensure your documents are ready for upload, please verify that they meet the following requirements:

- 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.

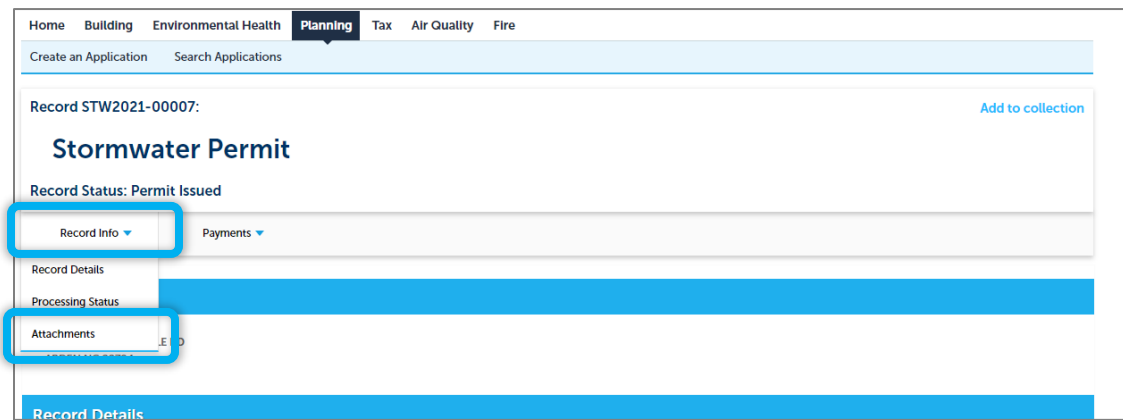
- Plans that are required to be signed and sealed by NC General Statute will be validated during review.

D. Submitting Revised Documents or Documents to Older Projects

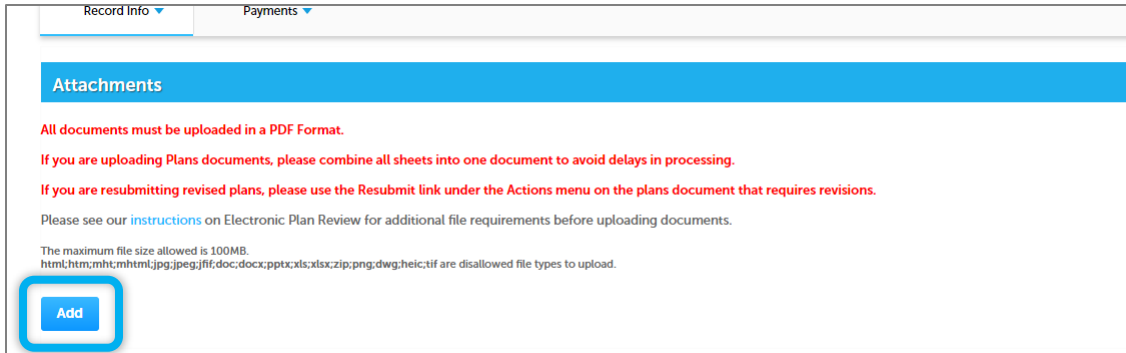
- Log onto the Development Portal and determine if you have access to the case by looking for it under **Home → My Records → Planning (drop-down menu)**.



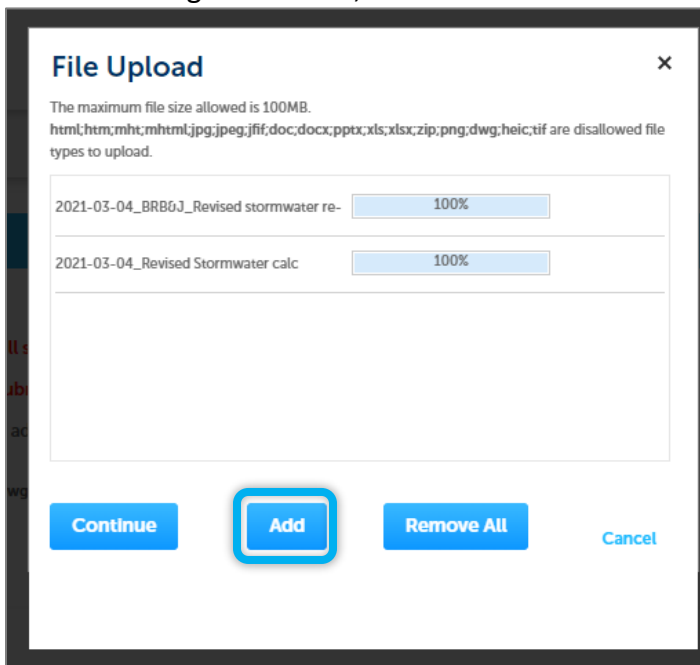
- If it is there, proceed to Step 3 below. If it is not, email PlanningInfo@buncombecounty.org requesting permission to access the case. Please provide the email address associated with your account and your relationship to the project. You will be notified when your account is added to the case.
- Once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



- On the Attachments page, click the blue **Add** button to open the File Upload Window.



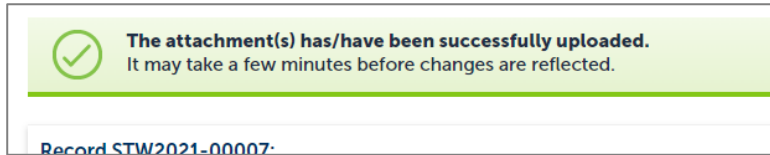
5. Click Add within the File Upload Window to select your documents. Once you have finished adding documents, click Continue.



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.

The screenshot shows a web form for document upload. At the top, there is a field labeled '* Type:' with a dropdown menu currently set to 'PLANS'. A blue arrow points to this dropdown with the text 'Select type from drop-down'. Below this is a 'File:' section showing the filename '2021-03-04_BRB&J_Revised stormwater re-submittal plans.pdf' and a progress bar at '100%'. Underneath is a '* Description:' field containing the text '3/4/21 Revised Plans for STW2021-00007'. A blue arrow points to this field with the text 'Add written description here'. At the bottom of the form, there is a 'spell check' link and another '* Type:' field.

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.