Matagorda County Drainage District No. 1

Frequently Asked Questions

Last Revised on 10/01/2025

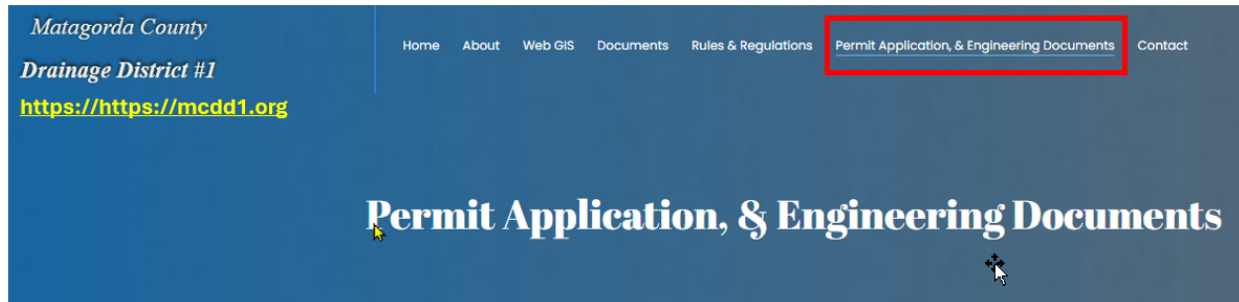# TABLE OF CONTENTS - FREQUENTLY ASKED QUESTIONS (FAQs)

1. HOW DO I ACCESS THE PORTAL?

You can access the Portal via the District's website https://https://mcdd1.org) under the *Permit Application & Engineering Documents* page.
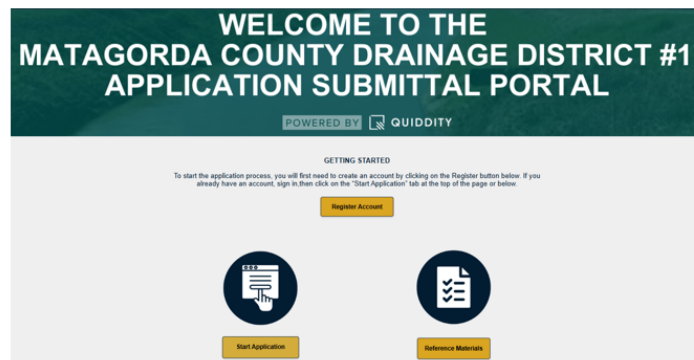
2. HOW DO I CREATE & SIGN IN TO MY PORTAL ACCOUNT?

For a step-by-step guide to create an account, please review the document titled **"How to Register & Sign In"** on the District's website under Application Guidelines & Help, or click on the Help & Quick Links section on the Portal's home page.

3. CAN ANOTHER INDIVIDUAL IN MY ORGANIZATION SEE/MANAGE MY APPLICATION(S)?

No, only the individual who originally submitted the application using their login information will have access to manage a submitted application within the Portal. However, while filling out an application, the Applicant may provide up to two additional email addresses to receive status notifications regarding the application throughout the review process.

4. DO I HAVE TO SUBMIT MY APPLICATION IN THE PORTAL?

Yes, all applications must be submitted utilizing the Portal. The District will no longer accept emailed applications.

5. WHICH TYPES OF APPLICATIONS CAN I SUBMIT VIA THE PORTAL?

For a list of application types, relevant information, and definitions, please review the document titled **"Required Application Information, Documents & Fees"** AND/OR **"Application Submittal & Process Guidebook"** on the District's website under Application Guidelines & Help, or click on the Help & Quick Links section on the Portal's home page. Alternatively, you can review the application types under the "Start Application" tab after signing into the Portal.

6. WHAT INFORMATION & WHAT DOCUMENTS DO I NEED IN ORDER TO SUBMIT AN APPLICATION?

To review the information and documents you will need to submit an application, please review the document titled **"Required Application Information, Documents & Fees"** on the District's website under Application Guidelines & Help, or click on the Help & Quick Links section on the Portal's home page. <u>PLEASE NOTE:</u> Each application type requires different information and documents.

7. CAN I REQUEST A PRE-DEVELOPMENT MEETING TO DISCUSS A PROJECT PRIOR TO SUBMITTING AN APPLICATION?

Yes, you may request a Pre-Development meeting to have an informal discussion for the purpose of: obtaining general information about the permitting process; better understanding what may be required by the District and other agencies with jurisdiction to set realistic schedules and expectations for your project; asking any questions that relate to overall drainage on and surrounding your property; and/or identifying potential obstacles that may impact your Development.

To request a meeting, sign in to the Portal, navigate to "Start Application," and select **"Pre-Development Meeting Request."** Fill in the required information and submit. For more information regarding what is required for a Pre-Development Meeting, please review the document titled **"Required Application Information, Documents & Fees"** on the District's website under Application Guidelines & Help, or click on the Help & Quick Links section on the Portal's home page.

8. HOW DO I SUBMIT AN APPLICATION IN THE PORTAL?

For step-by-step instructions on how to submit an application, please review the how-to guide titled **"How to Begin an Application"** located on the District's website under Application Guidelines & Help, or click on the Help & Quick Links section on the Portal's home page.

9. WHAT IS THE MAX FILE SIZE FOR UPLOADED DOCUMENTS?

Our Portal has a **maximum file upload size of 50 MB** per document to ensure smooth processing and to maintain the integrity of our system. If your file is larger than 50 MB, please consider the following alternatives:

- **Remove Unnecessary Elements:** Eliminate any non-essential elements that may occupy unnecessary space, such as high-resolution images, embedded videos, or excessive formatting.

- **Lower Resolution:** For image-heavy documents, reduce the resolution or scale down images where high resolution is not critical.

- **Optimize PDFs:** If you're working with PDFs, use the "Save As" feature to create a smaller version of the file, or select the "Reduced Size PDF" option in your PDF software.

- **Compress Your Files:** Use file compression software to reduce the size of your documents without losing quality. Tools like Zip or WinRAR can often significantly reduce file sizes.

- **Cloud Services:** Upload your file to a cloud service and provide a shareable link in the **Communication Log** once the application is submitted. Please ensure that permissions are set so that the review team can access the file.

- **Contact Us:** If you've tried the above options and your file is still too large, or if it cannot be altered due to the nature of the content, please reach out to the District Permit Team via the **Communication Log** for assistance once the application is submitted.

We understand the importance of ensuring that your documents are submitted correctly and are here to help you with the process. If you need further assistance or have any other questions, don't hesitate to contact us at mcdd1permitting@quiddity.com

10. HOW DO I FINALIZE AND SUBMIT AN "INCOMPLETE APPLICATION"?

If you have an incomplete/unsubmitted application in your list under **"My Applications,"** you may complete or withdraw the unfinished application by following the steps in the **"How to Begin an Application"** document located on the District's website under Application Guidelines & Help, or click on the Help & Quick Links section on the Portal's home page.

11. CAN I MAKE CHANGES TO A SUBMITTED APPLICATION?

No. Once an application is submitted, you will no longer be able to make changes to it. If you need to make a change after submission, please contact the District Permit Team using the Communication Log to inform them of the change.

12. DO I STILL NEED TO PROVIDE A HARD COPY OF MY APPLICATION?

Yes, **but only after** you receive notification via email to do so. After the Pre-Screening Review is complete, the Applicant will receive an email with a PDF copy of their application and a summary of fees to be paid to the District. Please review the **"Application Submittal & Process Guidebook"** located on the District's website under Application Guidelines & Help, or click on the Help & Quick Links section on the Portal's home page for further information regarding the Application Submittal, Review, & Approval Process. PLEASE NOTE: Do not submit a hard copy of your application or pay any fees until you receive instructions via email to do so.

13. WHAT ARE AND HOW DO I PAY MY APPLICATION FEES?

Once your application has undergone a Pre-Screening Review, you will receive an email with information regarding the fees due to the District and instructions on how to pay them. Please review the **"Application Submittal & Process Guidebook"** and **"Required Application Information, Documents & Fees"** located on the District's website under "Application Guidelines & Help." Alternatively, click on the "Help & Quick Links" section on the Portal's home page for further information regarding fee amounts and payment. PLEASE NOTE: Do not submit your fees until you receive an email with instructions to do so.

14. CAN I PAY MY APPLICATION FEES ONLINE VIA CREDIT CARD OR ACH?

No, at this time, the District is only accepting payments via check payable to "Matagorda County Drainage District #1."

15. WHERE/HOW CAN I CONTACT THE DISTRICT PERMIT TEAM?

Once an application is submitted through the Portal, all communication regarding the specific application must take place using the application's **Communication Log.** The Communication Log is designed to facilitate clear communication between the Applicant and the Permit Team. Interruptions to this process may slow the review and approval of your application. **PLEASE DO NOT EMAIL OR CALL THE DISTRICT PERMIT TEAM TO MAKE INQUIRIES ABOUT YOUR APPLICATION/SUBMITTAL.**

If you encounter any issues or have questions regarding the application within the Portal, please review the support documents listed under 'Application Guidelines & Help' on the District's website or in the 'Help & Quick Links' section on the Portal's home page. If you cannot locate the answer to your question/issue, please get in touch with the District Permit Team at mcdd1permitting@quiddity.com

16. WHERE IS THE COMMUNICATION LOG?

The **Communication Log** for each submitted application can be found on the **"My Applications"** page of the Portal once you sign in. PLEASE NOTE: Each application submitted has its own unique **Communication Log**.
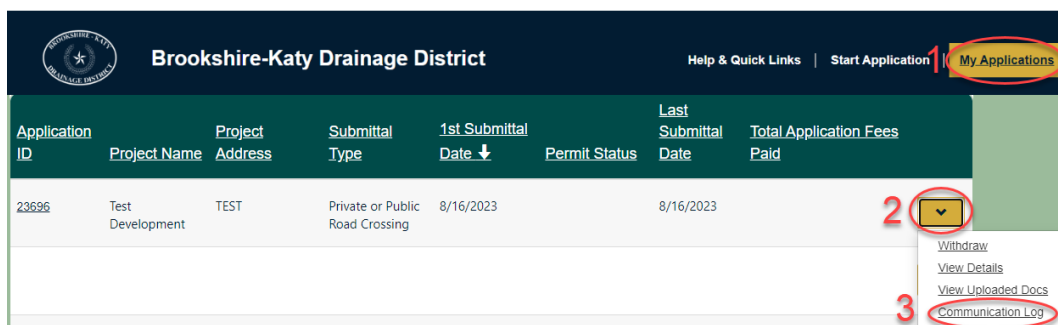
17. HOW DO I MANAGE MY SUBMITTED APPLICATION(S)?

To communicate with the District Permit Team, check the status of your application(s), review the documents associated with your application, or review other details regarding your submitted application(s), navigate to the **"My Applications"** page in the Portal. For more information, please review the document titled **"How to Manage Your Application"** on the District's website under Application Guidelines & Help, or click on the Help & Quick Links section on the Portal's home page.

18. WHERE CAN I CHECK THE STATUS OF MY APPLICATION(S)?

To check the status of your application, navigate to the **"My Applications"** page in the Portal and locate the permit within your list. For more information, please review the document titled **"How to Manage Your Application"** on the District's website under Application Guidelines & Help, or click on the Help & Quick Links section on the Portal's home page. If you have any questions regarding the status of your application, please send a message in the **Communication Log.** PLEASE NOTE: PLEASE DO NOT EMAIL OR CALL THE DISTRICT PERMIT TEAM TO MAKE INQUIRIES ABOUT YOUR APPLICATION/SUBMITTAL.

19. WHAT ARE THE STATUS POSSIBILITIES FOR MY APPLICATION(S)?

Below is a list of possible statuses for applications within the Portal. For more information regarding managing your application(s), please review the document titled **"How to Manage Your Application"** on the District's website under Application Guidelines & Help, or click on the Help & Quick Links section on the Portal's home page.

- Pre-Development Meeting Scheduled
- Pre-Development Meeting Complete
- Application Package Not Complete
- Application Package Pending Pre-Screening
- Application Package Needs Correction(s)
- Application Pending Payment & Package to MCDD
- Submittal Pending Review
- Submittal Under Review
- Submittal Needs Correction(s)
- Final Review
- Approved
- Approved with Conditions
- Approved – Ready for Construction
- In Construction
- Construction Complete
- Construction Complete – Pending As-Built
- Canceled
- Denied

PLEASE NOTE: PLEASE DO NOT EMAIL OR CALL THE DISTRICT PERMIT TEAM TO MAKE INQUIRIES ABOUT YOUR APPLICATION/SUBMITTAL STATUS. All communication must take place using the application's Communication log only.

20. WHAT IS THE PERMIT APPLICATION PROCESS & TIMELINE?

To better understand the permit application process and timeline, please review the **"Application Submittal & Process Guidebook"** located on the District's website under Application Guidelines & Help, or click on the Help & Quick Links section on the Portal's home page for further information regarding fee amounts and payment. PLEASE NOTE: Due to the complexity and/or size of some projects, the normal time to complete formal review may be longer than the standard 30 days.

21. HOW LONG DOES IT TAKE TO GET APPROVAL FOR MY APPLICATION?

The time to receive approval varies depending on the number of reviews needed. To better understand the permit application process and timeline, please review the **"Application Submittal & Process Guidebook"** located on the District's website under Application Guidelines & Help, or click on the Help & Quick Links section on the Portal's home page for further information regarding fee amounts and payment.