Aquatic Plant Management (APM) FAQs

Contents

General Information	2
When is an APM permit required for vegetation control in streams, lakes, and ponds?	
When is an APM permit required for vegetation control in wetlands?	
How can I determine which kind of APM permit I need?	
Can I remove vegetation from my shoreline or around my pier?	
Can I apply pesticides off my dock or to my own pond?	
Do I need a DNR permit to do work on my own pond?	
Can I use an herbicide in my drainage ditch or Right of Way?	
What pesticides do you recommend for aquatic safe applications?	
Can I use muck pellets or some other kind of product on my lakeshore area?	
Can I use a muck pellet or other additive product that is not in the previously reviewed list?	
Can I use a "Nanobubble" product on my waterbody?	
Can I use an Aquathruster product on my waterbody?	
Can I use a Neptune rake on my waterbody?	
ePermitting System – General Questions	
I want to apply for an APM permit. What is the general process?	
I started an application on the ePermitting system. How do I get back in and finish it?	
Can you delete my draft from the ePermitting system?	
Can I submit paper permit documents instead of using the online system?	
ePermitting System – Permit Form Questions	
What is the Whole Waterbody Concentration Calculation section and how should it be filled out?	
Can I include multiple ponds on one permit?	
What are the requirements for listing and notifying riparian owners?	
I have a pond that is currently under construction. Can I apply for a permit to treat it?	
Can I renew my NR109 permit?	
How do I pay my annual renewal fee for my multi-year NR109 permit?	
The NR109 renewal feature doesn't pull in my previous permit information and looks blank. Is this normal?	
I submitted an NR109 renewal request under the wrong permit number, can this be changed?	8
I need to change some information on my NR109 renewal request, can this be done?	
ePermitting System – Reporting Form Questions	
What is the process for reporting chemical usage under my NR107 permit?	9
What if I did not conduct any treatments under my NR107 permit?	9
I didn't use an herbicide product, how do I get past the required fields for name, amount and concentration rate?	·9
What is the process for reporting mechanical/manual control under my NR109 permit?	9
What if I did not conduct any control work under my NR109 permit?	10
If there are multiple waterbodies under one permit, do I need to do a separate TR for each one?	10
ePermitting System – Troubleshooting	
What is a WAMS account and how can I get help with logging in?	10
I paid my permit application fee and got a payment confirmation email, but my application is showing up in "Step	1:
Draft Items" on my Dashboard. How can I fix this?	10
My application is showing up in "Step 2: Signature Confirmation Needed" on my Dashboard. How can I fix this?	11
The payment process did not work correctly and did not go through. How can I try it again?	11
Permit Issuance (Timeline, Holds, Etc)	12
How long does it take to receive a decision about my permit application?	12
How can I get a status update on my permit application?	12
It has been 3-5 business days, so why does my application not show up on the public search?	12
Can you expedite my permit application?	12
What is the Intake "hold" process and how does it affect my permit application?	12

I received a hold email – how can I go back into the system and make my edits?	13
Permit Files	13
My permit application is not on the public search yet, how can I get a copy of what I submitted?	13
How can I get a copy of my approved permit?	13
Permit Changes and Waterbody Status Changes	13
How can I add acreage to my existing non-private permit application?	13
I have a private pond permit for a waterbody that no longer fits the definition of a private pond. Can I still treat this pond under my existing permit?	
We are taking over as applicators for an existing private pond permitted to another company. Can we add our	
information to the existing permit?	14
Permit Refunds	
Can we get a refund for our chemical permit?	14
Can we get a refund for our mechanical permit?	

General Information

When is an APM permit required for vegetation control in streams, lakes, and ponds?

Controlling plants in waters of the state is regulated under NR107 (Chemical Management) and NR109 (Mechanical/Manual Management). If it is wet, under s. 281.201 (18) Wis. Stats., it is a water of the state. An Aquatic Plant Management (APM) permit is always required for chemical control in a water of the state. If you wish to treat a streambank adjacent to a water of the state that is not a wetland, and there is a potential for pesticide drift, you should apply for an APM permit. The APM Permit Application page has information to get you started, including a guidebook for submitting a permit application.

If you are conducting mechanical control on a waterbody 10 acres or less in size on the land of one person, that may be done without a permit. If the waterbody is over 10 acres, or more than one person has access to the waterbody, then a Mechanical APM permit is needed.

When is an APM permit required for vegetation control in wetlands?

An APM permit is always required for chemical control in wetlands.

If you are doing mechanical removal of cattails, phragmites, buckthorn or other vegetation in a wetland, the area is over 10 acres or not on private land, a permit is needed. If the area is less than 10 acres on private land, no permit is needed for mechanical removal, but all cut/pulled vegetation must be removed from the wetland.

How can I determine which kind of APM permit I need?

This webpage has a questionnaire widget towards the bottom of the page to help you determine what permit you need and how to obtain it: https://dnr.wisconsin.gov/topic/lakes/plants/forms

Can I remove vegetation from my shoreline or around my pier?

If wild rice or state/federally listed endangered species are present, or the location is within a Sensitive Area, you may not remove any vegetation without a permit from the DNR. If you are unsure if any of these species are present, please contact your regional <u>APM Coordinator</u>.

If no protected species are present, removal of vegetation on exposed lakebed areas (below the OHWM) is limited to a single 30-footwide path measured along the shoreline per property. This area must be adjacent to or within an area with a pier, boathouse, swim raft and other recreational devices. All vegetation may be removed in this 30-foot-wide

path. You can remove it by hand without any DNR approvals. This means that you can hand pull it, use a string trimmer (weed whacker), or a push lawn mower.

The cut material must be removed and disposed of in an upland location. When removing exotic species such as Phragmites, purple loosestrife, or Eurasian watermilfoil, it is important to dispose of it, so it doesn't spread to other areas. One way to do this is to bag up the cut material, mark the bags with "Invasive plant species approved by WDNR for landfilling" and send them to a landfill (You will need to check with your local landfill first to determine if they will accept the material).

Can I apply pesticides off my dock or to my own pond?

Regardless of who does the work, you will need a permit from the DNR prior to applying any chemicals in a wetland, lake, stream or pond.

However, homeowners cannot apply pesticides to lakes, rivers, streams, or wetlands without a DATCP certification in Aquatics and Mosquitos Category 5 in almost all situations. Generally, the DNR recommends individuals hire a commercial applicator to apply pesticides to a lake, stream or river.

There are two exceptions to this rule. One, if you are a homeowner who wishes to apply herbicides in an area less than 0.25 acres with a granular herbicide that is not a Restricted Use product, you may do the work yourself after receiving an APM permit. Two, if you own a pond that is entirely on your land with no discharge, you may do the work yourself after receiving an APM permit. You will need to follow all the instructions on the pesticide label exactly; failure to follow the label is a violation of federal law.

Do I need a DNR permit to do work on my own pond?

If your pond is entirely on your property, but the pond has a discharge point that connects to other waters, you will need a permit to apply any products to your pond including non-pesticidal products. The <u>Wastewater General Permits page</u> has more information about that program's permitting requirements. The <u>Aquatic Plant Management (APM) Permit Application page</u> has more information about APM permits to get you started, including a guidebook for submitting a permit application.

If your pond is entirely on your property and it does not have a discharge point, you may apply non-pesticidal products (muck pellets) to your pond without a permit. However, you will need an APM permit to apply any pesticidal products to your pond.

Manual removal or use of mechanical devices to control or remove aquatic plants from a body of water 10 acres or less that is entirely confined on the property of one person with the permission of that property owner is also waived from permitting requirements (NR.109.06(1)).

If you have more detailed questions on wastewater permits, please contact DNRWYWastewaterGeneralPermits@Wisconsin.gov.

If you have more detailed questions on APM permits, please contact DNRAPMProgram@wisconsin.gov.

Can I use an herbicide in my drainage ditch or Right of Way?

There is an exemption under the administrative code NR 107.11(4)(e) for treatment of emergent vegetation in drainage ditches or rights-of-way where the department determines that fish and wildlife resources are insignificant. If you believe your situation fits that exemption, please reach out to your local APM Coordinator for the county in which the ditch/ROW resides using the APM Coordinator map on the APM page so they can evaluate if the exemption applies. It

would be helpful to provide a map showing the exact location of the intended plant removal and to let them know the specific product (trade name and EPA#) that you want to use.

If the exemption does not apply, you will need to submit an NR107 permit application.

What pesticides do you recommend for aquatic safe applications?

The DNR does not make specific product recommendations. However, we do have comprehensive information on the active ingredients allowed for use in Wisconsin, including their general uses, risks, and safety requirements. For information on the different types of pesticides allowed for aquatic use in Wisconsin, the Chemical Fact Sheets page.

<u>The DATCP Pesticide Database page</u> allows you to search for specific products. It shows where they are allowed for use, the pests they control, and the product label.

If you would like to see the full list of options available for controlling a particular species with a particular active ingredient, you can use the Multiple Criteria search here http://www.kellysolutions.com/Wl/searchMulti.asp. For example, if you enter "Cattail" as the pest and "Glyphosate, isopropylamine salt", you can see the full product list of what is registered for use in the state under that same active ingredient.

Can I use muck pellets or some other kind of product on my lakeshore area?

You cannot apply any products to your lakeshore area without approval from DNR. If you would like to apply a pesticidal product, check in with your local APM coordinator to confirm what regulations apply to you. If you would like to apply a non-pesticidal product, such as a muck pellet, you will need to check with Wastewater program prior to doing any work.

For questions on the low impact GP, please email DNRWYWastewaterGeneralPermits@Wisconsin.gov.

Can I use a muck pellet or other additive product that is not in the previously reviewed list?

Information about muck pellets can be found on the Wastewater program's Additive page. Since that product is not on the list of previously reviewed additives, the product manufacturer would need to submit information to the Department so an additive review can be performed (more information at the link provided). A Wastewater permit is also likely to be required since the activity is being proposed on a lake. If the product makes pesticidal claims (suppresses algae, reduces swimmer's itch, etc.), in addition to claims about reducing/digesting 'muck', the product may fall under the legal definition of a 'pesticide' and would therefore require EPA registration as a pesticide or pesticidal device. Without that registration, the DNR would not allow the use of this specific product as marketed.

Can I use a "Nanobubble" product on my waterbody?

Nanobubble technology for use in lake restoration is considered an emerging area of research. Most studies of nanobubbles thus far have only demonstrated their potential using short-term, small-scale studies conducted mainly in laboratory and aquaculture settings.

Nanobubble equipment is marketed to control cyanobacteria, harden and compact bottom sediments, and provide other water quality benefits. However, there is limited to no peer reviewed or published scientific literature which support these claims, or which describe the effects of nanobubble equipment on green algae, zooplankton, phytoplankton, or water quality.

Additional research is needed to demonstrate the potential impacts of this technology in lake systems. In addition to understanding target and non-target impacts to aquatic ecosystems, the department also needs research-based evidence from lake systems that documents the efficacy and longevity of nanobubble technology in overall lake restoration.

Due to the lack of information to show the efficacy or non-target effects nanobubble equipment, the department has limited pathways to permit this novel equipment. The department will review any proposals on a case-by-case basis considering the scale of implementation, waterbody characteristics and the nature of the equipment. Please reach out to Michelle Nault (michelle.nault@wisconsin.gov) with any specific questions you have.

Can I use an Aquathruster product on my waterbody?

Information about Aquathrusters can be found <u>on the Waterway and Wetland program's Mechanized Aquatic Plant Management page.</u> under "mixing prop or other mixing devices".

From this link:

Although the department does not advocate for mixing props, a permit is not required to install or maintain these devices so long as the following conditions are met:

- the prop is attached to a legal structure that has either received a permit or is exempt from needing a permit;
- . the mixing action does not disturb the lake bottom and the discharge jet is below the water surface; and
- the prop does not cause problems for lake users or neighbors.

If any of the above conditions are not met, visit <u>water permits</u> to apply for a <u>miscellaneous structure</u> individual permit.

You can contact your regional APM Coordinator (<u>the APM Coordinator map on the APM page</u> lists contact information for each staff) with any further questions about your specific lake.

Can I use a Neptune rake on my waterbody?

To the department's knowledge, the Neptune rake has not been used in Wisconsin to date. A Neptune rake, or any similar equipment that is simultaneously dredging and removing aquatic plants and organisms, would require an aquatic plant management permit as well as a waterways and wetlands permit.

As the Neptune rake is used, it is unlikely that the equipment would be permittable under the Aquatic Plant Management rules (NR 109) in most situations.

If you have questions about the Waterways and Wetlands permits for this equipment, you may reach out to Von Holdt, Crystal L - DNR Crystal.VonHoldt@wisconsin.gov.

Beyond the Neptune rake, there are other options to consider:

<u>The Aquatic Plant Management Information, Tools, and Research pages</u> have a lot of information on different control options, including chemical, mechanical, and manual removal.

<u>The APM Strategic Analysis document</u> talks in greater detail about the pros and cons of different management approaches, this may be a good source of research for you. The table of contents can get you where you need in the document by clicking each section.

ePermitting System – General Questions

I want to apply for an APM permit. What is the general process?

APM permit applications are completed online using the ePermitting system. Here is the link to our instruction guide for filling out APM permits, including a section called "Getting Started with the ePermitting System" since you may need to create a WAMS ID unless you are logging in under an existing account. This guide should have everything you need to know for accessing the system and submitting an application. It walks you through the entire process and outlines what materials are required.

https://dnr.wisconsin.gov/sites/default/files/topic/Lakes/APM ePermitting Guidebook.pdf

This is the direct link to the ePermitting site for submitting APM permits (WAMS ID required to log in): https://permits.dnr.wi.gov/water/layouts/15/start.aspx#//water/SitePages/Aquatic%20Plant%20Management%20Permit.aspx

Here is a quick checklist you can use to make sure you completed all the requirements correctly: https://dnr.wisconsin.gov/sites/default/files/topic/Lakes/plants/Lakes%20-%20Ponds%20-%20Rivers%20Permit%20Checklist.pdf

If you have further questions, we suggest you reach out to your local APM Coordinator for the county in which the waterbody resides using the APM Coordinator map on the APM page. It may be helpful for you to provide specific details about where you wish to control plants, such as the address of the property and a diagram of the area so they can take a look.

If you have questions about the online permitting process, please email them to DNRAPMProgram@wisconsin.gov.

I started an application on the ePermitting system. How do I get back in and finish it?

You can access your draft again by doing the following:

- 1. Log back in to the ePermitting site using your WAMS ID here: https://permits.dnr.wi.gov/water/SitePages/Permits.aspx
- 2. Under Step 1 Draft Items, you should see your application under your draft number and project name. The format looks like: "AIXXXX-ExampleName". Click on that name.
- 3. Continue filling out the fields. You will need to complete all the tabs, pay, and then sign and submit. Our ePermitting guidebook can help walk you through this entire process: https://dnr.wisconsin.gov/sites/default/files/topic/Lakes/APM ePermitting Guidebook.pdf

Can you delete my draft from the ePermitting system?

APM Staff do not have permissions to delete draft items. Drafts are automatically deleted from the system after 150 days. If you would like an item deleted sooner than that, you can submit a help request to our IT Staff here: https://permits.dnr.wi.gov/water/SitePages/Issue%20Submittal.aspx

Please include the specific draft number and name of the items you want deleted.

The draft number format looks like "AIXXXX-ExampleName"

Can I submit paper permit documents instead of using the online system?

No, we cannot accept paper application materials. All materials must be electronically uploaded to the ePermitting system as attachments to your application. Many local libraries, office supply stores, or stores with business or photo centers have scanners that can be used for free or a small fee. Alternatively, you may take a photo of the document using your phone or a camera and upload the document as a picture file.

ePermitting System – Permit Form Questions

What is the Whole Waterbody Concentration Calculation section and how should it be filled out?

That question is asking you to calculate the whole lake concentration for each chemical you plan to use that may have large-scale effects (if you are going to treat more than 5% of the waterbody's surface area with it). If you plan to use more than one chemical that may have large scale effects, you need to enter the concentration for each one in that section. You will need to list the chemical name next to each concentration. The ePermitting guidebook has more information about this on p75. We suggest speaking with the chemical applicator you plan to use for this control. They should be familiar with making these calculations and could assist you.

Can I include multiple ponds on one permit?

Ponds can be listed on the same permit application if they have the same property owner. You will need a clear map using recent aerial imagery that shows each pond with labels that correspond to the pond names and acreages listed on the permit application. Please note if you are applying for a private pond permit, all ponds must fit that definition (NR 107.11(3)(a)).

What are the requirements for listing and notifying riparian owners?

A general rule of thumb is anyone within 150 feet of the treatment area should be notified before a permit is submitted to DNR. Those names and addresses should be included in your permit application submission as a separate attachment or written directly on the permit form.

However, that may not cover each scenario appropriately, such as if this is a large-scale treatment with whole-waterbody effects or harvesting navigation lanes in the middle of the lake. If you would like to discuss your specific situation, you may reach out to the regional APM coordinator. Their contact information is on this map here according to the county in which the waterbody resides:

https://dnr.wisconsin.gov/sites/default/files/topic/Lakes/APMCoordinatorMap.pdf

I have a pond that is currently under construction. Can I apply for a permit to treat it?

No, we do not issue APM permits for waterbodies that do not exist yet. You may apply for the permit once the pond is finished being constructed.

Can I renew my NR109 permit?

Check with your <u>local APM Coordinator</u> according to the county in which the waterbody resides to make sure you qualify for a renewal. If you do not check first and you don't qualify, you will not be eligible for a refund.

If you qualify, submit a renewal request using the ePermitting system. It will require paying a **non-refundable** renewal fee (calculated from your original permit and is one-half the original application fee, but not less than \$30). Full instruction guide is here:

https://dnr.wisconsin.gov/sites/default/files/topic/Lakes/APM ePermitting Guidebook.pdf

Please note - Under NR 109.05(5), the renewal feature shall only be used in the following situations:

- You are paying the annual renewal fee as part of your request for renewal of a previous permit. This may
 be done annually for up to a total of 3 years in succession provided no modifications or changes are made
 from the original permit.
- You are paying the annual renewal fee for a multi-year NR109 permit already issued.

How do I pay my annual renewal fee for my multi-year NR109 permit?

Check with your <u>local APM Coordinator</u> according to the county in which the waterbody resides to make sure you qualify for a renewal. If you do not check first and you don't qualify, you will not be eligible for a refund.

Please use the "renewal" feature on the ePermitting system. This allows you to pay the correct **non-refundable** fee (calculated from your original permit and is one-half the original application fee, but not less than \$30). Full instruction guide is here:

https://dnr.wisconsin.gov/sites/default/files/topic/Lakes/APM ePermitting Guidebook.pdf

The NR109 renewal feature doesn't pull in my previous permit information and looks blank. Is this normal?

The renewal feature is just a way for you to pay the renewal fee for a previously approved NR109 permit when you are eligible for a renewal and no changes are needed. It is similar to our old process of having you send a paper check, but now allows you to pay electronically. It doesn't display the same data as a regular permit form so some things may appear blank, and you don't need to enter any other information because that information already exists in the files you are renewing and must remain the same.

If any changes are needed, such as acreage, maps, target species, etc., then the renewal feature may not be used, and a new permit application is needed. We recommend that you check with your local APM Coordinator before submitting renewal requests to ensure it is appropriate for your lake:

https://dnr.wisconsin.gov/sites/default/files/topic/Lakes/APMCoordinatorMap.pdf

I submitted an NR109 renewal request under the wrong permit number, can this be changed?

The ePermitting system does not allow changes to the permit number after you have paid/submitted. If you entered the wrong permit number, you must submit a new request under the correct number.

Please keep in mind that the renewal feature should only be used in the following situations:

- You are paying the annual renewal fee as part of your request for renewal of a previous permit. This may be
 done annually for up to a total of 3 years in succession provided no modifications or changes are made from the
 original permit.
- You are paying the annual renewal fee for a multi-year NR109 permit already issued.

Please check with your local APM Coordinator using the APM Coordinator map on the APM page according to the county in which the waterbody resides if you have questions about your eligibility for renewal or you are unsure of which permit number should be used for renewal.

I need to change some information on my NR109 renewal request, can this be done?

The renewal request feature should only be used in the following situations:

- You are paying the annual renewal fee as part of your request for renewal of a previous permit. This may be
 done annually for up to a total of 3 years in succession provided no modifications or changes are made from the
 original permit.
- You are paying the annual renewal fee for a multi-year NR109 permit already issued.

If your situation is the first one, you will need to submit a new NR109 application since changes cannot be made. If your situation is the second one, please contact your local APM Coordinator using the APM Coordinator map on the APM page to see what changes they will allow.

ePermitting System – Reporting Form Questions

What is the process for reporting chemical usage under my NR107 permit?

NR 107.08(8) outlines the reporting requirements for NR107 permits.

Please submit the form using the ePermitting system. The direct link is here:

https://permits.dnr.wi.gov/water/SitePages/Aquatic%20Plant%20Management%20Permit.aspx

Select "Chemical Treatment Record" from the activity dropdown. The full instructions are posted on our website here (p57): https://dnr.wisconsin.gov/sites/default/files/topic/Lakes/APM ePermitting Guidebook.pdf

You can still download a copy for yourself to save and print. After you click Sign and Submit, you will get a confirmation email from the ePermitting system. It will have a link inside for you to open the PDF. It should open in your browser and should not have the "please wait" issue. Here is a screenshot of where the link is located in the email (yellow highlight):

NOTE: If you suspect someone has initiated this process without your consent, please notify the Wisconsin Department of Natural Resources through the Ask for Help link on the Welcome Page.

Your item is not submitted until you finalize your signature. Please review your item and finalize your signature within 72 hours.

Your one-time signature code: 5WbcOxTD0oDbNZPXbGZSgWk7NLc=

Review your item again: <u>Printable PDF copy</u>
Finalize the signature process: <u>Click here</u>

NOTE: If your signature code expires or you need to resend this message, return to the Welcome Page for instructions.

What if I did not conduct any treatments under my NR107 permit?

Please submit the form using the instructions in the above question. There will be a button to select "No Treatment" and you can skip the rest of the form questions and go straight to the signature process.

I didn't use an herbicide product, how do I get past the required fields for name, amount and concentration rate?

The name and amount of any product used for pesticidal purposes (e.g., herbicide, algaecide, etc.) must be reported. If the product is not listed in the dropdown menu, the "other" box can be used to fill in the name(s). Although the box is labeled "Other Herbicide", it may also be used to enter products such as algaecides, dyes, etc. You can enter "NA" for the concentration rate if that does not apply to your product.

What is the process for reporting mechanical/manual control under my NR109 permit?

Your permit cover letter should outline reporting requirements for your NR109 permit.

Please submit the form using the ePermitting system. The direct link is here:

https://permits.dnr.wi.gov/water/SitePages/Aquatic%20Plant%20Management%20Permit.aspx

Select "Mechanical/Manual Control Reporting Form" from the activity dropdown. The full instructions are posted on our website here (p64): https://dnr.wisconsin.gov/sites/default/files/topic/Lakes/APM_ePermitting_Guidebook.pdf

You can still download a copy for yourself to save and print, and you can use that copy to send to your DNR contact. After you click Sign and Submit, you will get a confirmation email from the ePermitting system. It will have a link inside for you to open the PDF. It should open in your browser and should not have the "please wait" issue. Here is a screenshot of where the link is located in the email (yellow highlight):

NOTE: If you suspect someone has initiated this process without your consent, please notify the Wisconsin Department of Natural Resources through the Ask for Help link on the Welcome Page.

Your item is not submitted until you finalize your signature. Please review your item and finalize your signature within 72 hours.

Your one-time signature code: 5WbcOxTD0oDbNZPXbGZSqWk7NLc=

Review your item again: <u>Printable PDF copy</u>

Finalize the signature process: <u>Click here</u>

NOTE: If your signature code expires or you need to resend this message, return to the Welcome Page for instructions.

What if I did not conduct any control work under my NR109 permit?

Please submit the form using the instructions in the above question. There will be a button to select "No Control Completed" and you can skip the rest of the form questions and go straight to the signature process.

If there are multiple waterbodies under one permit, do I need to do a separate TR for each one?

No. You can enter the 3 waterbodies on the same treatment record form provided the control occurred on the same date. You can use the "Add Site" button to add another site and use the "Site No" box to differentiate the ponds (e.g., Pond 1, Pond 2, Pond 3).

ePermitting System - Troubleshooting

What is a WAMS account and how can I get help with logging in?

You will need to use your WAMS username and password to log in to our APM ePermitting site: https://permits.dnr.wi.gov/water/SitePages/Permits.aspx

This is the direct link to access the ePermitting system to submit APM permit applications.

If you do not have a WAMS account, please click the link below and then click **Self-Registration**: https://on.wisconsin.gov/WAMS/home

If you forgot your WAMS password, please click the link below and then click **Account Recovery**: https://on.wisconsin.gov/WAMS/home

APM Staff do not have access to the WAMS system to reset passwords.

If you have other account related issues or your account recovery does not work, you will need to contact WAMS help staff directly (WAMS is not managed by DNR Staff - it is part of DOA).

Please click the link below to access a Help page. Fill out your information as accurately as possible and provide details about your issue. If you would like a call from their staff, please write that clearly in the comments. Include your phone number and the times you are available for a call.

https://on.wisconsin.gov/WAMS/FormattedEmail

I paid my permit application fee and got a payment confirmation email, but my application is showing up in "Step 1: Draft Items" on my Dashboard. How can I fix this?

That means the payment and signature process were not fully completed so your application has not made it through to Intake yet and is still showing up as a draft. Here's what you need to do to finish it up:

- 1. Log back in to the ePermitting site using your WAMS ID here: https://permits.dnr.wi.gov/water/SitePages/Permits.aspx
- 2. Under Step 1 Draft Items, you should see your application under its draft name. The format is like "AIXXXX-ExampleName". Click on that name.
- 3. Go to the Payment tab and enter your confirmation number that you received in a system-generated payment confirmation email. The format is like WS2WTXXXXXXXXXX.
- 4. Click Sign and Submit.
- 5. Follow the on-screen prompts and check the email address associated with your WAMS account.
- 6. You will need to click the link in the email you receive in order to complete the second step of the 2-step signature process.
- 7. Check your email again for another confirmation email from the ePermitting system (different from the payment confirmation email) to let you know when it was submitted successfully.

My application is showing up in "Step 2: Signature Confirmation Needed" on my Dashboard. How can I fix this?

Since signing the permit is a 2-step process for security purposes, you will need to check the email associated with your WAMS account. There should be a system-generated email that was sent to you when you first started the signature process with the subject "Action Required". Click the link in there to Finalize the signature process, which will take you back into the ePermitting system for the final step.

If that link is expired or does not work, you will need to resend the signature email and finalize the signature. Here are the steps:

- 1. Log back in to the ePermitting site using your WAMS ID here: https://permits.dnr.wi.gov/water/SitePages/Permits.aspx
- 2. On the Welcome Page under Step 2: Signature Confirmation Needed, you should see your application under its draft name. The format is like "AIXXXX-ExampleName". Look for the "Confirmation Sent To" column and click on your email address.
- 3. The system will open a confirmation screen, and you must select Continue to proceed to resend the signature confirmation email to yourself.
- 4. Check your email and look for a system-generated email with the subject "ACTION REQUIRED Complete the Submittal Process". Make sure to check your junk/spam if it doesn't show up in your inbox.
- 5. Open the email and click the link next to "Finalize the Signature Process click here".
- 6. This will take you back into the ePermitting system where you will then click Confirm one last time to complete the two-step process.

The payment process did not work correctly and did not go through. How can I try it again?

- Log back in to the ePermitting site using your WAMS ID here: https://permits.dnr.wi.gov/water/SitePages/Permits.aspx
- 2. Under Step 1 Draft Items, you should see your application under its draft name. The format is like "AIXXXX-ExampleName". Click on that name.
- 3. Go to the Payment tab.
- 4. Click the "No Confirmation Number?" link to the right of the Confirmation Number box. You may also have to toggle the "Hide Help/Show Help" to get additional text to display in orange shading.

- 5. In the expanded orange shaded section that opened up, click the "Complete Payment" gray button. This should take you to the US Bank payment page. You will need to follow the instructions to pay and get the confirmation number.
- 6. When the payment process is complete, go to the Signature Tab and complete the signature process. The system will send an email to the address associated with your WAMS account that you will need to click on to complete the 2-step process.

Permit Issuance (Timeline, Holds, Etc)

How long does it take to receive a decision about my permit application?

Decisions are made within 10-15 business days of receiving a complete and acceptable permit application.

How can I get a status update on my permit application?

After 3-5 business days of submitting your application, it will be visible on the ePermitting system's public search feature: https://permits.dnr.wi.gov/water/SitePages/Permit%20Search.aspx. You can check the status yourself by searching the waterbody or project name.

If it shows up in the system as Pending, that means it is in the Review queue. A decision will be made within 10-15 business days of receiving a complete and acceptable permit application.

Permits that are not private ponds are reviewed and issued by regional APM Staff according to the county in which the waterbody resides. Please use <u>the APM Coordinator map on the APM page</u> to find the appropriate staff member to contact if you have further questions about a non-private permit application.

Private pond permits are reviewed and issued by Central Office APM Staff. If it has been longer than 15 business days, you may reach out to DNRAPMProgram@wisconsin.gov to ask why your application still appears as Pending.

It has been 3-5 business days, so why does my application not show up on the public search?

If it does not show up on the ePermitting system's public search page (and it has been 3-5 business days of submittal) please check the email associated with your WAMS account. You should have received a system-generated email from dnrepermit@wisconsin.gov with the subject "A permit application has been signed and submitted to the WI Dept of Natural Resources." You may need to check Junk/Spam.

If you found the confirmation email, you may email DNRAPMProgram@wisconsin.gov to ask about your application's status. Please provide the reference number (format similar to AP-IP-XX-XXXX-XXX-XXX-XXXXX).

If you did not get an email like this, please log onto <u>the ePermitting system's main page</u> and check to make sure your application was fully submitted and is not still in your Step 1 Drafts or Step 2 Incomplete Signature section. See Troubleshooting questions for more details.

Can you expedite my permit application?

We must process permit applications in the order they are received. We make our best effort to get applications processed ASAP, but we cannot push yours ahead of others that are also waiting in the queue. Thank you for your understanding.

What is the Intake "hold" process and how does it affect my permit application?

Your permit application is initially screened by Central Office APM Staff for completeness/correctness. If you submitted your application with incorrect/missing/unclear information, a hold may be placed to ask you to provide corrections/clarification. The 10-15 business day "clock" will stop while the application is on hold and you will get an email from DNRAPMProgram@wisconsin.gov that you must respond to. The clock will resume on the day you respond with the requested information.

I received a hold email – how can I go back into the system and make my edits?

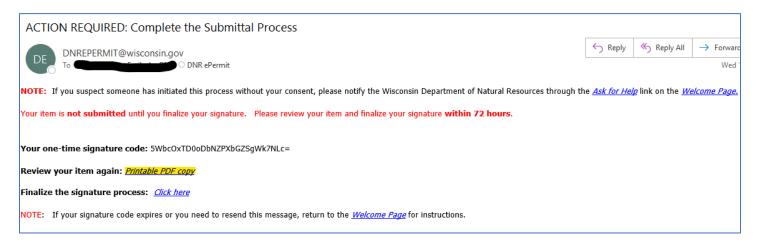
Users cannot edit their own permit applications after they've been submitted. DNR Intake Staff will have to manually make edits on your behalf. As stated in the hold email instructions - please respond directly to that email with the missing items/information.

Permit Files

My permit application is not on the public search yet, how can I get a copy of what I submitted?

The person who submitted the permit application can download a copy of the PDF they submitted using the link provided in the first system-generated signature confirmation email with the subject "Action Required: Complete the Submittal Process". The link is in the body of the email and is titled "Printable PDF Copy". Clicking it should open a PDF copy of the permit application that was submitted in an internet browser window.

Below is a screenshot example of what the email and the link will look like highlighted in yellow:



How can I get a copy of my approved permit?

Permit files are accessible at any time without needing a login from the <u>ePermitting public search site</u>. You can search by your permit/waterbody name, permit number, applicant name, or you can use the filters on the left side to find the correct document set.

Permit Changes and Waterbody Status Changes

How can I add acreage to my existing non-private permit application?

You will need to submit a new permit application in order to pay to the additional fees and provide the new acreage information, new maps, updated riparian owner's list, etc.

I have a private pond permit for a waterbody that no longer fits the definition of a private pond. Can I still treat this pond under my existing permit?

No. Please submit a non-private permit application for this waterbody. There are different requirements for non-private waterbodies (e.g., public notice, different fees, additional form questions, etc.) that cannot be met under your existing private pond permit.

We are taking over as applicators for an existing private pond permitted to another company. Can we add our information to the existing permit?

No. Please submit a new permit application with your own company's information. We need a written record from the pond owner that they are changing companies and want to withdraw the other permit. If you include a copy of such correspondence from them in the attachments, that will help speed up processing. Otherwise, please provide their email address in the pond owner section (hidden from public view) and we will reach out to them directly.

Permit Refunds

Can we get a refund for our chemical permit?

NR107 non-private permittees are eligible for a refund of their acreage fee if their permit was not approved, if they withdraw before a decision is made, or if they did not conduct any control under their permit. No refunds are allowed for partial treatments. If the permit is issued with the proposed treatment area partially denied, we can give a refund of acreage fees for the area denied.

Private pond permit fees are non-refundable under NR 107.11(3)(b).

For a refund request, please send an email to DNRAPMProgram@wisconsin.gov with the following information:

- Permit Name
- Permit Number for approved permits (e.g., NE-2024-01-1234) or Application Reference Number for unapproved/withdrawn permits (e.g., AP-IP-NE-2024-01-X01-01T-02-03-04)
- Amount to be refunded (Acreage fee only)
- Reason for refund
- If reason for refund is No Treatment occurred, confirmation that a treatment record stating No Treatment has been submitted to the ePermitting system.
- Confirmation the funds can be returned to the account/card they were drawn from when the permit fee was paid.

Can we get a refund for our mechanical permit?

No, you cannot. NR109 permit fees are non-refundable under NR 109.04(2)(a).