

# Tank Registration FAQs

## **1 How can I tell if the facility I am interested in is registered for the current year?**

### ***A) Using the Excel Spreadsheet***

1. The “Date Certificate Issued” Column on the spreadsheet shows the date of the most current certificate. The facility would not show up on this report unless it is currently registered.

### ***B) Using the online application***

1. Enter the Facility ID Number and Look for the date that the certificate printed.

## **2 When does Registration begin each Year?**

### ***A) Registration will begin August 1 of each year.***

1. The registration cycle runs from August 1 thru July 31. Facilities that register before August 1 must re-register for the next year. Example: If I print my certificate on July 29, 2004. I will be registered for the 2004 registration cycle. In order to be registered for the 2005 cycle (beginning August 1, 2004) I must print another certificate on or after August 1, 2004.

**NOTE:** Certificates printed on or after August 1, 2004 will be good for the remainder of the 2004 calendar year as well as the entire 2005 calendar year. The expiration date is on the certificate.

## **3 Where can I find the Facility ID for the facility I am interested in?**

### ***A) Download the Excel spreadsheet and use the filter function.***

1. You will find an instruction sheet (1<sup>st</sup> worksheet in the Excel workbook). This sheet will guide you through using the filter and give you an explanation of each column on the “Registered Facilities” worksheet.

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2. You may also call the UST Technical Assistance Phone Duty Officer at 404-362-2687. You will need to provide an exact street address in order for the site to be looked up.

**4 When I print my certificate it doesn't have any expiration dates on it. How do I fix this problem?**

***A) You need to download the Adobe ® Reader ®.***

1. This software is free and is available for download from the link on the welcome page.

**5 I've lost my password, how do I get another?**

***A) Passwords will only be given by mail.***

1. You may call the UST Technical Assistance Phone Duty Officer at 404-362-2687. You will need to provide the UST Owner ID Number. A letter will be mailed to the address currently on file for the given Owner ID number.

2. You may also e-mail your request including your Owner Id to [robin\\_freeman@mail.dnr.state.ga.us](mailto:robin_freeman@mail.dnr.state.ga.us). A letter will be mailed to the address currently on file for the given Owner ID number.

**6 When I go to print my certificate I get an internal server error 500. What does this mean? How do I get my certificate?**

***A) This is an error that some people get. Our software development team is currently working to find the fix to this problem.***

***B) E-mail your facility Id number and your Owner Id number to [robin\\_freeman@mail.dnr.state.ga.us](mailto:robin_freeman@mail.dnr.state.ga.us). Remember to include a brief explanation referencing the internal server error 500.***

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## 7 How do I change the ownership on my facility?

***A) Ownership changes must be done through hard copy forms at this time. You may print the form and make the necessary changes and mail it to:***

***Environmental Protection Division***

***Underground Storage Tank Management Program***

***4244 International Parkway, Suite 104***

***Atlanta, GA 30354***

## 8 Should my certificate have the director's signature on it?

***A) The Director's Signature is not required and is no longer included on the certificate.***

## 9 What is the deadline for registration?

***A) September 1 of each year***

## 10 Can I still register after the deadline?

***A) Yes, there may be a penalty for registering late, but you can register at any point in the calendar year. Register as soon as possible in order to minimize any possible penalty amount.***

## 11 If I lose my certificate how do I get another copy?

***A) If you register on line your certificate will show up in the adobe viewer once you click on print certificate. Be sure to save this certificate to your computer before you print it. You will find the option to print and/or save on the Adobe tool bar across the top of your screen.***

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## **12 How often will the spreadsheet be updated?**

***A) The Excel spreadsheet should be updated once a month. The cut off date is the 25<sup>th</sup> of each month. The report runs from the 26<sup>th</sup> of the previous month to the 25<sup>th</sup> of the current month.***