

ReWa Capacity and Permit Portal

New Account Fee (NAF) Instructions

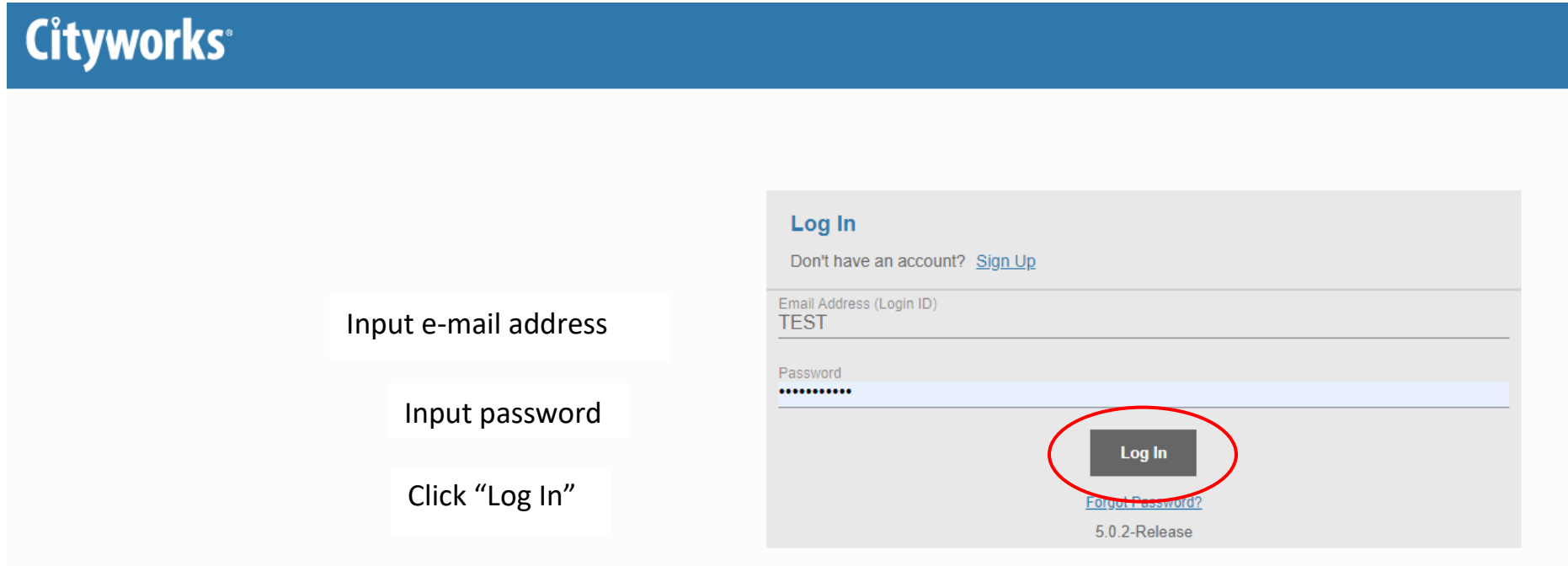
Multi-family / Mixed Use

(Not for Residential or Commercial)

1. Login into your account

- Recommended browser Google Chrome.

Note: Do not zoom in beyond 100%, as this will affect visibility.



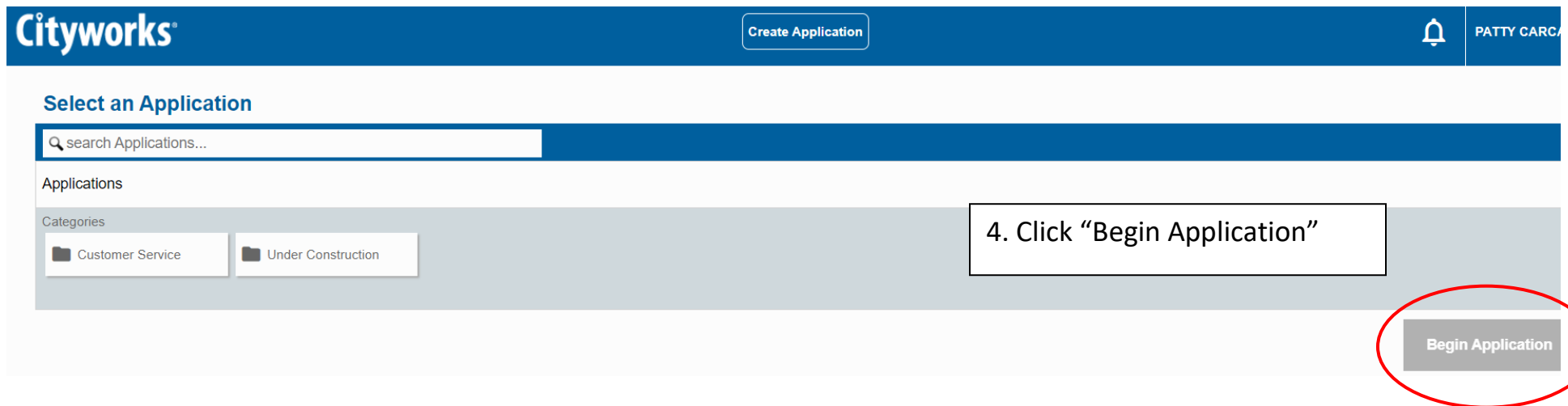
The image shows the Cityworks login interface. On the left, three white callout boxes provide instructions: 'Input e-mail address', 'Input password', and 'Click "Log In"'. On the right, the login form is displayed with the following elements:

- Log In** (Section Header)
- Don't have an account? [Sign Up](#)
- Email Address (Login ID): TEST
- Password: [Redacted]
- Log In** button (highlighted with a red circle)
- [Forgot Password?](#)
- 5.0.2-Release

2. At the top of your page, click on create application.



3. Click on "Customer Service"



5. Click on "Sewer Connection Request" to start your New Account Fee (NAF) Permit request

Select an Application

Applications > Customer Service

Applications

Sewer Connection Request



6. Click "Begin Application"

Begin Application

Note: After clicking "Begin Application" the following pop-up will appear. This is to provide accurate information about Tax Map number format. Follow instructions depending on the county for the Tax Map in question. Additionally, this pop-up will furnish you with ReWa's terms and conditions. ReWa's terms and conditions are rules and guidelines that govern the use of our services through our ReCAPP PLL Portal. They outline the rights and responsibilities of both ReWa and its customers.

Click OK and “Begin Application”

The screenshot displays the ReCAPP (ReWa Capacity and Permit Portal) interface. At the top left is the ReCAPP logo with the tagline 'ReWa Capacity and Permit Portal Powered by Citizens'. A 'Create Application' button is located in the top right navigation bar. The main content area is titled 'Select an Application' and includes a search bar and a list of application categories, with 'Sewer Connection Request' highlighted. A modal dialog titled 'Application Help' is open in the center, containing the following text:

Application Help

I ACKNOWLEDGE THAT I HAVE READ AND AGREE TO REWA'S DATA RELEASE AGREEMENT, AVAILABLE BELOW, AND REWA'S DEVELOPMENT MANUAL AVAILABLE ON OUR WEBSITE at <https://rewaonline.org/pdfs/ReWa-Development-Manual.pdf>.

To open the website in a new web browser tab or window, please right click on the URL and select either option.

When processing permits, confirm that you are using the correct Tax Map format.

Example:

Greenville County --> 1111111111111111 or L1111111111111111

Spartanburg County --> 1-11-11-111.11

Laurens County --> 111-11-11-111

Anderson County --> 111-11-11-111

Data Release Agreement -

FOR AND IN CONSIDERATION of Renewable Water Resources Distribution of the following data from Renewable Water Resources Database,

Cityworks PLL GIS information

the Requestor/User hereby acknowledges and agrees to the following terms:

1. Product Ownership.

All information, digital data, studies, reports, patents, copyrights and plans obtained by and prepared for and by Renewable Water Resources for the purpose of performing this work shall remain the property of Renewable Water Resources (hereinafter "ReWa "). It is expressly understood that ReWa, as applicable, has exclusive control of all information developed for this work product. Any use of this data for sale or re-sale shall be retained by the Asset Management Department of ReWa, as applicable, and negotiated for use by ReWa, as applicable, and any use inconsistent with the foregoing is prohibited. Requestor/User agrees that any misappropriation or misuse of the Products will cause serious damage to ReWa, as applicable, and that, because money damages may not constitute sufficient compensation, any misappropriation or misuse shall justify and allow ReWa, as applicable, to apply to any court having jurisdiction for an injunction or other proper relief and, if relief is granted, ReWa, as applicable, shall be entitled to the reasonable expenses of the legal action including attorney's fees.

2. Use Limitation.

The data contained in ReWa 's GIS Database does not constitute a land survey and is provided only for reference use purposes. Any other use is not authorized by ReWa or by this release agreement. Digital data from ReWa shall not be copied, posted, reproduced or used in any form by any party other than Requestor/User or an agent of Requestor/User and shall not be sold or distributed by any party.

3. Assumption of Risk.

Requestor/User understands and acknowledges that the data contained in ReWa 's GIS Database is subject to constant change and its accuracy cannot be guaranteed. ALL DATA IS PROVIDED AS IS, WITH ALL FAULTS, AND WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF

The modal dialog has an 'OK' button at the bottom right. In the background, a 'Begin Application' button is circled in red.

Application: Sewer Connection Request

1 Main

Customer Service - Tax Map #/Engineering - Case Name
0331000100613

7. Insert the Tax Map Number.
This field is mandatory.

Address or tax map number for mapping, if available, otherwise leave blank

8. Type in the address, choose the most accurate address
from the drop-down box.

9. Click Next

Note: In case the address is not listed in the drop-down options, please manually enter it, and proceed to the next step. A pop-up will appear, displaying the entered address. Click on the displayed address, and the system will smoothly transition to the next stage.



10. Insert applicant's information

2 People

Applicant [less...](#)

Use My Information

Name

Address Line1

Address Line2

Address Line3

City Name

State

Zip Code

Country Code

Company Name

Phone (Home)

Phone (Mobile)

Phone (Work)

Phone Work Ext.

Fax Number

Email

Comment

Leave comment blank

“Use my information” button will fill data automatically.

11. After highlighted fields are completed, click “Next.”

12. Complete property's information. A red exclamation mark next to the data, means that this is a required field. Once information has been entered, click "NEXT".

Note: Any incomplete or missing information may delay the permitting process.

Sewer Permit Request	
<p>! Collection Agency Name</p> <p>Select a value</p>	<p>Click on the Drop-down box to select Sewer Sub-district. Ex. City of Mauldin, City of Greenville, etc.</p>
<p>Collection Agency Permit Number</p> <p>Comment</p>	<p>Leave Collection Agency Permit number blank</p>
<p>Printed Permit Note ?</p> <p>Comment</p>	<p>leave Printed Permit Note blank</p>
<p>! Total Number of Permits Requested</p> <p>Number</p>	<p>Multifamily: Must include the total number of 1, 2 and 3 bedrooms.</p> <p>Mixed Use: Must include total number of amenities, retail spaces and restaurants.</p>
<p>Subdivision/Development Name - NOTE - Each Development Must be Submitted as a Separate Request ?</p> <p>Comment</p>	<p>Subdivision's name. If not available, leave blank</p>
<p>Primary Type of Development</p> <p>Select a value</p> <p>Comment</p>	<p>Click on the Drop-down box to select type of development.</p> <p>For Multifamily select → Multifamily – 1 Bedroom</p> <p>For Mixed Use select → Mixed Use</p>

<p>Primary Meter Size</p> <p>Select a value ▼</p>	<p>Leave Primary Meter Size blank</p>						
<p>Upgrade to - Meter Size</p> <p>Select a value ▼</p>	<p>For meter upgrades, please contact Customer Service team.</p>						
<p>Primary Meters - Number of Permits/Meters</p> <p>Number</p>	<p>Multifamily: Only include the totals for 1 bedroom.</p> <p>Mixed Use: Only include one amenity, retail space or restaurant.</p>						
<p>Gallons Per Day (GPD) for Primary Development (Determines Mixed Use Fee) ?</p> <p>Number</p>	<p>Multifamily: Leave blank</p> <p>Mixed Use: Include Gallons Per Day (GPD) for one amenity, retail space or restaurant.</p>						
<p>! Location of Requested Primary Connections (Formatted as "Lot # or Building # - Tax Map # - Address" Put a semi colon ";" Between Entries ?)</p>							
<p>Comment</p>	<p>Is important that this field is submitted in the correct order.</p>						
<p>See example below:</p>							
<p>607 Anderson St, Bldg 1</p>							
<p>Tax Map # 0095000600400</p>							
<p>Field should look like:</p>							
<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>LOT</th> <th>TAX MAP #</th> <th>ADDRESS</th> </tr> </thead> <tbody> <tr> <td>Bldg 1-</td> <td>0095000600400-</td> <td>607 Anderson St</td> </tr> </tbody> </table>		LOT	TAX MAP #	ADDRESS	Bldg 1-	0095000600400-	607 Anderson St
LOT	TAX MAP #	ADDRESS					
Bldg 1-	0095000600400-	607 Anderson St					

Secondary Type of Development

Select a value

Click on the Drop-down box to select type of development.

For Multifamily select → Multifamily – 2 Bedrooms

For Mixed Use select → Mixed Use

Comment

Leave comment blank

Secondary Meter Size

Select a value

Leave Secondary Meter Size blank

Secondary Meters - Number of Permits/Meters

Number

Multifamily: Only include the totals for 2 bedrooms.

Mixed Use: Only include one amenity, retail space or restaurant.

Gallons Per Day (GPD) for Secondary Development (Determines Mixed Use Fee)

Number

Multifamily: Leave blank

Mixed Use: Include Gallons Per Day (GPD) for one amenity, retail space or restaurant.

Location of Requested Secondary Connections - Formated "Lot # or Building # - Tax Map # - Address" Put a semi colon ";" Between Entries ?

Comment

Is important that this field is submitted in the correct order.

See example below:

607 Anderson St, Bldg 2

Tax Map # 0095000600400

Field should look like:

LOT	TAX MAP #	ADDRESS
Bldg 2	0095000600400	607 Anderson St

Tertiary Type of Development

Select a value

Comment

Click on the Drop-down box to select type of development.
For Multifamily select → Multifamily – 3 Bedrooms
For Mixed Use select → Mixed Use

Leave comment blank

Tertiary Meter Size

Select a value

Leave Secondary Meter Size blank

Tertiary Meters - Number of Permits/Meters

Number

Multifamily: Only include the totals for 3 bedrooms.
Mixed Use: Only include one amenity, retail space or restaurant.

Gallons Per Day (GPD) for Tertiary Development (Determines Mixed Use Fee)

Number

Multifamily: Leave blank
Mixed Use: Include Gallons Per Day (GPD) for one amenity, retail space or restaurant.

Location of Requested Tertiary Connections - Formated "Lot # or Building # - Tax Map # - Address" Put a semi colon ";" Between Entries ?

Comment

Is important that this field is submitted in the correct order.
See example below:
607 Anderson St, Bldg 3
Tax Map # 0095000600400
Field should look like:

LOT	TAX MAP #	ADDRESS
Bldg 3	0095000600400	607 Anderson St

13. Click Next

Application: Sewer Connection Request

1 Main

2 People

3 DataGroup

4 Rel Docs

14. Upload related documents for this case. For example, Sewer subdistrict permit.

 Add  Delete all

Application: Sewer Co

1 Main

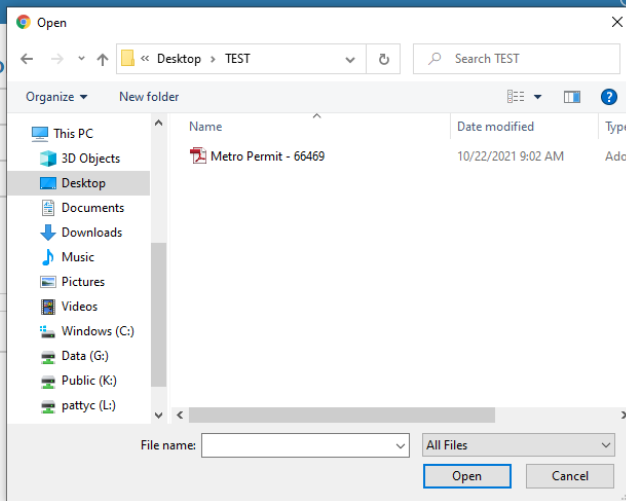
2 People

3 DataGroup

4 Rel Docs

 Add  Delete all

5 Payment



Click on “Add” and pop-up screen will appear. You can now search on your computer for the files to upload. You can also drag and drop.

15 Once done, click “NEXT.”

Cancel

Clear

Previous

Next

16. Selecting Contractor information → Business Name

1. Search for your business name in the "Contractor Search" pop-up.
2. Once located, select the checkbox next to your business name.
3. Click the "Submit" button.

If your business name is not found in the search results for any reason, please contact permits@re-wa.org. Our customer service team will assist in adding it to the system. If you are not affiliated with a business, simply select 'N/A'.

Don't hesitate to contact permits@re-wa.org for assistance.

The screenshot displays a web interface with a sidebar on the left containing navigation items: 3 Contractor, 4 DataGroup, 5 Rel Docs, and 6 Payment. The main area shows a 'Select Contractor(s)...' section with buttons for Cancel, Clear, Previous, and Next. A 'Contractor Search' pop-up window is open, featuring a search icon and a table with the following data:

	Business Name	Type	License	Expiration
<input type="checkbox"/>	DR Horton	SEWCONREQ	7	09/30/2039
<input type="checkbox"/>	Meritage Homes	SEWCONREQ	6	09/30/2039
<input type="checkbox"/>	Ryan Homes	SEWCONREQ	1	08/30/2039
<input type="checkbox"/>	TEST	SEWCONREQ	4	10/31/2023

At the bottom of the pop-up are 'Cancel' and 'Submit' buttons.

5 Payment

Fee	Amount	Amount Paid	Amount Due
Primary Residential New Account Fee	\$0.00	\$0.00	\$0.00
Primary Comm/Indust New Account Fee	\$0.00	\$0.00	\$0.00
Secondary Residential New Account Fee	\$0.00	\$0.00	\$0.00
Tertiary Residential New Account Fee	\$0.00	\$0.00	\$0.00
Secondary Comm/Indust NAF	\$0.00	\$0.00	\$0.00
Tertiary Comm/Indust NAF	\$0.00	\$0.00	\$0.00
4th Development Comm/Indust NAF	\$0.00	\$0.00	\$0.00
4th Development Residential New Account	\$0.00	\$0.00	\$0.00
Primary Multifamily New Account Fee	\$0.00	\$0.00	\$0.00
Secondary Multifamily New Account Fee	\$0.00	\$0.00	\$0.00
Tertiary Multifamily New Account Fee	\$0.00	\$0.00	\$0.00
4th Development Multifamily New Account	\$0.00	\$0.00	\$0.00
Primary Mixed Use New Account Fee	\$0.00	\$0.00	\$0.00
Secondary Mixed Use New Account Fee	\$0.00	\$0.00	\$0.00
Tertiary Mixed Use New Account Fee	\$0.00	\$0.00	\$0.00
4th Development Mixed Use NAF	\$0.00	\$0.00	\$0.00
Total Fees: \$0.00		Total Paid: \$0.00	Total Due: \$0.00

17. You will be directed to payment area; however, payment process will not be available until the permit has been reviewed by ReWa’s Customer Service team.
Click “submit” on bottom right corner.

Payment Amount: \$0.00

CyberSource
[Payment Terms and Conditions](#) **Pay Now**

Cancel **Clear** **Previous** **Submit**

Once submitted, you will be re-directed to the “Application” summary page. See example below:

Make sure to review your submitted information for accuracy.

Cityworks Create Application PATTY CA

Back Map

Application

Sewer Connection Request
SCR2021-2527

607 ANDERSON ST, GREENVILLE, 29601
0095000600400

Submitted
Actions...

Created:09/28/2021
Expires:09/28/2022

Addresses

Address	Location Type	Location Id
607 ANDERSON ST, GREENVILLE, 29601	-	-

People

Title	Name	Address
Applicant	PATTY CARCAMO	561 Mauldin rd, Greenville, SC, 29607

Project/Permit Information

Sewer Permit Request

Collection Agency Name
Select a value
Parker Fire & Sewer

Collection Agency Permit Number

Attachments

Add Delete all

Fees

Fee	Amount	Amount Paid	Amount Due
Primary Residential New Account Fee	\$0.00	\$0.00	\$0.00
Primary Comm/Indust New Account Fee	\$0.00	\$0.00	\$0.00
Secondary Residential New Account Fee	\$0.00	\$0.00	\$0.00
Tertiary Residential New Account Fee	\$0.00	\$0.00	\$0.00
Secondary Comm/Indust NAF	\$0.00	\$0.00	\$0.00
Tertiary Comm/Indust NAF	\$0.00	\$0.00	\$0.00
4th Development Comm/Indust NAF	\$0.00	\$0.00	\$0.00

Please allow 2 business days for review. You will be notified once the permit information has been reviewed and fees assessed.

Once NAF has been reviewed and approved, you will receive an e-mail notification advising that payment is ready to be processed.

E-mail will be sent from: rwrcityworks@re-wa.org

From: rwrcityworks@re-wa.org <rwrcityworks@re-wa.org>

Sent: Wednesday, October 27, 2021 4:26 PM

Subject: New Account Fee (NAF) Permit Ready for Payment

Dear Customer,

Your New Account Fees (NAF) for SCR2021-XXXX has been reviewed and approved. Please proceed with payment.

Thank you,

ReWa Customer Service

(864) 299-4000

Now that you have been notified, you have the following options:

1. Continue to pay Online through our portal using Visa or Mastercard. If this is your choice, proceed to Payment Instructions below.
2. Mail a personal check, cashier's check, or money order payable to:
Renewable Water Resources (ReWa)
Attn: Customer Service
561 Mauldin Rd
Greenville, SC 29607.
3. Use our drop box for personal check, cashier's check, or money order. This is located at the front door of our administrative office located at the above address.

PORTAL PAYMENT INSTRUCTIONS

- Recommended browser Google Chrome.

Note: Do not zoom in beyond 100%, as this will affect visibility.


1. Log in to your account. On main screen, click on permit requiring payment.

Create Application

Submitted Incomplete

Submitted

< 1 to 5 of 10 items. >

Sewer Connection Request SCR2021-2531	No Location Specified 0533310116400	Closed Actions...	Created 10/22/2021
Sewer Connection Request SCR2021-2529	18 Perennial St Lot 144 0533310116400	Ready to Issue Actions...	Created 10/22/2021
Sewer Connection Request SCR2021-2527	607 ANDERSON ST, GREENVILLE, 29601  0095000600400	Ready to Issue Actions...	Created 09/28/2021
Sewer Connection Request SCR2021-2515	20 Darrowby Way Lot 70 0585110115300	Closed Actions...	Created 08/25/2021
Sewer Connection Request SCR2021-2514	20 Darrowby Way Lot 70 0585110115300	Closed Actions...	Created 08/25/2021

Page Size 5

2. Under "Submitted" click on drop-down menu to see different options



Back Map

Application

Sewer Connection Request
SCR2023-2946

141 CROSBY CIR Lot 84
M015030402100

Closed

Created:09/6/2023
Expires:09/6/2043

- Actions...
- Actions...
- Check Case Status
- Schedule Inspection
- Pay Fees**
- Get PDF Report
- Create New Case From Current
- Link Case

Addresses

Address	Location Type	Location Id
141 CROSBY CIR, GREENVILLE, 29605	-	-

People

Title	Name	Address
Applicant	Della Durham	141 Crosby Cir, Greenville, SC, 29605

Attachments

Icon	File Name	Attached By	Label	Size	Date
	141 Crosby Cir Con Pmt.pdf	patricia.c.carcamo@gmail.com	Label	2.56 MB	09/6/2023
	SCR2023-2946 ReWa permit - 141 Crosby Cir.pdf	PATTYC	Label	750.73 KB	09/6/2023

3. Select "Pay Fees"

Deposits

Fees

Fee	Amount	Amount Paid	Amount Due
Primary Residential New Account Fee	\$2500.00	\$0.00	\$2500.00
Primary Comm/Indust New Account Fee	\$0.00	\$0.00	\$0.00
Secondary Residential New Account Fee	\$0.00	\$0.00	\$0.00
Tertiary Residential New Account Fee	\$0.00	\$0.00	\$0.00
Secondary Comm/Indust NAF	\$0.00	\$0.00	\$0.00
Tertiary Comm/Indust NAF	\$0.00	\$0.00	\$0.00
4th Development Comm/Indust NAF	\$0.00	\$0.00	\$0.00
4th Development Residential New Account	\$0.00	\$0.00	\$0.00
Primary Multifamily New Account Fee	\$0.00	\$0.00	\$0.00
Secondary Multifamily New Account Fee	\$0.00	\$0.00	\$0.00
Tertiary Multifamily New Account Fee	\$0.00	\$0.00	\$0.00
4th Development Multifamily New Account	\$0.00	\$0.00	\$0.00
Primary Mixed Use New Account Fee	\$0.00	\$0.00	\$0.00
Secondary Mixed Use New Account Fee	\$0.00	\$0.00	\$0.00
Tertiary Mixed Use New Account Fee	\$0.00	\$0.00	\$0.00
4th Development Mixed Use NAF	\$0.00	\$0.00	\$0.00
Total Fees: \$2500.00		Total Paid: \$0.00	Total Due: \$2500.00

Payment Amount: \$2500

CyberSource
Payment Terms and Conditions **Pay Now**
Cancel

Total amount due

4. When ready to make a payment, accept the terms and conditions by checking on the box next to "Pay Now". Then, click on "Pay Now" Button.



Online Payment Gateway

Please review all information before making payment with **CyberSource**
A Visa Solution

Payment Confirmation:

Case Number: SCR2021-2527

New Account Fee

Amount Due (USD):

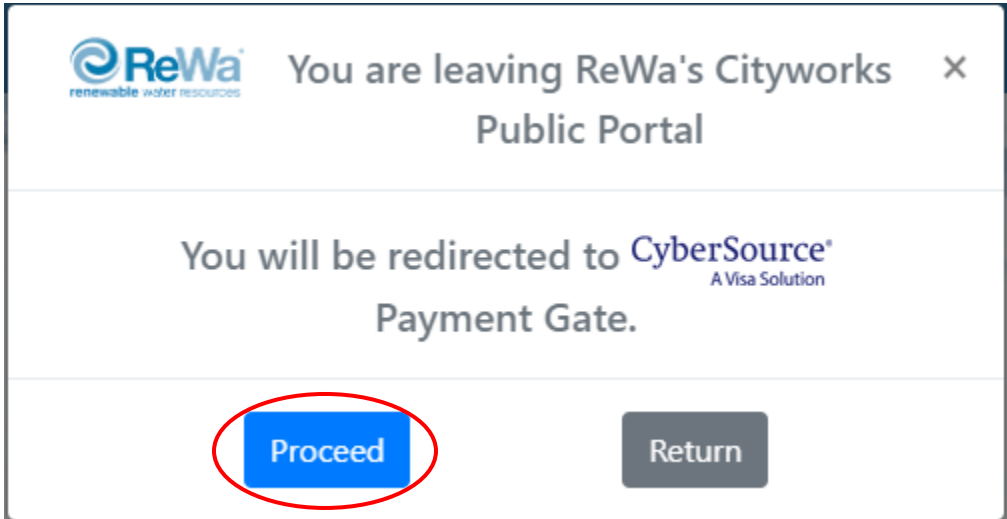
\$2,500.00

Make Payment

5. You will be redirected to ReWa's Payment Gateway. You will see your New Account Fee (NAF) summary. If you approve, click on "Make Payment" button.

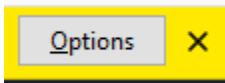
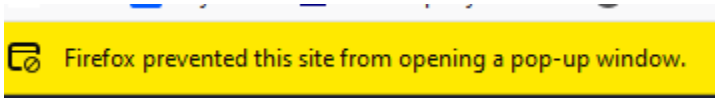
Please do not click more than once or refresh page.

Reminder: Please ensure that your Zoom settings are correctly adjusted to a maximum of 100%, as exceeding this may result in the "make payment" button being inaccessible.



6. The following pop up will appear. Click on proceed to be redirected to our payment portal CyberSource.

If this message is not displayed, make sure to allow your browser to display pop-ups from our website.



Allow pop-ups from:
<https://rewacityworks.rwr.re-wa.org/>

If any issues occur in this section, make sure to enable pop-up windows in your browser.

Billing Information

* Required field

First Name *

Last Name *

Company Name *

Address Line 1 *

Address Line 2

City *

Country/Region *

Zip/Postal Code *

Phone Number *

Email *



Your Order

Total amount **\$2,500.00**

7. Fill in the requested information. All items with an asterisk (*) are mandatory. If not a business type N/A on "Company Name".

Payment Details

Card Type *

 Visa  Mastercard

Card Number *

Expiration Month * Expiration Year *

Cancel

Pay

8. Verify that your payment summary is correct. Once done click on "pay".

At this time, we can only accept Visa or Mastercard payments.

9. You will be directed to Payment Information page.



Payment Information

A copy of the receipt was sent to email provided. An additional copy can be printed below.

Please do not refresh page or click back.

Fees Paid:

Case Number: SCR2021-2529
New Account Fee

Amount Paid (USD): \$2500.00

Print

Return to Public Portal

10. Click "Print" to get your receipt

11. Click "Return to Public Portal" to go back and retrieve your finalized permit

Simultaneously, an automated email receipt confirmation will be dispatched to the e-mail address associated with the portal account you've created.

Receipt

Date: 29-09-2021

Order Number: SCR2021-2527

Billing Information

ReWa
Patricia Carcamo
561 Mauldin Rd
Greenville
SC
US
29607

Shipping Information

SC
US
29607

pattvc@re-wa.org

8642994000

Order Items

NAF	x 1	\$1.00
-----	-----	--------

Payment Details

Visa
xxxxxxxxxxxx3705

Order Total

Total amount \$2,500.00

Please keep a copy of this receipt for your records


12. If “Return to Public Portal” is selected, you will be directed to the home page.

Click on the permit you created.

Submitted Incomplete

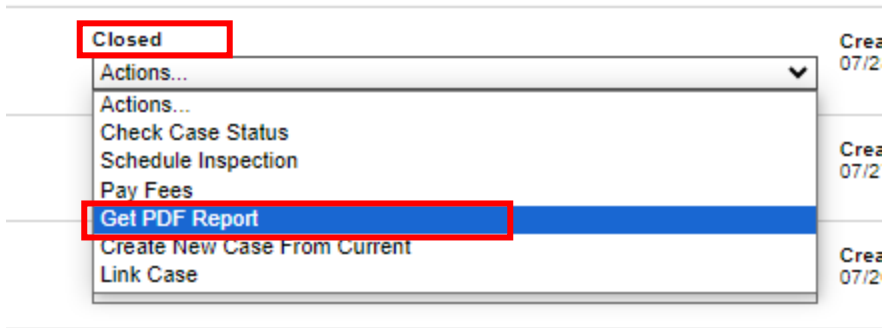
Submitted

< 1 to 5 of 10 items. >

Sewer Connection Request SCR2021-2531	No Location Specified 0533310116400	Closed Actions...	Created 10/22/2021
Sewer Connection Request SCR2021-2529	18 Perennial St Lot 144 0533310116400	Ready to Issue Actions...	Created 10/22/2021
Sewer Connection Request SCR2021-2527	607 ANDERSON ST, GREENVILLE, 29601  0095000600400	Ready to Issue Actions...	Created 09/28/2021
Sewer Connection Request SCR2021-2515	20 Darrowby Way Lot 70 0585110115300	Closed Actions...	Created 08/25/2021
Sewer Connection Request SCR2021-2514	20 Darrowby Way Lot 70 0585110115300	Closed Actions...	Created 08/25/2021

Page Size

13. Under “Closed” click on drop-down menu to see different options.



14. Select "Get PDF Report" to see and print your NAF permit.

15. You are now able to view and print your required permit.

Any further questions, please don't hesitate to call ReWa Customer Service at (864) 299-4000 or e-mail at permits@re-wa.org.