



ACCESSDEQ USER GUIDE

MINING PROGRAM

Department of Environmental Quality (DEQ)
Division of Energy, Mineral and Land Resources (DEMLR)
Mining Program Permit
Permitting Transformation Program (PTP)

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Document Overview

This document walks through the AccessDEQ Application Portal in the Permitting Transformation Program (PTP) solution created for the Mining Program for new Mining Permits or modifications to Mining Permits.

There is information about the Mining Program on [NC DEQ's Mining Program webpage](#).

A revision history and approvals for this document are recorded in [Appendix A](#).

Additional reference information may be found in [Appendix B](#).

Brief instructional videos can be found on DEQ's YouTube channel in the [AccessDEQ Portal Instructional Video](#) playlist.

AccessDEQ Quick Links

AccessDEQ Portal Home Screen	https://portal.deq.nc.gov/my-accessdeg
AccessDEQ Help and Support	https://portal.deq.nc.gov/help-support
Applications Grid	https://portal.deq.nc.gov/my-accessdeg/myapplications
Permits & Projects Grid	https://portal.deq.nc.gov/my-accessdeg/my-permits
User Settings	https://portal.deq.nc.gov/my-accessdeg/settings
Invoices	https://portal.deq.nc.gov/my-accessdeg/my-invoices

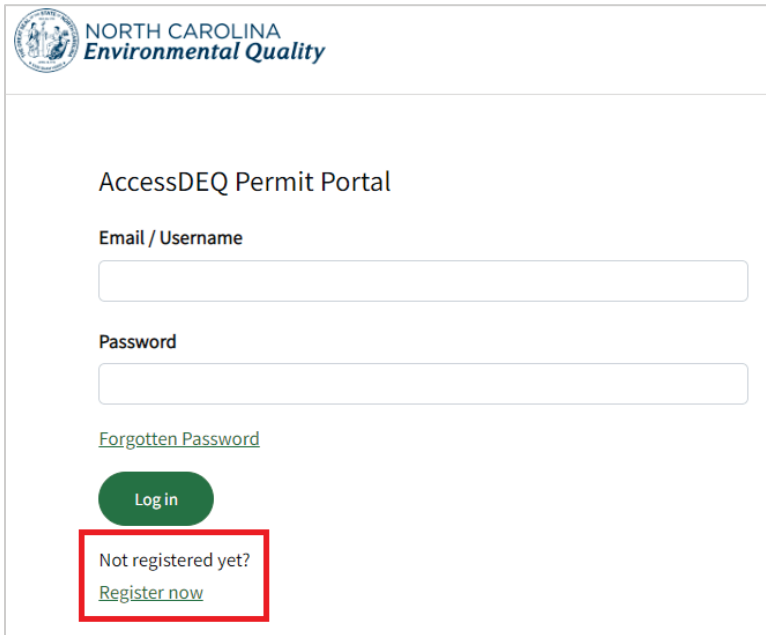
General Instructions for Portal Users

- The left-hand navigation panel is accessible throughout AccessDEQ and can be toggled open or closed by clicking the hamburger icon ☰ in the top left of the screen.
- Clicking the **Action** button on the Applications grid displays available options, such as sharing, viewing, or editing.
- Fields or grid rows with a **pencil icon**  or the **edit button** allow editing upon clicking the icon.
- Fields displaying a down caret ▼ indicate a drop-down list is available. In some cases, an **+Add New** option displays indicating an option to create a new choice.
- Fields on the application marked with an **asterisk *** are mandatory fields and cannot be left blank. Users will not be able to proceed if a mandatory field is left blank.
- The **+Add Existing** option on grids will display a list of existing records that can be selected from a drop-down list and added to the grid.
- The **+Add** option on grids can be used to create a new record
- Location and contact information records may be stored with the portal user account allowing the user to select from their own list for certain fields within an application. At the beginning of a new application, a user may have none of these associated records.
- Columns in most tables can be sorted by clicking the column heading. Where vertical ellipses (dots) appear in the column heading, clicking on the ellipses displays a menu of available options, such as column sorting and filtering.
- Text boxes appearing with diagonal lines at the bottom right can be expanded or reduced by clicking in the area then dragging the box's bottom line down or up.

A screenshot of a text input field. The field is rectangular with a light gray border. Inside the field, the text "5000 characters max" is displayed in a small, light gray font at the top left. At the bottom right corner of the text box, there is a small square handle with a diagonal line, which is highlighted by a red rectangular box to indicate it is a draggable element for expanding or collapsing the text area.

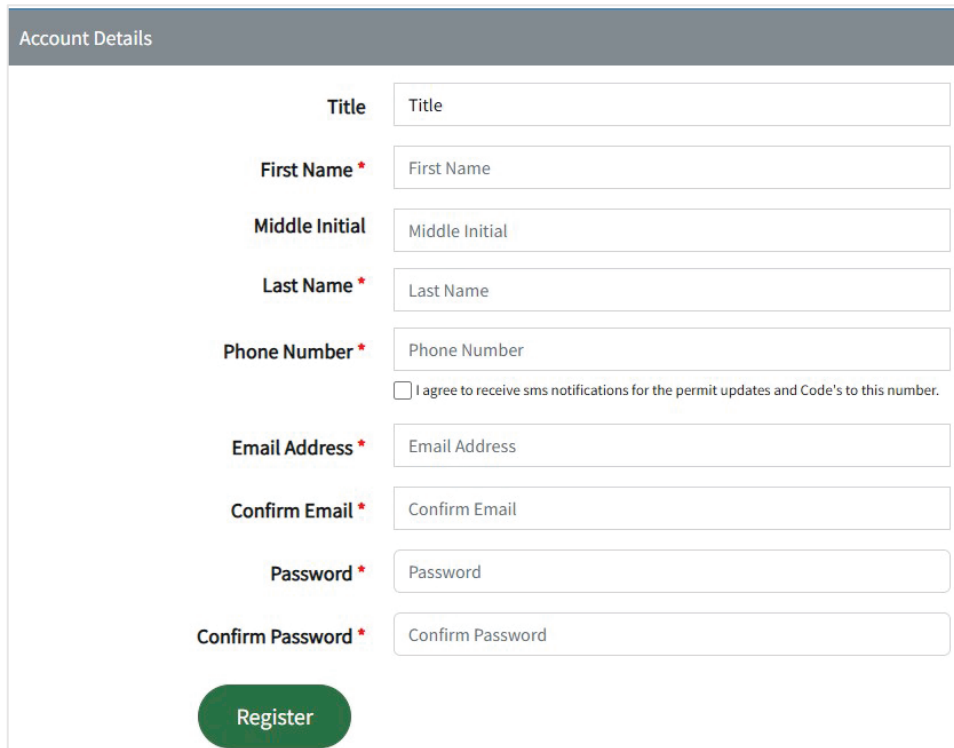
AccessDEQ Home & Registration

The home page for AccessDEQ is <https://accessdeq.nc.gov>. The user portal home page is <https://portal.deq.nc.gov/my-accessdeq>. Users who are not signed in will be presented with the login screen where new users can use the **Register now** link to register for a new account. This screen can also be reached using <https://portal.deq.nc.gov/login>.



The screenshot shows the 'AccessDEQ Permit Portal' login interface. It includes the North Carolina Department of Environmental Quality logo at the top left. Below the logo, the title 'AccessDEQ Permit Portal' is centered. There are two input fields: 'Email / Username' and 'Password'. A green 'Log in' button is positioned below the password field. To the left of the 'Log in' button, the text 'Not registered yet?' is displayed, with a red rectangular box highlighting the 'Register now' link below it. A green link for 'Forgotten Password' is located above the 'Log in' button.

Users can fill out the form and click **Register** to create an account.



The screenshot displays the 'Account Details' registration form. It features a series of input fields for personal information: Title, First Name (marked with a red asterisk), Middle Initial, Last Name (marked with a red asterisk), Phone Number (marked with a red asterisk), Email Address (marked with a red asterisk), Confirm Email (marked with a red asterisk), Password (marked with a red asterisk), and Confirm Password (marked with a red asterisk). A checkbox below the phone number field is labeled 'I agree to receive sms notifications for the permit updates and Code's to this number.' At the bottom of the form is a large green 'Register' button.



Users who will need to complete identity proofing should use their legal first and last name when registering for an account.

Upon the first login, the user will be prompted to set up security questions and answers for their account and sign the Electronic Signature Agreement (ESA). This will only be required once. To sign the document click **Sign Electronically & Submit**.

North Carolina AccessDEQ ELECTRONIC SIGNATURE AGREEMENT

Electronic Signature Agree...
1 / 1
44%



1



Electronic Signature Agreement (ESA) for AccessDEQ

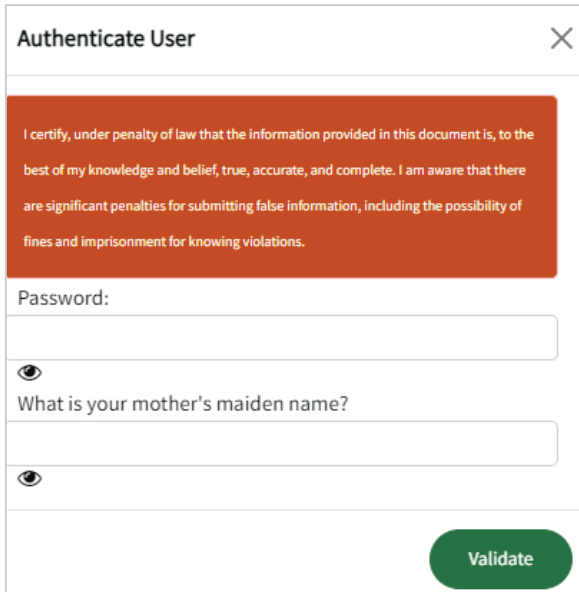
I, C. _____, (Name of Electronic Signature Holder)

- (1) Agree to protect the electronic signature credential, consisting of my AccessDEQ user identification and password, from use by anyone except me. Specifically, I agree to maintain the secrecy of the password, I will not divulge or delegate my username and password to any other individual, I will not store my password in an unprotected location, and I will not allow my password to be written into computer scripts to achieve automated login.
- (2) Agree to contact the AccessDEQ Help Desk at <https://portal.deq.nc.gov/help/contact-us> as soon as possible, but no later than 24 hours, after suspecting or determining that my username and password have become lost, stolen, or otherwise compromised.
- (3) I agree to notify AccessDEQ within ten working days if my duties change and I no longer need to interact with AccessDEQ on behalf of my organization. I agree to make this notification by notifying the AccessDEQ Technical Support staff at <https://portal.deq.nc.gov/help/contact-us>.
- (4) Understand that I will be informed through my registered electronic mail (e-mail) address whenever my user identification or password have been modified.
- (5) Understand that AccessDEQ reports the last date my user identification and password were used immediately after successfully logging into AccessDEQ.
- (6) Understand and agree that I will be held as legally bound, obligated, and responsible for the use of my electronic signature as I would be using my hand-written signature.
- (7) Understand that whenever I electronically sign and submit an electronic document to the AccessDEQ, I will receive an e-mail at my registered e-mail address. This e-mail will inform me that a submission has been made to AccessDEQ from my user account and will contain instructions to view information regarding the submission, including my Copy of Record (CoR).
- (8) Agree that if I receive an e-mail notification for any activity that I do not believe that I performed, I will notify the AccessDEQ Help Desk as soon as possible, but no later than 24 hours, after receipt.
- (9) Agree to contact the AccessDEQ Help Desk if I do not receive an e-mail notification within 5 business days for any electronically signed submission using my credentials.
- (10) Agree to report, within 24 hours of discovery, any evidence of discrepancy between any electronic document I have signed and submitted and what AccessDEQ has received from me by contacting AccessDEQ or service Help Desk.
- (11) Certify that by signing and submitting this agreement, I have read, understood, and accept the terms and conditions of this electronic signature agreement. I certify under penalty of law that I have personally examined and am familiar with the information submitted in this agreement and I believe that the information is true, accurate and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment.

Sign Electronically & Submit

[Open ESA Document](#)

Some browsers may not display the preview of the agreement document. The agreement can be opened by clicking the **Open ESA Document** link.

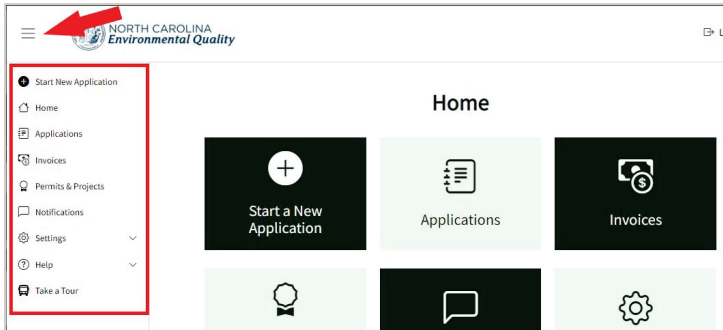
A screenshot of a web form titled "Authenticate User" with a close button (X) in the top right corner. The form contains a red-bordered box with a warning message: "I certify, under penalty of law that the information provided in this document is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fines and imprisonment for knowing violations." Below this box is a "Password:" label followed by a text input field with a toggle icon (an eye) to its left. Below the password field is a label "What is your mother's maiden name?" followed by another text input field with a toggle icon (an eye) to its left. At the bottom right of the form is a green "Validate" button.

Next, the user will enter their password and answer a security question to complete signing.

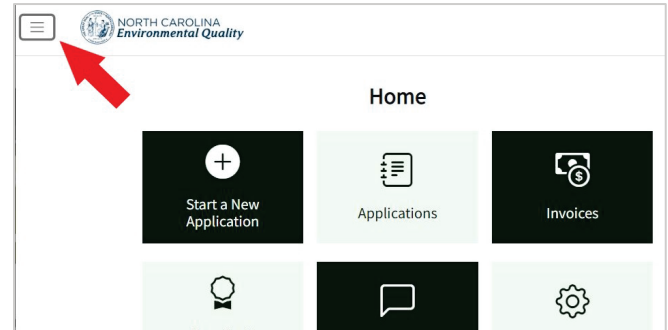
Once that is complete, the user will be directed to their account Profile to enter a phone number.

Other optional fields can also be completed. Adding entries for such fields as company name and job title is advisable for consultants and those who will be signing and submitting applications.

The left-hand navigation menu is accessible anywhere within AccessDEQ. Users may toggle it open or closed by clicking the hamburger icon ☰ in the top left of the screen. Each tile on the **Home** page is also an entry in the navigation menu.

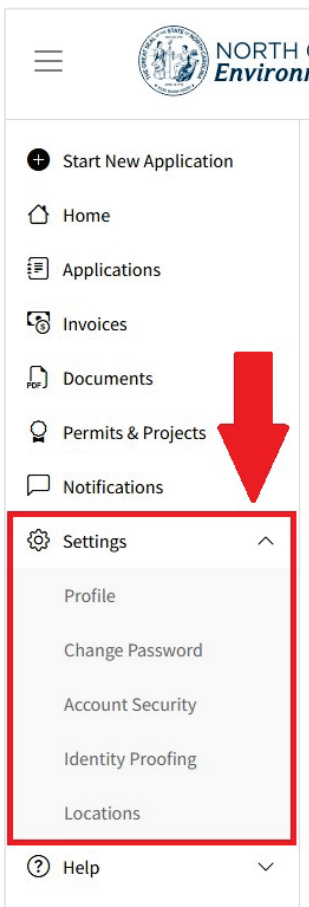


Left-hand Navigation Menu Expanded

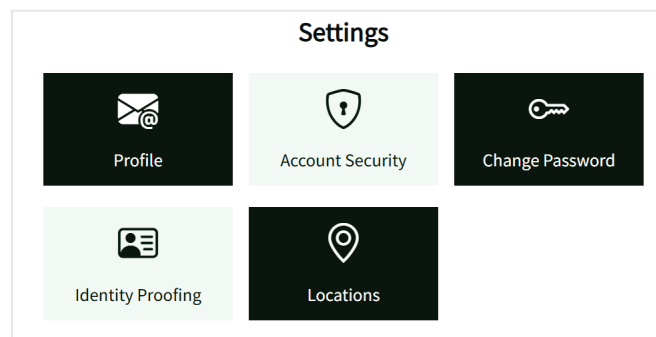
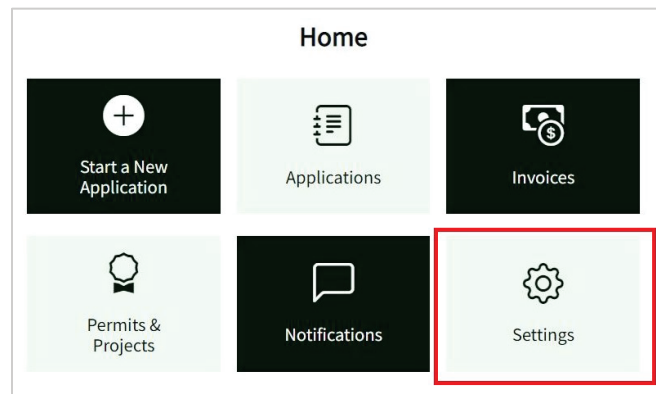


Left-hand Navigation Menu Collapsed

From the Settings menu, users may perform operations such as setting their desired two-factor security, updating their security questions, or initiating identity proofing. Settings can be reached anywhere within AccessDEQ from the **Settings** section in the left menu and navigation panel. Clicking the heading will expand or collapse the section. Settings may also be reached by clicking the **Settings** tile on the Home page.



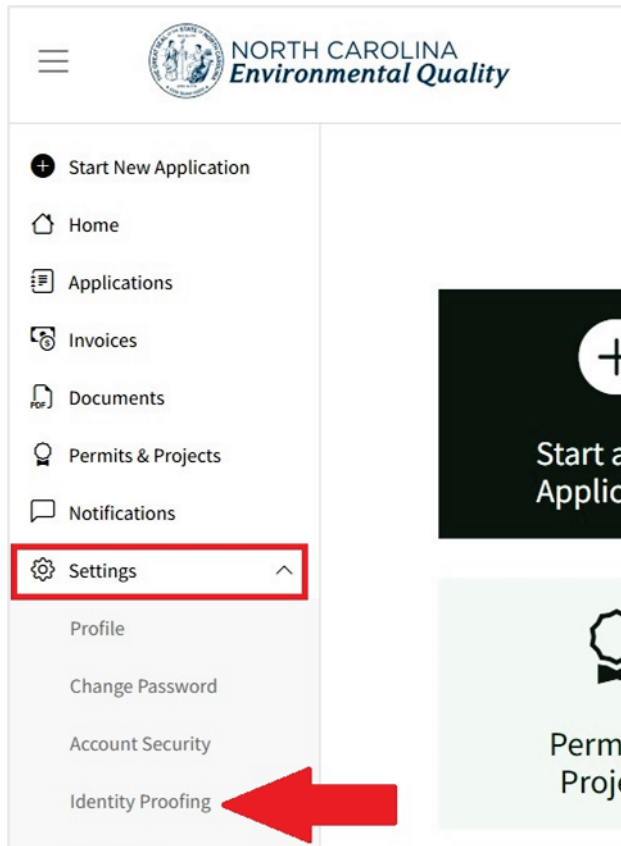
OR



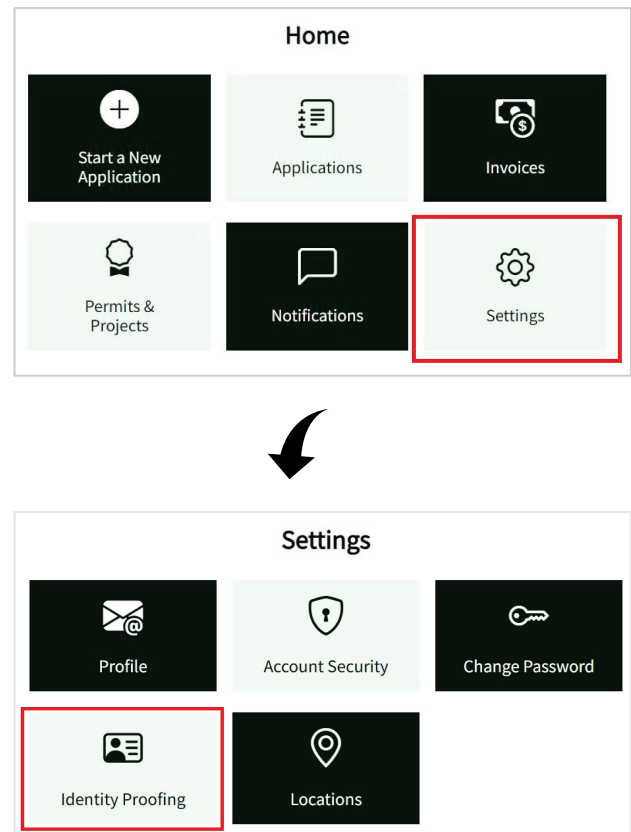
Identity Proofing

Mining applications require that the individual signing the application must be identity proofed. This is done by selecting **Identity Proofing** from the left-hand navigation under **Settings**. Alternatively, a user can select the **Settings** tile on the home screen, then select the **Identity Proofing** tile.

Note: Identity proofing only needs to be completed once.



OR



On the Identity Proofing page users may click the button for **Get ID Proofed**.

Identity Proofing

Identity Proofing

Access DEQ uses identity proofing through Lexis Nexis in order to comply with federal law and the [EPA's CROMERR](#) rule. Identity proofing replaces notarized paper form submissions. Any user that needs to submit CROMERR compliant permit applications or monitoring reports will need to complete identity proofing.

Attempt Identity Proofing Get ID Proofed	Identity Proofing Result	Identity Proofing Result Date
--	---	--

The user can fill out the form and submit it to perform identity proofing. The **First Name** and **Last Name** fields are filled in from the user's profile.

Identity Proofing

First Name *

Middle Initial

Last Name *

Phone Number *

(Home Phone Number is recommended. If home phone number is not available, use a cell phone number registered in your name.)

SSN Last 4 *

Date of Birth *

Address

(This should be your Home Address. Business address or PO Box may lead to failed identity proofing)

Address Line 1 *

Address Line 2

City *

State *

- Select -

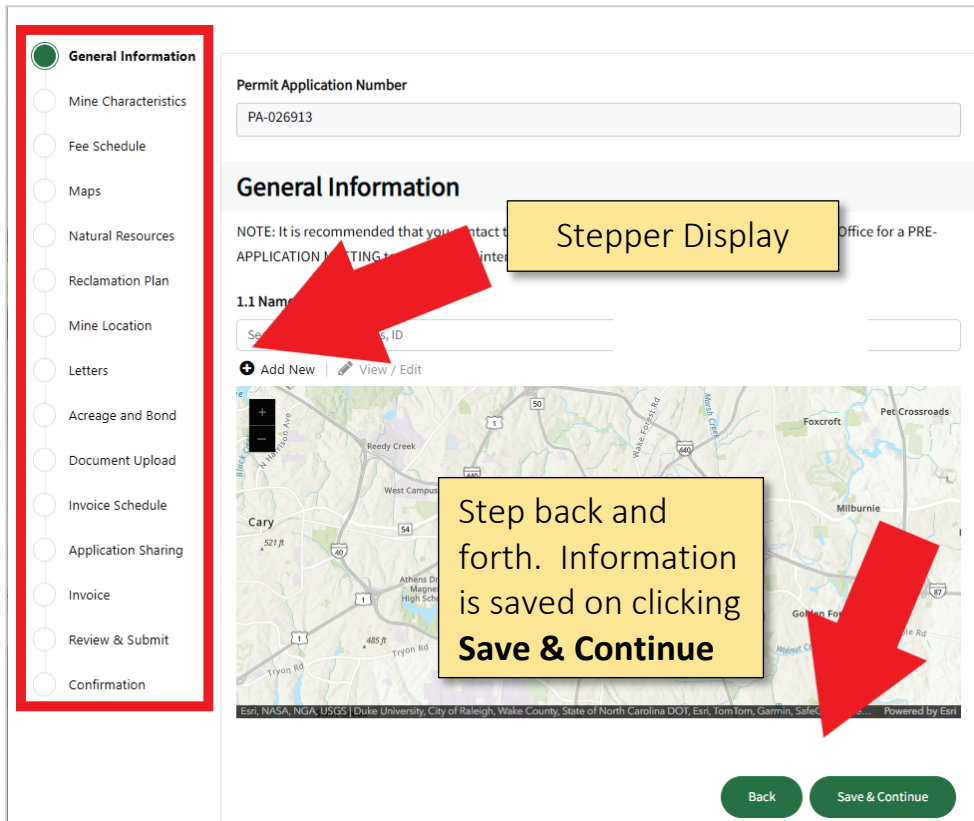
Zip *

Submit

There is more information regarding identity proofing in [Appendix C](#).

Information About Applications

Each application is automatically assigned a unique permit application number (PA-#####). Draft applications are saved, so users can leave and return to the application later without having to re-enter information.



As users progress through an application, the **Back** and **Save & Continue** buttons at the bottom of the screen can be used to step back and forth through the application.

A stepper display illustrates progress through the application screens.

Application information is saved once **Save & Continue** is clicked, and users may leave the application and come back to it.

Unsubmitted applications can be edited at any time. Users can access applications in the Applications Grid.



Starting an application for a new mining permit occurs in a different place in AccessDEQ than starting an application to modify an existing mining permit.

Once they have started both kinds of applications are accessed from the Applications grid.

Application Type	Start it from ...	Find started application in ...
New Mining Permit	 Start New Application	Applications Grid
Permit Modification	Permit Details Screen -> Modification button	Applications Grid

The [Applications Grid](#) and the [Permits & Projects Grid](#) sections of this document have more information.

Start An Application

Users can apply for a new Mining permit, or apply to modify an existing one.

The two different kinds of applications are started in different places within AccessDEQ. However, the applications are quite similar, and once either kind is started, it can be accessed from the Applications grid.

Application Type	Start it from ...	Find started application in ...
New Mining Permit	 Start New Application	Applications grid (direct link)
Permit Modification	Permit Details Screen -> Modification button	Applications grid (direct link)

The [Applications Grid](#) and the [Permits & Projects Grid](#) sections of this document have more information.

The Applications Grid can be reached directly at <https://portal.deq.nc.gov/my-accessdeq/myapplications>.

The Permits & Projects Grid can be reached directly at <https://portal.deq.nc.gov/my-accessdeq/my-permits>.

If the user cannot find the Permit they wish to modify in their Permits & Projects grid, they can request that the permit be added to their grid. [The Request Access to a Permit](#) section of this guide has more information.



Starting an application for a new mining permit occurs in a different place in AccessDEQ than starting an application to modify an existing mining permit.

However, once they have started, both kinds are accessed from the Applications grid.

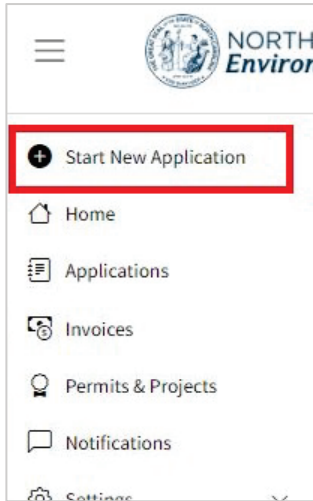
The next page in this guide is [start a new mining permit application](#). Users who want to read about modifications can skip to the [start a permit modification application](#) section.

Start a new mining permit application

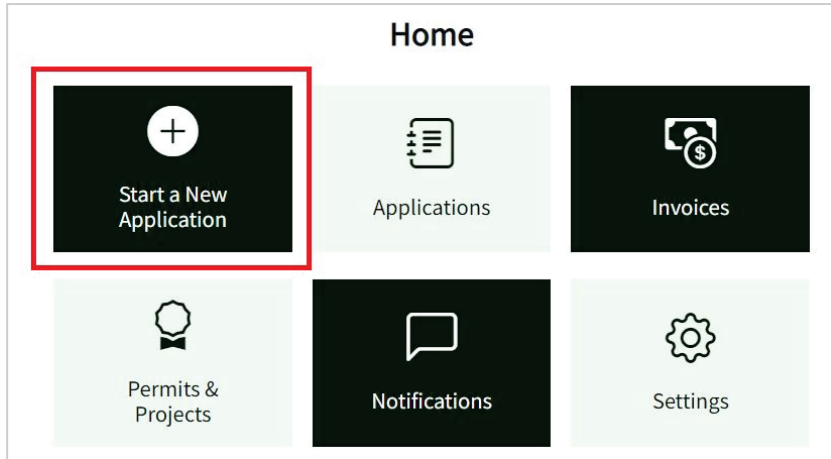


Important: This section only applies to **new** mining permits. The next section, [Start a permit modification application](#), has information on starting an application to modify an existing permit.

A user may create an application for a new Mining permit from the application Directory by clicking **+ Start New Application** from the left-hand navigation, by clicking the **Start a New Application** tile on the Home screen, or by direct link <https://portal.deq.nc.gov/my-accessdeq/deq-permit-directory>.



OR



The application Directory will open from which an application for a new mining permit may be started by finding the selection for Mining and clicking **Start Application**.

Directory

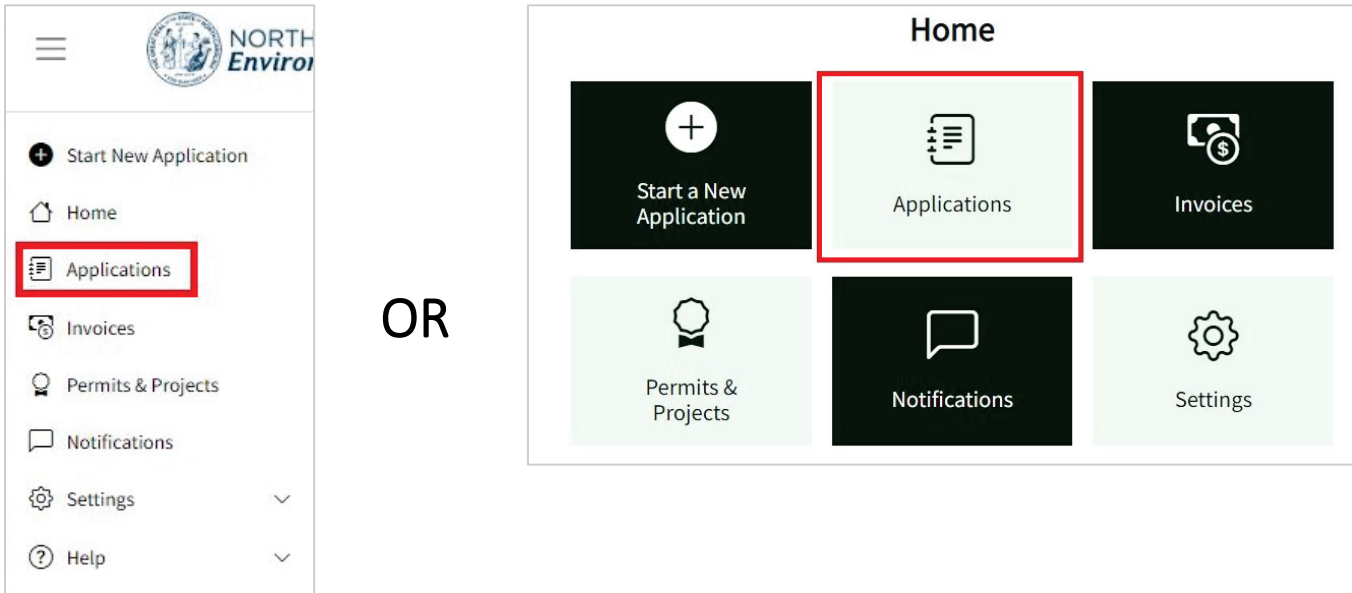
Type: All ▾

🔍 mining

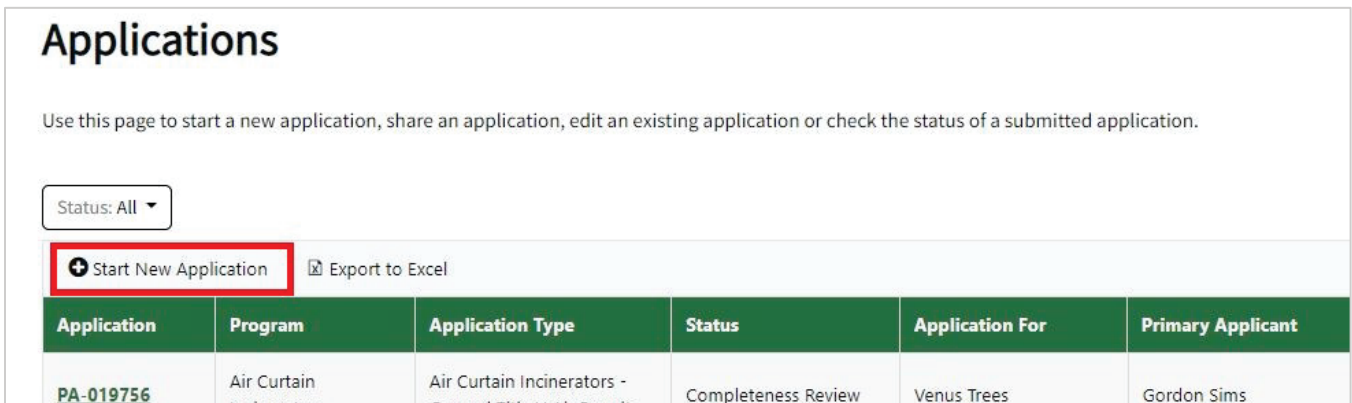
Division ↑	Permit Type	Description	Code	
Energy, Mineral, and Land Resources (DEMLR)	DEMLR NPDES Stormwater COC Mining Activities - NCG020000	Mining activities that may discharge water	SW-NCG02	Start Application
Energy, Mineral, and Land Resources (DEMLR)	Mining Program	Mining Program.	DEMLR-MN	Start Application

Permit Directory located at <https://portal.deq.nc.gov/my-accessdeq/deq-permit-directory>

The Directory may also be accessed from the **Applications** grid. The Applications grid can be reached by selecting it from the left-hand navigation menu, the tile on the Home screen, or by direct link <https://portal.deq.nc.gov/my-accessdeq/myapplications>.



Clicking on **+ Start New Application** at the top of the list will open the application Directory.

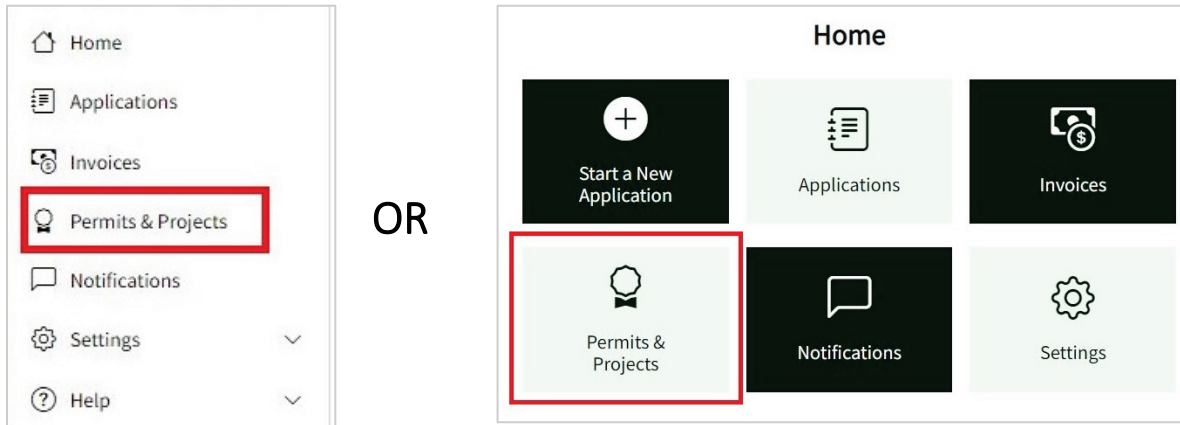


Applications Grid found at <https://portal.deq.nc.gov/my-accessdeq/myapplications>

The next section of this document is about starting a permit modification application. Users who want to read about completing an application for a new permit can skip to the [Application Introduction](#) section.

Start a permit modification application

Users can start an application to modify an existing permit by going to the Permits and Projects grid by selecting **Permits & Project** on the left-hand navigation, clicking the tile on the home screen, or direct link <https://portal.deq.nc.gov/my-accessdeq/my-permits>.



A list of permits to which the user has access is displayed. Users may click on the permit number in the **Permit/Project** column to view the Permit Details screen for a permit. Alternatively, selecting **View** from the Actions menu will also open the Permit Details Screen.

Permit / Project	Program	Permit Type	Location	Status	Issued	Effecti... +	Expires	
71-1000	DEMLR - Mining	DEMLR - Mining Permit	Asta Mine	Active	11/06/2025	11/06/2025		Actions ▾
32-1000	DEMLR - Mining	DEMLR - Mining Permit	Funk Mine	Active	10/15/2025	10/15/2025		View Share Permit

Note: If the user does not see the permit in their grid, they can request access to it. More information is in the [Request Access to a Permit](#) section of this guide.

Users can start an application to modify an existing permit by clicking the **Modify Permit** button which appears at the top of the Permit Details screen.

Once the application has begun, it can be accessed from the [Applications Grid](#).

Permit Details

This is an overview of your permit. As long as your Permit is active, you may terminate a permit, or start a permit modification here.

[Modify Permit](#)

Permit Details

Permit Number

71-1000

The next page is about the new permit application introduction. To read about the modification application introduction, readers can skip to the [Application Introduction - Modification](#) section of this document.



Application Introduction

Information about the modification application introduction is on the [next page](#). Below is information about the new permit application introduction.

Application Introduction - New Permit Application

After starting an application for a new Mining permit, the introductory page displays. It contains information about the Mining program. Users can also find information about the Mining Program on [NC DEQ's Mining Program webpage](#).

Clicking **Save & Continue** will start an application for a new Mining permit.

The next page of this document applies to modification applications. Users reading about new mining permit applications can skip over it to the next section [Step 1: General Information](#).

Mining Permit Application

Division of Energy, Mineral and Land Resources

Application For A New Mining Permit

It is recommended that you contact the appropriate Regional Office or the Raleigh Central Office for a PRE-APPLICATION MEETING to discuss your intentions and address any questions.

G.S. 74-51 provides that the Department shall grant or deny an application for a permit within 60 days of receipt of a complete application or, if a public hearing is held, within 30 days following the hearing and the filing of any supplemental information required by the Department. All questions must be addressed, and all required maps provided before this application can be considered complete. Attach additional sheets as needed.

You are starting a permit application for a **NEW** mining permit. If you need to start a modification for an existing mining permit, that can be done from the details screen of an existing permit. Use the links below to view permits that you have access to or to request access to an existing permit.

[My Permits](#)

[Request Permit Access](#)

If you wish to proceed with starting an application for a **NEW** mining permit, click Save & Continue below.

Save & Continue



Application Introduction - Modification

This page of the document applies to modification applications. Users reading about new permit applications can [skip to the next page](#).

Introduction

This is an application for a **MODIFICATION** to a mining permit.

The modification fee is based upon the proposed new affected acreage within the previously approved permitted boundary **plus** the proposed total acreage to be added outside the previously approved permitted boundary.

Permit to be Modified

71-1000 ▼

2.10 Does the modification involve acreage within the previously approved permitted boundary?

Yes ▼

2.11 Modification Acreage *

1

2.12 Does the modification involve acreage outside the previously approved permitted boundary?

Yes ▼

2.13 Additional Acreage *

10

2.14 Of the acreage to be added to the permit, will any portion be affected (i.e.: disturbed, ground cover removed) by the mining operation?

Yes ▼

2.15 Affected Acres Added *

6.75

Save & Continue

The introductory page of the Modification application contains initial questions about the modification.

Once the user completes the fields and clicks **Save & Continue**, the Modification Permit Application is created, and the user will go to the next page to start the main part of the application.

Step 1: General Information

On the first page of the application the user can specify the name and location of the mine.

Mining Permit Application

Division of Energy, Mineral and Land Resources

General Information

Mine Characteristics

Fee Schedule

Maps

Natural Resources

Reclamation Plan

Mine Location

Letters

Acreage and Bond

Document Upload

Invoice Schedule

Application Sharing

Invoice

Review & Submit

Permit Application Number

PA-026867

General Information

NOTE: It is recommended that you contact the appropriate Regional Office or the Raleigh Central Office for a PRE-APPLICATION MEETING to discuss your intentions and address any questions

1.1 Name of Mine *

Search by name, address, ID

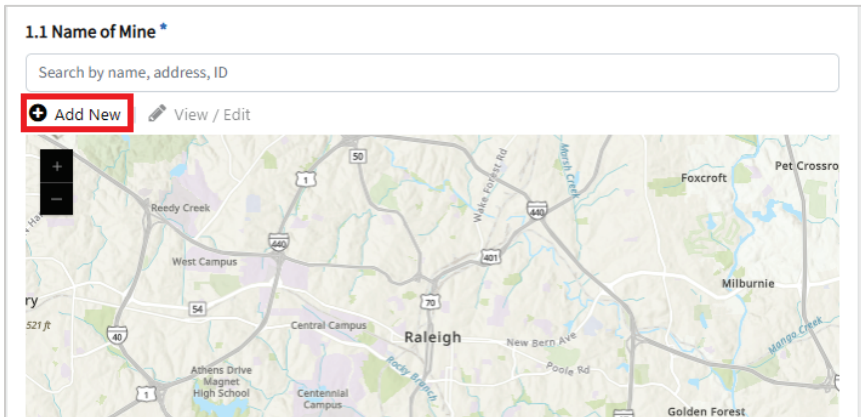
+ Add New

View / Edit



For modification applications, the mine's location information is already filled in and users can continue to [Step 2: Mine Characteristics](#).

For new permit applications users can click **+ Add New** to add information about the mine.



A modal window will pop up allowing the user to enter information about the mine's name and location.

Create a new location

Location

Name *

Type(s) *

Mine

Physical Address

What type of location is this? *

Physical Address

Select a point on the map that represents the physical address.

Search for location...

The value in the **Name** field is the name to which the mining permit will be issued and must be indicated on the reclamation bond that corresponds to this site.

In the Physical Address section, the user can select the location address type:

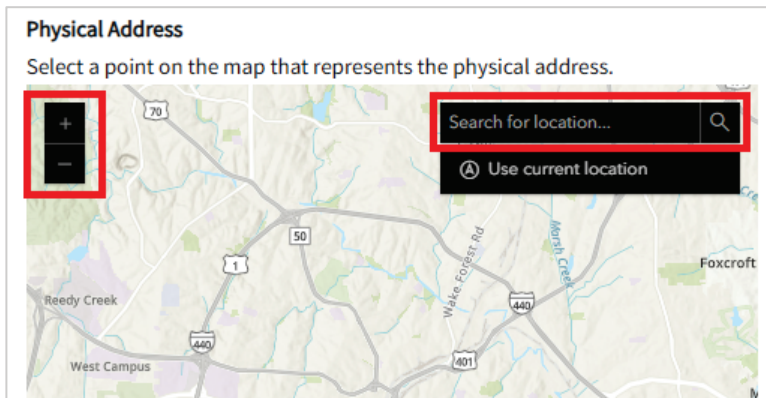
What type of location is this? *

My location has a physical street address

My location does not have a physical street address but has a single geographic point

My location spans a larger geographical area or includes multiple addresses/geographic points

For mines which do not have a street address, users can select the second option and use the mine's entrance for the latitude/longitude of the location.



For location types with an address or a geographic point, the user can use their mouse to move around the map. The + and – signs in the top left of the map zoom in and out.

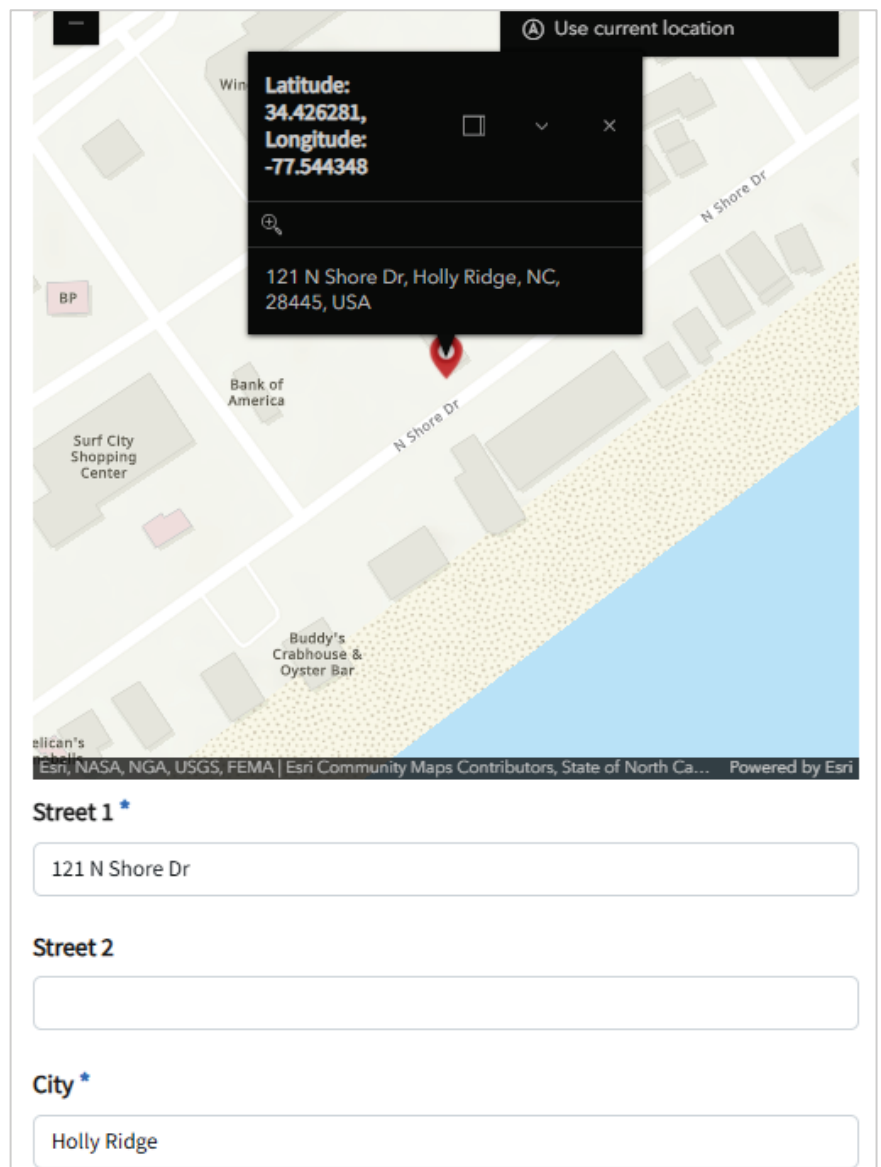
Users can also use the **search** bar to enter the address/coordinates of the site.

When the user selects a point on the map the latitude and longitude are automatically filled.

The mine's entrance can be used for the latitude/longitude of the location.

If the point on the map has a street address associated with it, the address will also automatically be filled in.

These values can be manually overridden by the user.



Latitude: 34.426281,
Longitude: -77.544348

121 N Shore Dr, Holly Ridge, NC, 28445, USA

Street 1 *

121 N Shore Dr

Street 2

City *

Holly Ridge

Mailing Address

Copy Physical Address ←

Street 1 *

Street 2

City *

State / Province *

Zip / Postal Code *

Submit

In the Mailing Address part of the form, the user can click the **Copy Physical Address** button to have the address field values from the physical address copied into the mailing address fields.

Clicking the **Submit** button at the bottom of the form completes the entry of the mine's name and location information.

Users can click the **Save & Continue** button at the bottom of the screen to proceed to the next part of the application.

Note: If the user needs to change the information at any time before the permit application is submitted, they can click **View/Edit** to edit the mine's name and location.

However, once a location/mine has a Permit or a submitted Permit Application associated with it, the information cannot be edited. Instead, the user can use **+ Add New** to create a new record.

APPLICATION MEETING to discuss your intentions and address any questions

1.1 Name of Mine *

Asta Mine (EI-23417)

+ Add New **View / Edit**

Latitude: 34.426363, Longitude: -77.544353

121 N Shore Dr Holly Ridge, NC 28445

Save & Continue

Step 2: Mine Characteristics

- General Information
- Mine Characteristics**
- Fee Schedule
- Maps
- Natural Resources
- Reclamation Plan
- Mine Location
- Letters
- Acreage and Bond
- Document Upload
- Invoice Schedule
- Application Sharing
- Invoice
- Review & Submit
- Confirmation

General Characteristic Of Mine

NOTE: All the following questions must be thoroughly answered regarding your mining operation for the intended life of the mine. All responses must be clearly conveyed on a corresponding, detailed mine map.

Permit Application Number

PA-162011

Mine

Asta Mine

2.1 Primary Applicant *

2.2 Primary Contact *

2.3 Add Landowner(s) of Record. *

+ Add + Add Existing

Edit	Delete	Name	Business Phone	Email Address

2.4 Add Adjoining landowner(s) of Record.

+ Add

Edit	Delete	Customer ID	Name	Mailing Address Comp...

2.5 Mine Manager *

2.6 Indicate the total acreage at the site to be covered by the permit. (This is the acreage the new permit fee will be based upon.) *

Of this acreage, how much is owned and how much is leased?

2.7 Acres Owned *

2.8 Is any acreage on the property leased?

On this page the user enters characteristics of the mine:

- primary applicant,
- primary contact,
- mine manager,
- landowners,
- adjoining landowners,
- information on the mine's land and acreage.

To add information about the Primary Applicant, users can click the dropdown then click **+ Add New**.

2.1 Primary Applicant *

Search

+ Add New

A modal window pops up where the user can complete and submit the form to add a contact record for the mining permit's Primary Applicant.

The user can select the appropriate contact type, such as Corporation, Individual, Sole Proprietor, Incorporated LLC, etc.

Certain information, such as email address, physical address and mailing address, is required.

Corporate Officer

First Name *

Nora

Middle Name

Last Name *

Charles

Primary Phone *

910-111-1111

Mobile Phone

Email Address *

nora@test.com

Title *

Managing Director

Name & Contact Information

Customer Type *

Incorporated LLC

Company/Organization *

N and N, LLC

Primary Phone

Mobile Phone

Permittee Email Address *

nanda@test.com

For primary applicant types which are not *Individual* or *Sole Proprietor*, information about the person who is the **Corporate Officer** is required.

The user can complete the remaining contact fields in a similar manner. Once contacts have been added, the user will see them in the dropdown of available contacts. The user may select one of these or may click **+ Add New** to add a new contact.

Landowner(s) of Record and **Adjoining Landowner(s) of Record** utilize a grid allowing the user to add as many contact records as needed. The grid works in a similar way to the other contact fields: the user can add a new contact record or select from contacts which they have added to the application.

To add a new contact, the user can click the **+ Add** button in the heading of the grid. The user may repeat this as many times as necessary to add contacts.

2.3 Add Landowner(s) of Record. *

+ Add **+ Add Existing**

Edit	Delete	Name	Business Phone	Email Address

To select from contact records already entered, the user can follow these steps:

Step 1: Click on **+ Add Existing** in the grid header to display the available contact records.

2.3 Add Landowner(s) of Record. *

+ Add **+ Add Existing**

Edit	Delete	Name	Business Phone	Email Address

Step 2: Select the appropriate contact.

2.3 Add Landowner(s) of Record. *

+ Add **Done**

Edit	Delete	Name	Business Phone	Email Address
		N and N, LLC Nora Charles		

Step 3: Click the **+ Add** button to add the contact to the grid

2.3 Add Landowner(s) of Record. *

+ Add **Done**

Edit	Delete	Name	Business Phone	Email Address

Step 4: The contact is added. The user can continue to select contacts to add, or they can add new contact records.

2.3 Add Landowner(s) of Record. *

+ Add **Done**

Edit	Delete	Name	Business Phone	Email Address
Edit	Remove	N and N, LLC		nandn@test.com

The user can follow a similar process to complete the grid for adjoining landowners; with the exception there is not an option to select an existing contact record.

The information entered in the adjoining landowner grid will be used to generate the adjoining landowner notification forms and the landowner notification affidavit, appearing in the [Letters](#) and [Document Upload](#) pages of the application.

2.4 Add Adjoining landowner(s) of Record.

+ Add

Edit	Delete	Customer ID	Name	Mailing Address Comp...
Edit	Remove	00616584	Dorothy Wynant	107 N Testing Dr Surf city, NC 28445
Edit	Remove	00616585	O'Sullivan Properties	111 N Testing Dr. Surf City, NC 28445
Edit	Remove	00616586	Samuel D. Hammett	114 W. Test Ave. Surf City, NC 28445

The remaining information on this page concerns the land and acreage of the mine. For Modification applications, there are additional questions about the modification acreage.

When the user completes the information, they can click **Save & Continue** to proceed to the next part of the application.

2.6 Indicate the total acreage at the site to be covered by the permit. (This is the acreage the new permit fee will be based upon.) *

Of this acreage, how much is owned and how much is leased?

2.7 Acres Owned *

2.8 Is any acreage on the property leased?

2.9 Acres leased.

Step 3: Fee Schedule

On this page information about mining application fees is displayed.

Mine Characteristics

Fee Schedule

Maps

Natural Resources

Reclamation Plan

Mine Location

Letters

Acreage and Bond

Document Upload

Invoice Schedule

Application Sharing

Invoice

Review & Submit

Confirmation

Mining Fee Schedule

A nonrefundable permit application processing fee when filing for a new mining permit, permit modification, or transferred permit is required as follows:

Permit Application Number

PA-162011

Name	Applicable Fees
Mining Permit Transfers (0-25 Acres)	\$119.00
Mining Annual Operating Fee	\$474.00
Permit Modifications (0-25 Acres)	\$890.00
Permit Modifications (26+ Acres)	\$1,186.00
New Permit Applications Fee (25 Acres or Less)	\$4,448.00
New Permit Applications Fee (26 Acres or More)	\$5,930.00
Mining Permit Transfers (26+ Acres)	\$119.00
Mining Late Fee	\$59.00

Acres for new permits means the total acreage at the site to be covered by the permit. Acres for modification of permits means the new affected acres within the previously approved permitted boundary plus the proposed total acreage to be added outside the previously approved permitted boundary.

3.1 Name of all materials mined: *

3.1(a) Are you conducting any in-stream mining? *

This is also where the user can enter information about the materials being mined and information about the mine. Users can click **Save & Continue** to go to the next part of the application.

3.1 Name of all materials mined: *

Sand, Gravel

3.1(a) Are you conducting any in-stream mining? *

No

3.2 Mining Methods *

Front-end Loader & Truck ✕ Excavator & Truck ✕ ✕

3.4 Expected maximum depth of mine (feet) *

12

3.5 Depth is relative to what benchmark? (e.g., natural ground level, mean seal level, road elevation, etc.) *

If there are adjoining landowners, the answer entered in **3.1** is automatically included in the generated letter(s).

Some fields in the application, such as **3.2** allow the user to select multiple answers.

Step 4: Maps/Affected Area – New Permit Applications

For Modification Applications, see [Step 4: Maps/Affected Area – Modification Applications](#) on the next page.

On this page the user can indicate the proposed affected acreage. The affected area may be less than or equal to the total acres covered by the permit. Unaffected acreage should not be entered on this screen.

Mine Characteristics

Fee Schedule

Maps

Natural Resources

Reclamation Plan

Mine Location

Letters

Acreage and Bond

Document Upload

Invoice Schedule

Application Sharing

Invoice

Review & Submit

Confirmation

Affected Area

Permit Application Number

PA-162011

The total proposed affected acreage may be less than the acres covered by the permit. Proposed unaffected acreage should not be entered here.

Acres covered by the permit

26

TOTAL AFFECTED ACREAGE

Tailings/Sediment Ponds *

0

Stockpiles *

0

Waste Piles *

2.75

Processing Areas/Haul Roads *

2.62

Mine Excavations *

18.27

Other *

0

Total Affected Acreage: 23.64

Back

Save & Continue

The total proposed acreage covered by the permit entered earlier in the application is displayed at the top of the screen.

The application form automatically adds up the total affected acreage as the user enters amounts in each field.

The next page of this document applies to modification applications. Users reading about new permit applications can skip to [Step 5: Natural Resources](#) in this document.

Step 4: Maps/Affected Area - Modification Applications

For new permit applications, see [Step 4: Maps/Affected Area – New Permit Applications](#) on the previous page.

Acres covered by the permit 36
CURRENT AFFECTED ACREAGE Tailings/Sediment Ponds 0 Stockpiles 0 Waste Piles 2.75 Processing Areas/Haul Roads 2.62 Mine Excavations 18.27 Other 0 Total Affected Acreage: 23.64
PROPOSED CHANGE TO AFFECTED AREA (MODIFICATION) Tailings/Sediment Ponds * 0 Stockpiles * 0 Waste piles * 0 Processing Areas/Haul Roads * 1 Mine Excavations * 6.75 Other * 0 Total Proposed Affected Acreage: 7.75

On this page of the application the user can indicate the current affected acreage and the proposed change to affected acreage.

The total proposed modified acreage covered by the permit, entered earlier in the application, is displayed at the top of the screen.

The application form will automatically add up the current affected acreage and proposed change to affected acreage as the user enters amounts in each field.

Unaffected acreage should not be entered on this screen.

The total current affected area + proposed change to affected area may be less than or equal to the total acres covered by the modified permit.

Step 5: Natural Resources

On this screen the user can enter details about the mining operation. Maps and other supporting documents can be uploaded later in the application process, on the [Document Upload](#) screen.

Additional fields may appear depending on the answers to certain questions.

- ☒ Mine Characteristics
- ☐ Fee Schedule
- ☐ Maps
- ☒ **Natural Resources**
- ☐ Reclamation Plan
- ☐ Mine Location
- ☐ Letters
- ☐ Acreage and Bond
- ☐ Document Upload
- ☐ Invoice Schedule
- ☐ Application Sharing
- ☐ Invoice
- ☐ Review & Submit
- ☐ Confirmation

Natural Resources

Upload maps and other documents on the Document Upload page

Permit Application Number

PA-162011

5.1 Describe in detail the sequence of events for the development and operation of the mine and reference the sequence to the mine map(s). Attach additional sheets on the Document Upload page as needed. *

5.2 Describe specific erosion control measures to be installed prior to land disturbing activities and during mining to prevent offsite sedimentation (include specific plans for sediment and erosion control for mine excavation(s), waste piles, access/mine roads, and process areas), and give a detailed sequence of installation and schedule for maintenance of the measures. Locate and label all sediment and erosion control measures on the mine map(s) and provide typical cross-sections/construction details of each measure. Engineering designs and calculations are required to justify the adequacy of any proposed measures. *

5.3 Will the operation involve washing the material mined, recycling process water, or other wastewater handling?

No ▼

5.5 Will the operation involve discharging fresh or wastewater from the mine or plant as a point discharge to the waters of the State?

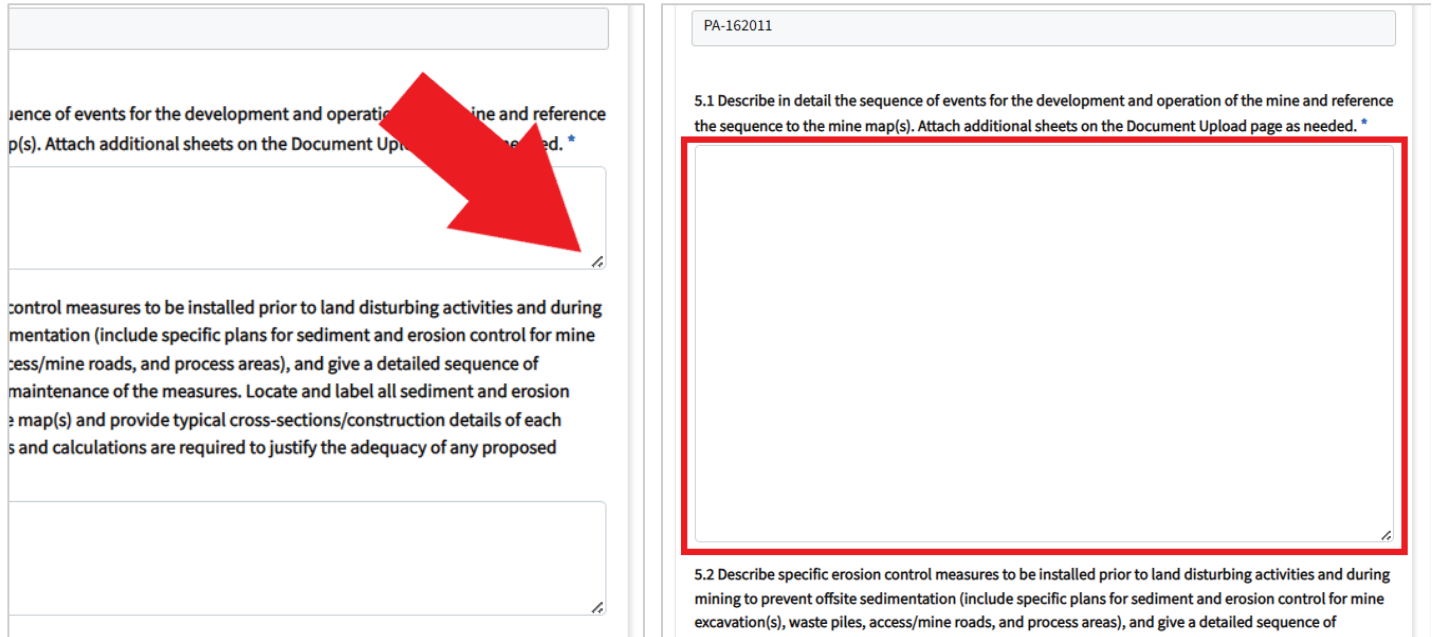
No ▼

5.7 Will any part of the proposed mine excavation(s) extend below the water table?

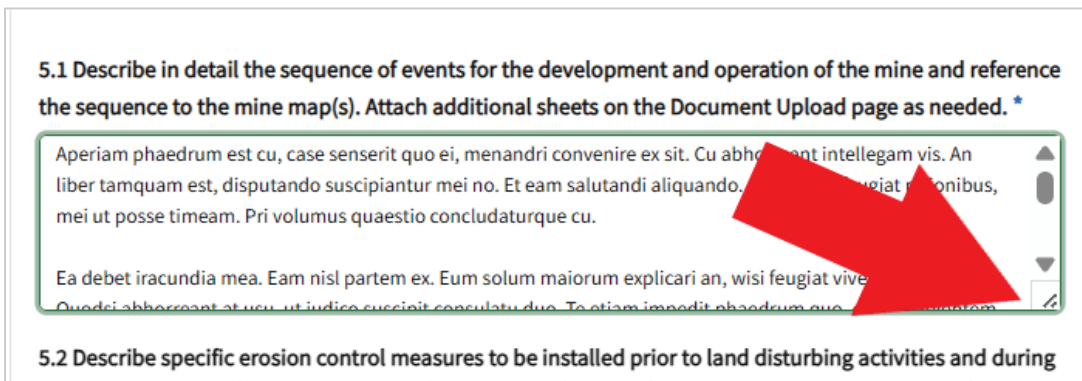
No ▼

5.11 If you answered yes to any of the above questions, provide evidence that you have applied for or obtained the appropriate water quality permit(s) (i.e., non-discharge, NPDES, Stormwater, etc.) from the Stormwater Program. In addition, the applicant is required to register water use with the Division of Water

The user may expand the display of the text fields by clicking and dragging the handle in the bottom right of the text block.

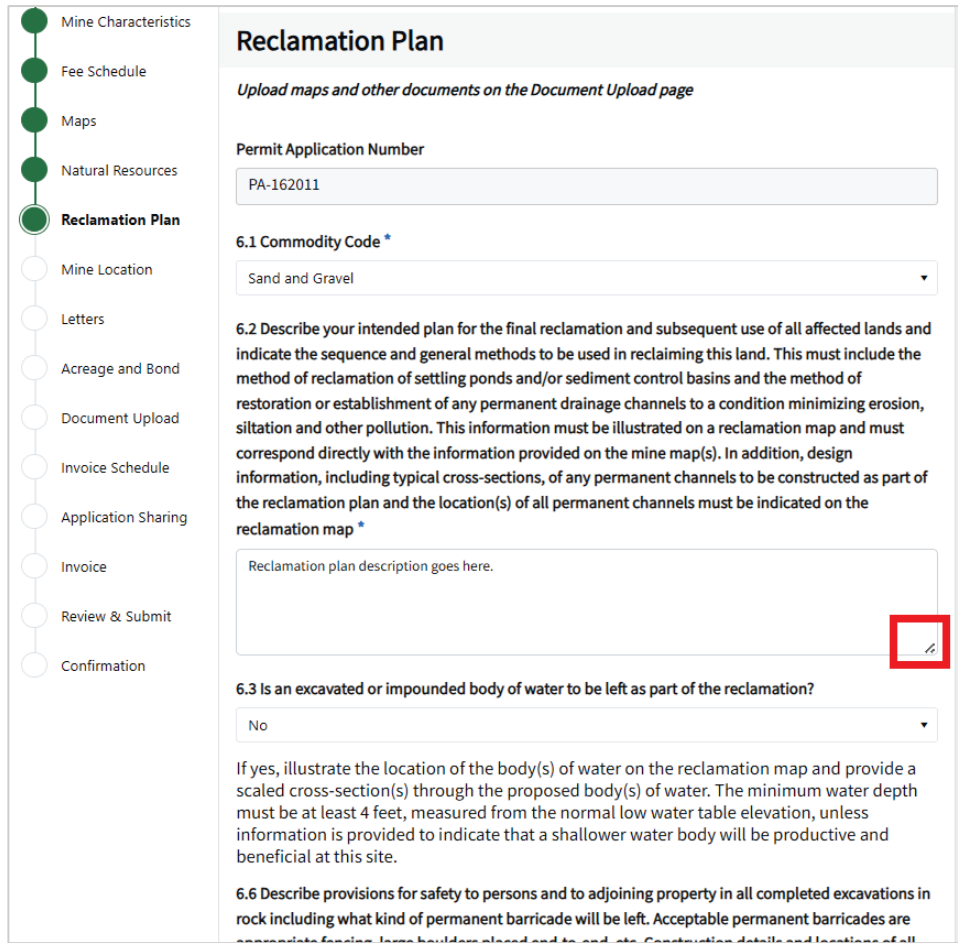


The user may also use the handle to reduce the amount of space the text field displays on the screen. Text that was entered when the text block size was increased is not removed when the size of the text block is reduced. All entered information is saved with the application once the user clicks **Save & Continue**.



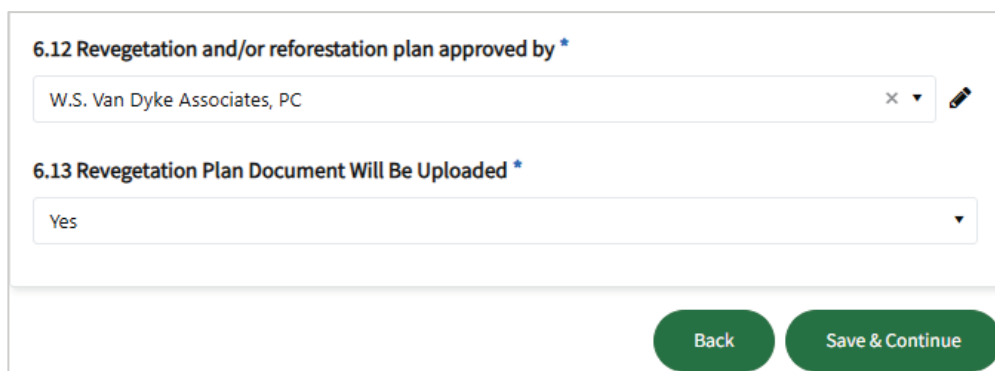
Step 6: Reclamation Plan

On this screen the user can enter information about the plans for the reclamation of the area affected by the mining operation. Additional fields may appear depending on answers to certain questions.



In **6.1** the user can select the appropriate **Commodity Code** for the mine.

The size of the display of text fields can be reduced or increased using the handles on the bottom right of the block. The previous section [Natural Resources](#) has more information.



Items **6.12 – 6.18** cover re-vegetation plans for the site. If plans will be uploaded on the [Document Upload](#) screen, the user may select **Yes** on **6.13**. The remaining questions disappear, and the user can click **Save & Continue** to proceed.

If the components of the revegetation plan will not be uploaded in document form, the user can select “No” for item 6.13 and complete items **6.14 – 6.18**.

Item **6.16** is a grid allowing the user to enter as many rows as necessary.

It works in a similar manner to other grids in the application. Clicking **+ Add** allows the user to enter a row on the grid.

6.14 Lime Rate of Application (tons/acre) *

0

6.15 Reclamation Plan Fertilizer Analysis and Rate of Application: *

6.16 Seed type(s) and rate(s) of application included year-round seeding schedule (lbs/acre):

+ Add

Edit	Delete	Seed Date(s)	Seeding Rates (lbs/acre)	Seed Type

100 items per page No items to display

6.17 Mulch Type, Rate of Application (lbs/acre), and Method of Anchoring: *

6.18 Other Vegetative Cover(s) Type(s) and Rate(s) of Application Including Seeding Schedule (lbs/acre, trees/ acre, spacing of trees/shrubs, etc.): *

6.16 Seed type(s) and rate(s) of application included

+ Add

Edit	Delete	Seed Date(s)
------	--------	--------------



Seed Schedule Popup X

Seed Type

Winter Rye

Seed Date

February - April

Seeding Rates

15

Submit

The user can continue to add as many rows as necessary.

Entries can be changed or removed using the **Edit** and **Remove** buttons.

6.16 Seed type(s) and rate(s) of application included year-round seeding schedule (lbs/acre):

+ Add

Edit	Delete	Seed Date(s)	Seeding Rates (lbs/acre)	Seed Type
Edit	Remove	February - April	15	Winter Rye
Edit	Remove	Year Round	100	Tall Fescue
Edit	Remove	April - September	50	Bermuda (Common)

Step 7: Mine Location

On this page the user can provide information that will fill in the **Directions to mine** sentence which will be automatically inserted in the adjoining landowner letter(s) generated on the next page.

The applicant proposes to mine Sand, Gravel on 26 acres located 6 miles Southeast (SE) of Testing Town off/near road NC-1234 in Pender County.

Some components of the sentence are automatically filled in from information previously entered, and some are entered on this page. After completing the information, the user can click **Save & Continue**.

Component	Source
Materials mined	#3.1 from Step 3: Fee Schedule
Acres	#2.6 from Step 2: Mine Characteristics
# miles to town	Number of Miles From Nearest Town Center
Direction	Direction From Town
Town name	Defaults to mine's town (if present) from Step 1; can be entered/overridden in Nearest Town
Nearest Road	Name or Number of Nearest Public Road
County	Derived from mine's location entered in Step 1

Mine Location

Permit Application Number

PA-162011

Mine / Disturbance Area Location

Directions to mine

The applicant proposes to mine Sand, Gravel on 26 acres located 6 miles Southeast (SE) of Testing Town off/near road NC-1234 in Pender County.

Nearest Town *

Testing Town

Number of Miles From Nearest Town Center *

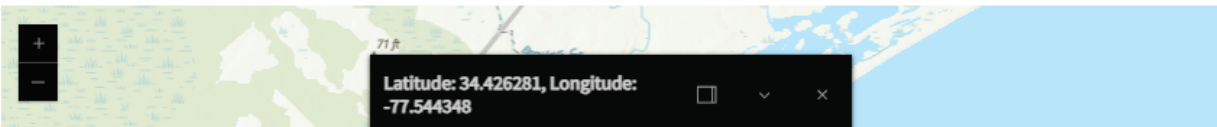
6

Direction From Town *

Southeast (SE)

Name or Number of Nearest Public Road *

NC-1234





Step 8: Letters

On this page the adjoining landowners entered in Step 2 are listed in a grid. The user can print and/or download the notification letters to send to adjoining landowners. Users can select letter(s) and click **Print**, or they may click **Print All**.

Note: Users may always make changes to an unsubmitted application. However, direct access to the letters is also possible via Applications Details, as well as upload of receipts. The [Applications Grid](#) section in this document has more information.

Adjoining Landowner(s) Letter(s)

Permit Application Number

PA-162011

Download Adjoining Landowner(s) of Letters.

Print	Customer ID	Name	Mailing Address Composite - Single Line
☐	00616584	Dorothy Wynant	107 N Testing Dr Surf City, NC 28445
☐	00616585	O'Sullivan Properties	111 N Testing Dr. Surf City, NC 28445
☐	00616586	Samuel D. Hammett	114 W. Test Ave. Surf City, NC 28445



1



100



items per page

1 - 3 of 3 items



Print

Print All

After clicking **Print** or **Print All**, the document viewer opens. The user can click the print or download icons to perform the action on all documents in the viewer. In this example, there are three Adjoining Landowner Notification letters. Clicking the download or print icons will download or print all selected letters (or all letters if the **Print All** button was used).

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⋮

DEMLR - Mining Application
Adjoining Landowner Notification

Pursuant to provisions G.S. 74-50(b1) of The Mining Act of 1971, Notice is hereby given that

N and N, LLC has applied to the

Division of Energy, Mineral, and Land Resources,
North Carolina Department of Environmental Quality,
1612 Mail Service Center, Raleigh, North Carolina 27699-1612,

NEW (surface mining permit) Permit Application # PA-162011

The applicant proposes to mine Sand, Gravel on 26 acres located 6 miles Southeast (SE) of Testing Town off/near road NC-1234 in Pender County.

SEE ATTACHED MAP FOR PROPOSED PERMIT BOUNDARIES AND CORRESPONDING ADJOINING LANDOWNER NAMES AND LOCATIONS

In accordance with G.S. 74-50(b1), the mine operator is required to make a reasonable effort, satisfactory to the Department, to notify all owners of record, both public and private, of all tracts of land that are adjoining the mining permit boundary; if an adjoining tract is owned or leased by the applicant or is owned by the lessor of the mine tract, all owners of record of tracts adjoining these tracts must be notified (that are within 1,000 feet of the mining permit boundary). In addition, the mine operator must also notify the chief administrative officer of the county or municipality in which any part of the permitted area is located. Any person may file written comment(s) to the Department at the above address within thirty (30) days of the issuance of this Notice or the filing of the application for a permit, whichever is later. Should the Department determine that a significant public interest exists relative to G.S. 74-51, a public hearing will be held within 60 days of the end of the 30-day comment period specified above.

A copy of the permit application materials is on file and available for public review during normal business hours at the above listed address as well as at the appropriate regional office. **For information regarding the specifics of the proposed mining activity, please contact the applicant at the following telephone number: 910-111-1111 or by email nora@test.com**

For information on the mining permit application review process, please contact the Mining Program staff at (919) 707-9220. Please note that the Department will consider any relevant written comments/documentation within the provisions of the Mining Act of 1971 throughout the application review process until a final decision is made on the application.

<i>Addressee/Owner of Record's Name and Address</i>	<i>Name of Applicant. Include Contact Person & Company Name, if Applicable</i>
Dorothy Wynant 107 N Testing Dr Surf City, NC 28445	Primary Applicant: N and N, LLC Primary Contact: Nora Charles
<i>Date of Issuance of this Notice/Mailed to Addressee/Owner of Record</i>	<i>Address of Applicant</i>
5 November 2025	3201 Test Ave Wilmington, NC 28401


 North Carolina Department of Environmental Quality

Close

Step 9: Acreage and Bond

This screen shows information that will be used in the bond calculation worksheet (available on [Document Upload](#)). Most values are read-only and are filled in from entries the user made earlier. The user can fill in acreage for **Positive Drainage** and **Internal Drainage** as applicable and click **Save & Continue** to proceed.

- ☐ Mine Characteristics
- ☐ Fee Schedule
- ☐ Maps
- ☐ Natural Resources
- ☐ Reclamation Plan
- ☐ Mine Location
- ☐ Letters
- ☒ **Acreage and Bond**
- ☐ Document Upload
- ☐ Invoice Schedule
- ☐ Application Sharing
- ☐ Invoice
- ☐ Review & Submit
- ☐ Confirmation

Determination of Affected Acreage and Bond

The following bond calculation worksheet is to be used to establish an appropriate bond (based upon a range of \$500 to \$5,000 per affected acre) for each permitted mine site based upon the acreage approved by the Department to be affected during the life of the mining permit. Please insert the approximate acreage, for each aspect of the mining operation, that you intend to affect during the life of this mining permit (in addition, please insert the appropriate reclamation cost/acre for each category from the Schedule of Reclamation Costs provided with this application form) OR you can defer to the Department to calculate your bond for you based upon your maps and standard reclamation costs:

Permit Application Number

PA-162011

Tailings/Sediment Ponds

0

Stockpiles

0

Waste Piles

2.75

Processing Area Haul Roads

2.62

Mine Excavations

18.27

Other

0

Acres Permit

26

Sedimentation & Erosion Control Measures.

a) affected acres that drain into proposed/existing excavation and/or

b) affected acres that will be graded for positive drainage where measures will be needed to prevent offsite sedimentation and sedimentation to onsite watercourses and wetlands.

Positive Drainage

2

Internal Drainage

3

Back
Save & Continue

Step 10: Document Upload

On this screen the user can upload supporting documents for their application. At the top of the screen is a collapsible section detailing important information about maps. Clicking the title bar toggles the information section open and closed.

Additional Information on Maps
^

Mine maps must be accurate and appropriately scaled drawings, aerial photographs, or enlarged topographic maps of the entire mine site. All aspects of the mine site must be clearly labeled on the maps along with their corresponding (approximate) acreage. Thus, all mine and reclamation maps must denote those activities that are intended to be conducted during the life of the mining permit. All maps must be of a scale sufficient to clearly illustrate the following, at a minimum:

- Property lines of the tract or tracts of land on which the proposed mining activity is to be located including easements and rights-of-way.
- Existing or proposed permit boundaries with geographic controls (e.g. metes and bounds, coordinates) labeled
- Initial and ultimate limits of clearing and grading
- Outline and width of all buffer zones (both undisturbed and unexcavated) Outline and acreage of all pits/excavations
- Outline and acreage of all stockpile areas
- Outline and acreage of all temporary and/or permanent overburden disposal areas
- Location and acreage of all processing plants (may be described as to location and distance from mine if

Additional Information on Maps
v

Maps *

Select files...

Drop files here to upload

Download the [Bond Calculation document](#). Fill it out, save it, and then upload it below.

Bond Calculation *

Select files...

Drop files here to upload

Download the [land entry agreement](#). Fill it out, save it, and then upload it below.

The rest of the screen is for uploading documents. Only PDFs are allowed and there is a 99 MB limit per file.

Maps *

Select files...

Drop files here to upload

Download the [Bond Calculation document](#). Fill it out, save it, and then upload it below.

Bond Calculation *

Select files...

Drop files here to upload

Download the [land entry agreement](#). Fill it out, save it, and then upload it below.

Land Entry Agreement *

Select files...

Drop files here to upload

Download the [Affidavit](#). Fill it out, save it, and then upload it below.

Affidavit of notification of landowners

Select files...

Drop files here to upload

Revegetation Plan *

Select files...

✓ Done

Reveg-Plan.pdf

File(s) uploaded successfully.

✕

Receipts

Select files...

✓ Done

Receipts.pdf

File(s) uploaded successfully.

✕

Other Documents

Select files...

Drop files here to upload

	File Name	Created On	Type	
Remove	Receipts.pdf	11/5/2025 5:37 PM	Receipts	Actions ▾
Remove	Reveg-Plan.pdf	11/5/2025 5:38 PM	Revegetation Plan	Actions ▾

For **Maps, Receipts, and Other Documents**, multiple files can be uploaded.

Only one file may be uploaded for the other document types.

For the **Bond Calculation, Land Entry Agreement, and Affidavit of notification of land-owners**, the user can use the link to download the document to be saved, completed, then uploaded.

The **Revegetation Plan** document is only available for upload if on Step 6.13 the user indicated one would be uploaded.

As files are uploaded, they are added to the grid at the bottom of the screen.

Users may remove documents from the application by clicking the **x** to the right of the file, or by clicking the **Remove** button on the grid.

Step 11: Invoice Schedule

This screen gives the user an opportunity to view the generated invoice and application. Clicking **View Invoice** or **Review Application** opens the document viewer from which the user can view, print, or save.

- General Information
- Mine Characteristics
- Fee Schedule
- Maps
- Natural Resources
- Reclamation Plan
- Mine Location
- Letters
- Acreage and Bond
- Document Upload
- Invoice Schedule**
- Application Sharing
- Invoice

Permit Application Number

PA-162011

Mine Facility

Asta Mine

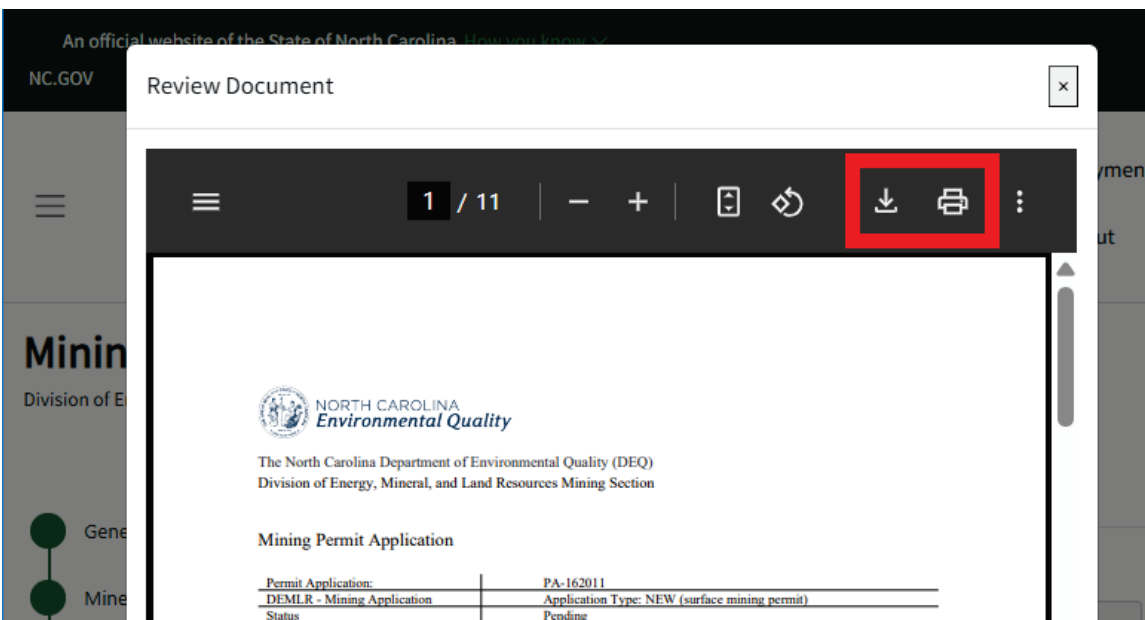
Acres for new permits means the total acreage at the site to be covered by the permit.
Acres for modification of permits means the new affected acres within the previously approved permitted boundary plus the proposed total acreage to be added outside the previously approved permitted boundary

Invoice Number

INV-060232

[View Invoice](#) [Review Application](#)

[Back](#) [Save & Continue](#)



Step 12: Application Sharing

Users without signature authority should share the application with the individual responsible for submitting. Users can also share applications with colleagues or others who should have access. If an application has not been submitted, share recipients can edit the application.

Applications can be shared at any time, and applications can also be shared from the [Applications Grid](#).

Share This Application

Permit Application Number
PA-162011

Application Type
DEMLR - Mining Application

Location
Asta Mine

Primary Applicant
N and N, LLC

Share this application with others by using the grid below. Add an entry for each person you would like to share this application with. For example, if you are a preparer or consultant, you can share the application with a responsible official that has the authority to sign and submit the application.

+ Add

Email Address	Role(s)	Status Reason	Initiating Contact

Clicking **+ Add** at the top of the grid allows users to enter a share invitation to other users.

After clicking **+ Add** at the top of the grid a modal window will open where the user can fill out the invitation. The sharing user's name is automatically filled in.

The **Email Address** of the invitee must be entered and their **Role** must be selected from the dropdown. There is also space for optional comments which will be inserted into the email that is automatically sent to the share recipient once **Send Sharing Invitation** is clicked.

The [Accepting Shared Applications/Permits](#) section in this document has information on accepting shares.

Fill out the information below and then click "Send Sharing Invitation". This will generate an email to the email address provided with a link to redeem the sharing invitation.

Initiating Contact

Your name will appear here.

Email Address Of The Person You Would Like To Share The Application With *

Role(s) *

Comments

Add comments that will be seen by the user that your are inviting to this application.

Send Sharing Invitation

The **Email Address** that is/will be associated with the recipient's AccessDEQ portal account must match the email address entered here.

If the wrong email address is used, a new share invitation can be issued to the correct address.

Invitees who will be submitting the application should have the role **Responsible Official** or **Delegated Responsible Official**.

Responsible Official
Delegated Responsible Official
Report Certifier
Preparer
Financial Administrator

For others, users can select the role that seems most appropriate. If unsure, the role of **Preparer** can be used.

Users may continue clicking **+ Add** to send more share invitations. Once entered, the invitations appear in the grid. Invitations in **Pending** status have not yet been redeemed, those in **Redeemed** status have.

Preparers can use **Save & Exit** when they are finished on this screen. Users may always return to the application before it has been submitted to make revisions. Users who will pay the invoice or submit the application can click **Save & Continue** to proceed.

+ Add

Email Address	Role(s)	Status Reason	Initiating Contact
ptp.test.user2@deq.n...	Preparer	Redeemed	PTP Test User 3
ptp.test.user1@deq.n...	Responsible Official	Pending	PTP Test User 3

0

Preparers can **Save&Exit** after sharing.

Back

Save & Exit

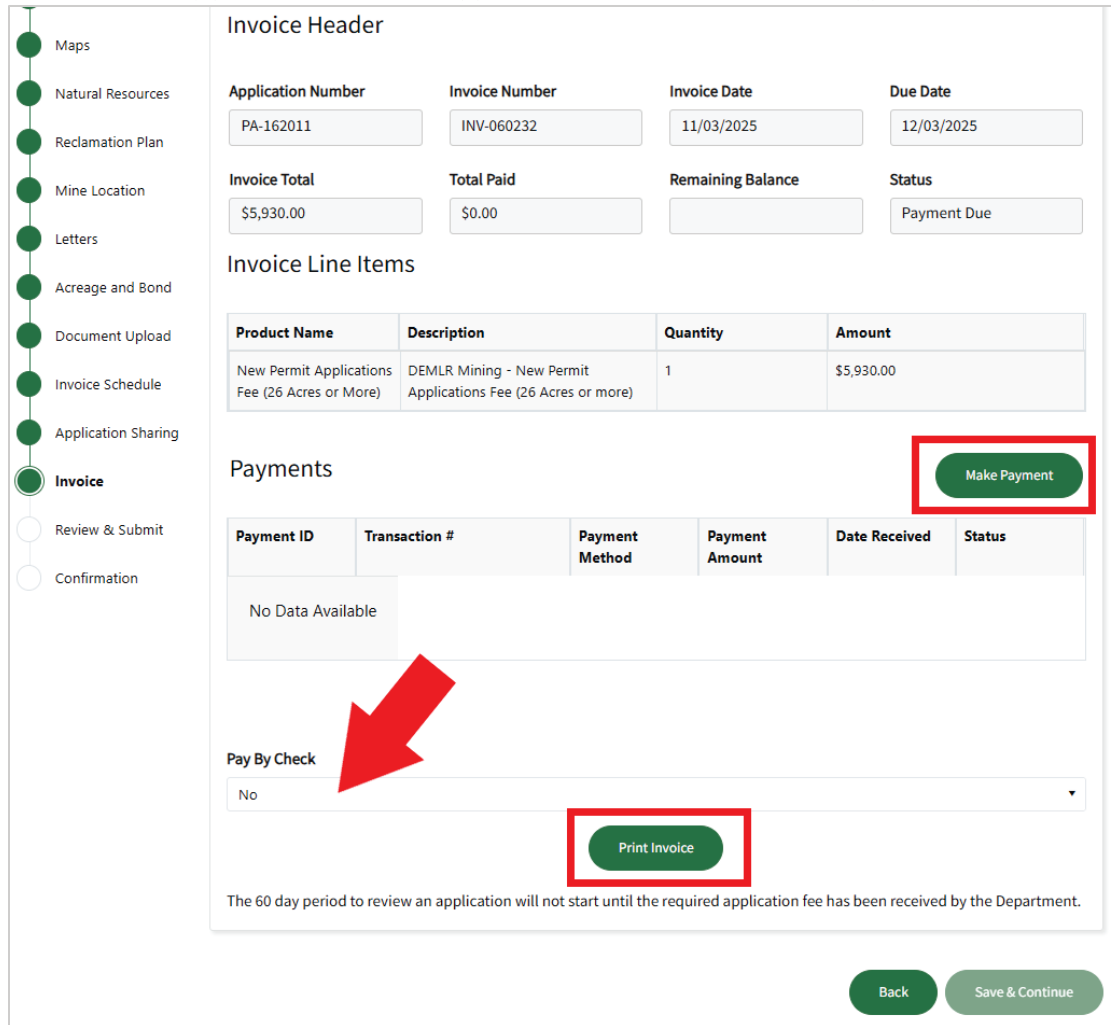
Save & Continue

Step 13: Invoice

This screen displays the invoice and allows the user to make a payment online or indicate they will be paying by check. Users can generate a document version of the invoice for printing or saving.

Once the user has completed **Make Payment**, or selected “Yes” for **Pay By Check**, they can click **Save & Continue** to review and submit the application

Note: The 60 day period to review an application will not start until the application fee has been received.



Invoice Header

Application Number	Invoice Number	Invoice Date	Due Date
PA-162011	INV-060232	11/03/2025	12/03/2025

Invoice Total	Total Paid	Remaining Balance	Status
\$5,930.00	\$0.00		Payment Due

Invoice Line Items

Product Name	Description	Quantity	Amount
New Permit Applications Fee (26 Acres or More)	DEMLR Mining - New Permit Applications Fee (26 Acres or More)	1	\$5,930.00

Payments

Payment ID	Transaction #	Payment Method	Payment Amount	Date Received	Status
No Data Available					

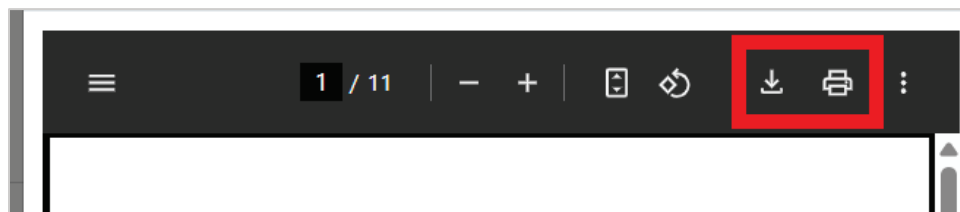
Pay By Check

No

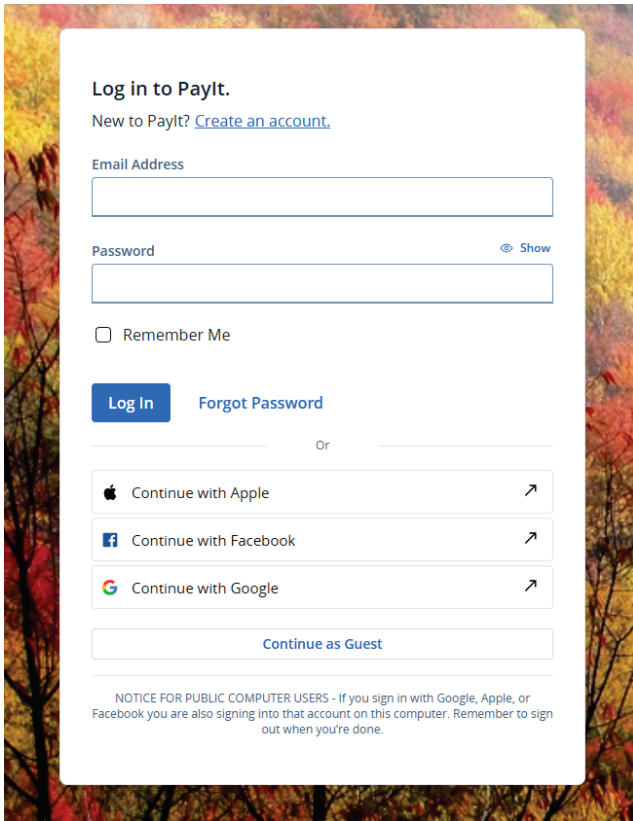
Buttons: **Make Payment**, **Print Invoice**, **Back**, **Save & Continue**

The 60 day period to review an application will not start until the required application fee has been received by the Department.

Clicking **Print Invoice** will open the document viewer from which the user can view the invoice document and click the icons to download or print the invoice.



Clicking **Make Payment** takes the user to the PayIt service.



The image shows a PayIt login form with the following elements:

- Log in to PayIt.**
- New to PayIt? [Create an account.](#)
- Email Address:
- Password: [Show](#)
- ☐ Remember Me
- [Log In](#) [Forgot Password](#)
- Or
- Continue with Apple [↗](#)
- Continue with Facebook [↗](#)
- Continue with Google [↗](#)
- [Continue as Guest](#)
- NOTICE FOR PUBLIC COMPUTER USERS - If you sign in with Google, Apple, or Facebook you are also signing into that account on this computer. Remember to sign out when you're done.

Using a PayIt account allows users to save payment information so it can be used later.

Users can click the **Create an account** link if they do not already have a PayIt account. For users with a PayIt account, they can sign in before proceeding to the payment.

Using **Continue as Guest** allows users to enter a payment without a PayIt account.

Valid payment methods in PayIt are credit card, debit card, and checking account (ACH).

A \$3 convenience fee is applied to all electronic payments. There is an additional fee of 1.85% if paying with credit or debit card. For ACH, there is an additional flat fee of \$1.25 per ACH payment.

A receipt from PayIt will be provided showing the total payment including fees. Users can print a copy of the receipt by clicking the Print button at the top right corner of the page.

Note: AccessDEQ allows payment of invoices without signing in to an AccessDEQ account. If a user knows the Invoice Number and the Invoice Amount, they can go to <https://portal.deq.nc.gov/make-payment> to pay it online. The [Invoice Payment](#) guide, and the [AccessDEQ YouTube Playlist](#) has more information.

Step 14: Review & Submit

On this screen users who have signature authority for the application can indicate **Yes**, enter their **Title**, and click **Submit** to submit the application.

Review & Submit

In order to submit this type of application, you must have submission authority for the organization, financially responsible party or project. If you have signature authority, you may complete the attestation statements below and submit the application. **If you do not have signature authority, you can share the application with an appropriate individual with signature authority below.**

Permit Application Number
PA-162011

Primary Applicant
N and N, LLC

Review Application

Share Application With Others

Use the  button below to share access to this permit application

Add

Email Address	Initiating Contact	Permit Application	Role(s)	Status Reason
ptp.test.user2@deq.nc.g...	PTP Test User 3	PA-162011	Preparer	Redeemed
ptp.test.user1@deq.nc.g...	PTP Test User 3	PA-162011	Responsible Official	Redeemed

100 items per page
1 - 2 of 2 items

Declaration of Signature Authority

I certify under penalty of law that I possess authority to sign documents and/or reports based on my relationship to the aforementioned Organization and I am an owner, responsible corporate officer, proprietor, principal executive officer, or ranked elected official or I have been granted permission to act as a duly authorized representative (Delegated Responsible Official).

By clicking the submit button, I certify that the information provided in this application is true and correct to the best of my knowledge and belief and was provided by me under oath (This form must be submitted by the Financially Responsible Person if an individual or his attorney-in-fact, or if not an individual, by an officer, director, partner, or registered agent with the authority to execute instruments for the Financially Responsible Person). I agree to provide corrected information should there be any change in the information provided herein.

I Possess Signature Authority For This Application *
Yes

Title *
Managing Director

Back
Save & Exit
Submit

Users can click **Review Application** to open the document viewer to view, download, or print the application document.

Sharing information for the application is displayed, and users initiate sharing here if they wish.

Applications can be shared at any time, and can also be shared from the [Applications Grid](#).

Step 15: Confirmation

The application is submitted, and a confirmation screen displays with the permit application number and a link to the [Applications Grid](#), from which the user can view information about the application, withdraw it, share it, or make changes if it is sent back for revisions.

Energy, Mineral, and Land Resources (DEMLR)
Mining Form Submitted Successfully

The application has been submitted successfully for processing. Your application number is listed below. Notifications will be sent if more information is needed, when payment is required, and at specific moments when the application transitions through the approval process.

You can monitor the status of your application at any time from the [My Applications](#) page on this portal.

Permit Application Number

PA-162011

The 60 day period to review an application will not start until the required application fee has been received by the Department.

Additional Information Request

Applications may be returned for revision. An Additional Information Request (ADI) is sent via email from the address **DoNotReply-DEQPermits@deq.nc.gov**. It will describe the additional or revised information needed and may include attachments. The applicant has a maximum of 180 days to submit the requested information unless they apply for and receive an extension.

Dear N and N, LLC:

We have reviewed the application request your company submitted for the referenced mine site. In order for this office to complete its review of the referenced project in accordance with N.C.G.S. §74-50 and §74-51 of the Mining Act of 1971, please provide the additional or revised information in accordance with the following comments:

Here is where the Department will outline the modifications needed for the permit application. Users can go to the Applications Grid, find the application, which will be in Awaiting Applicant status, and open it for editing to make the appropriate changes to the application and documents. When attaching revised documents, users should first delete the documents which need to be revised.

Please note, this office may request additional information, not included in this letter, as the mining application review progresses. Be advised that our review cannot be completed until all of the items listed above have been fully addressed.

In order to complete the processing of your application please provide a response to this letter and forward a copy of any maps requested to my attention at the following address:

Division of Energy, Mineral and Land Resources
Department of Environmental Quality
1612 Mail Service Center
Raleigh, NC 27699-1612

If hand delivering or delivering by shipping company (e.g., FedEx, UPS), please deliver to our physical address:

Division of Energy, Mineral, and Land Resources
Department of Environmental Quality
512 N. Salisbury Street, 5th Floor
Raleigh, NC 27604

As required by 15A NCAC 58.0113, you are hereby advised that you have 180 days from the date of your receipt of this letter to submit all of the requested information. If you are unable to meet this deadline and wish to request additional time, you must submit information in writing to the Director clearly indicating why the deadline cannot be met and request that an extension of time be

Once an application has been returned and an ADI issued, portal users can go to the Applications Grid and open the application for editing. Applications which have been returned for revisions appear with an **Awaiting Applicant** status. The [Applications Grid](#) section in this document has more information.

Users can select the application to open it for editing and step through it as they did for the initial application, making the appropriate changes to the application as they go. Revised documents can also be attached. Users should first remove the documents which will be replaced, then upload the revised documents. The application should again be submitted by a user who has authority to submit the application.

Applicants should respond to the ADI email and forward a copy of any maps requested.



Bond Request

When an application has been approved, a Bond Request is issued from the email address **DoNotReply-DEQPermits@deq.nc.gov** containing the amount of the bond requested and information about obtaining a bond. Attached is a draft of the permit. The applicant has 60 days to file the required surety. After the bond has been reviewed and deemed satisfactory, the permit will be issued.

3201 Test Ave
Wilmington, NC 28401

RE: Asta Mine - PA-162011
Pender -

Dear Nora Charles:

Your application for a mining permit for the above referenced mine site has been approved but the permit shall not be issued until the Department has received the required bond or security pursuant to N.C.G.S. §74-51(h). Enclosed is a **draft** of the mining permit proposed by the Department. The conditions in the draft permit were based primarily upon information supplied in your application. Other necessary conditions may have been added to ensure compliance with The Mining Act of 1971.

The reclamation bond has been calculated for this site using the information submitted in the application (see table below). The bond amount for this site is \$ 59,700.00. The bond is required before the permit can be issued. For your convenience, here is a link to a [bond form](#), an [assignment of a savings account](#) form and an [irrevocable standby letter of credit](#) form. The name on the security form must be the same as the name appearing on the enclosed draft permit, i.e., N and N, LLC. In addition to one of these alternatives you may, upon request, substitute a cash deposit.

Category	Affected Acreage	Reclamation Cost/Acre	Reclamation Cost
Tailings/Sediment Ponds	0.00	\$ 500.00	\$ 0.00
Stockpiles	0.00	\$ 1,800.00	\$ 0.00
Waste Piles	2.75	\$ 2,000.00	\$ 5,500.00
Processing Area/Haul Roads	2.62	\$ 1,800.00	\$ 4,716.00
Mine Excavation	18.27	\$ 2,000.00	\$ 36,540.00
Other	0.00	\$ 0.00	\$ 0.00
Total	23.64		\$46,756.00

Internal Drainage:	3.00			
Positive Drainage:	2.00	X	\$1500	\$ 3,000.00

Inflation Factor	Subtotal Cost	Life of Mining Operation or Life of Lease	Inflation Cost
0.02	\$ 49,756.00	10	\$ 9,951.20

(inflation factor * subtotal cost * life of mining operation = inflation cost)

Total Reclamation Bond Cost = \$ 59,700.00

Please review the enclosed draft permit and the reclamation bond worksheet and contact this office should you have any objections or questions concerning the permit conditions. N.C.G.S. §74-51 provides that the operator has sixty (60) days following the mailing of a notice of the required



Accepting Shared Applications/Permits

A portal user can grant access to others for permit applications or permits by using the sharing feature. The [Application Sharing](#), [Applications Grid](#), and [Permits & Projects Grid](#) sections in this document have more information about initiating sharing.

When a user shares an application or permit, the recipient is sent a message from the email address **DoNotReply-DEQPermits@deq.nc.gov**. The subject line of the email contains **[Sharer] has shared a permit or permit application with you on AccessDEQ**.

If the recipient does not already have a portal account in AccessDEQ, they can register an account.

The share recipient automatically gets access to the shared application/permit when they sign in and the shared permit/permit application will appear in their **Permits & Projects** and/or **Applications** grids.

AccessDEQ user PTP Test User 3 (ptp.test.user3@deq.nc.gov) has shared access to a permit application with you.

Permit Application Number: PA-025449

Permit Application Type: Stormwater COC - NCG25 NPDES Construction

Since it appears that you do not have an account with AccessDEQ, you will need to register before you can access the shared permit application.

To register, please use the link below and follow the instructions provided.

[Registration Link](#)

After completing your registration, you will have access to the shared permit and can view the permit application on AccessDEQ.

[My Permit Applications](#)

An example of a permit application sharing email message sent which includes instructions to register an account and a link to the applications grid from which the user can access the shared permit application.

AccessDEQ user PTP Test User 3 (ptp.test.user3@deq.nc.gov) has shared access to a permit and permit application with you.

Permit Number: NCC256014

Permit Type: NCG01 - NPDES Construction

Permit Application Number: PA-024789

Permit Application Type: Stormwater COC - NCG01 NPDES Construction

Location/Project Name: Delphi Museum

It looks like you already have an account with AccessDEQ so all you need to do is log into AccessDEQ to view the shared permit and permit application.

[My Permits & Projects](#)

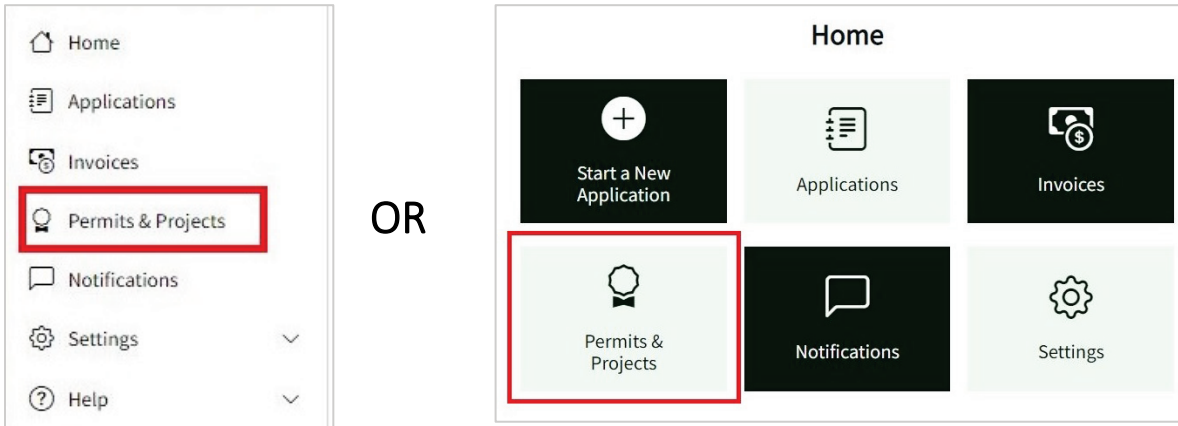
[My Permit Applications](#)

An example of a permit sharing email message sent to a share recipient whose email address matches a current AccessDEQ portal account.

It is important the email address to which the sharing invitation is sent matches the email address that is/will be associated with the invitee's AccessDEQ portal account. In the event a user sends a share invitation to the wrong email address, they can re-share to the correct email address.

Permits & Projects Grid

Users can see the permits to which their AccessDEQ portal account currently has access. To reach the Permits & Projects screen users can select **Permits & Project** on the left-hand navigation, click the tile on the home screen, or directly at <https://portal.deq.nc.gov/my-accessdeq/my-permits>. To add a permit which does not appear in the list, users can request access to it. The [Request Access to a Permit](#) section has more information.



The user's permits and projects grid will be displayed. Users may click on the link in the **Permit/Project** column to view the Permit Details screen for a permit. In the **Actions** menu, users may select **Share Permit** to share access to a permit with another user.

My AccessDEQ / Permits & Projects

Permits & Projects

Use this page to view the details of permits, projects, and other certificates.

Status: All ▾ Expiration Date: N/A ▾

☒ Export to Excel

Permit / Project	Program	Permit Type	Location	Status	Issued ↓	Effective	Expires	
NCC256078	NPDES Stormwater	NCG01 - NPDES Construction	WaFo Renaissance Food Hall	Active	06/18/2025	06/18/2025	03/30/2029	Actions ▾ View Share Permit
NCC256076	NPDES Stormwater	NCG01 - NPDES Construction	Delphi Museum	Active	05/20/2025	05/20/2025	03/30/2029	Actions ▾
WAKE-2025-00011	Erosion & Sediment Control	Erosion & Sediment Control Certificate of	Venus & Dr. John Records	Active	11/22/2024	11/22/2024		Actions ▾

Permits & Projects grid at <https://portal.deq.nc.gov/my-accessdeq/my-permits>

Selecting **Share Permit** from the Actions menu on the Permits & Project grid will open a modal window in which the user can fill out the invitation. The sharing user's name is automatically filled in.

The **Email Address** of the invitee must be entered and their **Role** selected from the dropdown. There is also space for optional comments which will be inserted into the email that is automatically sent to the share recipient once **Send Sharing Invitation** is clicked.

Share Permit

Fill out the information below and then click "Send Sharing Invitation". This will generate an email to the email address provided with a link to redeem the sharing invitation.

Initiating Contact

PTP Test User 3

Recipient Email Address *

Role(s) *

Comments

Send Sharing Invitation

Invitees who have signature authority should have the role **Responsible Official** or **Delegated Responsible Official**.

Responsible Official
Delegated Responsible Official
Report Certifier
Preparer
Financial Administrator

For others, users can select the role that seems most appropriate. If unsure, the role of **Preparer** can be used.

The email address that is/will be associated with the share recipient's AccessDEQ portal account must match the email entered here for the share to be successful. If a user shares an application to the wrong email address, they can share again to the correct email address.

If the email address of the recipient is not yet associated with an AccessDEQ portal account, the sharing message will include registration instructions for the recipient. The [Accepting Shared Applications/Permits](#) section in this document has more information.

Request Access to a Permit

If a user needs access to a permit that doesn't appear in their Permits & Projects grid, they can request it.

Step 1: Go to the Permits & Projects grid

- Home
- Applications
- Invoices
- Permits & Projects
- Notifications
- Settings
- Help

OR

Home

+
Start a New Application

Applications

Invoices

Permits & Projects

Notifications

Settings

OR

[Permits & Projects Grid Link](#)

Step 2: Click the **Request access** button at the bottom of the Permits & Projects grid.

My AccessDEQ / Permits & Projects

Permits & Projects

Use this page to view the details of permits, projects, and other certificates.

Status: Active ▾

Expiration Date: Expired ▾

Export to Excel

Permit / Project	Program	Permit Ty...	Location ↑	Status	Issued	Effective	Expires	
NCC256014	NPDES Stormwa...	NCG01 - NPDES Constructi...	Delphi Museum	Active	04/03/20...	04/03/20...	03/11/20...	Actions ▾

◀ ◻ ▶
100 ▾ items per page

1 - 2 of 2 items ↻

Don't see your permit or project?

Request access

Figure 1 Permits & Projects screen found at <https://portal.deq.nc.gov/my-accessdeq/my-permits>

Step 3: Type a search term and press the enter key. The **Number**, **Primary Permittee**, and **Location** columns are evaluated for the search term. The search accepts partial numbers and names.

Search for your permit or project using the Search box, click "Select" & "Confirm" if you find it.

Search

Select	Number	Location	Type	Primary Permittee	Issued
Select	71-1000	Asta Mine	DEMLR - Mining Permit	N and N, LLC	11/06/2025
Select	NCC203129	Daniel Farm Lots 1, 71-	NCG01 - NPDES	Eastwood Homes of	04/01/2024

Step 4: Click **Select** then **Confirm** to open an access request for the desired permit.

Select	Number	Location	Type	Primary Permittee	Issued
Select	71-1000	Asta Mine	DEMLR - Mining Permit	N and N, LLC	11/06/2025

Select	Number	Location	Type	Primary Permittee	Issued
Confirm	71-1000	Asta Mine	DEMLR - Mining Permit	N and N, LLC	11/06/2025

Step 5: Enter explanatory comments about the request for access and upload supporting documentation.

Please explain your relationship to the permit or project. *

Supporting Documentation *

Select files...

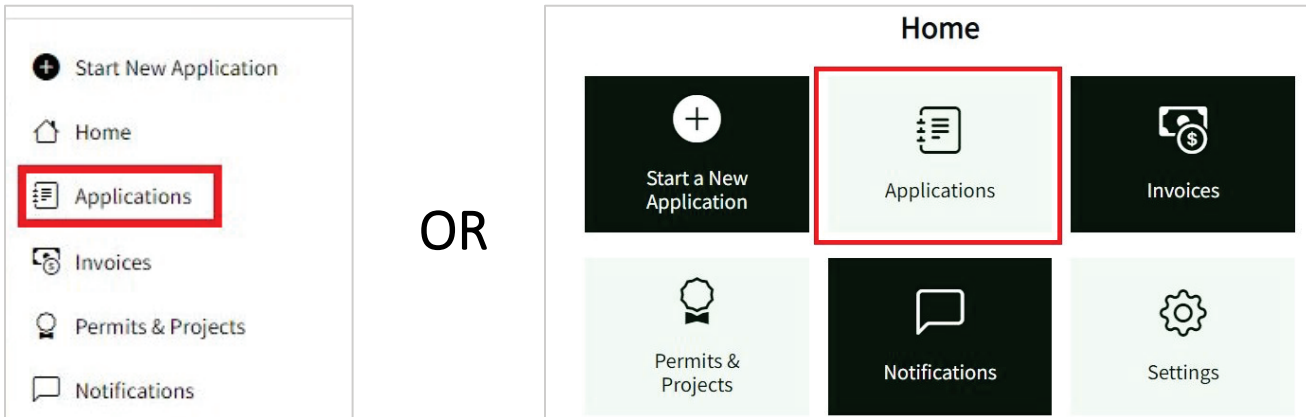
Drop files here to upload

Submit

Clicking **Submit** sends the request to DEQ. The user will be notified via email about the decision for the request. If the request is granted, the permit will appear in the user's Permits & Projects grid.

Applications Grid

A user's applications may be accessed from the **Applications** screen reached by selecting it from the left-hand navigation menu, the tile on the Home screen, or URL <https://portal.deq.nc.gov/my-accessdeq/myapplications>.



The **Applications** grid shows new and modification applications to which the user has access. This includes applications created by the user or shared with the user.

Clicking on the permit application number (**PA-#####**) in the **Application** column will show the application. If the application is in status "Not Submitted" or "Awaiting Applicant", it opens for editing. If it is in any other status, the **Application Details** screen is displayed.

Mining applications with a payment due will appear in "Completeness Review" status. Applications under review appear in "Technical Review" status.

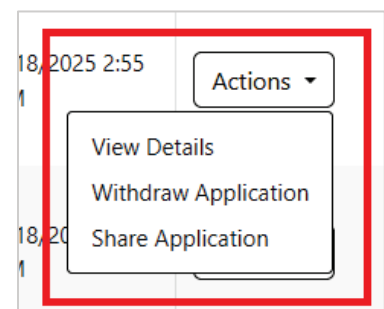
Application	Program	Application ...	Status	Location	Primary Ap...	Submitted On	Created... ↓	
PA-162066	DEMLR - Mining	DEMLR - Mining Application	 Completeness Review	UAT mining loc 10-31	Haritha Corp	10/31/2025 4:33 PM	10/31/2025 2:26 PM	Actions ▾
PA-162011	DEMLR - Mining	DEMLR - Mining Application	Awaiting Applicant	Asta Mine	N and N, LLC	11/6/2025 10:55 AM	10/23/2025 9:01 AM	Actions ▾
PA-161991	DEMLR - Mining	DEMLR - Mining Application	 Technical Review	Funk Quarry	Funk Industries	10/17/2025 8:30 AM	10/16/2025 6:52 PM	Actions ▾

Applications Grid found at <https://portal.deq.nc.gov/my-accessdeq/myapplications>

The **Actions** button displays options such as **View Details**, **Withdraw Application**, and **Share Application**.

For applications in any status, selecting **View Details** will open the Application Details screen.

The [Application Sharing](#) section of this guide has more information about sharing applications.



The Application Details screen shows information about the application, its status, a link to withdraw an application, and the **Adjoining Landowner(s) Letters** button which takes the user to the Adjoining Landowner Letters & Receipts page.

Adjoining Landowner(s) Letters

Withdraw Application

General Information

Permit Application Number

PA-162011

1.1 Mine

Asta Mine

2.1 Primary Applicant

On the Adjoining Landowner Letters & Receipts page the user can view, print, or download all or selected adjoining landowner letters. The user may also upload additional receipts on this page. The [Letters](#) and [Document Upload](#) sections of this document have more information.

Note: the user can perform the same actions from within an unsubmitted application.

Adjoining Landowner(s) Letter(s)

Permit Application Number

PA-162011

Environmental Interest

Asta Mine

Download Adjoining Landowner(s) of Letters.

Print	Customer ID	Name	Mailing Address Composite ...
☐	00616584	Dorothy Wynant	107 N Testing Dr Surf City, NC 28445
☐	00616585	O'Sullivan Properties	111 N Testing Dr. Surf City, NC 28445
☐	00616586	Samuel D. Hammett	114 W. Test Ave. Surf City, NC 28445

1

100

items per page

1 - 3 of 3 items

Print

Print All

Letter Receipts

Select files...

Drop files here to upload

Export to Excel

Original File ...	Name	Control (s)	Environment...	Parent Record	
Receipts.pdf	DM-0000020529		Asta Mine	PA-162011	Actions

Invoices Grid

Invoices associated with permits or permit applications associated with the user can be viewed from the **Invoices** grid in AccessDEQ. To view an individual invoice, users can click the link in the **Invoice** column (**INV-#####**), or select **View Invoice** from the **Actions** menu.

My AccessDEQ / Invoices

Invoices

Use this page to pay invoices related to applications and permits.

Invoice(s)
Consolidated Invoice(s)

Status: All

☒ Export to Excel

Search...

Invoice	Invoice Date	Due Date	Remaining Bal	Status	Invoice Total	Total Paid	Application	
INV-004256	04/02/2025	05/02/2025		Payment Due	\$120.00		PA-024789	Actions
INV-004243	03/25/2025	03/25/2025	\$0.00	Paid In Full	\$60.00	\$60.00	PA-024877	Actions
INV-004235	03/18/2025	03/18/2025	\$0.00	Paid In Full	\$60.00	\$60.00	PA-024792	Actions
INV-004230	03/18/2025	03/18/2025		Overdue	\$2,000.00		PA-024763	Actions

Invoices grid found at <https://portal.deq.nc.gov/my-accessdeq/my-invoices>

To view the associated permit application from the Invoices screen, users can click the link in the **Application** column or select View Application from the **Actions** menu.



The Invoice screen displays details of the invoice and any payments that have been made.

The **Make Payment** button is enabled for invoices with an outstanding balance. Clicking it takes the user to the Paylt web application, where they can submit a payment. Information for paying by check can be found by clicking the **Paying by Check?** link.

Invoice

Invoice Header

Application Number	Invoice Number	Invoice Date	Due Date
PA-024789	INV-004256	04/02/2025	05/02/2025
Invoice Total	Total Paid	Remaining Balance	Status
\$120.00	\$60.00	\$60.00	Payment Due
Environmental Interest Name	Primary Applicant Name		
Delphi Museum	Cap Six Development Inc.		

Invoice Line Items

Product Name	Description	Quantity	Amount
NCG010000/NCG250000 Permit Application Fee	Fee for submitting an NOI for a COC under the NCG01/NCG25 General Permit or an annual renewal fee for a current active permit holder	1.00	\$120.00

[Make Online Payment](#)
[Paying by Check?](#)

Payments

Payment ID	Transaction #	Payment Method	Payment Amount	Date Received	Status
PMT-25156	123456789	Online Payment	\$60.00	04/03/2025	Active

Note: If paying by credit card, there is an additional fee of 1.85% or if paying by ACH, there is an additional fee of \$1.25, and a \$3 convenience fee applied to all electronic payments.

The [Invoice](#) section of this document has more information about making an online payment.

Withdrawing an Application

Withdrawing an application can be done using the Withdraw Application button on the **Application Details** page, or by selecting **Withdraw Application** from the Actions menu on the Applications grid.

Application ...	Status	Location	Primary Ap...	Submitted On	Created On	
YEMLR - Mining application	 Technical Review	Asta Mine	N and N, LLC	11/6/2025 10:00 AM	10/23/2025 9:01 AM	Actions ▾ View Details Withdraw Application Share Application
YEMLR - Mining application	 Technical Review	Funk Quarry	Funk Industries	10/17/2025 8:30 AM	10/16/2025 6:52 PM	

Initiating **Withdraw Application** takes the user to a screen where they can provide the reason for the withdrawal and submit the withdrawal request.

Note: A withdrawal request cannot be undone. Withdrawn applications cannot be reactivated.

You are electing to withdraw your application.

Withdrawing this application will deactivate it in our system. If you decide to continue with your project, you will have to submit a new application, including any application fees. Any paper copies that have been received in relation to this application will be recycled. **This cannot be undone.** If you would like to withdraw this application, click the Submit button below to complete your application withdraw request.

Permit Application Number

Facility/Site Location/Project

Comments *

Submit

Users can see their withdrawn applications in the Applications grid. The default viewing filter on the Applications screen displays only active applications, but users can change the filter.

*Note: Withdrawn applications for which the withdrawal request has not yet been processed by DEQ appear on the grid with the status of **Application Submitted**.*

Appendix A – Document Management

Document History

The change history of the document is recorded in the Revision History Table.

Version	Version Description	Details
1.0	Initial version of the user guide.	Author: Christi Haynes Date: 01/16/2026
1.1	Updates for new account registration and two-factor authentication, main menu changes, updated for new permit introduction image.	Author: Christi Haynes Date: 08/03/2026
1.2	Add Identity Proofing section and Appendix	Author: Christi Haynes Date: 08/14/2026

Appendix B – Helpful Information

Description	Web Address
North Carolina AccessDEQ homepage	https://deq.nc.gov/accessdeq
Sign in or sign up for an AccessDEQ portal account	https://portal.deq.nc.gov/login
General guide to the My AccessDEQ portal	https://portal.deq.nc.gov/help/getting-started-guide
Answers to FAQs and commonly used acronyms	https://portal.deq.nc.gov/help/faqs-and-acronyms
Link to all AccessDEQ portal application user guides	https://portal.deq.nc.gov/help/user-guides
North Carolina DEQ YouTube Playlists	https://youtube.com/@NCDEQ/playlists
Direct link to pay invoice	https://portal.deq.nc.gov/make-payment

The North Carolina Department of Environmental Quality (DEQ) Permitting Transformation Program (PTP) is the initiative behind AccessDEQ. Information about it can be found at <https://www.deq.nc.gov/accessdeq/permitting-transformation-program>.

Information about all DEQ permitting and a link to a list of all permits, including those not currently part of AccessDEQ, can be found at this web address: <https://www.deq.nc.gov/accessdeq/permit-directory>.

AccessDEQ Quick Links	
AccessDEQ Portal Home Screen	https://portal.deq.nc.gov/my-accessdeq
AccessDEQ Help and Support	https://portal.deq.nc.gov/help-support
Applications Grid	https://portal.deq.nc.gov/my-accessdeq/myapplications
Permits & Projects Grid	https://portal.deq.nc.gov/my-accessdeq/my-permits
User Settings	https://portal.deq.nc.gov/my-accessdeq/settings
Invoices	https://portal.deq.nc.gov/my-accessdeq/my-invoices

Appendix C – Identity Proofing

The purpose of identity proofing is to ensure that the person interacting electronically with NCDEQ is the person they say they are.

The identity proofing component of NCDEQ's external portal is provided via an integration with LexisNexis.

LexisNexis uses information in publicly available databases to check the information users entered on the identity proofing screen. This includes the user's first and last name, phone number, the last 4 digits of their social security number, and address.

Tips for successful real-time identity proofing:

- Use home address and not a PO Box or work address.
- Enter the phone number typically used when filling out financial applications, banking information, mortgage documents, etc. This is usually a home phone number or registered cell phone, and not a work number.
- Ensure there are no leading or trailing spaces in the first and last name on the user's AccessDEQ profile.
- Identity proofing uses the first and last name entered when the AccessDEQ portal account was created. It checks against names in databases where legal names are used. If the identity proofing fails and the user's name has recently changed, or the user signed up for AccessDEQ using a name other than their legal name, they can change the name on their AccessDEQ profile and attempt identity proofing again.
- The user can enter different information and try again. For instance, they can try adding/removing the middle initial or try a different phone number with which the user is associated.

If a user cannot complete real-time identity proofing they can mail in a signed paper-based Subscriber Agreement to DEQ. To do this, they can click on the **Paper-Based Subscriber Agreement** button on the Identity Proofing screen, print and sign the form, and mail it to DEQ. The mailing address is provided.

Sometimes publicly available information is erroneous. Users can use the [contact us](#) link for assistance.