
State Water Resources Control Board

UST CLEANUP FUND PROGRAM UPDATE: CLAIM APPLICATIONS ONLINE SUBMITTALS AND OTHER IMPROVEMENTS (October 1, 2014)

Online Submittals

Beginning **October 6, 2014**, the UST Cleanup Fund will accept claim applications through GeoTracker. Submittal of documents through GeoTracker results in a number of improvements:

- Processing time decreases as Fund staff are able to receive documents to determine completeness and provide feedback on completeness more quickly.
- Tracking of the claim applications and supporting documents is transparent to both applicant and Fund staff.
- Supplemental supporting documents can be uploaded, received, and reviewed in less time than it takes for receipt alone by mail.

However, when the Fund accepts a claim application as complete via GeoTracker, the Fund must receive a hard copy of the Claimant's **wet signature** on the claim application signature page (page 21) within **2 weeks** in order to complete the claim eligibility review.

Although, the Fund will continue to accept hard copy claim applications, Fund staff will scan and upload them to GeoTracker, which will delay initiation of the application review. Therefore, the more efficient, and the Fund's preferred submittal method, is through GeoTracker. To find out how to upload claim applications through GeoTracker, see the [Electronic Claim Application User Guide](#).

Changes to All Claim Application Packages

[Claim Application Instructions](#) that apply to both hard copy and electronic submittal via GeoTracker is posted on the Fund's website at:

http://www.waterboards.ca.gov/water_issues/programs/ustcf/docs/fund_gto/092914_claim_application_instructions.pdf.

All claim application packages must include the new [Claim Application Cover Sheet](#) that identifies the documents submitted for each eligibility requirement. The claim application packages must include a divider page using the subjects listed on the [Claim Application Cover Sheet](#). Claim application packages submitted via GeoTracker must be [electronically bookmarked](#) within the PDF claim application file. Hard copy claim application packages submitted must also be organized with divider subject pages.

Updates on Process Improvements

The following is a summary of the claim application process, including recent improvements:

1. **NEW** Improvements to Web-based Information includes:
 - [Frequently Asked Questions \(FAQs\)](#)
 - Claim Application Process
 - Claim Application Content
 - Eligibility Review Process
2. **NEW** Instructions for Completing a Claim Application Package:
Claim applications must be organized using a divider page with the subjects listed on the [Claim Application Cover Sheet](#)
3. **NEW** Incomplete claim application packages will not be accepted for review. The applicant will receive information about deficiencies. An eligibility review cannot begin if the required information has not been submitted.
4. **NEW** A claim number will be assigned only when the claim application package is complete, and will be reviewed to determine if the claimant has submitted adequate information to determine eligibility.
5. **NEW** Claim application eligibility reviews will be performed within 10 business days of claim application package submittal.
6. If the information in the claim application package is complete, but the information is not sufficient to make an eligibility determination, the applicant will receive information about deficiencies.

7. If the deficiencies are not remedied, the claim will be rejected within the statutory 60 day limit.
8. If the deficiencies are remedied, the eligibility decision may be revised.
9. A claim eligibility decision can be appealed. Appeal information is contained in the rejection letter.
10. Claims determined eligible are placed on the Priority List awaiting issuance of a Letter of Commitment to fund the claim.

If you have any questions, please contact us by:

Email to: ustcleanupfund@waterboards.ca.gov

Subject Line: "Claim Application"

Email inquiries are responded to within 24 hours.

Telephone Message Line: 1-800-813-Fund (3863)

Telephone messages are responded to within 48 hours