1. How do I get to the Florida Department of Environmental Protection (FDEP) Electronic Self-Service Application (ESSA) Business Portal?

- Visit www.fldepportal.com

2. How do I register as a FDEP Business Portal (ESSA) user and get a password?

- Go to the DEP Business Portal and select the **"Submit"** option.
- Select the **"Registration Notification"** option.
- Select the **"Registration Notification"** option.
- Select the **"Storage Tank Registration"** option.
- Click **"Register"** Link in the upper right or lower left corner.
    - Fill in the required information and select **"Register"**
- Use the registered email address and password to sign into the FDEP Business Portal.

3. What can I do in the FDEP Business Portal?

__View, Print or Pay for Storage Tank Account (STCM)__

- View/Print Invoice(s)
- View/Print Tank Inventory for STCM Account
- Request a Placard
- Pay Storage Tank Registration Invoice(s)

__Update or Add Facility Information__

- Add or Update Facility Information
- Add or Update Facility Tank Information
- View Facility Tank Inventory

__Transfer Ownership__

- Transfer Account Ownership of a Facility

4. What if someone else's email address is already registered?

- Register your email address to sign in.

5. How do I pay my invoice?

*Please Note: Before proceeding you must know your **STCM Account Number**. The STCM Account Number can be found on your previous placard or invoice; or you can call Tank Registration at 850-245-8839.

- Go to the [ESSA Storage Tank Registration Invoice Payment Link](#).

- Click **"Storage Tank Registration"**
- Use your **email address** and **password** to sign into the DEP Business Portal.
  - If you do not have a registered email account, click the **"Register"** link.
- Enter your **STCM Account Number***.
- Click **"Search and Continue"**.
- Select facility(ies) you wish to pay. Click the **"Continue"**.
- Click **"Continue with Payment"**.
- Enter your Credit Card Billing Information.
- Click the **"Pay Now by Secured Website"**.
- After payment is submitted, you will receive an email containing the Payment Receipt and Registration Placard attached.

6. What methods of payment are acceptable?

- VISA, Mastercard, business or personal check payments may be made through the DEP Business Portal (ESSA) or by mail.

7. Can I pay over the phone?

- The Florida Department of Protection **cannot** accept payments over the phone.

8. Who do I make the check payable to?

- Make check payable to **"DEP Storage Tank Registration"**, signed, dated and filled out properly.
- **Make sure your STCM number* is on your check**.

9. Can I get a refund?

- You may receive a refund if your account shows that there is an overage payment. The refund will be paid back to the name on the check. Payment made by credit card will be refunded back to the credit card.

10. How do I get a placard?

- Go to the DEP Business Portal and select the **"Submit"** option.
- Select the **"Registration Notification"** option.
- Select the **"Storage Tank Registration"** option.
- Login using your email and password
- Select "Yes" to the question "Do you have a Storage Tank Account Number" (STCM)
- Enter the STCM number in the box
- Select "Request Placard"
- Click "Save and Go to New Step"
- Click the red link to continue

- Select "Request Placard"
- Click "Save and Go to New Step"
- Enter the STCM number in the box
- Click "Search and Continue"
- Select the facility(ies) of which you want the placard
- Click "Continue"
- You will receive an email with the placard attachment

11. Why do I need a placard?

- Under Section 376.3077, Florida Statutes, it is unlawful to deposit motor fuel into a stationary storage tank system that requires registration - if proof of registration is not displayed at the facility. To receive a Registration Placard please remit payment promptly. The Placard serves as receipt and proof of registration.

12. How do I get a copy of the previous year's placard?

- **You cannot** obtain a copy of the previous year's placard. However, you can request a facility **Placard Recipient Report** which will include a list of all previous year's placard issuance by contacting the Storage Tank Registration section at (850) 245-8839 or by email at tankregistration@floridadep.gov.

13. Where do I mail the payment?

- Send regular mail checks to:

  Florida Department of Environmental Protection
  Storage Tank / Drycleaner Registration
  PO Box 3070
  Tallahassee, FL 32315-3070

- Send overnight mail checks to:

  Florida Department of Environmental Protection
  Storage Tank Registration
  3800 Commonwealth Blvd
  Tallahassee, FL 32399-3000

14. How do I change the owner name?

- Complete the Storage Tank Facility Registration form and email to tankregistration@floridadep.gov for the following:
  o New owner
  o Existing owner update

15. How do I update the accounts payable or recipient who receives the annual invoice alert?

If you are the owner of one facility you can update the email address by following the steps below.

- Go to the DEP Business Portal.
- Select the **"Submit"** option.
- Select the **"Registration Notification"** option.
- Select **"Storage Tank Registration"** option.
- Use your **email address and password** to sign into the DEP Business Portal.
- If you do not have a registered email account, click the **"register"** link.
- Select "Yes" to the question "Do you have a Storage Tank Account Number" (STCM)
- Enter the STCM number in the box
- Select "Add or Update Facility Information" option

If you are the owner of more than one facility, you must submit an updated Storage Tank Facility Registration form to tankregistration@floridadep.gov

16. How do I get a readout of the Facilities and Tanks I have listed for my STCM Number?

- Go to the DEP Business Portal.
- Select the **"Submit"** option.
- Select the **"Registration Notification"** option.
- Select **"Storage Tank Registration"** option.
- Use your **email address and password** to sign into the DEP Business Portal.
- If you do not have a registered email account, click the **"register"** link.
- Select "Yes" to the question "Do you have a Storage Tank Account Number" (STCM)
- Enter the STCM number in the box
- Select **"View Facility Tank Inventory"** option.

17. Where can I get a storage tank facility registration form?

Visit the Storage Tank Facility Registration webpage

18. How can I get a copy of my invoice?

- Go to the DEP Business Portal.
- Select the **"Submit"** option.
- Select the **"Registration Notification"** option.
- Select **"Storage Tank Registration"** option.
- Use your **email address and password** to sign into the DEP Business Portal.
- If you do not have a registered email account, click the **"register"** link.
- Select "Yes" to the question "Do you have a Storage Tank Account Number" (STCM)
- Enter the STCM number in the box
- Select "View/Print Invoice" option

Contact Information

Registration Main Telephone #: 850-245-8839

- Registration Fax #: 850-412-0405
- E-mail: tankregistration@floridadep.gov

Registration Personnel		
Name	Phone Number	Email Address
Andrea McGill	850-245-8840	Andrea.McGill@floridadep.gov
Madhuri Madala	850-245-8834	Madhuri.Madala@floridadep.gov
Ashley King	850-245-8981	Ashley.R.King@floridadep.gov
Derbra Owete	850-245-8732	Derbra.Owete@floridadep.gov
Megan Moore	850-245-8754	Megan.R.Moore@floridadep.gov

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Storage Tank Contamination Monitoring (STCM) Database Queries/Reports

- Storage Tank/Contaminated Facility Search I
  - Query by facility identification number, name, city, and/or county.
- Storage Tank/Contaminated Facility Search II
  - Query by facility name, street address, city, ZIP code, and/or county.
  - Refine data selection with facility type, status, regulation and/or contamination information.
- Tank Facilities All Locations and Owner Information

- Certified Pollutant Storage System Contractors (PSSCs)

  - This link will take you to the Department of Business and Professional Regulation. Under License Information, the License Category is "Construction Industry," and the License Type is "Certified Pollutant Storage Systems Contractor."

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- May 19, 2021