Bridgestone
Municipal Utility District

Frequently Asked Questions

Last Revised in August, 2024

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1. HOW DO I ACCESS THE PORTAL?

You can access the Portal via Bridgestone's website or by using this link: https://bridgestoneportal.quiddity.com

2. HOW DO I CREATE & SIGN INTO MY PORTAL ACCOUNT?

For a step-by-step guide to creating an account, please review the document titled **"How to Register & Sign in"** on Bridgestone's website under **"Application Guidelines & Help"** or click the **"Help & Quick Links"** tab located on the Portal home page.

3. CAN ANOTHER INDIVIDUAL IN MY ORGANIZATION SEE/MANAGE MY APPLICATION(S)?

No, only the individual who originally submitted the application using their login information will have access to manage a submitted application within the Portal. However, while filling out an application, the applicant may provide up to two additional email addresses to receive status notifications regarding the application throughout the review process.

4. DO I HAVE TO SUBMIT MY APPLICATION IN THE PORTAL?

Yes, all applications must be submitted using the Portal. Bridgestone will no longer accept emailed applications.

5. WHICH TYPES OF APPLICATIONS CAN I SUBMIT VIA THE PORTAL?

For a list of application types, relevant information, and definitions, please review the document titled **"Required Application Information, Documents & Fees"** AND/OR **"Application Submittal & Process Guidebook"** on Bridgestone's website under **"Application Guidelines & Help"** or click on the **"Help & Quick Links"** tab on the Portal main page. Alternatively, you may review the application types under the **"Start Application"** tab once you sign into the Portal.

6. WHAT INFORMATION & DOCUMENTS DO I NEED TO SUBMIT AN APPLICATION?

To review the information and documents you will need to submit an application, please review the document titled **"Required Application Information, Documents & Fees"** on Bridgestone's website under **"Application Guidelines & Help"** or click on the **"Help & Quick Links"** tab on the Portal main page.

<u>PLEASE NOTE:</u>   EACH APPLICATION TYPE REQUIRES DIFFERENT INFORMATION AND DOCUMENTS.

7. MUST I REQUEST A PRE-DEVELOPMENT MEETING TO DISCUSS A PROJECT BEFORE SUBMITTING AN APPLICATION?

Yes, you must request a Pre-Development meeting to have an informal discussion for obtaining general information about the application process, better understanding what Bridgestone and other agencies with jurisdiction may require to set realistic schedules and expectations for your project, asking any questions that relate to overall drainage on and surrounding your property; and/or identifying potential obstacles that may impact your Development.

To request a meeting, sign into the Portal, navigate to **"Start Application,"** and choose **"Pre-Development Meeting Request."** Fill in the required information and submit. For more information regarding what is required for a Pre-Development Meeting, please review the document titled **"Required Application Information, Documents & Fees"** on Bridgestone's website under **"Application Guidelines & Help"** or click on the **"Help & Quick Links"** tab on the Portal main page.

<u>PLEASE NOTE:</u>   A PRE-DEVELOPMENT MEETING IS MANDATORY PRIOR TO SUBMITTING ANY OTHER TYPE OF APPLICATION.

8. HOW DO I SUBMIT AN APPLICATION IN THE PORTAL?

For step-by-step instructions on how to submit an application, please review the **"How to Begin an Application"** guide located on Bridgestone's website under **"Application Guidelines & Help"** or click on the **"Help & Quick Links"** tab on the Portal main page.

9. WHAT IS THE MAX FILE SIZE FOR UPLOADED DOCUMENTS?

Our Portal has a **maximum file upload size of 50 MB** per document to ensure smooth processing and maintain our system's integrity. If your file is larger than 50 MB, please consider the following alternatives:

- **Remove Unnecessary Elements:** Eliminate any non-essential elements that might take up extra space, such as high-resolution images, embedded videos, or extensive formatting.

- **Lower Resolution:** For image-heavy documents, reduce the resolution or scale down images where high resolution is not critical.

- **Optimize PDFs:** If you're working with PDFs, use the "Save As" feature to create a smaller file version, or select the "Reduced Size PDF" option in your PDF software.

- **Compress Your Files:** Use file compression software to reduce the size of your documents without losing quality. Tools like Zip or WinRAR can often significantly reduce file sizes.

- **Cloud Services:** Once the application is submitted, upload your file to a cloud service and provide a shareable link in the Communication Log. Please ensure permissions are set so the review team can access the file.

- **Contact Us:** If you've tried the above options and your file is still too large, or if it cannot be altered due to the nature of the content, please get in touch with Bridgestone's Application Team via the **Communication Log** for assistance once the application is submitted.

We understand the importance of ensuring that your documents are submitted correctly and are here to help you with the process. If you need further assistance or have any other questions, please get in touch with us at bridgestoneportal@quiddity.com.

10. HOW DO I FINALIZE AND SUBMIT AN "INCOMPLETE APPLICATION"?

If you have an incomplete/unsubmitted application in your list under **"My Applications,"** you may complete or withdraw the unfinished application by following the steps in the **"How to Begin Applications..."** document located on Bridgestone's website under **"Application Guidelines & Help"** or click on the **"Help & Quick Links"** tab on the Portal main page.

11. CAN I MAKE CHANGES TO A SUBMITTED APPLICATION?

No, once an application is submitted, you can no longer change it. If you need to have a change made after submission, please use the **Communication Log** to notify Bridgestone's Application Team of the change.

12. CAN I PAY MY APPLICATION FEES ONLINE VIA CREDIT CARD OR ACH?

Yes, you may pay your application fees online via Credit Card or ACH.

13. WHERE/HOW CAN I CONTACT THE BRIDGESTONE APPLICATION TEAM?

Once an application is submitted using the Portal, all communication regarding the specific application MUST utilize the Application's **Communication Log.** The **Communication Log** is intended to streamline the communication between the Applicant and Bridgestone's Application Team. Interruptions to this process may slow the review and approval of your application.

<u>PLEASE NOTE:</u> DO NOT EMAIL OR CALL BRIDGESTONE'S APPLICATION TEAM TO MAKE INQUIRIES/ASK QUESTIONS ABOUT YOUR APPLICATION/SUBMITTAL.

If you encounter any issues or have questions about submitting an application within the Portal, please review the support documents listed under **"Application Guidelines & Help"** on Bridgestone's website or under the **"Help & Quick Links"** tab on the Portal main page. If you cannot locate the answer to your question/issue, please contact the District Permit Team at bridgestoneportal@quiddity.com.

14. WHERE IS THE COMMUNICATION LOG?

Once you sign in, the **Communication Log** for each submitted application can be found on the **"My Applications"** page of the Portal.

<u>PLEASE NOTE:</u>   EACH APPLICATION SUBMITTED HAS ITS OWN UNIQUE COMMUNICATION LOG<u>.</u>
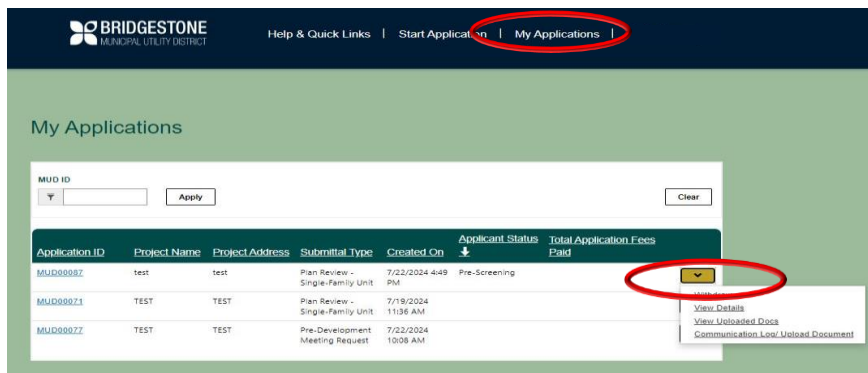
15. HOW DO I MANAGE THE APPLICATION(S) I SUBMITTED?

To communicate with Bridgestone's Application Team, check the status of your application(s), review the documents associated with your application, or review other details regarding your submitted application(s), navigate to the **"My Applications"** page in the Portal. For more information, please review the document titled **"How to Manage Your Application"** on Bridgestone's website under **"Application Guidelines & Help"** or click on the **"Help & Quick Links"** tab located on the Portal main page.

16. WHERE CAN I CHECK THE STATUS OF MY APPLICATION(S)?

To check the status of your application, navigate to the **"My Applications"** page in the Portal and locate the application within your list. For more information, please review the document titled **"How to Manage Your Application"** on Bridgestone's website under **"Application Guidelines & Help"** or click on the **"Help & Quick Links"** tab located on the Portal main page. If you have any questions regarding the status of your application, please send a message in the **Communication Log.**

<u>PLEASE NOTE:</u> DO NOT EMAIL OR CALL BRIDGESTONE'S APPLICATION TEAM TO MAKE INQUIRIES/ASK QUESTIONS ABOUT YOUR APPLICATION/SUBMITTAL.

17. WHAT ARE THE STATUS POSSIBILITIES FOR MY APPLICATION(S)?

Below is a list of possible statuses for applications within the Portal. For more information regarding managing your application(s), please review the document titled **"How to Manage Your Application"** on Bridgestone's website under **"Application Guidelines & Help"** or click on the **"Help & Quick Links"** tab on the Portal main page.

- Pre-Screening
- Application Package Not Complete
- Application Package Needs Corrections
- Pre-Development Meeting Scheduled
- Pre-Development Meeting Complete
- (EW) Applicant Signature
- (EW) Quiddity Signature
- (FS) Pending Board Authorization
- (FS) Attorney Review

- (FS) Applicant Review
- (FS) Final Preparation
- (PR) Initial Review
- (PR) Need Correction
- Preparation
- QC Review
- Approved
- Customer Service Inspection
- Inactive/Cancelled

<u>PLEASE NOTE:</u> DO NOT EMAIL OR CALL BRIDGESTONE'S APPLICATION TEAM TO MAKE INQUIRIES/ASK QUESTIONS ABOUT YOUR APPLICATION/SUBMITTAL STATUS.

All communication must take place using the Application's Communication Log only.

18. WHAT IS THE APPLICATION PROCESS & TIMELINE?

To better understand the application process and timeline, please review the **"Application Submittal & Process Guidebook"** located on Bridgestone's website under **"Application Guidelines & Help"** or click on the **"Help & Quick Links"** tab on the Portal main page.

19. HOW LONG DOES IT TAKE TO GET APPROVAL FOR MY APPLICATION?

The time to receive approval varies depending on the number of reviews needed. To better understand the application process and timeline, please review the **"Application Submittal & Process Guidebook"** located on Bridgestone's website under **"Application Guidelines & Help"** or click on the **"Help & Quick Links"** tab on the Portal main page.