



MGO Connect Online Customer Portal

Tarrant Regional Water District

Create a New Account or Login to Existing Account

- Go to <https://mgoconnect.org/cp?JID=495> or download the MGO Connect app.
- The Customer Portal can also be accessed via TRWD's website at www.trwd.com/resources/permits/
- Be sure to select the Customer Portal button, choose Texas as the State, and Tarrant Regional Water District (TRWD) as the Jurisdiction.
- Select "New Account" and follow instructions to set up a customer profile.
- If you set up a new account, MGO will call immediately after from a 985-area code. The call will be automated and ask you to press 1 to confirm you have created the account. After you press 1 you can hang up.
- Select Login to access existing account.
- From TRWD's Customer Portal, the applicant can access all permit applications on the left side of the screen via the quick links or by clicking "Apply Online for a Permit" then "OSSF/Permitting" which will direct to all applications and supporting documents.

Application Process

- Once the appropriate application is selected, complete all required fields and click "Submit".
- Step 2 of the application contains multiple tabs. Please ensure all required tabs are completed before proceeding to Step 3. Optional tabs may assist in the review process and should be completed if information is available; otherwise, they may be left blank.
- The application will be reviewed by TRWD staff and either Accepted, Returned, or Rejected.
- The application will be Returned if it is missing information. Once Returned, the applicant will be able to provide the requested information in the Customer Portal and resubmit.
- If the wrong permit type is selected, the application will be Rejected. If this happens, staff will inform the applicant which is the correct application to proceed.
- When the application is Accepted, an invoice will be sent to the applicant to pay fee(s) online.
- After payment is received, the application will now be considered a Project and will begin moving through the permit process.
- The Applicant can view the Project's status by clicking the "Dashboard" tab and opening the Project.
- Notifications via email will come from no-reply@mygovernmentonline.org. Please do not respond to this email address. Please communicate within the Project under the "Comments" tab, or by contacting TRWD staff, information below.
- To request an inspection, the application must first be accepted, and the Stage of the Inspection must match the Current Stage of the Project. This information can be found in the Task tab of the Customer Portal.

Pay Online

When an invoice is received, the applicant can pay online by selecting the "Fees" tab within the Project. Certified Payments will charge a convenience fee for all credit card payments. (Debit card payments do not incur the processing fee.) The receipt will be added to the project after payment is processed. Other accepted forms of payment are check and money order mailed or dropped off at a TRWD office location.

OSSF (On-Site Sewage Facilities) including Septic Permits

- Select between Commercial and Residential.
- Permit fees apply

Commercial Construction Permits

- Use this application for commercial construction on TRWD owned lakes only. This includes modifications to and/or construction of community docks and public/private marinas.
- Permit fees apply

Residential Improvement Permits

- Use this application for residential waterfront improvements on TRWD owned lakes only.
- Permit fees apply

Annual Operating License for Marinas and Community Docks

- The application will only have to be completed once. Contact information can be changed or edited within the Customer Portal. We advise you to sign up with an email set up specifically for the facility.
- Once you create the account, you may not receive correspondence or notifications until your appropriate billing and inspection cycle. The facility will have the same fee and schedule as before converting to the portal.
- Fees apply for use of the surface of the water, see TRWD's Commercial Facilities Ordinance Article Six.
- Past licenses and inspections will not be available in the portal. If you need any documentation prior to May 1, 2025, please contact hayley.cox@trwd.com.

Pipeline Encroachment Permits

- TRWD must be onsite for potholes. After submitting your application, please contact rowinspections@trwd.com to schedule. Plans or prints must then be revised to show field verified depths.
- At this time, TRWD does not charge a fee for pipeline encroachment permits.

Reporting an Issue

- Please complete this form to report code violations or complaints on TRWD owned lakes only.
- You will not be charged any fees to report an issue.

Customer Support

For assistance with a new account contact the MGO Helpdesk at 866-957-3764 (Option 1).

For permit questions, please visit www.trwd.com/contact and complete the General Contact Form to submit permit questions online. Please feel free to reach us by phone as well at the phone numbers below:

Eagle Mountain Lake: 817-237-8585

Lake Bridgeport: 940-683-2349

Fort Worth: 817-335-2491

Pipeline Encroachments: 817-720-4308 or rowinspections@trwd.com

Cedar Creek Lake: 903-432-2814

Richland Chambers Lake: 903-389-3928