

Effective June 29th, 2020

Updated Plumbing Permit Process

The Municipal Services Building (MSB) allows in-person business transactions **by appointment only**. PWD will no longer accept payment by mail for plumbing permits.

Temporary process to initiate any type of PWD plumbing permit:

1 **Schedule an appointment with the Revenue Payment Unit.** No walk-in appointments allowed.

- Use the following website: <https://kiosk.us2.qless.com/kiosk/app/home/12511?queues=7100000292>
- Revenue is scheduling limited appointments daily between 8 am and 4:50 pm to comply with social distancing guidelines.
- There is a limit of 5 plumbing permits in one appointment.

! ***Do not schedule a same-day appointment for a new permit.***
You'll need to allow at least one day for the generation of your invoice in Step 2.

2 **Once you receive the confirmation of your appointment from the revenue website, call (215) 768-8323, or (215) 686-2577 to request your plumbing permit(s).** You will need to email the confirmation of your appointment to the PWD Permit Unit along with all your permit request details.

! ***Your permit request must be made at least one day in advance of your appointment.***
This will give the PWD Permit Unit time to generate the invoice(s) and email it back to you.

3 **The PWD Permit supervisor will email you a copy of the invoice(s) to bring to your appointment.** You will need to present the invoice to the Revenue Cashier to make your payment during your scheduled appointment.

4 **Once payment is made while in basement floor of the Municipal Services Building, go to the PWD counter.** The clerk will validate your permit(s) and print out a copy of the validated permit(s).

- *If a registered plumber has any outstanding payments PAST DUE for permits issued after March 16, 2020 older than 30 days, our Permit Application will not allow us to generate any new permit invoices*
- *If you requested a permit after March 16, 2020 and have an outstanding unpaid permit longer than 30 days, you will be required to pay for the permit before any new permits will be issued. These payments must be made by appointment with the Revenue Payment Unit at MSB*
- *You can use the process described above to pay for any permits issued after March 16, 2020, however you will not be able to request new permits for the same appointment time.*

Additional Information

1. Ferrule Taps:

To schedule ferrule taps contact the Drill desk at (215) 685-9627

2. Inspections:

- For a water service work, contact (215) 685-9651 to schedule the inspection
- For a sewer lateral work and new 5" & 6" connections, contact (215) 410-6470 to schedule an inspection.
- For sewer connections 8" and larger, contact (215) 397-7097 to schedule an inspection

3. Streets Department Requirements:

For all work in city streets the plumber must also secure lane closure permits through the Philadelphia Streets Department website: <https://stsweb.phila.gov/streetclosure/>
Plumber **MUST** contact the Streets Department Highway District to verify street opening and backfill.

4. New Connection Requirements / Pre-Permit Process:

For all new connection requests, a pre-permit is required before a plumbing permit will be issued. A pre-permit can be requested by contacting wtr@phila.gov with acceptable documentation, approved Utility Plan, and list of pre-permits being requested. The plumber who will be performing the work and license number must be supplied for creation of any pre-permit. Expect a one to two business day review period. Once a pre-permit is created, contact (215) 768-8323 for permit creation.

5. New Water Connections (3" or larger):

For status of connection work contact (215) 685-9645



- At this time, PWD staff will not be entering occupied homes for inspections or meter related issues.
- All work must comply with sections 3 through 5 of the Mayor's Order date APRIL 29th, 2020.