

## ePlan Project FAQ

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### **1. What is MyBuildingPermit.com?**

MyBuildingPermit.com is an easy-to-use permitting portal that makes it possible to apply, pay for, and receive electrical, low voltage electrical, mechanical, plumbing, and building re-roof permits from each of the participating jurisdictions.

### **2. How is MyBuildingPermit.com different from other on-line permitting websites?**

MyBuildingPermit.com is a multi-jurisdiction web portal that is supported by people who are dedicated to providing consistent, transparent and predictable services that meet the needs of our permit customers.

### **3. What is ePlan?**

The ePlan project will build on the existing MyBuildingPermit.com web portal and allow for application of electrical, low voltage electrical, mechanical, plumbing and building re-roof permits – that may or may not require plan review. If your permit requires plan review, you may apply, upload electronic plans and supporting documents, pay online and retrieve your permit.

### **4. What types of permits can I receive on MyBuildingPermit.com?**

All participating jurisdictions offer over-the-counter permits for electrical, low voltage electrical, mechanical, plumbing and building re-roof work.

With ePlan you may apply for these same permit types when they require plan review. Electronic plan review will be offered at a jurisdiction's discretion.

### **5. Am I able to submit all the supporting plan sets and documents electronically via MyBuildingPermit.com?**

Yes, you will be able to securely exchange documents with each of the participating jurisdictions throughout the permit process.

### **6. Am I able to pay the permit issuance fees on MyBuildingPermit.com?**

Yes, you are will be able to pay for multiple permits across multiple jurisdictions with a single payment transaction. After purchasing a permit(s), you will receive a payment confirmation, and our system will send the payments to the respective jurisdictions.

**7. What payment types do you accept on MyBuildingPermit.com?**

All jurisdictions accept Visa and MasterCard for over-the-counter permits.

Due to the potential for larger fees for permits that require plan review, some jurisdictions may require payment by check while others will accept Visa or Mastercard. The applicable jurisdiction will inform you of the payment options for plan review permits .

**8. Will all jurisdictions that currently offer over-the-counter permits on MyBuildingPermit.com participate in ePlan?**

Yes, our goal is to provide a consistent experience across all of our participating jurisdictions. However, some of our jurisdictions are not quite ready to accept plans electronically. The site indicates which jurisdictions are currently accepting applications for electronic plan review.

**9. When will I be able to begin submitting plans on-line?**

ePlan will be available on MyBuildingPermit.com beginning September 2011.

**10. I want to learn more and offer my feedback. How do I get involved?**

We welcome participation and feedback from our customers. Share your ideas and forward your comments to [egovadmin@ecitygov.net](mailto:egovadmin@ecitygov.net).