

Operating Permit (Water Systems) Online Application Instructions

These instructions are for customers who want to apply for the Water Systems Operating Permit using the City of Vancouver's online system.

Intended Document Use:

- [Click](#) on the FAQ hyperlinks below to take you to the applicable section in the document.
- [Click](#) on the [Back to FAQs](#) button, located on each page, to come back to this section.

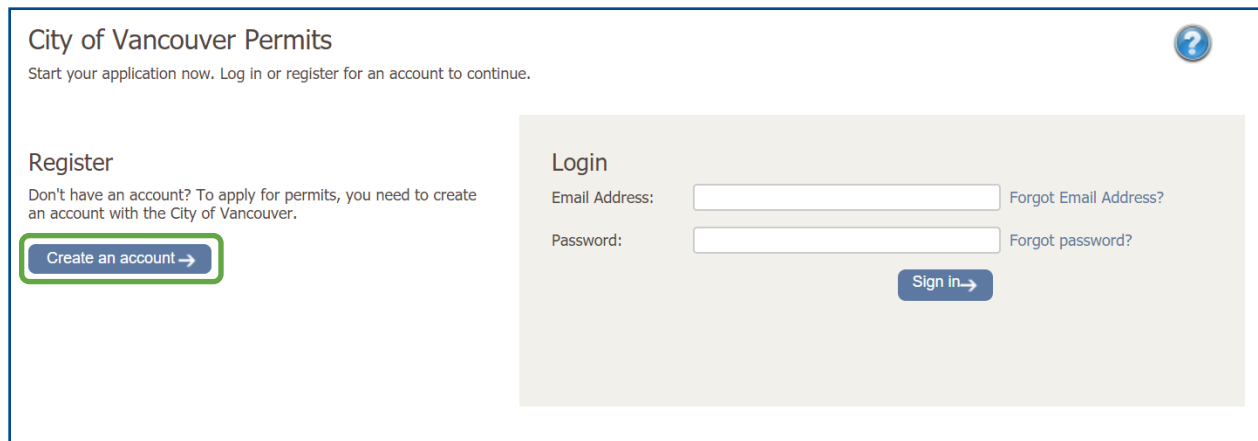
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How do I create an online account?

To create a new online account or to sign in as an existing user, go to vancouver.ca/permits/apply.

Step 1: Select *Create an Account*.



City of Vancouver Permits

Start your application now. Log in or register for an account to continue.

Register

Don't have an account? To apply for permits, you need to create an account with the City of Vancouver.

Create an account →

Login

Email Address: [Forgot Email Address?](#)

Password: [Forgot password?](#)

Sign in →

Step 2: Complete all the fields marked with a red asterisk (*). Click on *Finish Registration*.

a. Create your account.

Note: If you'll be managing several Operating Permits, you may wish to consider using a shared e-mail address with colleagues.

Create your account

To create your account, fill in these fields.

*Email: A valid email is required as your email address will be used to login to the system.

*Confirm Email:

*Password: Password must:

- be at least 8 characters
- contain at least two (2) letters (one upper case and one lower case)
- and one (1) number.

*Confirm Password:

b. Your Information

Your Information

*First Name: First Name cannot start with a numeric character.

*Last Name:

*Phone Number: () -

c. Security Question and Finish Registration

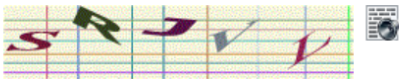
Security Question for Password Reset

The security question is used in case you forget your password. You will need to know the answer to this question in order to regain access to the system.

*Security Question:

*Security Answer:


*Code: Enter the code you see below.



[Finish Registration →](#)

Step 3: *Activate your account.* After creating your account, you will receive an email with instructions to activate your account. Be sure to check your Junk or Spam folders if you can't find the email in your Inbox.


a. Select [click here](#) in the email.



Thank you for registering with the City of Vancouver Permits site. To activate your account and complete your registration, please

[click here](#)

b. *Enter the password* you used to create your account and select *Activate*.




VANCOUVER.CA

Permits

Home Search

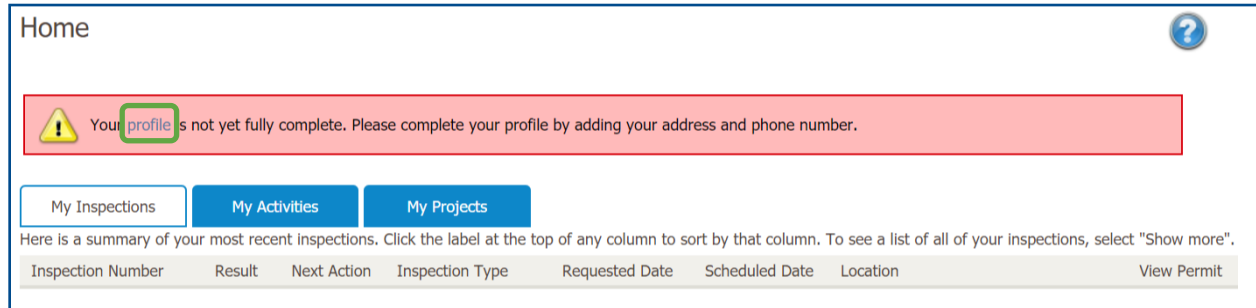
Activate your account

Email Address:

*Password:  Please re-enter the password you registered online with.

[Activate](#)

Step 4: Complete your profile. To be able to apply for permits, you'll first have to complete your profile. Click on the [Profile](#) link.



Home

⚠ Your **profile** is not yet fully complete. Please complete your profile by adding your address and phone number.

My Inspections My Activities My Projects

Here is a summary of your most recent inspections. Click the label at the top of any column to sort by that column. To see a list of all of your inspections, select "Show more".

Inspection Number	Result	Next Action	Inspection Type	Requested Date	Scheduled Date	Location	View Permit
-------------------	--------	-------------	-----------------	----------------	----------------	----------	-------------

For more information on how to create an account, click [here](#).

Where can I get help with logging into my account?

For login help, please click [here](#). If you are still having issues, please email us at permits@vancouver.ca

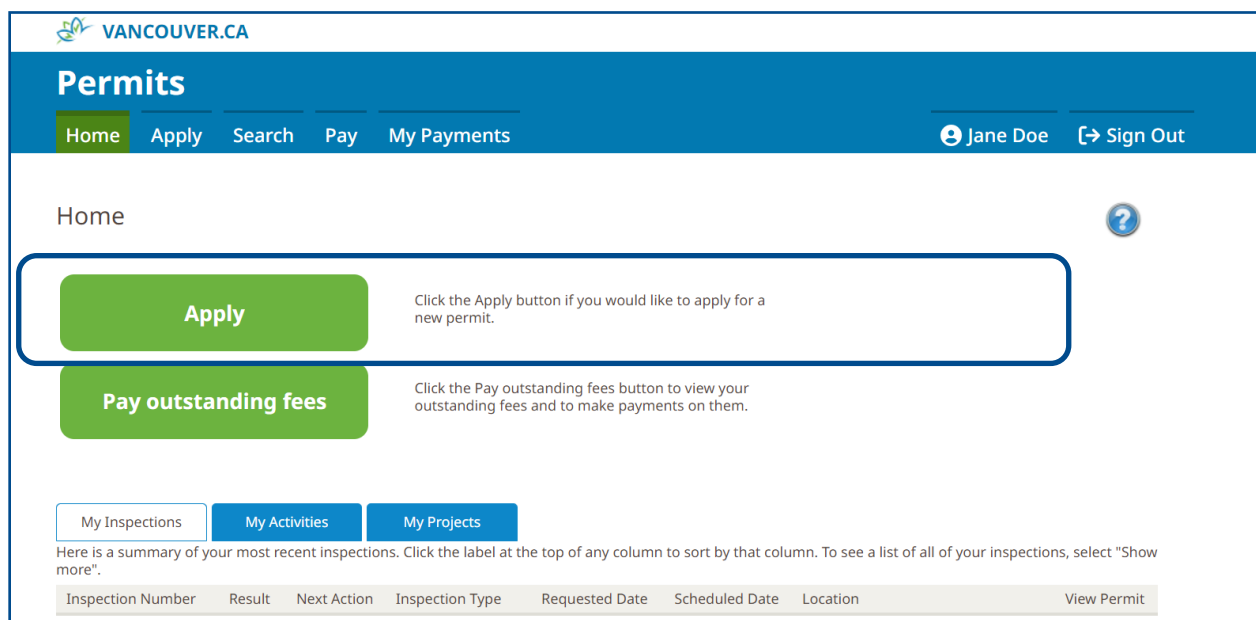
How do I apply online for the Water Systems Operating Permit?

Important note: These are the steps to apply for a new Operating Permit. To renew an existing Operating Permit, do not follow these steps. Instead, please refer to the section ["How do I renew my permit?"](#) on page 28.

Please note that only the red asterisk (*) fields are required to complete the application.

Step 1: Log into your online permit account at vancouver.ca/permits/apply

Step 2: Select [Apply](#).



VANCOUVER.CA

Permits

Home Apply Search Pay My Payments Jane Doe Sign Out

Home

Apply Click the Apply button if you would like to apply for a new permit.

Pay outstanding fees Click the Pay outstanding fees button to view your outstanding fees and to make payments on them.

My Inspections My Activities My Projects



Here is a summary of your most recent inspections. Click the label at the top of any column to sort by that column. To see a list of all of your inspections, select "Show more".

Inspection Number	Result	Next Action	Inspection Type	Requested Date	Scheduled Date	Location	View Permit
-------------------	--------	-------------	-----------------	----------------	----------------	----------	-------------

Step 3: Scroll down and select [Water systems operating permit](#) under [Trades](#).

Building and renovations	Temporary street occupancy	Trades
Development and building permits		Electrical permit
Alternative solutions	Construction	Gas permit
Building grades	Offsite construction	Mechanical permit
Fuel tank installation	Granville Mall	Plumbing permit
Lock box installation	City works	Sprinkler permit
Secondary suite	Business	Water systems operating permit
Sewer and water permit	Resident	
Sign and awning permit	Move in/out	
Tree permit	Oversize truck route	
Underground oil storage tank removal permit	Utilities	

Step 4: [Read](#) the application instructions and then [scroll down](#).


Operating Permit Application (Draft)


Application Instructions - Before you apply, please note that:

- Only one system will be considered per application. Please submit separate application(s) for each system.
- Fields marked with * are required and must be completed in order to submit application. All other fields are optional.
- Permit holders will be responsible for all system reporting requirements as described in the Vancouver Building By-law.
- All information provided through the Operating Permit program, including but not limited to this application and water quality reports, will be made publicly available.

Step 5: [Choose a System Type](#) from the dropdown menu and then click [Next](#).

Note: you need to submit a separate application for each system type.

Application

My Reference Number:

*Choose a System Type:

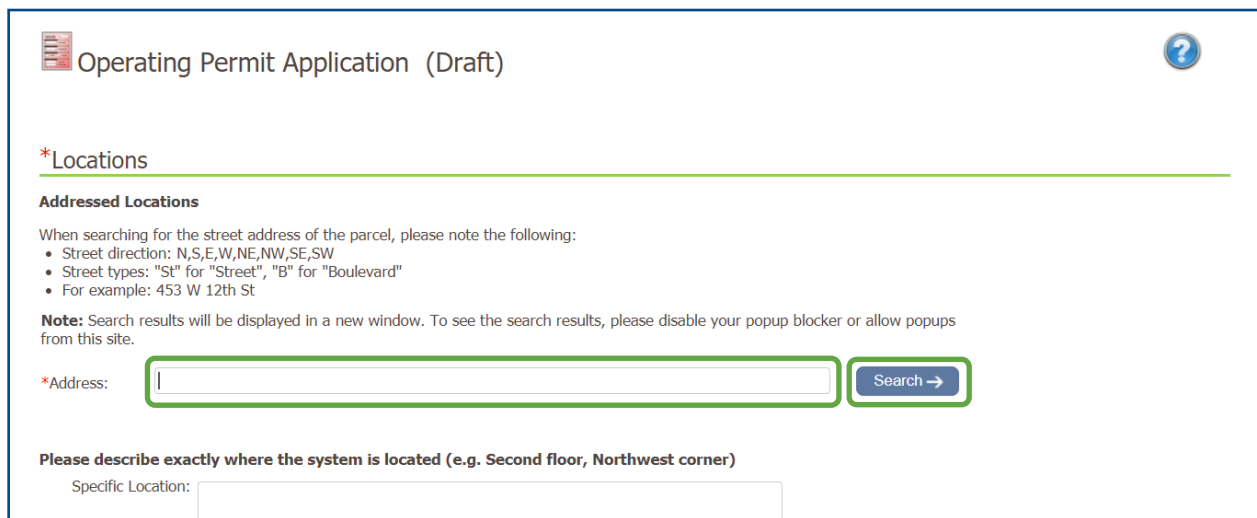
Applicant Role:



Step 6: In the [Address](#) field, type in a civic address and click [Search](#). Remember to use the format as indicated in the instructions. Add in the [Specific Location](#) as needed.

Note: search results will display in a new window. To see the search results, please disable your popup blocker or allow popups from this site.

Tip: Use W or E instead of West or East, except for West Boulevard and East Boulevard

- Examples: For West Broadway, type W Broadway; for West Boulevard, type West B



 Operating Permit Application (Draft) 

***Locations**

Addressed Locations

When searching for the street address of the parcel, please note the following:

- Street direction: N,S,E,W,NE,NW,SE,SW
- Street types: "St" for "Street", "B" for "Boulevard"
- For example: 453 W 12th St

Note: Search results will be displayed in a new window. To see the search results, please disable your popup blocker or allow popups from this site.

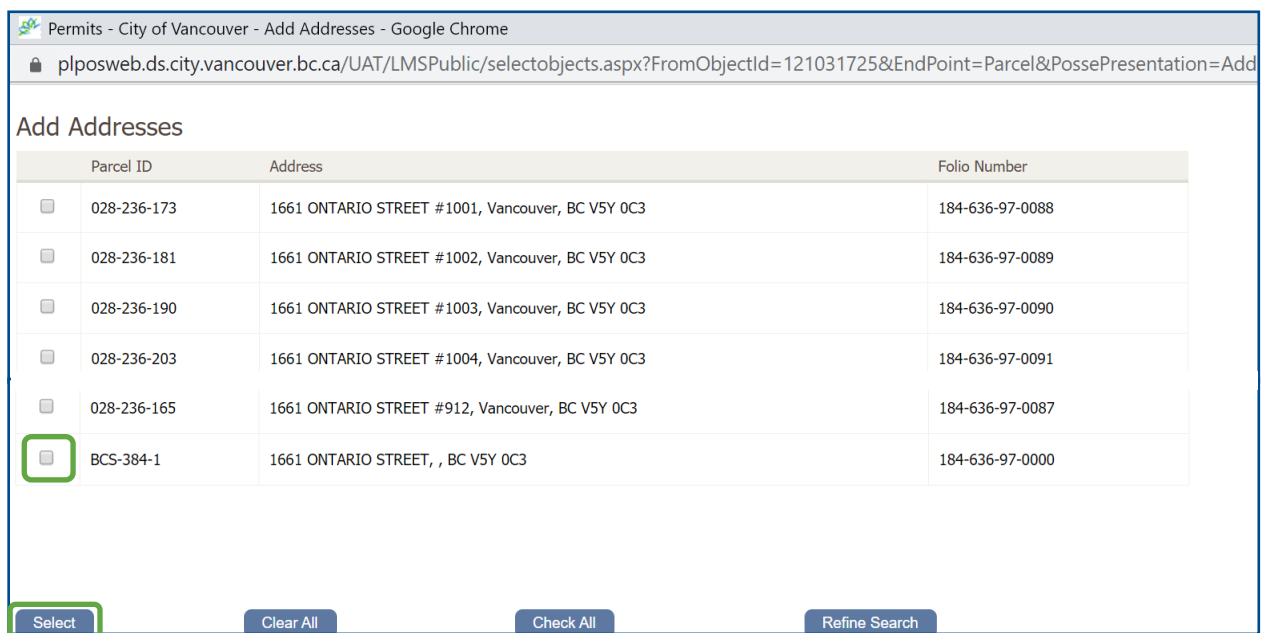
*Address:

Please describe exactly where the system is located (e.g. Second floor, Northwest corner)

Specific Location:

Step 7: Select the [check box](#) next to the correct address and click [Select](#).

Note: For *residential strata buildings*, scroll to the bottom of the list and the address that corresponds with your strata number.



Permits - City of Vancouver - Add Addresses - Google Chrome

plposweb.ds.city.vancouver.bc.ca/UAT/LMSPublic/selectobjects.aspx?FromObjectId=121031725&EndPoint=Parcel&PossePresentation=Add


Add Addresses

	Parcel ID	Address	Folio Number
<input type="checkbox"/>	028-236-173	1661 ONTARIO STREET #1001, Vancouver, BC V5Y 0C3	184-636-97-0088
<input type="checkbox"/>	028-236-181	1661 ONTARIO STREET #1002, Vancouver, BC V5Y 0C3	184-636-97-0089
<input type="checkbox"/>	028-236-190	1661 ONTARIO STREET #1003, Vancouver, BC V5Y 0C3	184-636-97-0090
<input type="checkbox"/>	028-236-203	1661 ONTARIO STREET #1004, Vancouver, BC V5Y 0C3	184-636-97-0091
<input type="checkbox"/>	028-236-165	1661 ONTARIO STREET #912, Vancouver, BC V5Y 0C3	184-636-97-0087
<input checked="" type="checkbox"/>	BCS-384-1	1661 ONTARIO STREET, , BC V5Y 0C3	184-636-97-0000

Step 8: If applicable, select the *Primary Address* from the drop-down menu.

Note: Search results will be displayed in a new window. To see the search results, please disable your popup blocker or allow popups from this site.

*Address: [Search →](#)

Parcel ID	Address	Folio Number	
 BCS-384-1	1661 ONTARIO STREET, , BC V5Y 0C3	184-636-97-0000	Remove

There are multiple addresses (secondary/historic) associated with the address chosen. Please choose the address that best describes where the work is taking place.

*Primary Address:

Please describe exactly where the work is taking place.

Specific Location:

Non-Addressed Locations:

- 1653 ONTARIO STREET, , BC V5Y 0C1
- 1655 ONTARIO STREET, , BC V5Y 0C1
- 1657 ONTARIO STREET, , BC V5Y 0C1
- 1659 ONTARIO STREET, , BC V5Y 0C1
- 1661 ONTARIO STREET, , BC V5Y 0C3
- 1687 ONTARIO STREET, , BC V5Y 0C1
- 1689 ONTARIO STREET, , BC V5Y 0C1
- 1691 ONTARIO STREET, , BC V5Y 0C1

☐ The system is not located at an addressed location or the address was not found in the above search.

Step 9: If you've followed the *Location* instructions and can't find your address, check the *Non-Addressed Location* box, then type the address under *Location Description*.

Non-Addressed Locations

☒ The system is not located at an addressed location or the address was not found in the above search.

Ensure you provide sufficient location information to complete the application (e.g. Intersection of Granville and W Broadway).

Location of Equipment:

Step 10: Click *Add additional Contact* if there are additional contacts relating to permit administration or system operation.

Contacts


Please specify any additional contacts relating to permit administration or system operation.

[Add Contact →](#)

Type	Description
------	-------------

[Back](#) [Next](#)

Step 11: Fill in the required information and click [Save & Close](#).



Contact

Please enter the details of the additional contact.

*Name:


Mailing Address:

Phone Number: () -

Email Address:

*Role:

Step 12: Enter the name and EOCP number of the individual holding the EOCP “Building Water System Operator” certification and then click [Next](#).
(This step is not required for **Once Through Cooling**).




Environmental Operators Certification Program (EOCP) Certification


Please provide the name of the individual holding Environmental Operators Certification Program (EOCP) Certification and their EOCP Certification number.

EOCP Certified Operator: EOCP Number:

Step 13: The information in the [System/Equipment Details](#) depends on the type of system. Fill in the [information](#) and click [Next](#).

a. **Cooling Tower, Decorative Water Feature** or **Once Through Cooling**





Operating Permit Application (Draft)

System / Equipment Details

System Description:

(Please provide a high-level summary of key components)

b. Building Water Treatment System



Operating Permit Application (Draft)

System / Equipment Details

Operating Since:

Initial cross connection test date
as per CSA B128.1:

[Back](#)

[Next](#)

c. Rainwater Harvesting / Alternative Water System



Operating Permit Application (Draft)

System / Equipment Details

System Description:
(Please include Disinfection type
e.g. chlorine, UV, etc.)

Operating Since:

Initial cross connection test date
as per CSA B128.1:

Cistern Volume (cubic metres):

End Use (Select all that apply)


- ☐ Toilets
- ☐ Urinals
- ☐ Trap Primers
- ☐ Irrigation
- ☐ Cooling
- ☐ Fire Protection
- ☐ Other

[Back](#)

[Next](#)

Screen 1

Step 14: Review the [declaration](#) message.


Operating Permit Application (Draft)

Submit Application

Your application is ready to be submitted. Please select one of the following options: Click the "Pay Fees & Submit Application" button to submit and pay for your application now. Click the "Save and Return Home" button to save a Draft application that can be completed and submitted at a later time.

Fees

Date	Description	Amount	Payments	Balance
Dec 17, 2021	Operating Permit Fee	\$175.00	\$0.00	\$175.00

Declaration

I agree that the information I have included with this application is, to the best of my knowledge, true and accurate.

All information provided through the Operating Permit program, including but not limited to this application and water quality reports, will be made publicly available.

[Back](#)
[Pay Fees & Submit Application →](#)
[Save Application & Pay Later →](#)
[Save and Return Home](#)

There are different methods of payment. Follow the scenario which applies to you:

- **To pay by credit card:** Click [Pay Fees & Submit Application](#) and proceed to the next step.
- **To pay by cheque:** Click [Save Application & Pay Later](#). Submit your cheque for the Balance shown to the City of Vancouver in person or by mail. Be sure to include the address corresponding to the Operating Permit.

*City of Vancouver
Development and Building Services Centre
515 West 10th Avenue
Vancouver, BC V5Z 4A8*

- **To pay for multiple Operating Permits at the same time:** Click [Save Application & Pay Later](#) and proceed to the next section, "How do I apply and pay for multiple Operating Permits?" on page 12.

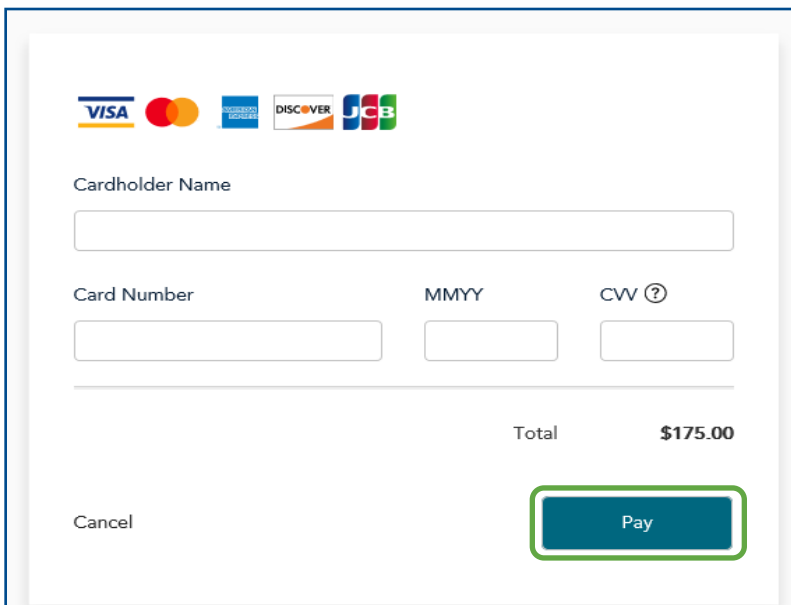
For Once Through Cooling Operating Permits: There are no fees. Click [Submit Application](#) and proceed to the next step.

Step 15: Finalize your application.

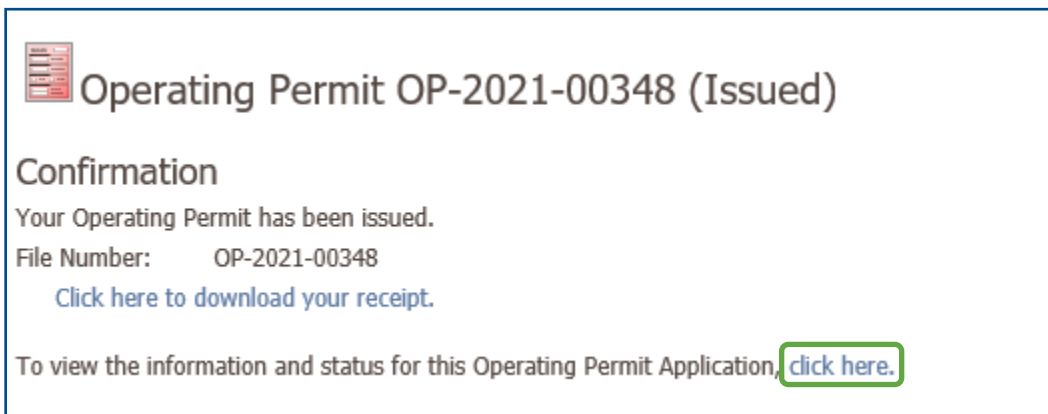
- a. **Cooling Tower, Decorative Water Feature, Building Water Treatment System or Rainwater Harvesting / Alternative Water System**

Follow this step if you wish to pay by credit card. If you are paying by cheque, you will not be following this step; please refer to the previous step.

Enter your credit card details and then click [Pay](#).



You will see this confirmation screen after you have successfully paid for your Operating Permit. Click on the [click here](#) link to view your application details.



To view or print the Operating Permit, select the [Documents](#) tab, and click on the red document icon.

Operating Permit OP-2021-00348
Issued
System is ACTIVE


Application Date: Dec 17, 2021
Issue Date: Dec 17, 2021
Completed Date:
Expiration Date: Dec 17, 2022

Next Action
Withdraw Application →
Request Amendment →
Renew Permit →

Submit System Report →
Provide Additional Information →

My Reference Number: Save


Details | Project Activity | **Documents** | Application Documents | Inspections

Type	Created Date	Description
 Permit Document	Dec 17, 2021	Operating Permit

b. Once Through Cooling

You will see this confirmation screen after you have successfully submitted your application. Staff from the Water Design Branch (Engineering Services) will review your application and contact you for next steps.

Click on the [click here](#) link to view the details and status of your application.


Operating Permit Application OP-2021-00265 (Submitted)

Confirmation
Your Operating Permit Application was submitted successfully.
File Number: OP-2021-00265

To view the information and status for this Operating Permit Application, [click here.](#)


This is not a permit and does not authorize any work to proceed.

How do I apply and pay for multiple Operating Permits?

Important note: These are the steps to apply for multiple new Operating Permits. To renew multiple, existing Operating Permits, do not follow these steps. Instead, please refer to the section [“How do I renew my permit?”](#) on page 28.

Step 1: Log into your online permit account and apply for each Operating Permit, following the steps in the section [“How do I apply online for the Water Systems Operating Permit?”](#) on page 4.

Step 2: For each Operating Permit, once you get to the Declaration, click [Save Application & Pay Later](#).



Operating Permit Application (Draft)

Submit Application

Your application is ready to be submitted. Please select one of the following options: Click the "Pay Fees & Submit Application" button to submit and pay for your application now. Click the "Save and Return Home" button to save a Draft application that can be completed and submitted at a later time.

Fees

Date	Description	Amount	Payments	Balance
Dec 17, 2021	Operating Permit Fee	\$175.00	\$0.00	\$175.00

Declaration

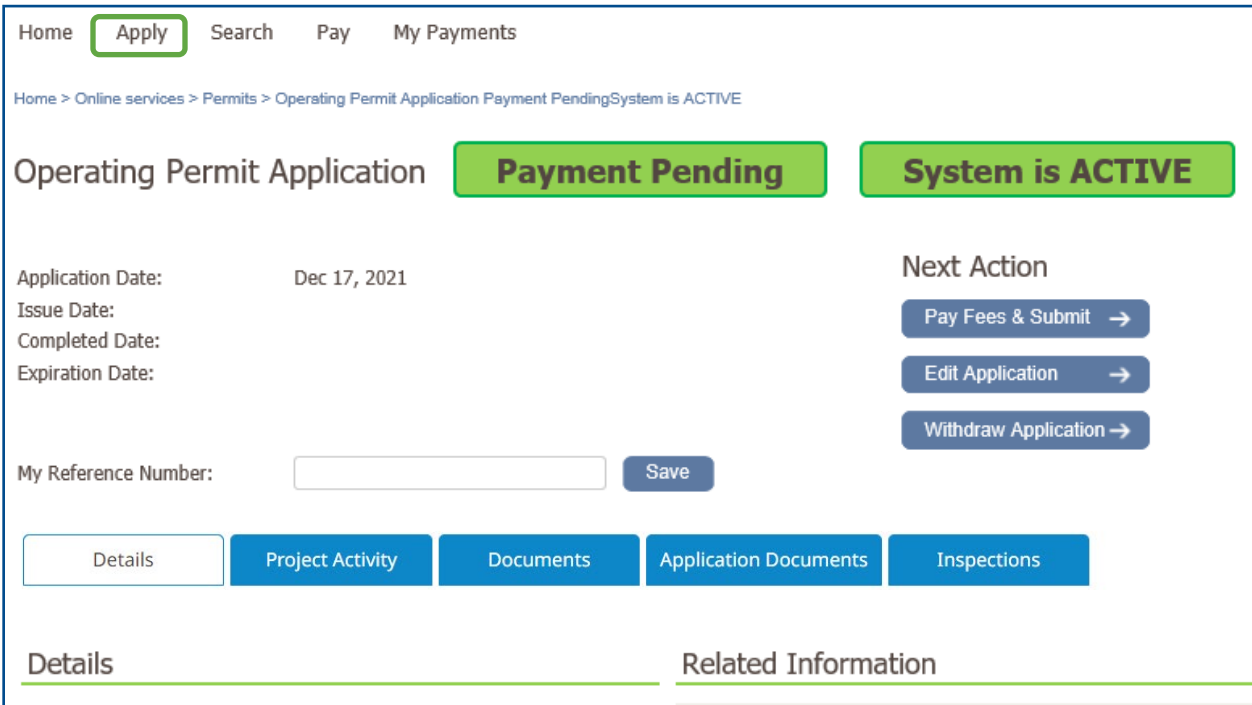
I agree that the information I have included with this application is, to the best of my knowledge, true and accurate.

All information provided through the Operating Permit program, including but not limited to this application and water quality reports, will be made publicly available.

[Back](#)
[Pay Fees & Submit Application →](#)
[Save Application & Pay Later →](#)
[Save and Return Home](#)

Note: The permit fees are still outstanding, and payment is pending.

Step 3: You can apply for as many Operating Permits as you need and pay for them all at once by credit card or by cheque in person or by mail. To apply for another Operating Permit, click [Apply](#) at the top left corner of the screen.



Home **Apply** Search Pay My Payments

Home > Online services > Permits > Operating Permit Application Payment PendingSystem is ACTIVE

Operating Permit Application **Payment Pending** **System is ACTIVE**

Application Date: Dec 17, 2021
 Issue Date:
 Completed Date:
 Expiration Date:

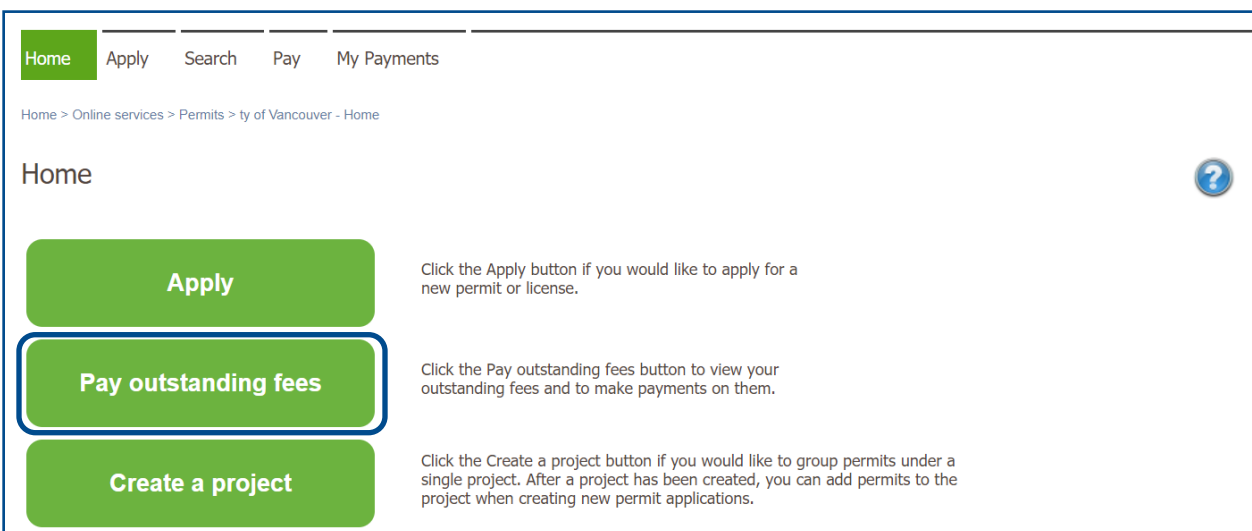
Next Action
[Pay Fees & Submit →](#)
[Edit Application →](#)
[Withdraw Application →](#)

My Reference Number: [Save](#)

[Details](#) [Project Activity](#) [Documents](#) [Application Documents](#) [Inspections](#)


Details Related Information

Step 4: When you are ready to pay, go to the [Home](#) page and click [Pay outstanding fees](#).



Home [Apply](#) Search Pay My Payments

Home > Online services > Permits > City of Vancouver - Home

Home 

Apply Click the Apply button if you would like to apply for a new permit or license.

Pay outstanding fees Click the Pay outstanding fees button to view your outstanding fees and to make payments on them.

Create a project Click the Create a project button if you would like to group permits under a single project. After a project has been created, you can add permits to the project when creating new permit applications.

There are different methods of payment. Follow the scenario which applies to you:

- **To pay by credit card:** Proceed to the next step.
- **To pay by cheque:** Submit your cheque for the Outstanding Balance shown to the City of Vancouver in person or by mail. Be sure to include the addresses corresponding to the Operating Permits.

*City of Vancouver
Development and Building Services Centre
515 West 10th Avenue
Vancouver, BC V5Z 4A8*

Step 5: To pay by credit card, select the permits by checking off the boxes on the left-hand side. Once you have selected the permits, click [Pay Selected](#)


Outstanding Fees

To pay an outstanding fee, select the related permit from this list.

Select	File Number	My Reference Number	Type	Location	Status	Created Date	Outstanding Balance	Payment Notice
<input checked="" type="checkbox"/>	None		Operating Permit	453 W 12TH AVENUE, Vancouver, BC V5Y 1V4	Payment Pending	Dec 17, 2021	\$175.00	
<input checked="" type="checkbox"/>	None		Operating Permit	501 W 10TH AVENUE, Vancouver, BC	Payment Pending	Dec 17, 2021	\$175.00	
<input checked="" type="checkbox"/>	None		Operating Permit	277 THURLOW STREET, Vancouver, BC V6C 0C1	Payment Pending	Dec 17, 2021	\$175.00	
Total:							\$525.00	

[Pay Selected →](#)

Step 6: Enter your credit card details and then click [Pay](#).



Cardholder Name

Card Number MMY CVV

Total \$525.00




[Cancel](#)
[Pay](#)

Step 7: You will see this confirmation screen after you have successfully paid your outstanding fees. Click on the [Click here to download your receipt](#) link to view your receipt.

Payment Confirmation

Thank you for your payment. [Check each application](#) to ensure all steps and documents have been provided.

The following items have been paid.

	Type	File Number	Site Address	Description	Status	Created Date	Outstanding Balance
	Operating Permit	OP-2021-00349	277 THURLOW STREET, Vancouver, BC V6C 0C1		Issued	Dec 17, 2021	\$0.00
	Operating Permit	OP-2021-00350	501 W 10TH AVENUE, Vancouver, BC		Issued	Dec 17, 2021	\$0.00
	Operating Permit	OP-2021-00351	453 W 12TH AVENUE, Vancouver, BC V5Y 1V4		Issued	Dec 17, 2021	\$0.00
Total:							\$0.00

[Click here to download your receipt.](#)

How do I find my invoice(s)?

Step 1: Log into your online permit account and click on [Pay outstanding fees](#).

Home

Apply

Click the Apply button if you would like to apply for a new permit or license.

Pay outstanding fees

Click the Pay outstanding fees button to view your outstanding fees and to make payments on them.

Create a project

Click the Create a project button if you would like to group permits under a single project. After a project has been created, you can add permits to the project when creating new permit applications.

My Inspections

My Activities

My Projects

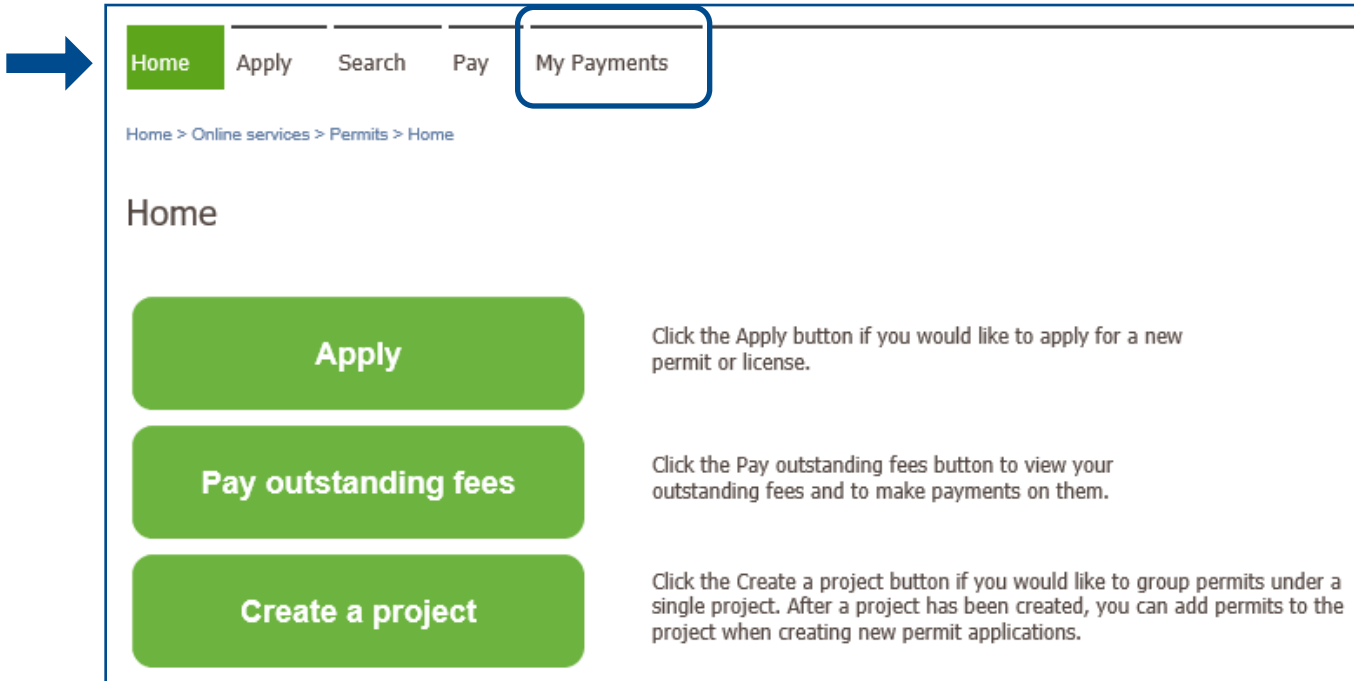
Here is a summary of your most recent inspections. Click the label at the top of any column to sort by that column. To see a list of all of your inspections, select "Show more".

Step 2: This is a list of all outstanding fees. Under Payment Notice, click [Download](#).

Outstanding Fees								
To pay an outstanding fee, select the related permit from this list.								
Select	File Number	My Reference Number	Type	Location	Status	Created Date	Outstanding Balance	Payment Notice
<input type="checkbox"/>	OP-2022-00018		Operating Permit	899 W 12TH AVENUE, Vancouver, BC	Issued	Jan 16, 2022	\$350.00	Download
<input type="checkbox"/>	OP-2022-00035		Operating Permit	515 W 10TH AVENUE, Vancouver, BC V5Z 4A8	Issued	Jan 17, 2022	\$525.00	Download
<input type="checkbox"/>	OP-2022-00008		Operating Permit	3263 PIERVIEW CRESCENT #101, Vancouver, BC	Payment Pending	Jan 7, 2022	\$175.00	Download
<input type="checkbox"/>	OP-2022-00007		Operating Permit	1081 BURRARD STREET, Vancouver, BC V6Z 1Y6	Payment Pending	Jan 7, 2022	\$175.00	Download
<input type="checkbox"/>	None		Operating Permit	2559 CAMBIE STREET, Vancouver, BC V5Z 3Y6	Payment Pending	Jan 6, 2022	\$175.00	
Total:							\$1,400.00	

How do I find my receipt(s)?

Step 1: Log into your online permit account. Click [My Payments](#).



Home Apply Search Pay **My Payments**

Home > Online services > Permits > Home

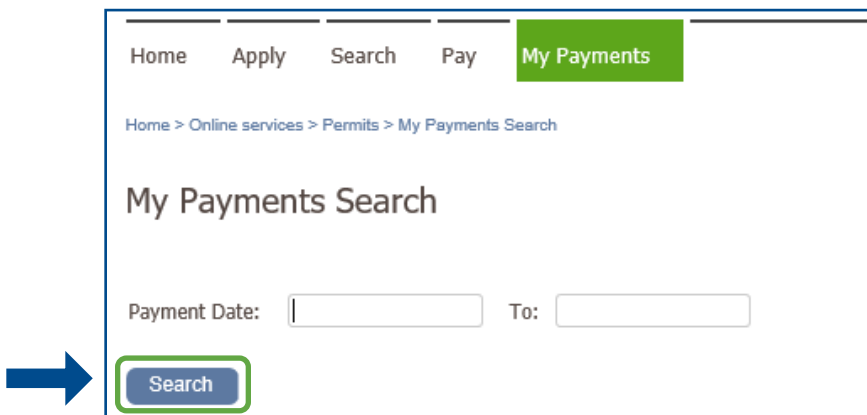
Home

Apply Click the Apply button if you would like to apply for a new permit or license.

Pay outstanding fees Click the Pay outstanding fees button to view your outstanding fees and to make payments on them.

Create a project Click the Create a project button if you would like to group permits under a single project. After a project has been created, you can add permits to the project when creating new permit applications.

Step 2: Enter the date that you have made the payments and click [Search](#).



Home Apply Search Pay **My Payments**

Home > Online services > Permits > My Payments Search

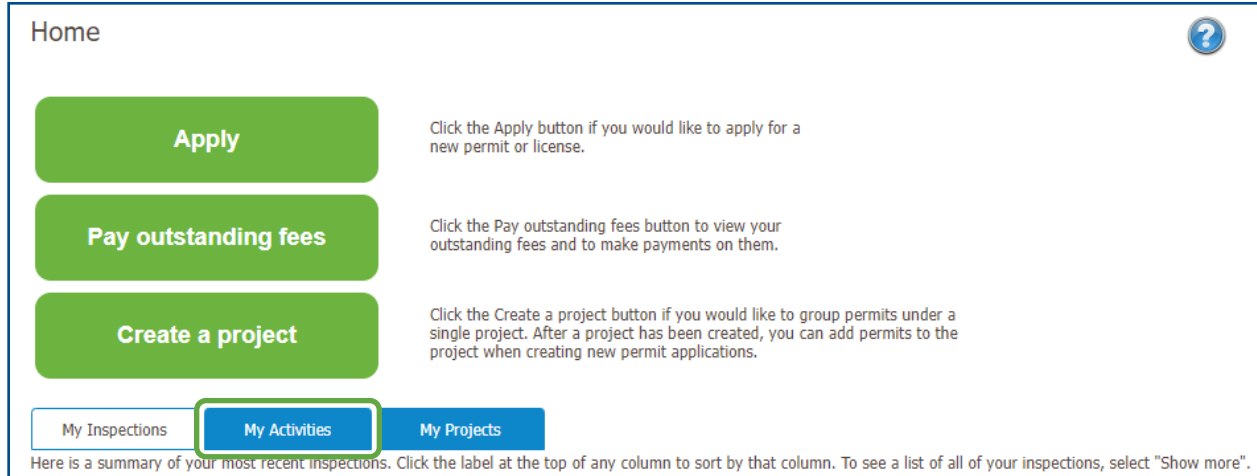
My Payments Search

Payment Date: To:

Search

How do I print my Operating Permit?

Step 1: Log into your online permit account. Click on the [My Activities](#) tab.



Home

Apply Click the Apply button if you would like to apply for a new permit or license.

Pay outstanding fees Click the Pay outstanding fees button to view your outstanding fees and to make payments on them.

Create a project Click the Create a project button if you would like to group permits under a single project. After a project has been created, you can add permits to the project when creating new permit applications.

My Inspections **My Activities** **My Projects**

Here is a summary of your most recent inspections. Click the label at the top of any column to sort by that column. To see a list of all of your inspections, select "Show more".

Step 2: Click on the permit number of your issued permit.



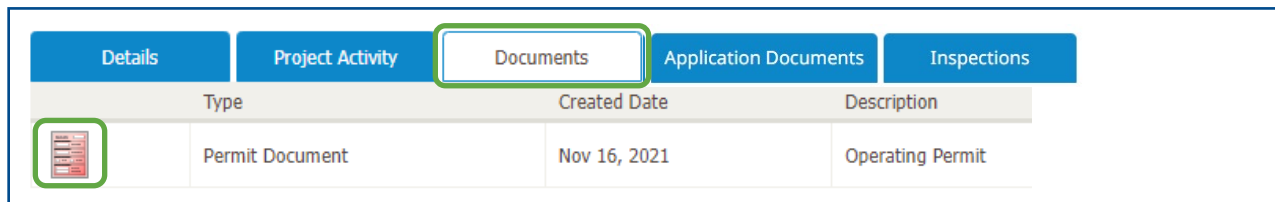
My Inspections **My Activities** **My Projects**

Here is a summary of your most recent permit applications. Click the label at the top of any column to sort by that column. To see a list of all of your permits, select "Show more".

Permits

Type	File Number	My Reference Number	Address	Description	Status	Created Date	Next Action
Operating Permit	OP-2021-00263		1661 ONTARIO STREET,...		Issued	Nov 16, 2021	Submit System Report


Step 3: On the [Documents](#) tab, click the red PDF icon on the left.



Details **Project Activity** **Documents** **Application Documents** **Inspections**

Type	Created Date	Description
Permit Document	Nov 16, 2021	Operating Permit

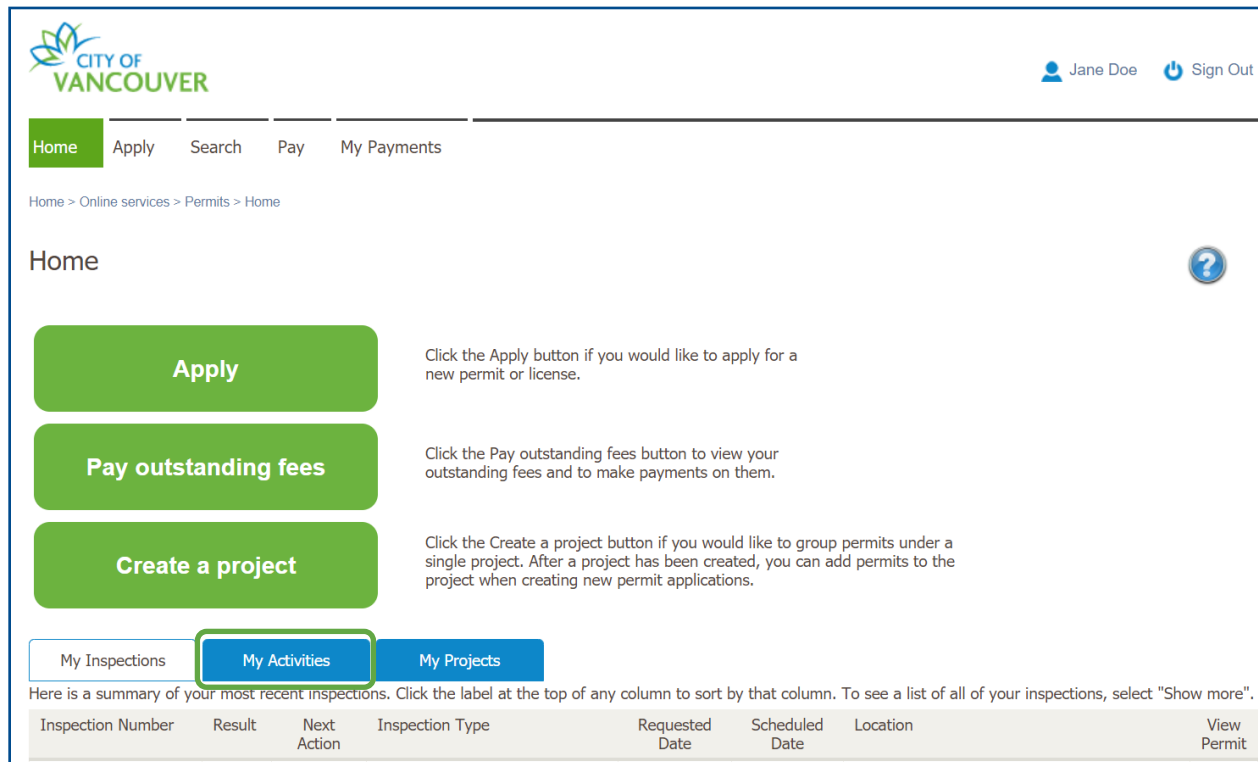
Step 4: The permit opens as a PDF in a new window and can be printed.

	<h2>Operating Permit</h2>	<h2>OP-2023-00044</h2>			
<p>City of Vancouver 453 West 12th Avenue Vancouver, British Columbia Canada V5Y 1V4</p>					
<p>Issue Date: Jul 28, 2023</p>	<p>Must be renewed by: Jul 27, 2024</p>				
<p>Applicant</p>	<p>Location of Permit</p>				
<p>Jane Doe 123 Main Street Vancouver, BC V6M 3X4</p>	<p>515 W 10TH AVENUE Vancouver, BC V5Z 4A8</p>				
<hr/> <table> <tr> <td>Type of System or Equipment:</td> <td>Building Water Treatment System</td> <td>Specific Location:</td> </tr> </table>			Type of System or Equipment:	Building Water Treatment System	Specific Location:
Type of System or Equipment:	Building Water Treatment System	Specific Location:			

How do I submit a lab report for *Legionella* or other required water quality data?

Step 1: Log into your online permit account at vancouver.ca/permits/apply

Step 2: Click on the *My Activities* tab.



Home > Online services > Permits > Home

Home

Apply Click the Apply button if you would like to apply for a new permit or license.

Pay outstanding fees Click the Pay outstanding fees button to view your outstanding fees and to make payments on them.

Create a project Click the Create a project button if you would like to group permits under a single project. After a project has been created, you can add permits to the project when creating new permit applications.

My Inspections **My Activities** My Projects

Here is a summary of your most recent inspections. Click the label at the top of any column to sort by that column. To see a list of all of your inspections, select "Show more".

Inspection Number	Result	Next Action	Inspection Type	Requested Date	Scheduled Date	Location	View Permit
-------------------	--------	-------------	-----------------	----------------	----------------	----------	-------------

Step 3: Find the permit and then click on *Submit System Report* in the Next Action column.



My Inspections My Activities **My Projects**

Here is a summary of your most recent permit applications. Click the label at the top of any column to sort by that column. To see a list of all of your permits, select "Show more".

Permits

Type	File Number	My Reference Number	Address	Description	Status	Created Date	Next Action
Operating Permit	OP-2021-00150		55 ALEXANDER STREET...		Issued	Jul 6, 2021	Submit System Report

Alternatively, you can click on the permit's [File Number](#) and then click on the [Submit System Report](#) button.

My Inspections

My Activities

My Projects

Here is a summary of your most recent permit applications. Click the label at the top of any column to sort by that column. To see a list of all of your permits, select "Show more".

Permits

Type	File Number	My Reference Number	Address	Description	Status	Created Date	Next Action
Operating Permit	OP-2021-00150		55 ALEXANDER STREET...		Issued	Jul 6, 2021	Submit System Report

Operating Permit OP-2021-00150

Issued

System is ACTIVE

Application Date:

Jul 6, 2021

Issue Date:

Jul 6, 2021

Completed Date:

Expiration Date:

Jul 6, 2022

Next Action

Withdraw Application →

Submit System Report →

Request Amendment →

Provide Additional Information →

Renew Permit →

My Reference Number:

Save

Details

Project Activity

Documents

Application Documents

Inspections

Step 4: Submit your lab report for *Legionella pneumophila* (or other required water quality data).

Notes for lab reports:

- The "Date of lab sample/system status report" is the date that the water sample was taken, **NOT** the date of the lab report or your online submission to the City.
- For lab report results, if your lab report...
 - States "not detected" (sometimes abbreviated "ND"), please select the checkbox for [Not Detected](#).
 - Includes a "less than" symbol, please enter it. For example, a lab result of <10 CFU/mL would be entered as <10
- For *Legionella pneumophila* lab report results...
 - Enter the results for "**total** *Legionella pneumophila*" (sometimes listed on lab reports as "*L. pneumophila* SG1-15" or "*L. pneumophila* all serogroups").
 - Enter the results in units of **CFU (or MPN) per millilitre (mL)**. If your report uses units other than millilitres (mL), please convert the result before entering it. For example, a result of 1,000 CFU / L would be entered as 1 CFU / mL.

a. For **Cooling Towers** and **Decorative Water Features**:

Enter the date the sample was taken, and the results for
“**total** *Legionella pneumophila*” in units of **CFU (or MPN) per mL**.
Complete the questions.

Submit System Report for OP-2023-00045

*Is this system active or inactive (for example, winterised)?

☒ Active
 ☐ Inactive

*Date water sample was collected / date that system became active or inactive:

Legionella pneumophila (all serogroups) culture test result (CFU per mL):

☐ Not Detected

*Does the system meet Vancouver Building By-law standards?

☐ Yes
 ☐ No
 ☐ N/A

*Has the system been maintained as set out in the Operating Manual or equivalent, since the last report?

☐ Yes
 ☐ No

*Have there been any corrective actions since the last report?

☐ Yes
 ☐ No

Note: For **Cooling Towers**, a *Legionella pneumophila* culture test report is required at system start-up and every calendar month of operation. For **Decorative Water Features**, a *Legionella pneumophila* culture test report is required at system start-up and at least once annually by July 1. See vancouver.ca/operating-permit for more information.

b. For **Building Water Treatment Systems**:

Enter the date of your system status report. Complete the questions.

Submit System Report for OP-2023-00044

*Is this system active or inactive (for example, winterised)?

☒ Active
 ☐ Inactive

*Date water sample was collected / date that system became active or inactive:

*Does the system meet Vancouver Building By-law standards?

☐ Yes
 ☐ No
 ☐ N/A

*Has the system been maintained as set out in the Operating Manual or equivalent, since the last report?

☐ Yes
 ☐ No

*Have there been any corrective actions since the last report?

☐ Yes
 ☐ No

c. For **Rainwater Harvesting / Alternative Water Systems**:

Enter the date the sample was taken and the results for *E. coli* in units of **CFU (or MPN) per 100 mL**. Complete the questions.

Some parameters are only required for specific systems:

- “Potable water make-up” and “non-potable distribution” meter readings are only required for systems installed after January 1, 2019.
- “Total suspended solids,” “benzene,” “toluene,” “ethylbenzene” and “xylenes (total)” results are only required for systems using storm water.

Submit System Report for OP-2023-00046

*Is this system active or inactive (for example, winterised)?

☒ Active
 ☐ Inactive

*Date water sample was collected / date that system became active or inactive:

Legionella pneumophila (all serogroups) culture test result (CFU per mL):

☐ Not Detected

E. coli test result (CFU or MPN) per 100 mL:

☐ Not Detected

Laboratory Measured Turbidity (NTU):

Field Measured Maximum Temperature (°C):

Potable water make-up meter reading:

L ▾

Non-potable distribution meter reading:

L ▾

*Does the system meet Vancouver Building By-law standards?

☐ Yes
 ☐ No
 ☐ N/A

*Has the system been maintained as set out in the Operating Manual or equivalent, since the last report?

☐ Yes
 ☐ No

*Have there been any corrective actions since the last report?

☐ Yes
 ☐ No

Complete the following for systems using storm water:

Total suspended solids (mg/L) :

Benzene (mg/L):

☐ Not Detected

Toluene (mg/L):

☐ Not Detected

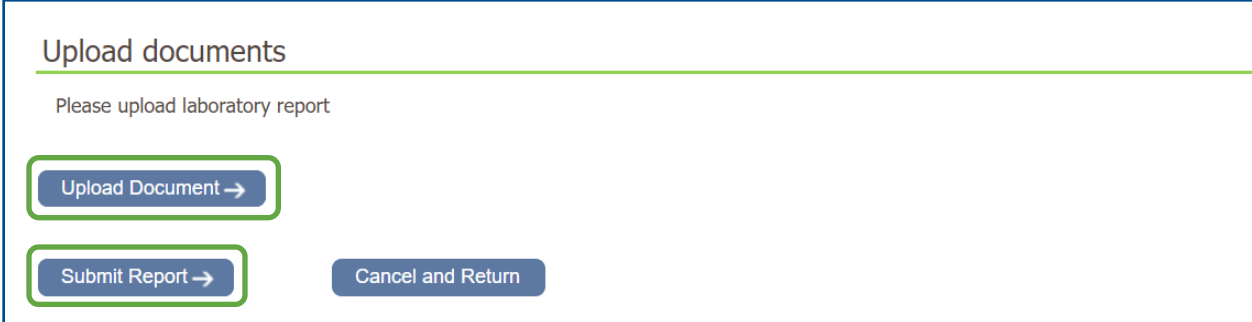
Ethylbenzene (mg/L):

☐ Not Detected

Xylenes (total) (mg/L):

☐ Not Detected

Step 5: Upload the [laboratory report](#) by clicking on the [Upload](#) button. After you are done, click the [Submit Report](#) button.



Upload documents

Please upload laboratory report

Upload Document →

Submit Report →

Cancel and Return

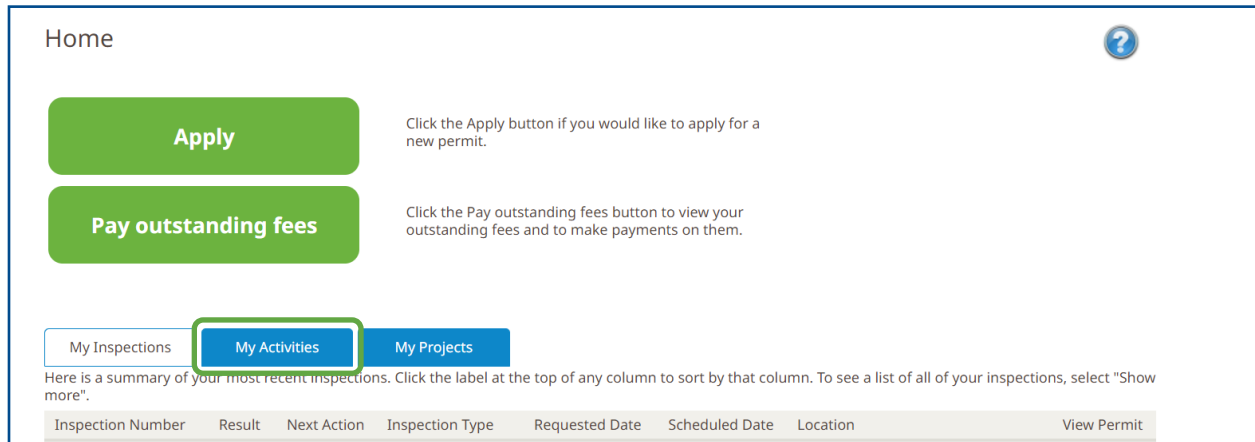
When do I have to submit water quality readings or a system status report?

- **Cooling Tower:** A *Legionella pneumophila* culture test report is required at system start-up and every calendar month of cooling tower operation. You must also notify the City on-line when the cooling tower has been shut down and is inactive (for example, winterisation) or has been started up (for example, at seasonal start-up). Instructions for this notification are in the following section.
- **Decorative Water Feature:** A *Legionella pneumophila* culture test report is required at system start-up and at least once annually by July 1. You must also notify the City on-line when the decorative water feature has been shut down and is inactive (for example, winterisation) or has been started up (for example, at seasonal start-up). Instructions for this notification are in the following section.
- **Rainwater Harvesting / Alternative Water System:**
 - A *Legionella pneumophila*, *E. coli*, turbidity and temperature report is required every two (2) calendar months of operation. Systems installed after January 1, 2019, must also submit water sub-meter readings.
 - For systems using storm water, a laboratory report is also required every two (2) calendar months of operation for total suspended solids, benzene, toluene, ethylbenzene and xylenes (total). A laboratory may refer to this as an analysis for TSS and BTEX.
 - **Note:** To commission a new system, see testing requirements at vancouver.ca/operating-permit
- **Building Water Treatment System:** An annual system status report is required at the time of Operating Permit issuance and on the permit renewal date.
- **Once Through Cooling:** Reporting requirements are determined by staff from Engineering Services (Water Design Branch) as part of the approval of each Operating Permit.

How do I view my uploaded reports?

Step 1: Log into your online permit account at vancouver.ca/permits/apply

Step 2: Click on the *My Activities* tab.



Home

Apply Click the Apply button if you would like to apply for a new permit.

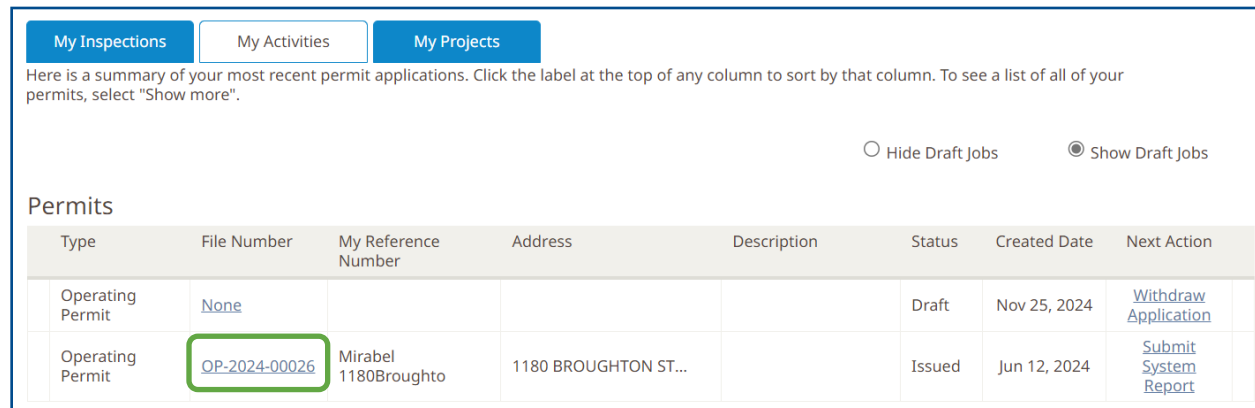
Pay outstanding fees Click the Pay outstanding fees button to view your outstanding fees and to make payments on them.

My Inspections **My Activities** **My Projects**

Here is a summary of your most recent inspections. Click the label at the top of any column to sort by that column. To see a list of all of your inspections, select "Show more".

Inspection Number	Result	Next Action	Inspection Type	Requested Date	Scheduled Date	Location	View Permit
-------------------	--------	-------------	-----------------	----------------	----------------	----------	-------------

Step 3: Find the permit and click on its *File Number*.



My Inspections **My Activities** **My Projects**

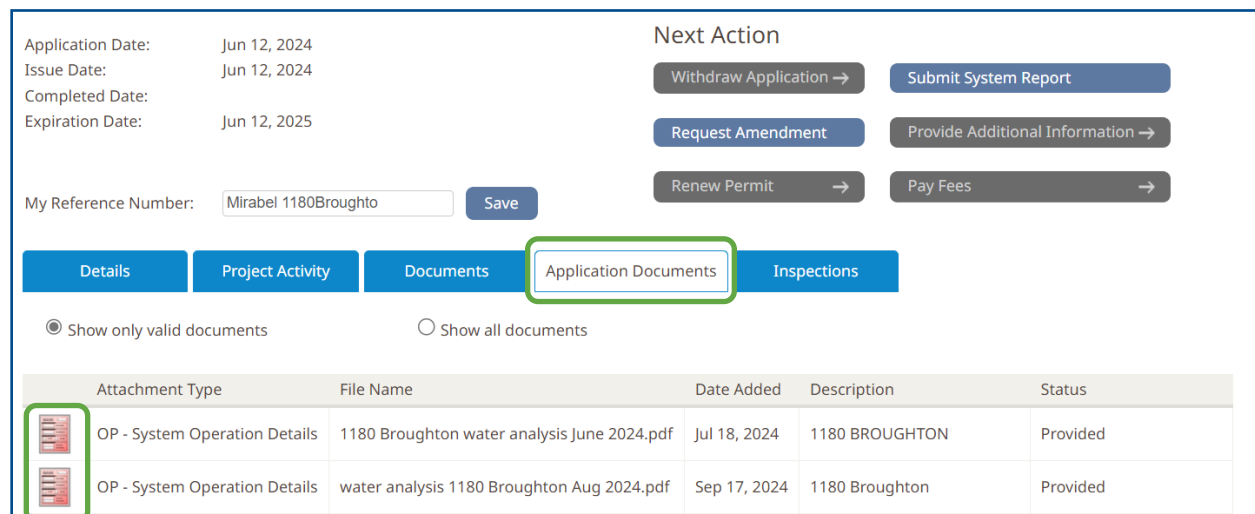
Here is a summary of your most recent permit applications. Click the label at the top of any column to sort by that column. To see a list of all of your permits, select "Show more".

☐ Hide Draft Jobs ☒ Show Draft Jobs

Permits

Type	File Number	My Reference Number	Address	Description	Status	Created Date	Next Action
Operating Permit	None				Draft	Nov 25, 2024	Withdraw Application
Operating Permit	OP-2024-00026	Mirabel 1180Broughto	1180 BROUGHTON ST...		Issued	Jun 12, 2024	Submit System Report

Step 4: Click on the *Application Documents* tab and then click on the red document icon next to the report.



Application Date: Jun 12, 2024
Issue Date: Jun 12, 2024
Completed Date:
Expiration Date: Jun 12, 2025

Next Action

[Withdraw Application →](#) [Submit System Report](#)



[Request Amendment](#) [Provide Additional Information →](#)

[Renew Permit →](#) [Pay Fees →](#)

My Reference Number: [Save](#)

Details **Project Activity** **Documents** **Application Documents** **Inspections**

☒ Show only valid documents ☐ Show all documents

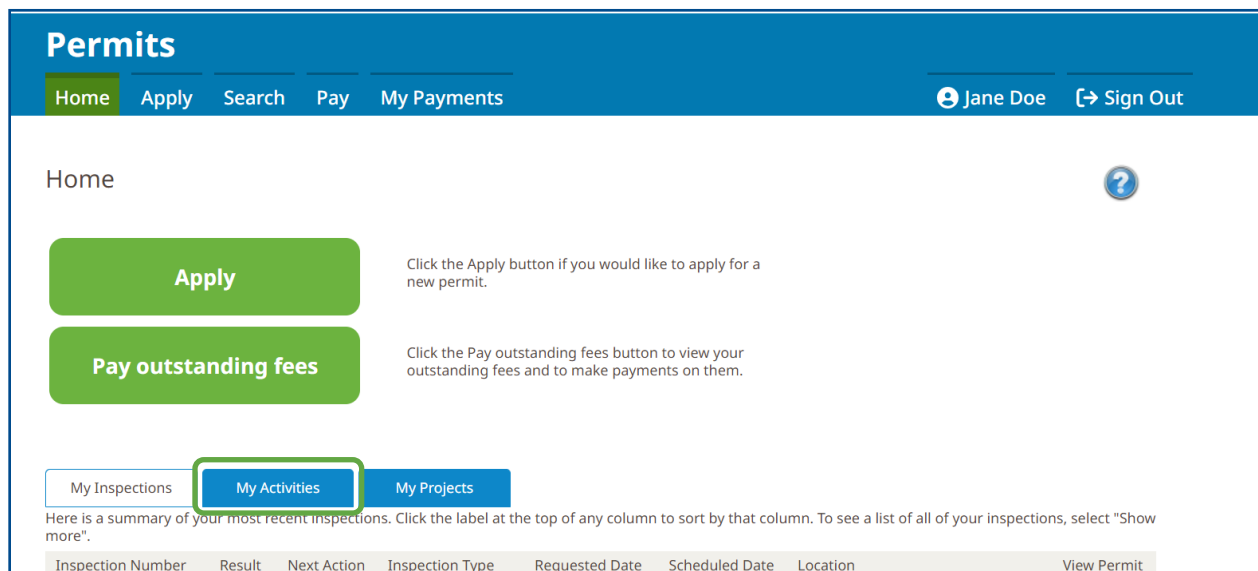
Attachment Type	File Name	Date Added	Description	Status
 OP - System Operation Details	1180 Broughton water analysis June 2024.pdf	Jul 18, 2024	1180 BROUGHTON	Provided
 OP - System Operation Details	water analysis 1180 Broughton Aug 2024.pdf	Sep 17, 2024	1180 Broughton	Provided

How do I notify the City that my system has been shut down and is inactive (e.g., it has been winterised) OR has been started up and is active?

Owners of cooling towers and decorative water features must notify the City within five (5) days of any start up or shut down of their system. This is completed online through the Operating Permit.

Step 1: Log into your online permit account at vancouver.ca/permits/apply

Step 2: Click on the *My Activities* tab.



Permits

Home Apply Search Pay My Payments Jane Doe Sign Out

Home

Apply Click the Apply button if you would like to apply for a new permit.

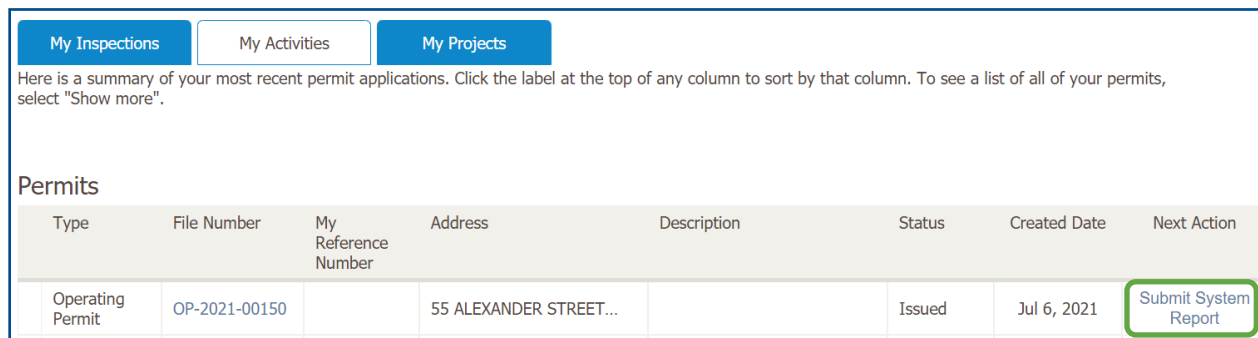
Pay outstanding fees Click the Pay outstanding fees button to view your outstanding fees and to make payments on them.

My Inspections **My Activities** My Projects

Here is a summary of your most recent inspections. Click the label at the top of any column to sort by that column. To see a list of all of your inspections, select "Show more".

Inspection Number	Result	Next Action	Inspection Type	Requested Date	Scheduled Date	Location	View Permit
-------------------	--------	-------------	-----------------	----------------	----------------	----------	-------------

Step 3: Find the permit and then click on *Submit System Report* in the Next Action column.



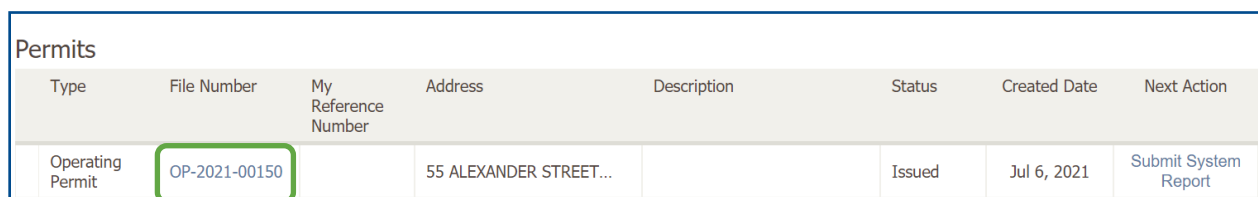
My Inspections **My Activities** My Projects

Here is a summary of your most recent permit applications. Click the label at the top of any column to sort by that column. To see a list of all of your permits, select "Show more".

Permits

Type	File Number	My Reference Number	Address	Description	Status	Created Date	Next Action
Operating Permit	OP-2021-00150		55 ALEXANDER STREET...		Issued	Jul 6, 2021	Submit System Report

Alternatively, you can click on the permit's *File Number* and then click on the *Submit System Report* button.



Permits

Type	File Number	My Reference Number	Address	Description	Status	Created Date	Next Action
Operating Permit	OP-2021-00150		55 ALEXANDER STREET...		Issued	Jul 6, 2021	Submit System Report

Operating Permit OP-2021-00150
Issued
System is ACTIVE

Application Date: Jul 6, 2021
Issue Date: Jul 6, 2021
Completed Date:
Expiration Date: Jul 6, 2022

Next Action
Withdraw Application →
Request Amendment →
Renew Permit →

Submit System Report →
Provide Additional Information →

My Reference Number: Save

Details Project Activity Documents Application Documents Inspections

Step 4: Select [Active](#) or [Inactive](#) to update the status of your system. Also, enter the date on which the system became [ACTIVE](#) or [INACTIVE](#).

Submit System Report for OP-2021-00150

*Is this system active or inactive (for example, winterised)?
☐ Active
☒ Inactive

*Date of lab sample/system status report:

Step 5: Answer the required questions, [scroll down](#), and click the [Submit Report](#) button.

Step 6: The Operating Permit will show that the system is now [INACTIVE](#).

Operating Permit OP-2021-00150
Issued
System is INACTIVE

Application Date: Jul 6, 2021
Issue Date: Jul 6, 2021
Completed Date:
Expiration Date: Jul 6, 2022

Next Action
Withdraw Application →
Request Amendment →
Renew Permit →

Submit System Report →
Provide Additional Information →

My Reference Number: Save

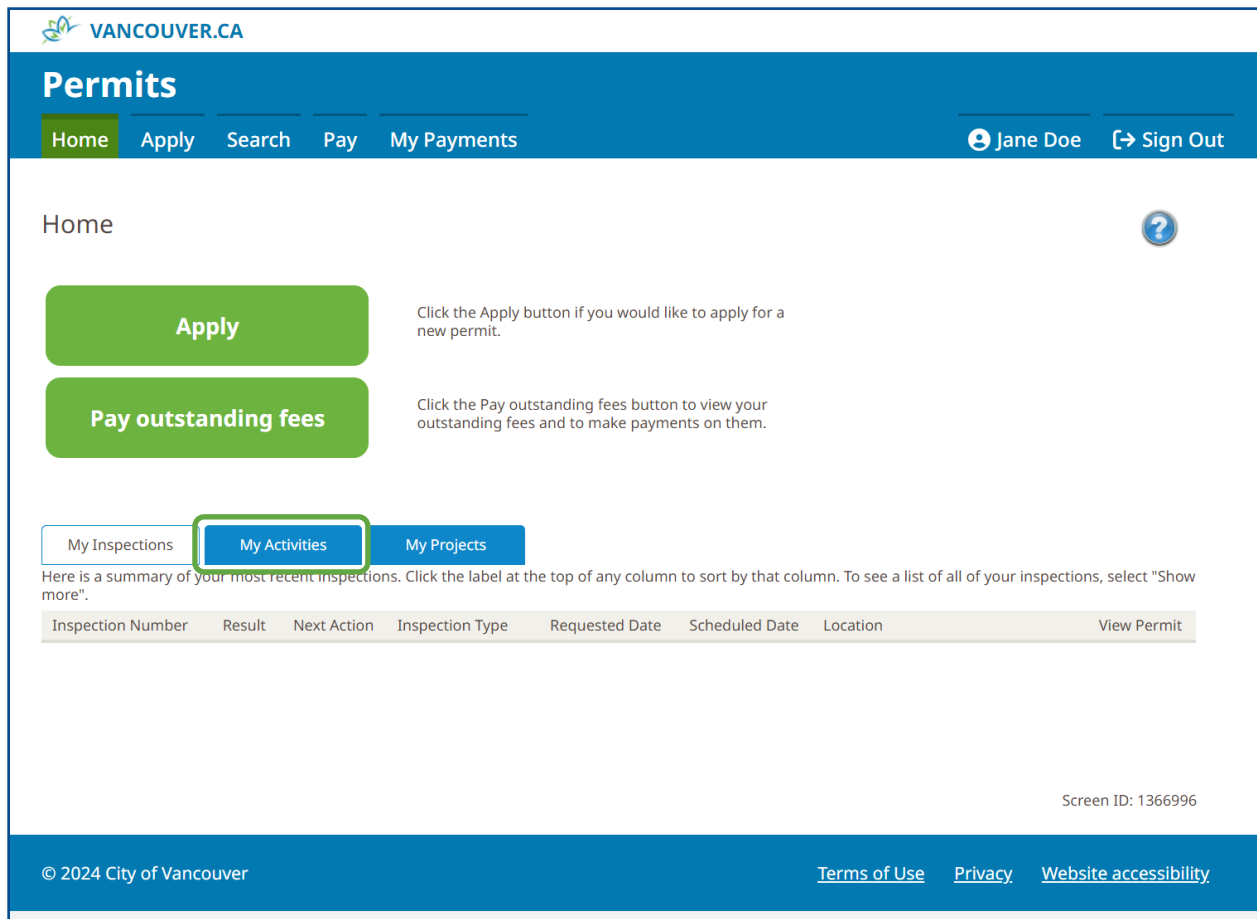
Water quality reports are [not](#) required while the system is [INACTIVE](#). Be sure to report when the system has been reactivated (for example, at spring commissioning) and, for cooling towers, collect the required *Legionella pneumophila* sample no less than 48 hours and no more than 5 days after completion of system start-up and disinfection.

How do I renew my permit?

Note: You can renew your permit 30 days prior to the annual renewal date.

Step 1: Log into your online permit account at vancouver.ca/permits/apply

Step 2: Click the [My Activities](#) tab. (**Do not** click [Apply](#), as this creates a new permit.)



Permits

Home Apply Search Pay My Payments Jane Doe Sign Out

Home

Apply Click the Apply button if you would like to apply for a new permit.

Pay outstanding fees Click the Pay outstanding fees button to view your outstanding fees and to make payments on them.

My Inspections **My Activities** My Projects

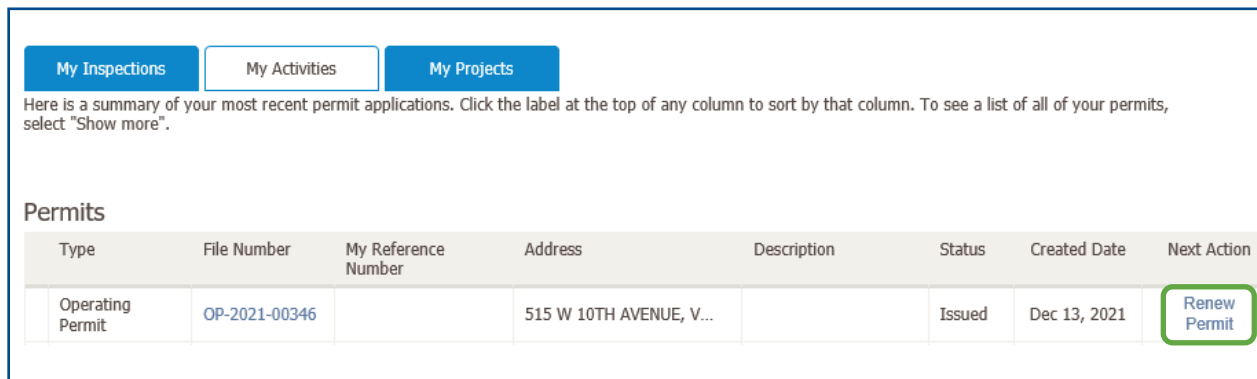
Here is a summary of your most recent inspections. Click the label at the top of any column to sort by that column. To see a list of all of your inspections, select "Show more".

Inspection Number	Result	Next Action	Inspection Type	Requested Date	Scheduled Date	Location	View Permit

Screen ID: 1366996

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Step 3: Find the permit you want to renew and click [Renew Permit](#).



My Inspections My Activities **My Projects**

Here is a summary of your most recent permit applications. Click the label at the top of any column to sort by that column. To see a list of all of your permits, select "Show more".

Permits

Type	File Number	My Reference Number	Address	Description	Status	Created Date	Next Action
Operating Permit	OP-2021-00346		515 W 10TH AVENUE, V...		Issued	Dec 13, 2021	Renew Permit

Step 4: Update the contacts as needed by clicking the [Add Contact](#) button.

Renew Permit for OP-2021-00346

Contacts

Please update or provide any new contacts relating to the permit. To update the contact, click on or select the people icon. A window will then pop-up where you can edit the contact details.

Add Contact →

Type	Description
------	-------------

Step 5: Provide the name and EOCP number of the individual holding the Environmental Operators Certification Program “Building Water System Operator” certification. Then, click [Pay Fees & Submit Renewal](#).

Environmental Operators Certification Program (EOCP) Certification

Please provide the name of the individual holding Environmental Operators Certification Program (EOCP) Certification and their EOCP Certification number.

EOCP Certified Operator: EOCP Number:

Fees


\$175.00 due in full upon submission of renewal request.

Pay Fees & Submit Renewal →

Cancel and Return

Step 6: There are different methods of payment. Follow the scenario which applies to you:

- **To pay by credit card:** Enter your details, click [Pay](#) and proceed to the next step.



Cardholder Name

Card Number

MMYY

CVV ?

Total **\$175.00**

Cancel

Pay

- **To pay by cheque:** Click [Cancel](#). Submit your cheque to the City of Vancouver in person or by mail and include the invoice or the operating permit number. Refer to “How to find my invoice?” on page 17.

*City of Vancouver
Development and Building Services Centre
515 West 10th Avenue
Vancouver, BC V5Z 4A8*


- **To pay for multiple renewals at the same time:** Click [Cancel](#). Then repeat this renewal process for each Operating Permit. When finished, follow the steps in [“How do I pay outstanding fees?”](#) on page 31.

Step 7: If you have paid by credit card online, you will see this confirmation screen. Click on the [Click here to download your receipt](#) link to view your receipt. To print the Operating Permit, click on the red icon and continue to step 8.

Payment Confirmation

Thank you for your payment. [Check each application](#) to ensure all steps and documents have been provided.

The following items have been paid.

Type	File Number	Site Address	Description	Status	Created Date	Outstanding Balance
 Operating Permit	OP-2021-00346	515 W 10TH AVENUE, Vancouver, BC V5Z 4A8		Issued	Dec 13, 2021	\$0.00
Total:						\$0.00

[Click here to download your receipt.](#)

Step 8: Click on the [Documents](#) tab.

Home
Apply
Search
Pay
My Payments

Home > Online services > Permits > Operating Permit OP-2021-00346IssuedSystem is ACTIVE

Operating Permit OP-2021-00346
Issued
System is ACTIVE

Application Date: Dec 13, 2021
Issue Date: Dec 13, 2021
Completed Date:
Expiration Date: Dec 1, 2022


Next Action
Withdraw Application →
Request Amendment →
Renew Permit →

Submit System Report →
Provide Additional Information →

My Reference Number: Save

Details
Project Activity
Documents
Application Documents
Inspections

Step 9: Click on the red icon to view the updated permit document. Print the renewed Operating Permit and post it with the equipment.

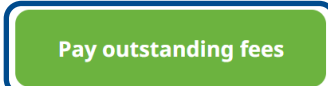


Details	Project Activity	Documents	Application Documents	Inspections
Type	Created Date	Description		
Permit Document	Dec 21, 2020	Operating Permit		

How do I pay outstanding fees?

Step 1: Log into your online permit account at vancouver.ca/permits/apply

Step 2: Select *Pay outstanding fees*.



Permits

Home Apply Search Pay My Payments Jane Doe Sign Out

Home

Apply Click the Apply button if you would like to apply for a new permit.

Pay outstanding fees Click the Pay outstanding fees button to view your outstanding fees and to make payments on them.

My Inspections My Activities My Projects

Here is a summary of your most recent inspections. Click the label at the top of any column to sort by that column. To see a list of all of your inspections, select "Show more"

Step 3: Select the permits you would like to pay by checking off the boxes on the left-hand side. Once you have selected the permits, click *Pay Selected*.

Outstanding Fees

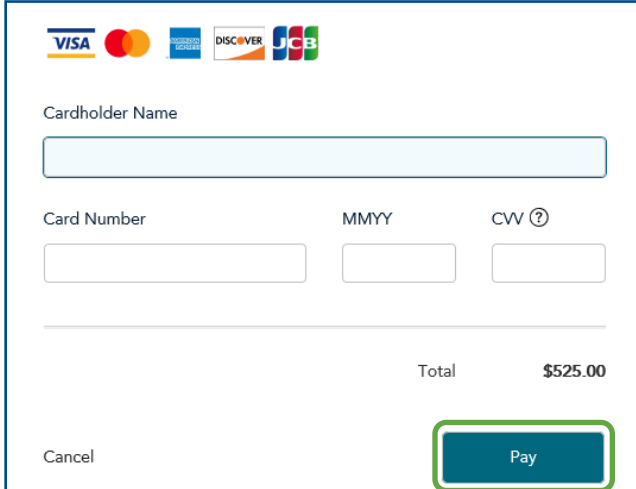
To pay an outstanding fee, select the related permit from this list.

Select	File Number	My Reference Number	Type	Location	Status	Created Date	Outstanding Balance	Payment Notice
<input checked="" type="checkbox"/>	OP-2021-00310		Operating Permit	2559 CAMBIE STREET, Vancouver, BC V5Z 3Y6	Issued	Dec 6, 2021	\$175.00	Download
<input checked="" type="checkbox"/>	OP-2021-00351		Operating Permit	453 W 12TH AVENUE, Vancouver, BC V5Y 1V4	Issued	Dec 17, 2021	\$175.00	Download
<input checked="" type="checkbox"/>	OP-2021-00350		Operating Permit	501 W 10TH AVENUE, Vancouver, BC	Issued	Dec 17, 2021	\$175.00	Download
Total:							\$525.00	

Pay Selected →

Step 4: There are different methods of payment. Follow the scenario which applies to you:

- **To pay by credit card:** Enter your credit card details, click [Pay](#), and proceed to the next step.



The form displays logos for VISA, Mastercard, American Express, Discover, and JCB. It includes input fields for Cardholder Name, Card Number, MMY (Month/Year), and CVV. A Total of \$525.00 is shown. A blue arrow points to the 'Pay' button, which is highlighted with a green border.

- **To pay by cheque:** Click [Cancel](#). Submit your cheque to the City of Vancouver in person or by mail and include the invoice. Refer to [“How to find my invoice\(s\)”](#) on page 17.




*City of Vancouver
Development and Building Services Centre
515 West 10th Avenue
Vancouver, BC V5Z 4A8*

Step 5: If you have paid by credit card, you will see this confirmation screen after you have successfully paid for your permits. Click on the [Click here to download your receipt](#) link to view your receipt.

Payment Confirmation

Thank you for your payment. Check each application to ensure all steps and documents have been provided.

The following items have been paid.

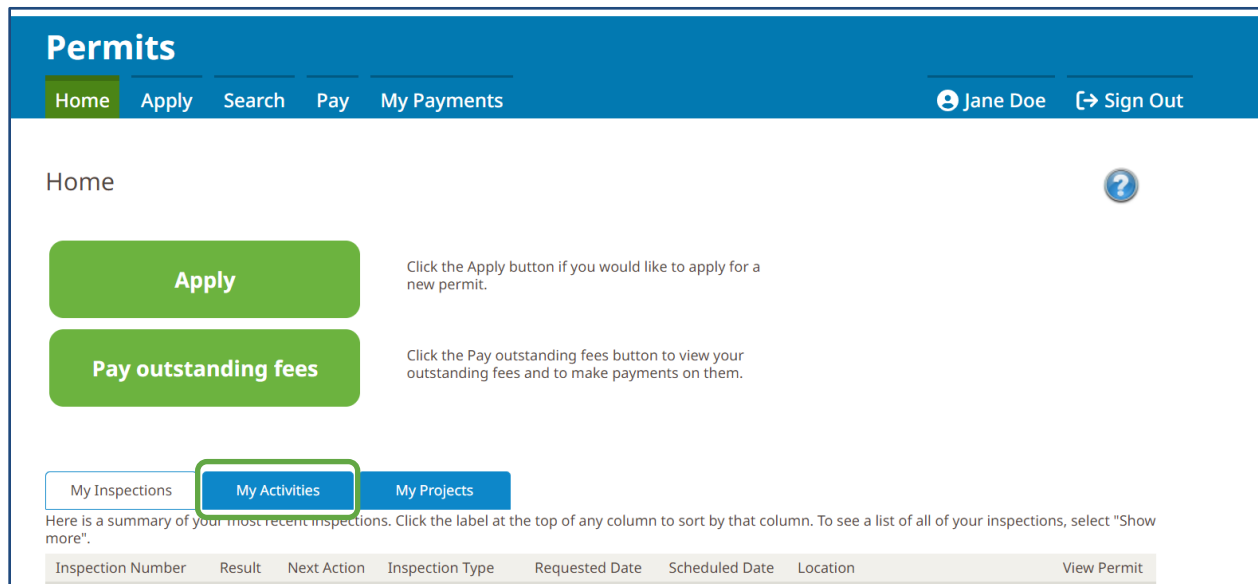
Type	File Number	Site Address	Description	Status	Created Date	Outstanding Balance
 Operating Permit	OP-2021-00310	2559 CAMBIE STREET, Vancouver, BC V5Z 3Y6		Issued	Dec 6, 2021	\$0.00
 Operating Permit	OP-2021-00350	501 W 10TH AVENUE, Vancouver, BC		Issued	Dec 17, 2021	\$0.00
 Operating Permit	OP-2021-00351	453 W 12TH AVENUE, Vancouver, BC V5Y 1V4		Issued	Dec 17, 2021	\$0.00
Total:						\$0.00

[Click here to download your receipt.](#)

How do I request a change to my permit?

Step 1: Log into your online permit account at vancouver.ca/permits/apply

Step 2: Click on the *My Activities* tab.



Permits

Home Apply Search Pay My Payments Jane Doe Sign Out

Home

Apply Click the Apply button if you would like to apply for a new permit.

Pay outstanding fees Click the Pay outstanding fees button to view your outstanding fees and to make payments on them.

My Inspections **My Activities** My Projects

Here is a summary of your most recent inspections. Click the label at the top of any column to sort by that column. To see a list of all of your inspections, select "Show more".

Inspection Number	Result	Next Action	Inspection Type	Requested Date	Scheduled Date	Location	View Permit

Step 3: Click on the permit's *File Number*.



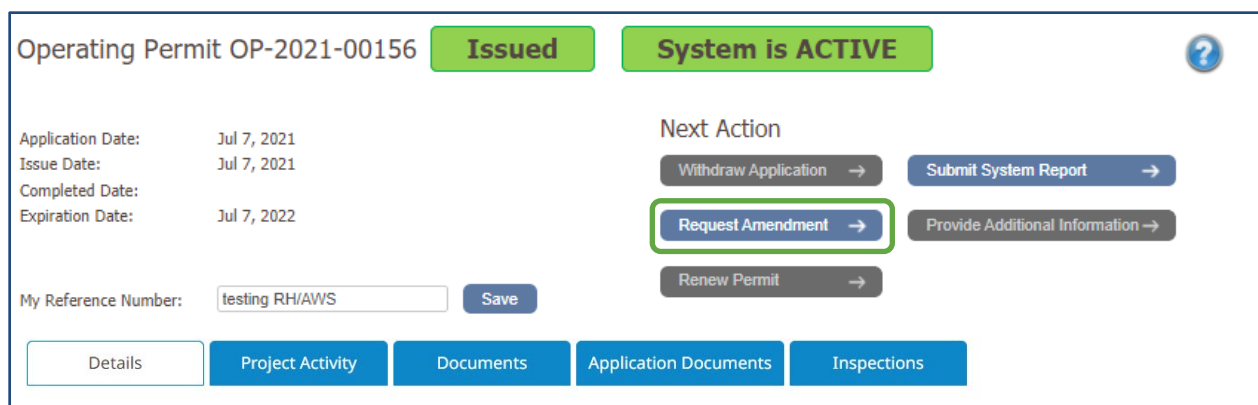
My Inspections **My Activities** My Projects

Here is a summary of your most recent permit applications. Click the label at the top of any column to sort by that column. To see a list of all of your permits, select "Show more".

Permits

Type	File Number	My Reference Number	Address	Description	Status	Created Date	Next Action
Operating Permit	None		515 W 10TH AVENUE, ...		Draft	Jul 7, 2021	Withdraw Application
Operating Permit	OP-2021-00156	testing RH/AWS	515 W 10TH AVENUE, ...		Issued	Jul 7, 2021	Submit System Report

Step 4: Click on the *Request Amendment* button.



Operating Permit OP-2021-00156 **Issued** **System is ACTIVE**

Application Date: Jul 7, 2021
Issue Date: Jul 7, 2021
Completed Date: Jul 7, 2022
Expiration Date: Jul 7, 2022

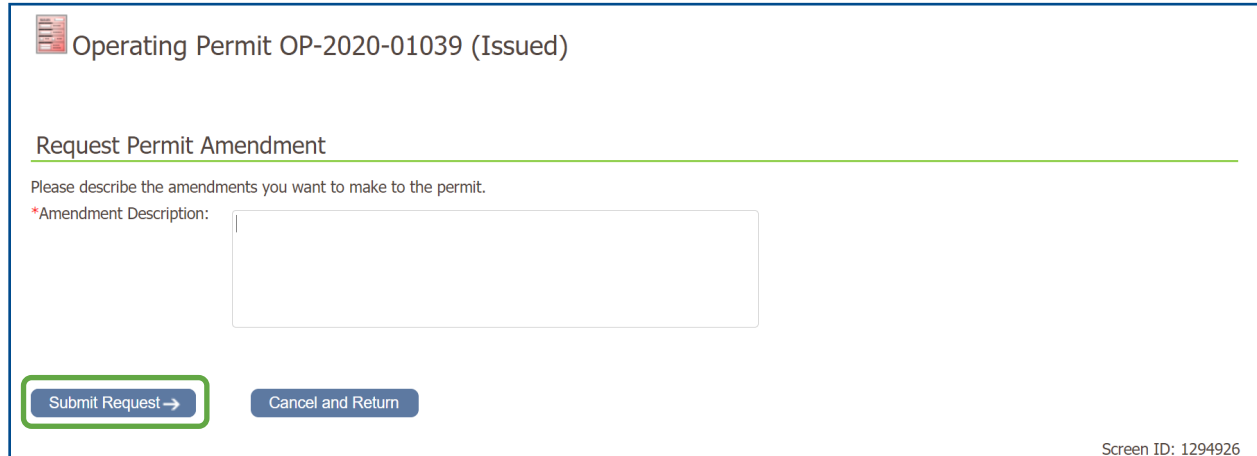
My Reference Number: testing RH/AWS **Save**

Next Action

Withdraw Application → Submit System Report →
Request Amendment → Provide Additional Information →
Renew Permit →

Details Project Activity Documents Application Documents Inspections

Step 5: Enter the change needed in the *Amendment Description* field and then click *Submit Request*.



Operating Permit OP-2020-01039 (Issued)

Request Permit Amendment

Please describe the amendments you want to make to the permit.

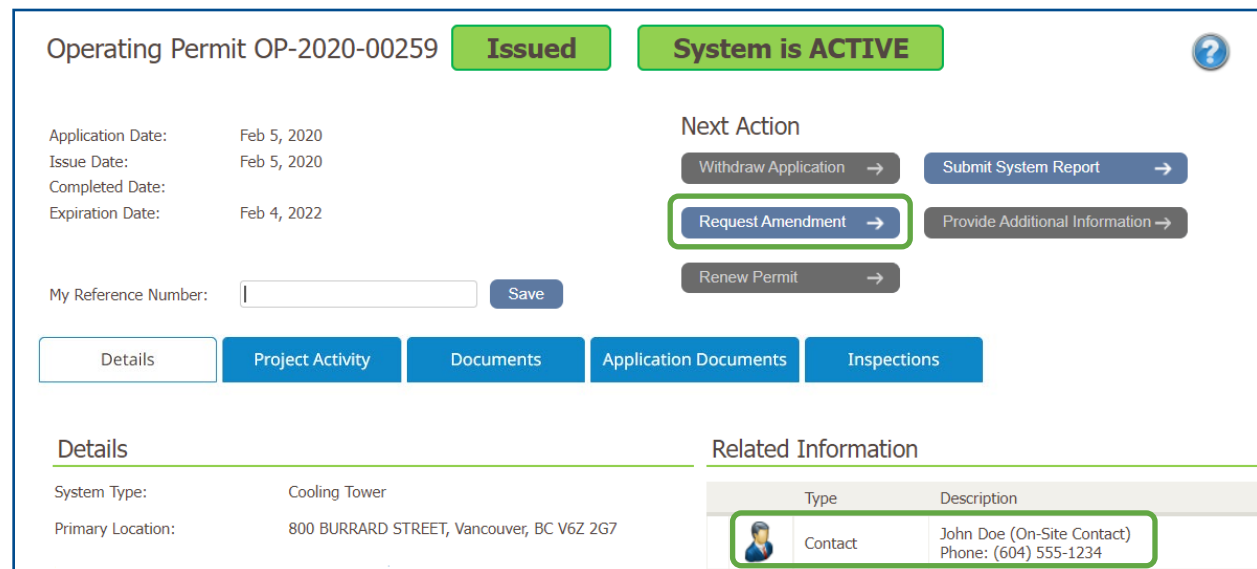
*Amendment Description:

[Submit Request ->](#) [Cancel and Return](#)

Screen ID: 1294926

How do I update the contact or EOCP information on my permit?

You will need to [request an amendment](#) for staff to change this information. Indicate who the old and new contacts are in the *Amendment Description* field.



Operating Permit OP-2020-00259 **Issued** **System is ACTIVE**

Application Date: Feb 5, 2020
Issue Date: Feb 5, 2020
Completed Date: Feb 4, 2022
Expiration Date: Feb 4, 2022

My Reference Number: [Save](#)

Next Action

[Withdraw Application ->](#) [Submit System Report ->](#)
[Request Amendment ->](#) [Provide Additional Information ->](#)
[Renew Permit ->](#)

[Details](#) [Project Activity](#) [Documents](#) [Application Documents](#) [Inspections](#)

Details

System Type: Cooling Tower
Primary Location: 800 BURNARD STREET, Vancouver, BC V6Z 2G7

Related Information

Type	Description
Contact	John Doe (On-Site Contact) Phone: (604) 555-1234

Do I need to book an inspection?

An inspection is automatically booked once the permit has been issued.

Do I need to submit the water quality readings before the inspection?

No. Once your Operating Permit is issued, you have 30 days to submit your water quality readings.


What fees do I have to pay?

The annual fee for an Operating Permit is posted at vancouver.ca/operating-permit

You can pay with a credit card online, mail a cheque to our Services Centre or make a payment in person.

Will I be notified when my permit is up for renewal?

Yes, you will receive an email notification 30 days prior to the expiration date to remind you to renew your permit. Permits will need to be renewed annually through your online permit account.



Hello,

The Rainwater Harvesting/Alternative Water Systems Operating Permit at 515 W 10th Avenue requires renewal by Jul 27, 2024.

(Your reference number for this Operating Permit:).

Renew Online

1. Log into your online account and select "Renew Permit".
2. Pay the Operating Permit fee (applicable as of January 1, 2022).
3. Print your renewed Operating Permit and post it with the equipment.

[Renew your Permit](#)

Cancelling an Operating Permit

If this equipment has been permanently deactivated, please e-mail operatingpermit@vancouver.ca.

Thank you for working with us and our local health authorities to protect public health.

Cheers,
City of Vancouver
vancouver.ca/operating-permit