

Sewer and Water Permit Online Application Guide

These instructions are for customers who want to apply for the Sewer and Water 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 button, located on each page, to come back to this section

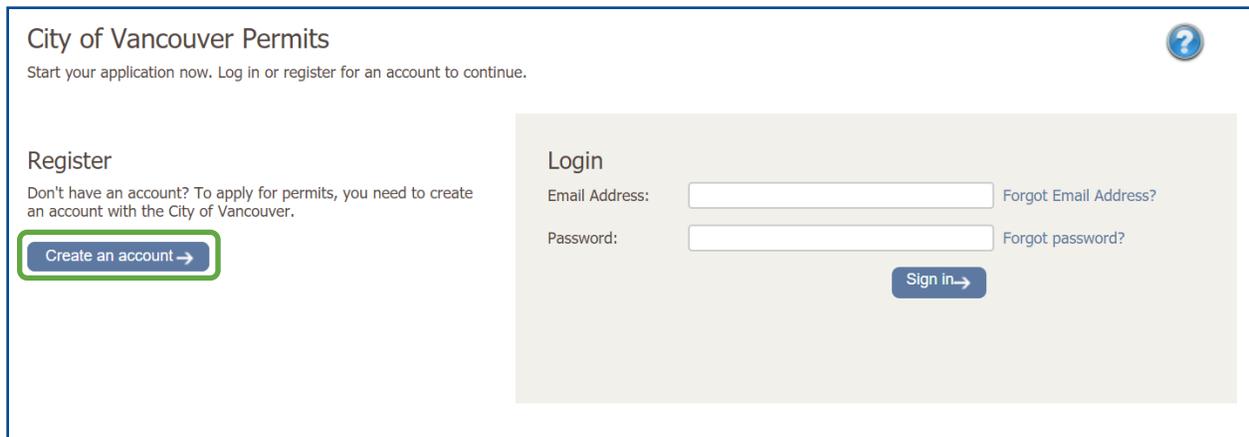
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How do I create an online account?

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 (*). Then, click the *Finish Registration* button.

a. Create your account

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*.



Home Search

Home > Online services > Permits > Activate your account

Activate your account

Email Address:

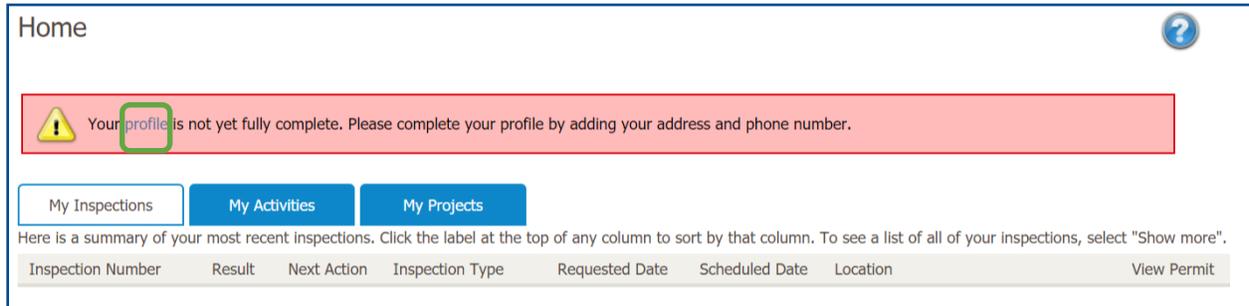
*Password: Please re-enter the password you registered online with.

Activate →

Screen ID: 1035831

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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.



A screenshot of a user profile page. At the top left, it says "Home" with a question mark icon on the right. A red warning box contains a yellow triangle icon and the text: "Your **profile** is not yet fully complete. Please complete your profile by adding your address and phone number." A blue arrow points to the word "profile" in the warning. Below the warning are three buttons: "My Inspections", "My Activities", and "My Projects". Underneath these buttons is a summary of recent inspections and a table header with columns: "Inspection Number", "Result", "Next Action", "Inspection Type", "Requested Date", "Scheduled Date", "Location", and "View Permit".

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

Where can I get help with logging into my account?

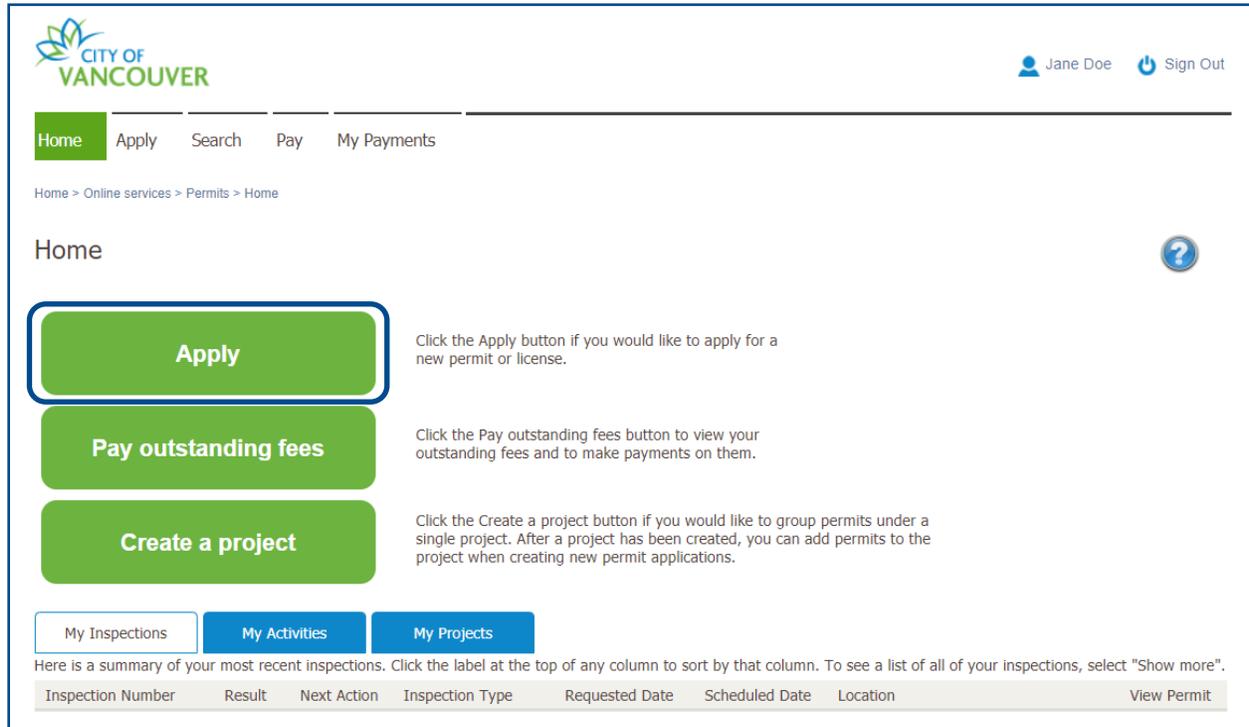
For login help, please click [here](#). If you are still having issues, please email us at permits@vancouver.ca

How do I apply online for a Sewer and Water Permit?

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

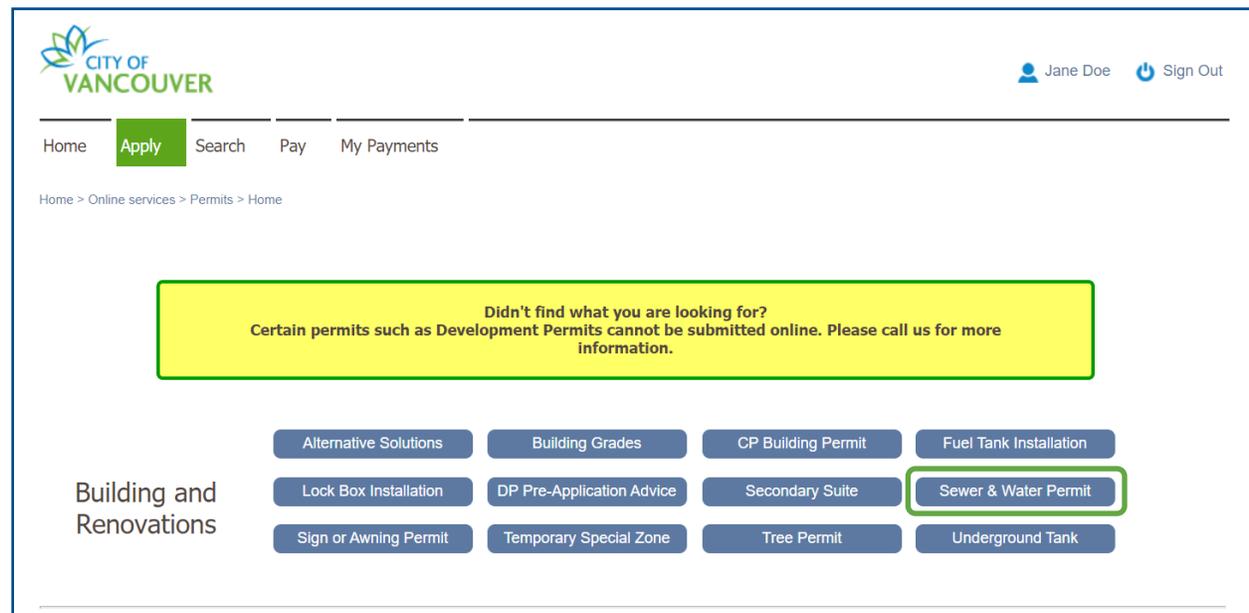
Step 1: Log into your online permit account at www.vancouver.ca/permits/apply

Step 2: Select *Apply*.



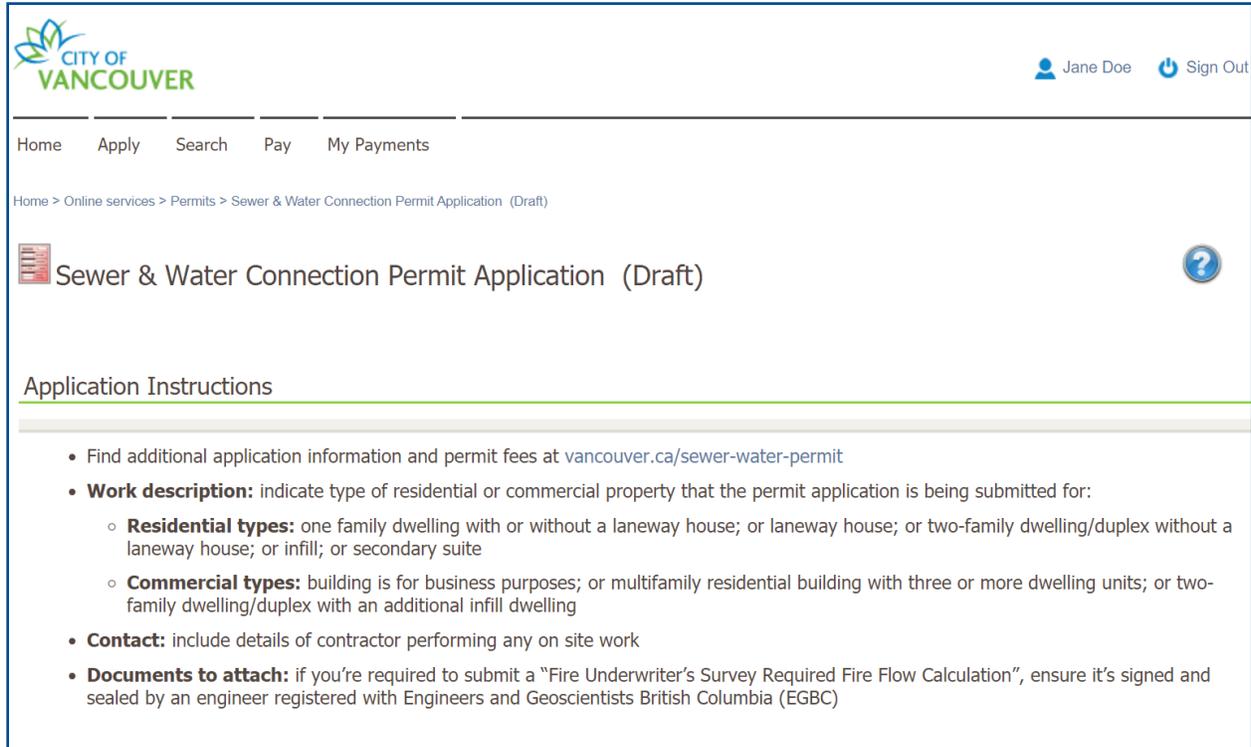
The screenshot shows the City of Vancouver online permit application homepage. At the top left is the City of Vancouver logo. At the top right, the user is logged in as 'Jane Doe' with a 'Sign Out' button. A navigation menu includes 'Home', 'Apply', 'Search', 'Pay', and 'My Payments'. Below the menu, the breadcrumb trail reads 'Home > Online services > Permits > Home'. The main heading is 'Home' with a help icon. Three large green buttons are visible: 'Apply', 'Pay outstanding fees', and 'Create a project'. Each button has a corresponding instruction: 'Click the Apply button if you would like to apply for a new permit or license.', 'Click the Pay outstanding fees button to view your outstanding fees and to make payments on them.', and '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.' Below these buttons are three tabs: 'My Inspections', 'My Activities', and 'My Projects'. A summary of recent inspections is shown with columns for 'Inspection Number', 'Result', 'Next Action', 'Inspection Type', 'Requested Date', 'Scheduled Date', 'Location', and 'View Permit'.

Step 2: In the Building and Renovations section, select *Sewer & Water Permit*.



The screenshot shows the 'Building and Renovations' section of the City of Vancouver online permit application. At the top left is the City of Vancouver logo. At the top right, the user is logged in as 'Jane Doe' with a 'Sign Out' button. A navigation menu includes 'Home', 'Apply', 'Search', 'Pay', and 'My Payments'. Below the menu, the breadcrumb trail reads 'Home > Online services > Permits > Home'. A yellow box contains the text: 'Didn't find what you are looking for? Certain permits such as Development Permits cannot be submitted online. Please call us for more information.' Below this box is a grid of buttons for various permit types: 'Alternative Solutions', 'Building Grades', 'CP Building Permit', 'Fuel Tank Installation', 'Lock Box Installation', 'DP Pre-Application Advice', 'Secondary Suite', 'Sewer & Water Permit', 'Sign or Awning Permit', 'Temporary Special Zone', 'Tree Permit', and 'Underground Tank'. The 'Sewer & Water Permit' button is highlighted with a green border.

Step 3: *Read* the application instructions and then *scroll down*.



Home Apply Search Pay My Payments

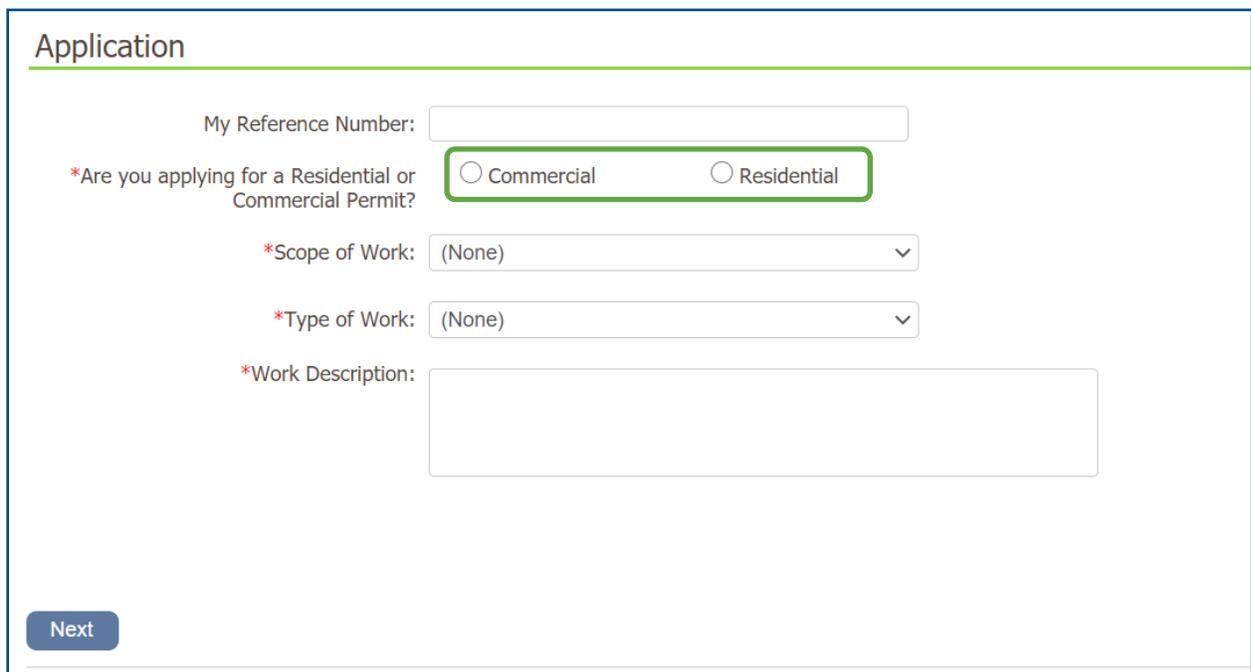
Home > Online services > Permits > Sewer & Water Connection Permit Application (Draft)

Sewer & Water Connection Permit Application (Draft)

Application Instructions

- Find additional application information and permit fees at vancouver.ca/sewer-water-permit
- Work description:** indicate type of residential or commercial property that the permit application is being submitted for:
 - Residential types:** one family dwelling with or without a laneway house; or laneway house; or two-family dwelling/duplex without a laneway house; or infill; or secondary suite
 - Commercial types:** building is for business purposes; or multifamily residential building with three or more dwelling units; or two-family dwelling/duplex with an additional infill dwelling
- Contact:** include details of contractor performing any on site work
- Documents to attach:** if you're required to submit a "Fire Underwriter's Survey Required Fire Flow Calculation", ensure it's signed and sealed by an engineer registered with Engineers and Geoscientists British Columbia (EGBC)

Step 4: Select either *Commercial* or *Residential*.

Application

My Reference Number:

*Are you applying for a Residential or Commercial Permit? Commercial Residential

*Scope of Work: (None)

*Type of Work: (None)

*Work Description:

Next

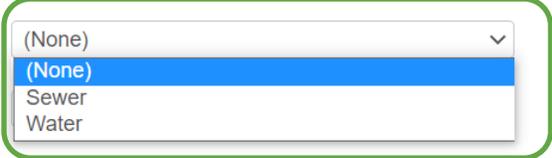
Step 5: Select the *Scope of Work* from the dropdown menu.



Application

My Reference Number:

*Are you applying for a Residential or Commercial Permit? Commercial Residential

*Scope of Work: 
 (None)
 Sewer
 Water

*Type of Work:

*Work Description:

*Site Area (sq. m):

Step 6: Select the *Type of Work* from the dropdown menu.

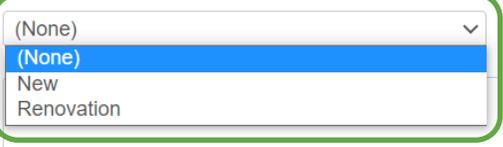


Application

My Reference Number:

*Are you applying for a Residential or Commercial Permit? Commercial Residential

*Scope of Work:

*Type of Work: 
 (None)
 New
 Renovation

*Work Description:

*Site Area (sq. m):

Step 7: Fill in the remaining fields – these are different depending on the *Scope of Work* and the *Type of Work*.

Click on a link below to take you to the applicable section:

- [Commercial Sewer – New](#)
- [Commercial Sewer – Renovation](#)
- [Commercial Water – New](#)
- [Commercial Water – Renovation](#)
- [Residential SW – New](#)
- [Residential SW - Renovation](#)

Commercial Sewer - New

Fill in the required fields and then click the *Next* button. Go to [Step 8](#).

Application

My Reference Number:

*Are you applying for a Residential or Commercial Permit? Commercial Residential

*Scope of Work:

*Type of Work:

*Work Description:

*Site Area (sq. m):

*Approximate demolition date:

*Contractors Estimate of Cost (\$):

*Lowest Slab Elevation (m):

Commercial Sewer - Renovation

Fill in the required fields and then click the [Next](#) button. Go to [Step 8](#).

Application

My Reference Number:

*Are you applying for a Residential or Commercial Permit? Commercial Residential

*Scope of Work:

*Type of Work:

*Work Description:

*Site Area (sq. m):

*Will the property be occupied during construction? Yes No

*Approximate demolition date:

*Contractors Estimate of Cost (\$):

*Lowest Slab Elevation (m):

Commercial Water – New

Fill in the required fields and then click the [Next](#) button. Go to [Step 8](#).

Application

My Reference Number:

*Are you applying for a Residential or Commercial Permit? Commercial Residential

*Scope of Work:

*Type of Work:

*Work Description:

*Site Area (sq. m):

*Total Floor Space (sq. m):

*Will the site require Construction Water access? Yes No

*Was the site subject to a Rezoning Application?" Yes No

*Approximate demolition date:

*Number of Residential/Dwelling Units:



Commercial Water – Renovation

Fill in the required fields and then click the [Next](#) button. Go to [Step 8](#).

Application

My Reference Number:

*Are you applying for a Residential or Commercial Permit? Commercial Residential

*Scope of Work:

*Type of Work:

*Work Description:

*Site Area (sq. m):

*Total Floor Space (sq. m):

*Will the property be occupied during construction? Yes No

*Will the site require Construction Water access? Yes No

*Was the site subject to a Rezoning Application?" Yes No

*Approximate demolition date:

*Number of Residential/Dwelling Units:

Residential SW – New

Fill in the required fields and then click the [Next](#) button. Go to [Step 8](#).

Application

My Reference Number:

*Are you applying for a Residential or a Commercial Permit? Commercial Residential

*Scope of Work: Sewer & Water

*Type of Work:

*Work Description:

*Site Area (sq. m):

[Next](#)

Residential SW – Renovation

Fill in the required fields and then click the [Next](#) button. Go to [Step 8](#).

Application

My Reference Number:

*Are you applying for a Residential or a Commercial Permit? Commercial Residential

*Scope of Work: Sewer & Water

*Type of Work:

*Work Description:

*Site Area (sq. m):

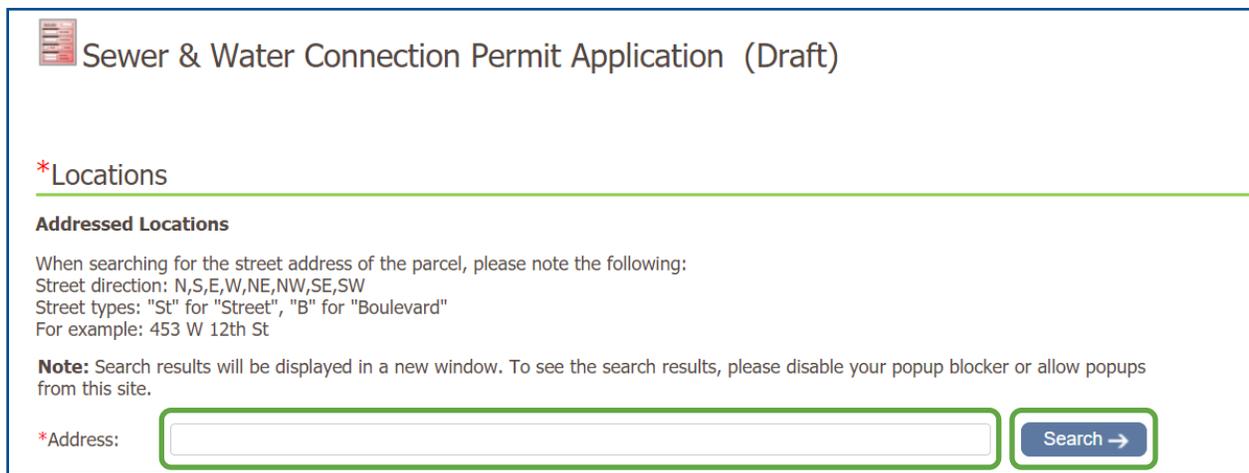
[Next](#)

Step 8: In the [Address](#) field, type in a civic address and click [Search](#). Remember to use the format as indicated in the instructions.

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

Tips:

- Use W or E instead of West or East, except for West Boulevard and East Boulevard
- Examples:
 - For West Boulevard, type West B
 - For West Broadway, type W Broadway



Sewer & Water Connection Permit Application (Draft)

***Locations**

Addressed Locations

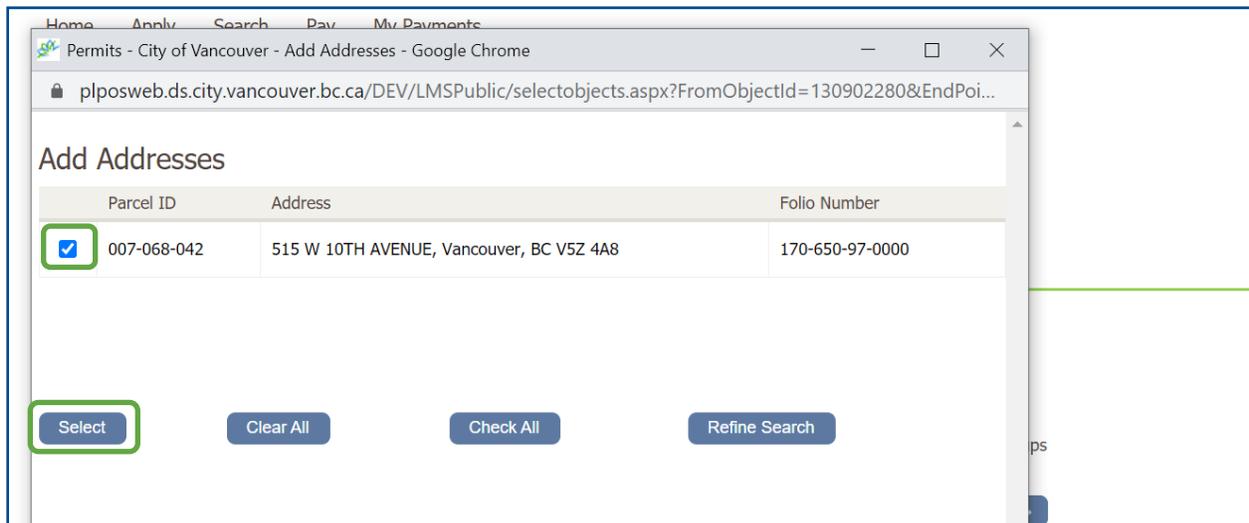
When searching for the street address of the parcel, please note the following:
 Street direction: N,S,E,W,NE,NW,SE,SW
 Street types: "St" for "Street", "B" for "Boulevard"
 For example: 453 W 12th St

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:

Step 9: Select the [checkbox](#) 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/DEV/LMSPublic/selectobjects.aspx?FromObjectId=130902280&EndPoi...

Add Addresses

Parcel ID	Address	Folio Number
<input checked="" type="checkbox"/> 007-068-042	515 W 10TH AVENUE, Vancouver, BC V5Z 4A8	170-650-97-0000

Step 10: 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:

Parcel ID	Address	Folio Number
 007-068-042	515 W 10TH AVENUE, Vancouver, BC V5Z 4A8	170-650-97-0000 <input type="button" value="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 this work will take place (e.g. Second floor, Northwest corner)

Specific Location:

Non-Addressed Locations

This application is for work not being performed at an addressed location (i.e. park, street or intersection) or the address was not found in the above search.

Step 11: Add in the *Specific Location* as needed and then click the *Next* button.

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 this work will take place (e.g. Second floor, Northwest corner)

Specific Location:

Non-Addressed Locations

This application is for work not being performed at an addressed location (i.e. park, street or intersection) or the address was not found in the above search.

Note: If you've followed the address 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 12: Click the *Add additional Contact* button.

 Sewer & Water Connection Permit Application (Draft)

Contacts

Type	Description

Add additional Contact →

Back **Next**

Step 13: Fill in the information and select the *Role* (e.g. Contractor, Engineer). Click the *Save & Close* button.


Permits - City of Vancouver - Contact - Google Chrome
Jane Doe [Sign Out](#)

plposweb.ds.city.vancouver.bc.ca/DEV/LMSPublic/editobjectpopup.aspx...

Contact

Please enter the details of the additional contact.

*Name:

Mailing Address:

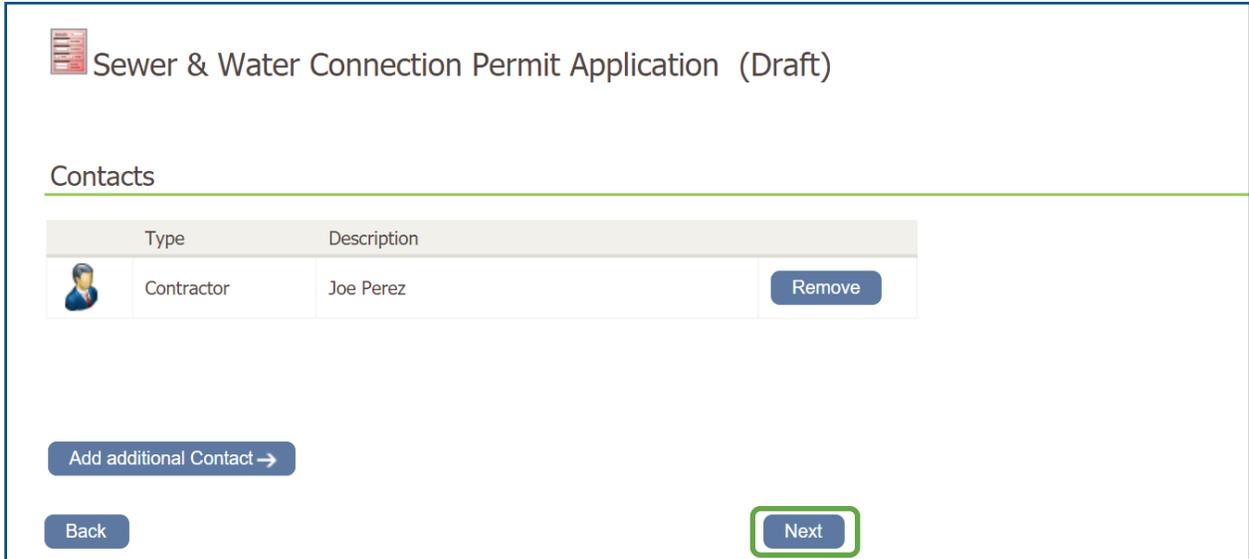
Phone Number: () -

Email Address:

*Role:

Cancel **Save & Close**

Step 14: Click the *Next* button.



Sewer & Water Connection Permit Application (Draft)

Contacts

Type	Description	
 Contractor	Joe Perez	Remove

[Add additional Contact →](#)

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

Step 15: The documents you need to attach depend on the Scope and Type of work.

Note: To upload documents, please allow popups from this site.

Click on a link below to take you to the applicable section:

- [Commercial Sewer](#)
- [Commercial Water](#)
- [Residential SW](#)

Commercial Sewer

For Commercial Sewer permits, you'll have to upload the Site Plan.

Click [Open](#) to see an example of a Site Plan. Click the [Upload Documents](#) button. Go to [Step 16](#).


Sewer & Water Connection Permit Application (Draft)


We require you to upload documents labelled as "Required" in the Documents to Attach table below to complete your application. Select the "Upload Documents" button to add them to your application. Click an open link to view sample forms.

Additional documents may be required at any point during the review process.

Documents to Attach

Uploaded	Attachment Type	Description	Sample Form	Required
	SW - Commercial Sewer - Site Plan	Commercial Sewer – Site Plan	Open	Required

Uploaded Documents

Select the "Upload document" button to add documents to your application. The maximum file size is 300 MB. Your uploaded documents will show in the table below.

[Upload Documents →](#)

* Attachment Type	Description	Acceptance Status
-------------------	-------------	-------------------



Commercial Water

For Commercial Water permits, you'll have to upload the Site Plan. The Fire Flow Calculations and Mechanical/Meter Details documents are optional.

Click [Open](#) to see some examples. Click the [Upload Documents](#) button. Go to [Step 16](#).

Documents to Attach

Uploaded	Attachment Type	Description	Sample Form	Required
	SW - Commercial Water - Site Plan	Commercial Water – Site Plan	Open	Required
	SW - Commercial Water - Req. Fire Flow Calculation	Commercial Water - Fire Underwriter's Survey Required Fire Flow calculation	None	Optional
	SW - Commercial Water - Mechanical/Meter Details	Commercial Water - Mechanical/Meter Details	Open	Optional

Uploaded Documents

Select the "Upload document" button to add documents to your application. The maximum file size is 300 MB. Your uploaded documents will show in the table below.

[Upload Documents →](#)

* Attachment Type	Description	Acceptance Status
-------------------	-------------	-------------------



Residential SW

For Residential SW New permits, you'll have to upload the Legal Survey Plan and Fortis Gas Servicing Location, but the Site Plan is optional at the time of application. For Residential SW Renovation permits, you'll only have to upload the Fortis Gas Servicing Location document at the time of application.

Click [Open](#) to see some examples. Click the [Upload Documents](#) button. Go to [Step 16](#).


Sewer & Water Connection Permit Application (Draft)


We require you to upload documents labelled as "Required" in the Documents to Attach table below to complete your application. Select the "Upload Documents" button to add them to your application. Click an open link to view sample forms.

Additional documents may be required at any point during the review process.

Documents to Attach

Uploaded	Attachment Type	Description	Sample Form	Required
	SW - Residential - Legal Survey Plan	SW - Residential - Legal Survey Plan	Open	Required
	SW - Residential - Fortis Gas Servicing Location	SW - Residential - Site Diagram of Fortis Gas Servicing Location	None	Required
	SW - Residential - Site Plan	Residential - Site Plan	Open	Optional

Uploaded Documents

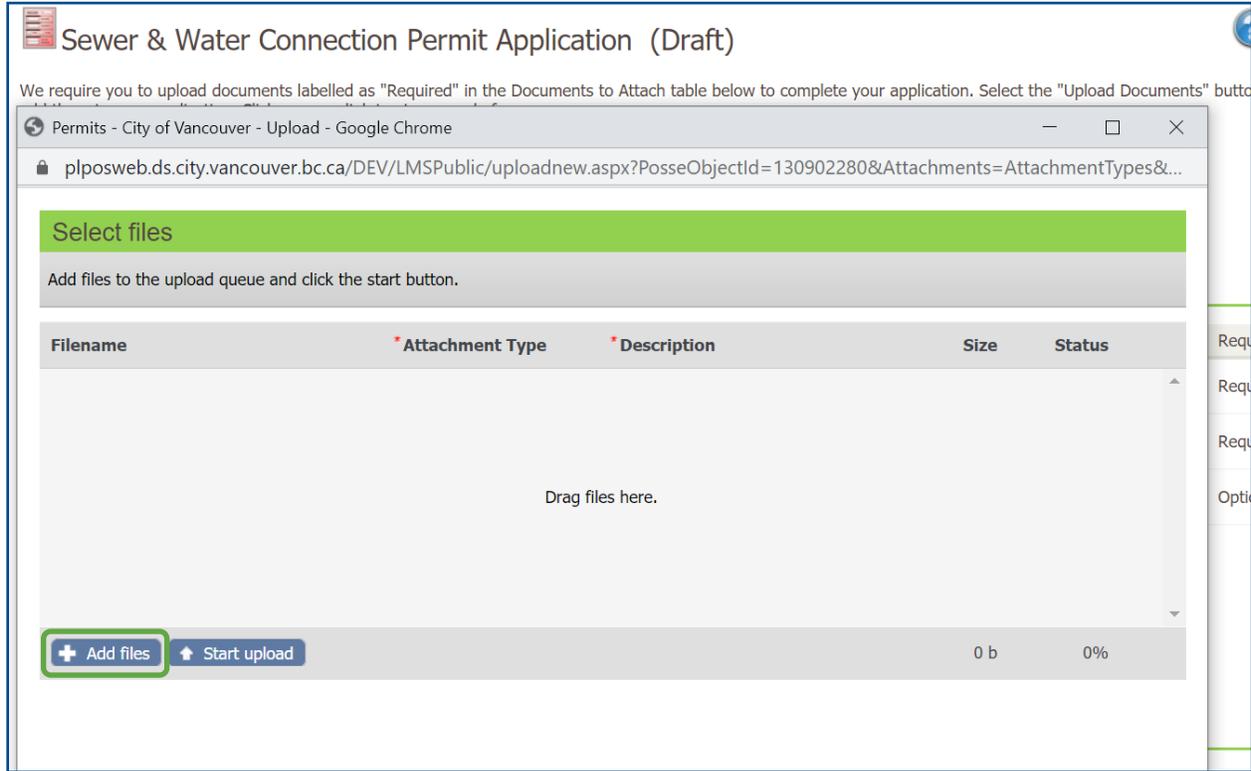
Select the "Upload document" button to add documents to your application. The maximum file size is 300 MB. Your uploaded documents will show in the table below.

[Upload Documents →](#)

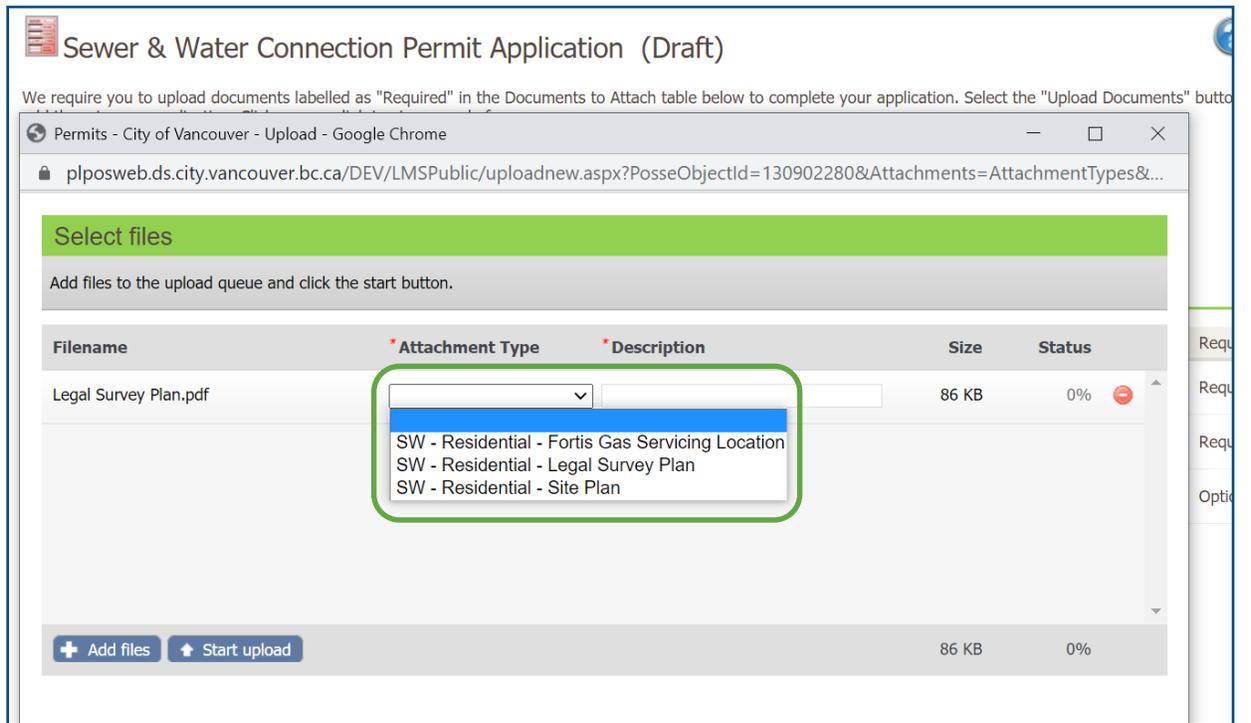
* Attachment Type	Description	Acceptance Status



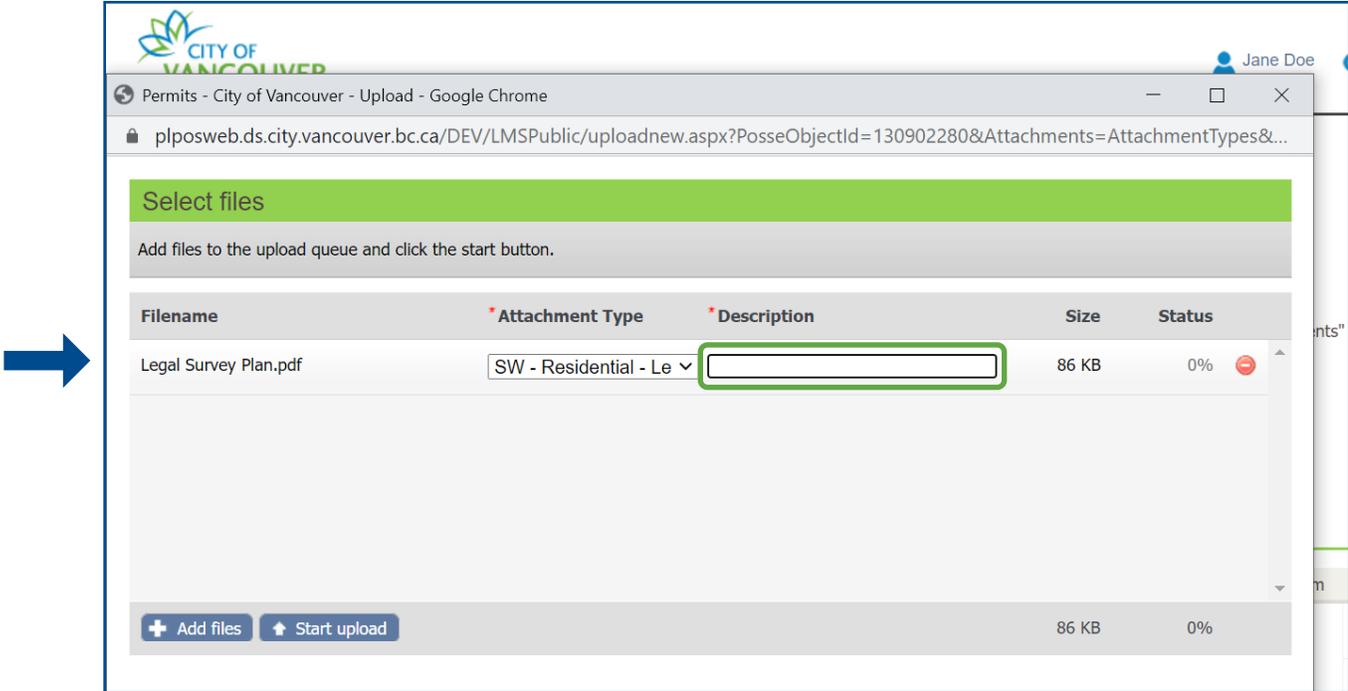
Step 16: Drag and drop the files you want to upload or click the [+Add files](#) button.



Step 17: Select the [Attachment Type](#) from the dropdown menu.



Step 18: Enter a *Description*.

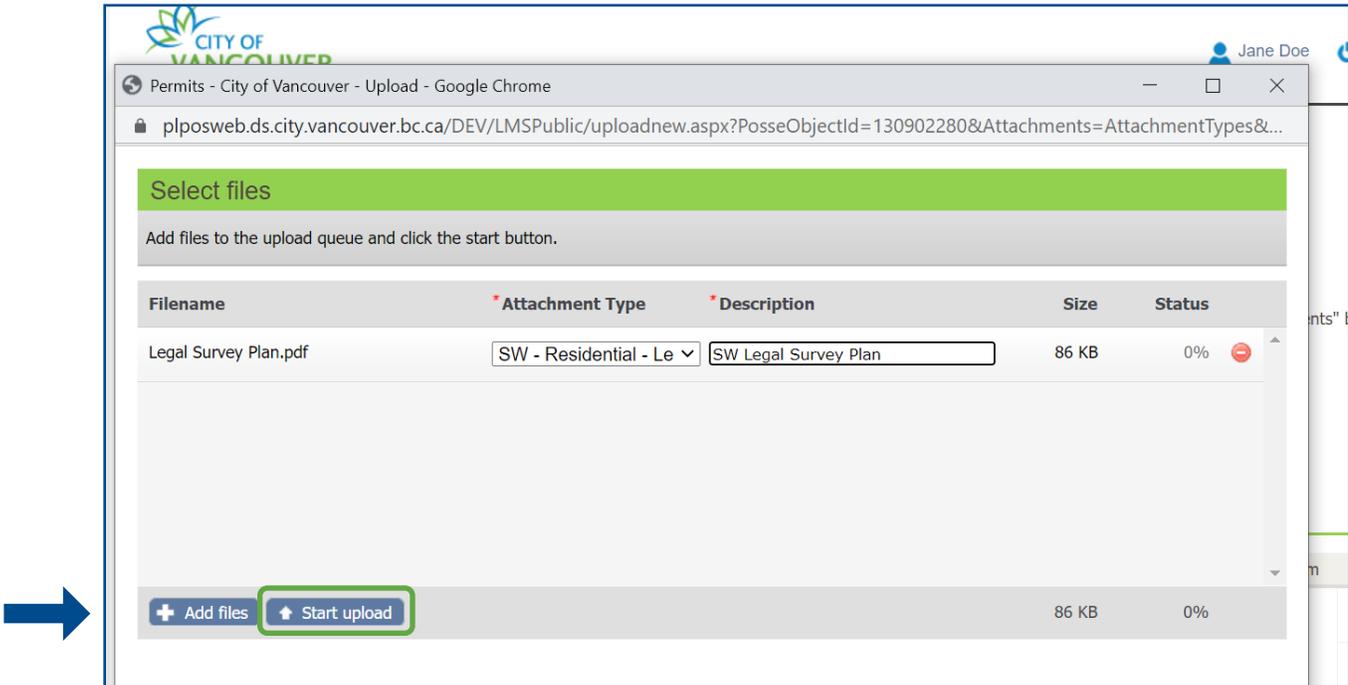


The screenshot shows a web browser window titled "Permits - City of Vancouver - Upload - Google Chrome". The URL is "plposweb.ds.city.vancouver.bc.ca/DEV/LMSPublic/uploadnew.aspx?PosseObjectId=130902280&Attachments=AttachmentTypes&...". The page has a "Select files" header and instructions: "Add files to the upload queue and click the start button." Below this is a table with the following columns: "Filename", "* Attachment Type", "* Description", "Size", and "Status".

Filename	* Attachment Type	* Description	Size	Status
Legal Survey Plan.pdf	SW - Residential - Le	<input type="text"/>	86 KB	0%

At the bottom of the table area, there are two buttons: "+ Add files" and "↑ Start upload". The "Start upload" button is currently disabled. A blue arrow on the left points to the empty description field in the table row.

Step 19: Add additional files as needed and then click the *Start upload* button.



This screenshot is similar to the previous one, but the description field for the file "Legal Survey Plan.pdf" now contains the text "SW Legal Survey Plan". The "Start upload" button at the bottom of the table area is now active and highlighted with a green box. A blue arrow on the left points to this button.

Filename	* Attachment Type	* Description	Size	Status
Legal Survey Plan.pdf	SW - Residential - Le	SW Legal Survey Plan	86 KB	0%

Step 20: To add additional files, click the [Upload Documents](#) button and repeat [Steps 16-19](#). Click the [Next](#) button.

Documents to Attach

Uploaded	Attachment Type	Description	Sample Form	Required
✔	SW - Residential - Legal Survey Plan	SW - Residential - Legal Survey Plan	Open	Required
	SW - Residential - Fortis Gas Servicing Location	SW - Residential - Site Diagram of Fortis Gas Servicing Location	None	Required
	SW - Residential - Site Plan	Residential – Site Plan	Open	Optional

Uploaded Documents

Select the "Upload document" button to add documents to your application. The maximum file size is 300 MB. Your uploaded documents will show in the table below.

Upload Documents →

* Attachment Type	Description	Acceptance Status	
SW - Residential - Legal Survey Plan	Legal Survey Plan.pdf Mar 08, 2021 at 09:40 AM	SW Legal Survey Plan	Pending

Remove

Back
Next

Screen ID: 1493788



Step 21: If you see this error screen, click on the word [Fix](#) to go back to the corresponding application section to enter the information needed or to upload the required documents.



 Jane Doe
  Sign Out

Home
Apply
Search
Pay
My Payments

Home > Online services > Permits > Sewer & Water Connection Permit Application (Draft)



Sewer & Water Connection Permit Application (Draft)



Errors on Application

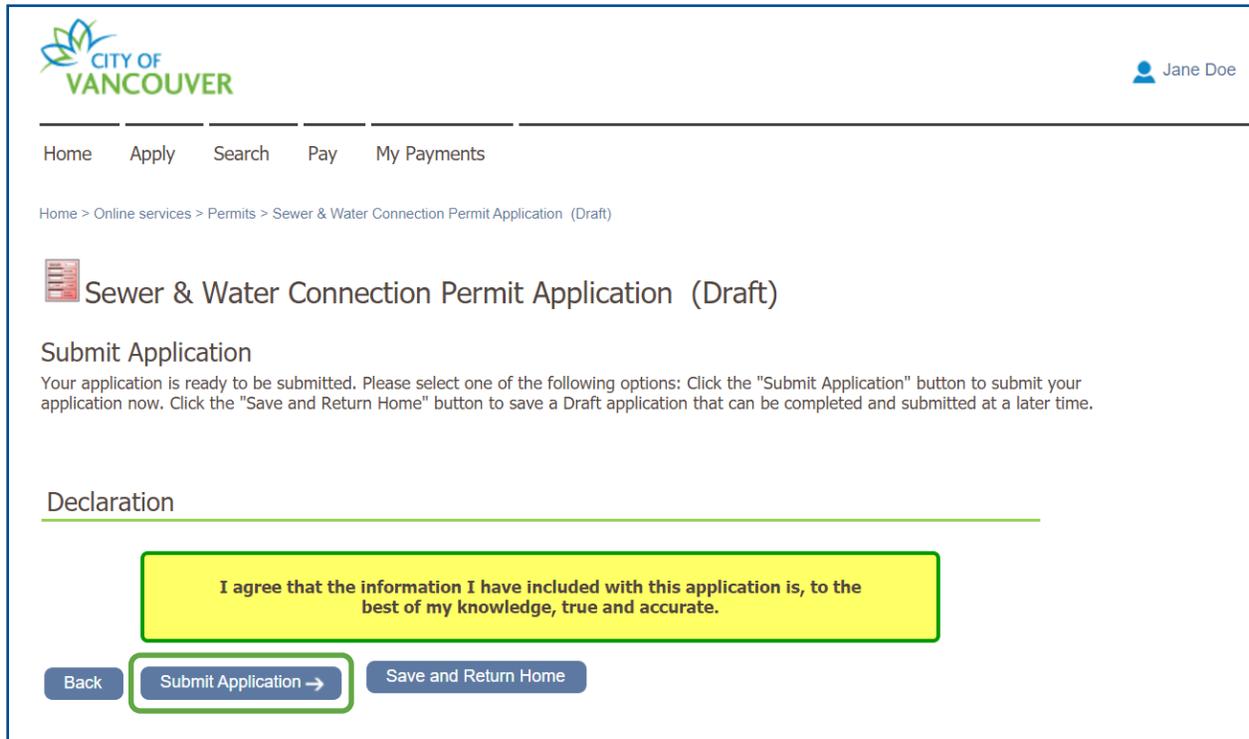
There are errors on your application. Please fix the errors on this list before you submit your application. When you go back, all of the information you have entered so far will be saved.



Fix
A document of type "SW - Residential - Fortis Gas Servicing Location" is required.



Step 22: Review the *Declaration* message and click *Submit Application*.



CITY OF VANCOUVER

Jane Doe

Home Apply Search Pay My Payments

Home > Online services > Permits > Sewer & Water Connection Permit Application (Draft)

 Sewer & Water Connection Permit Application (Draft)

Submit Application

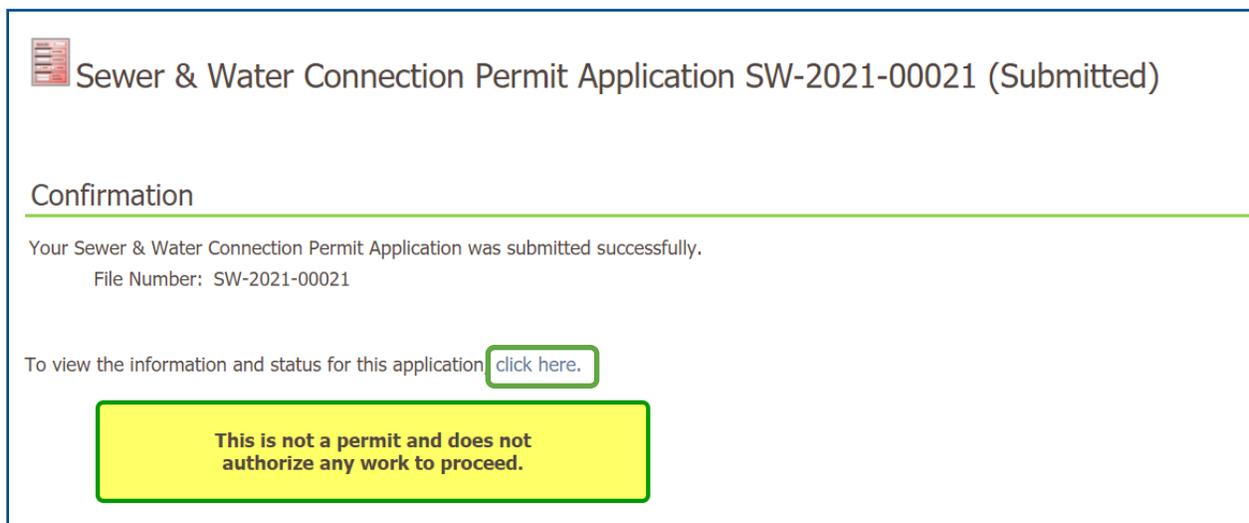
Your application is ready to be submitted. Please select one of the following options: Click the "Submit Application" button to submit your application now. Click the "Save and Return Home" button to save a Draft application that can be completed and submitted at a later time.

Declaration

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

Back Submit Application → Save and Return Home

Step 23: You will see this confirmation screen after you've successfully submitted your application. Click on the *click here* link to view the details and status of your application.



 Sewer & Water Connection Permit Application SW-2021-00021 (Submitted)

Confirmation

Your Sewer & Water Connection Permit Application was submitted successfully.
File Number: SW-2021-00021

To view the information and status for this application [click here.](#)

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

Step 24: You can see that the application is in *Submitted* status.


Jane Doe [Sign Out](#)

Home
Apply
Search
Pay
My Payments

Home > Online services > Permits > Sewer & Water Connection Permit Application SW-2021-00021Submitted

Sewer & Water Connection Permit Application SW-2021-00021

Submitted

?

Application Date: Mar 8, 2021

Issue Date:

Completed Date:

My Reference Number: [Save](#)

Next Action

Pay Fees →

Amend Application →

Withdraw Application →

Submit Drawings or Designs →

Request Refund →

Provide Additional Information →

Details

Project Activity

Documents

Inspections

Details

Scope of Work: Sewer & Water

Type: Residential

Primary Location: 515 W 10TH AVENUE, Vancouver, BC V5Z 4A8

Related Information

	Type	Description
	Contact	Joe Perez (Property Owner)
	Customer	Jane Doe Phone: (604) 111-5555 Address: 6168 Main St Vancouver, BC V1W2T1

Parcels

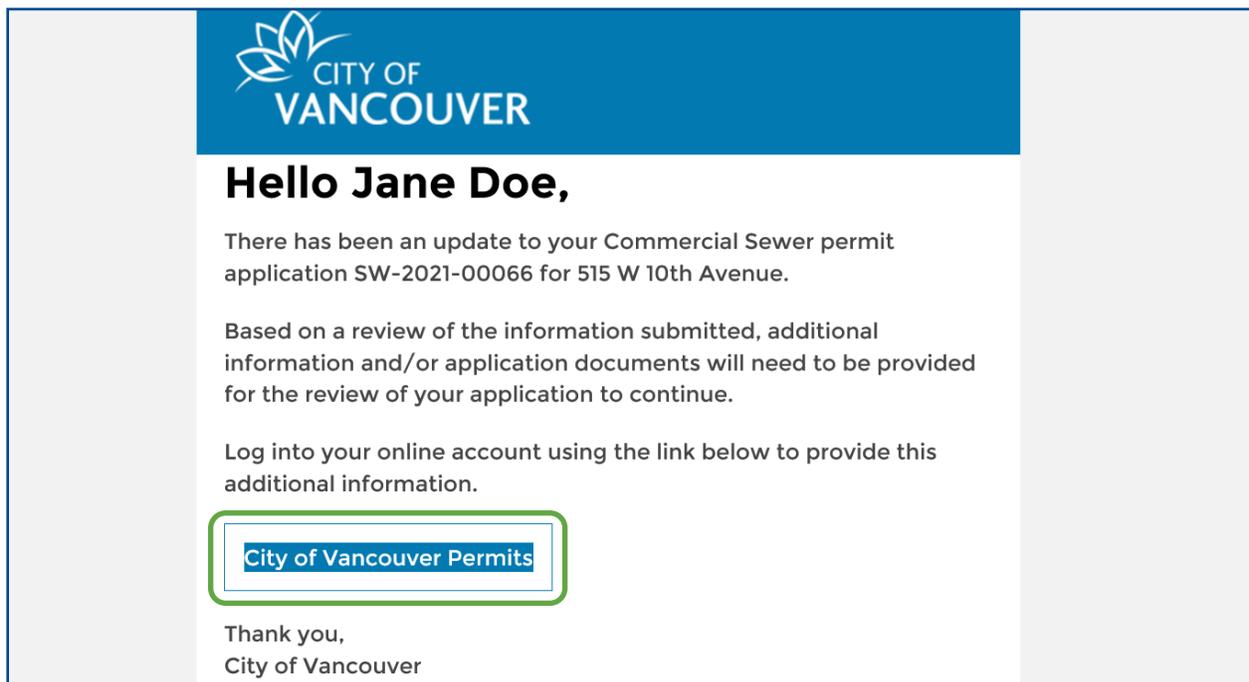
Parcel ID	Address	Folio Number
007-068-042	515 W 10TH AVENUE, Vancouver, BC V5Z 4A8	170-650-97-0000

Fees

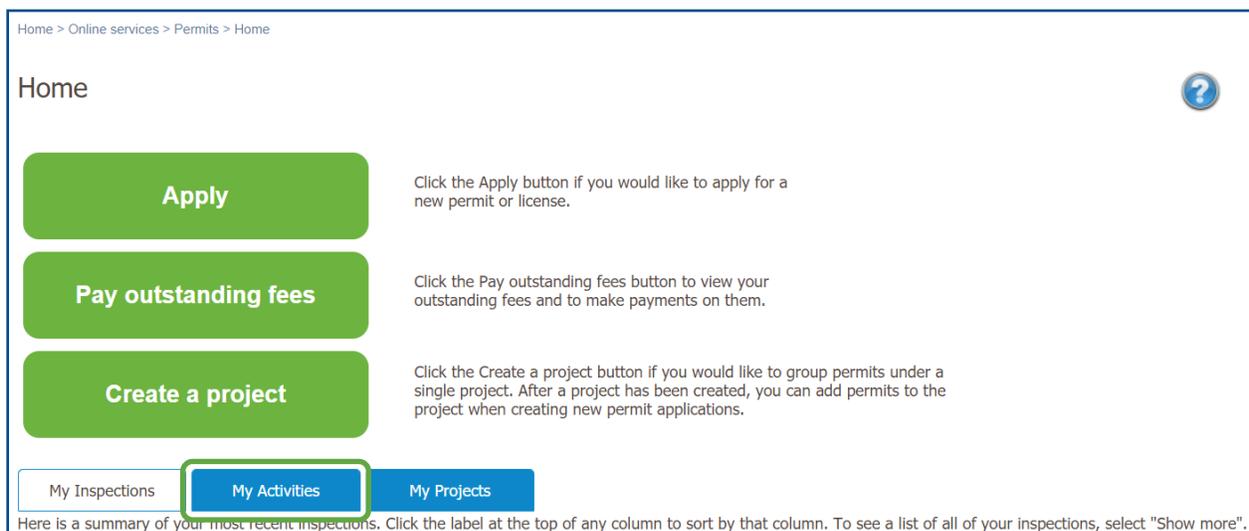
How do I submit additional information or documents?

You cannot submit additional documents after your initial permit application. If, during the initial review of your application, the COV staff member requires additional information or documents, they will send you an email (see Step 1 below) with the request.

Step 1: You will receive this email if COV staff require additional information. Click on the [City of Vancouver Permits](#) link to log into your account and then go to [Step 4](#). If you can't find this email, proceed to [Step 2](#).



Step 2: Log into your account at www.vancouver.ca/permits/apply and then click on the [My Activities](#) tab.



Step 3: Click *Provide Information* 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
Sewer & Water Connection Permit	SW-2021-00066		515 W 10TH AVENUE, V...	Commercial Sewer - New - test	Application Incomplete	Mar 9, 2021	Provide Information

Step 4: You will see instructions from the COV staff member indicating what you need to submit.


Jane Doe

Home Apply Search Pay My Payments

Home > Online services > Permits > Provide Further Information for SW-2021-00066

Provide Further Information for SW-2021-00066

We require more information before we can continue processing your application. Review the details, then select "Submit Further Information" to submit the required information.

Additional Information requested:

Please provide a site plan with the following information:

- 1.....
- 2.....
- 3.....

***Response to Additional Information Request**

Upload documents pertaining to the Application

Uploaded Document	Attachment Type	Description

Upload Document →
Submit Further Information →
Cancel and Return

Step 5: Type a response in the *Response to Additional Information Request* field. Type Click the *Upload Document* button to submit the required or additional documents. Click [here](#) for more information on how to upload a document.

*Response to Additional Information Request

Please see the updated site plan with corrections

Upload documents pertaining to the Application

Uploaded Document	Attachment Type	Description

Upload Document →

Submit Further Information → Cancel and Return

Step 6: After uploading the additional document(s), click the *Submit Further Information* button.

Upload documents pertaining to the Application

Uploaded Document	Attachment Type	Description
Sewer Site Plan.pdf Mar 09, 2021 at 10:43 AM	SW - Commercial Sewer - Site Plan	NEW site plan

Remove

Upload Document →

Submit Further Information → Cancel and Return

Step 7: You will see this screen when you have successfully provided additional information. Click *Return to SW-xxxx-xxxxx* to go back to the permit.

Home Apply Search Pay My Payments

Home > Online services > Permits > Provide Further Information for SW-2021-00066

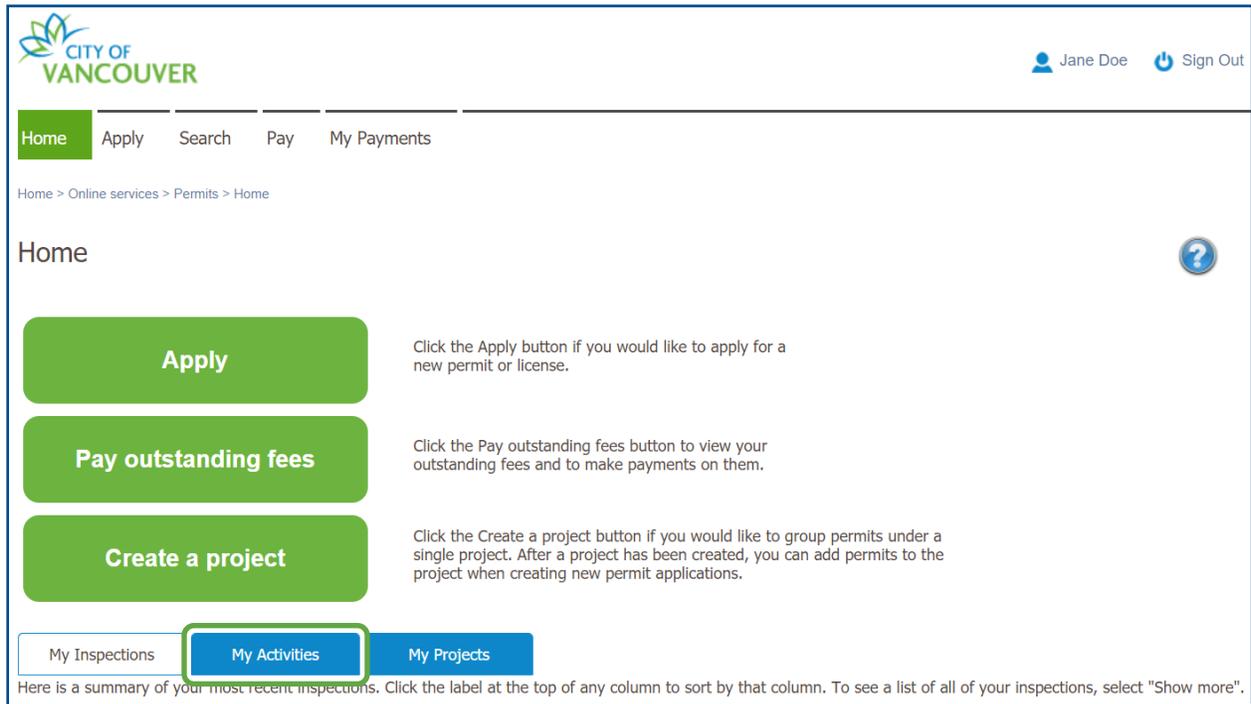
Provide Further Information for SW-2021-00066

Further information has been successfully submitted.

Return to SW-2021-00066

How do I check the status of my permit application?

Step 1: Log into your account at www.vancouver.ca/permits/apply and then 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.

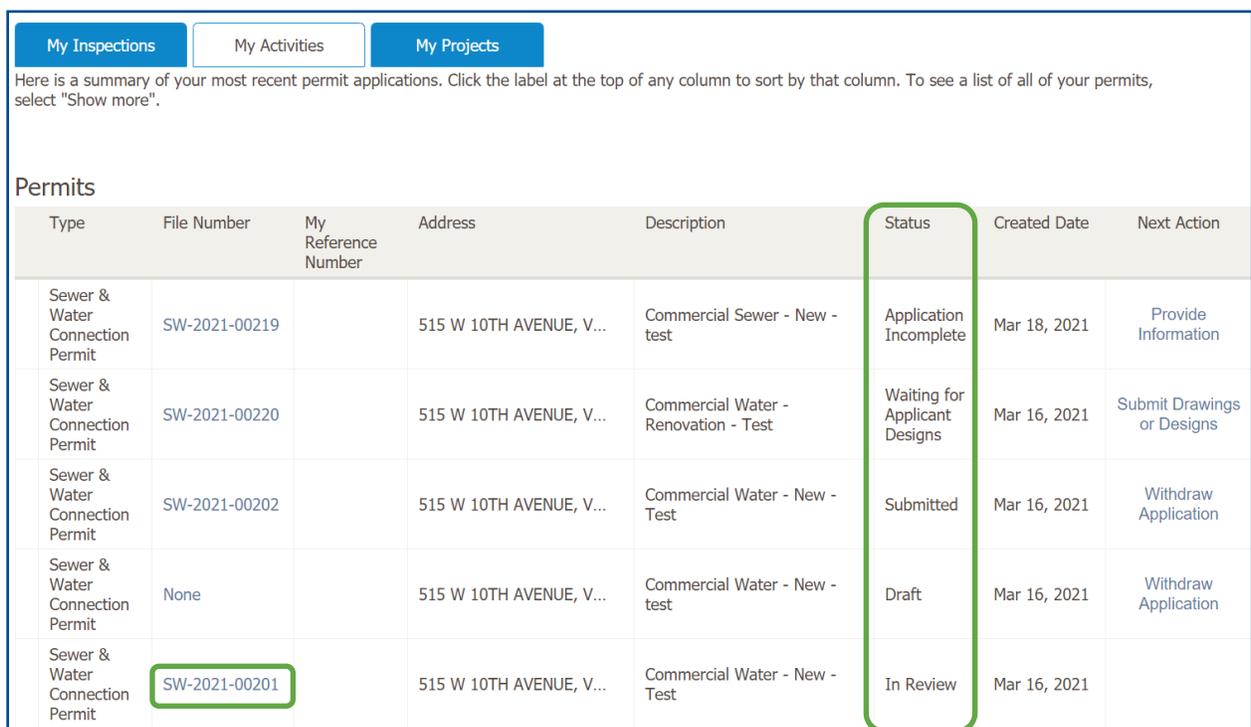
Pay outstanding fees Click the Pay outstanding fees button to view your outstanding fees and to make payments on them.

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".

Step 2: The status of the permit is in the Status column. Click on the permit's *File Number* to view detailed information.



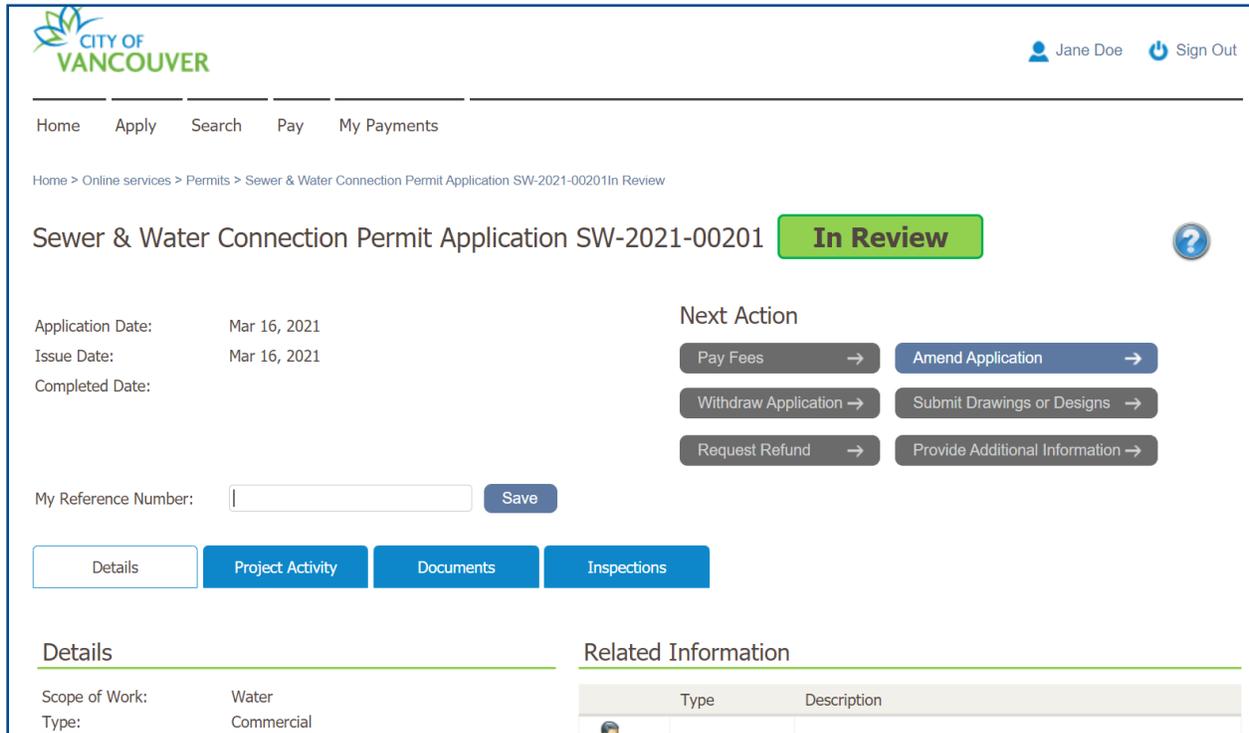
My Inspections My Activities My Projects

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
Sewer & Water Connection Permit	SW-2021-00219		515 W 10TH AVENUE, V...	Commercial Sewer - New - test	Application Incomplete	Mar 18, 2021	Provide Information
Sewer & Water Connection Permit	SW-2021-00220		515 W 10TH AVENUE, V...	Commercial Water - Renovation - Test	Waiting for Applicant Designs	Mar 16, 2021	Submit Drawings or Designs
Sewer & Water Connection Permit	SW-2021-00202		515 W 10TH AVENUE, V...	Commercial Water - New - Test	Submitted	Mar 16, 2021	Withdraw Application
Sewer & Water Connection Permit	None		515 W 10TH AVENUE, V...	Commercial Water - New - test	Draft	Mar 16, 2021	Withdraw Application
Sewer & Water Connection Permit	SW-2021-00201		515 W 10TH AVENUE, V...	Commercial Water - New - Test	In Review	Mar 16, 2021	

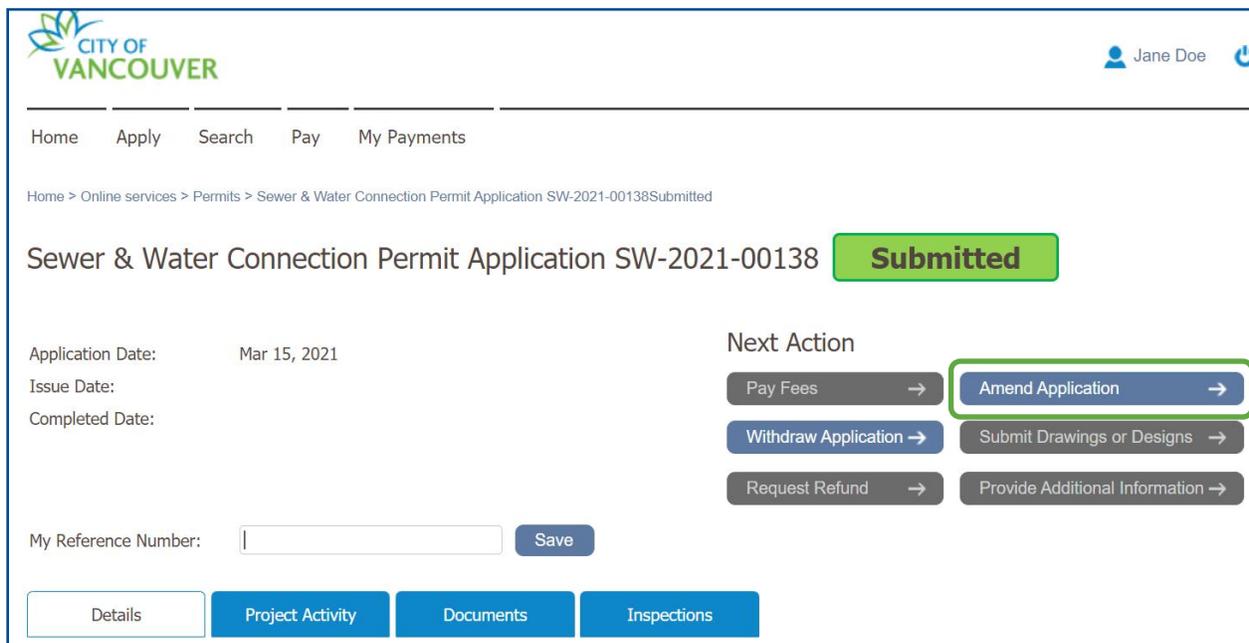
Step 3: The status of the permit is displayed in the green box. In this case, the permit is *In Review* status.



The screenshot shows the user interface for a permit application. At the top, the City of Vancouver logo is on the left, and the user's name 'Jane Doe' and a 'Sign Out' button are on the right. A navigation menu includes 'Home', 'Apply', 'Search', 'Pay', and 'My Payments'. Below the menu, the breadcrumb trail reads 'Home > Online services > Permits > Sewer & Water Connection Permit Application SW-2021-00201 In Review'. The main heading is 'Sewer & Water Connection Permit Application SW-2021-00201' followed by a green 'In Review' status box and a help icon. On the left, application details are listed: Application Date: Mar 16, 2021; Issue Date: Mar 16, 2021; Completed Date: (blank). A 'Next Action' section contains six buttons: 'Pay Fees', 'Amend Application', 'Withdraw Application', 'Submit Drawings or Designs', 'Request Refund', and 'Provide Additional Information'. Below this is a 'My Reference Number' input field with a 'Save' button. A tabbed interface shows 'Details', 'Project Activity', 'Documents', and 'Inspections'. The 'Details' tab is active, showing 'Scope of Work: Water' and 'Type: Commercial'. A 'Related Information' table is partially visible below.

How do I request a change to my permit application?

Step 1: Click the *Amend Application* button.



The screenshot shows the user interface for a permit application. At the top, the City of Vancouver logo is on the left, and the user's name 'Jane Doe' and a 'Sign Out' button are on the right. A navigation menu includes 'Home', 'Apply', 'Search', 'Pay', and 'My Payments'. Below the menu, the breadcrumb trail reads 'Home > Online services > Permits > Sewer & Water Connection Permit Application SW-2021-00138 Submitted'. The main heading is 'Sewer & Water Connection Permit Application SW-2021-00138' followed by a green 'Submitted' status box. On the left, application details are listed: Application Date: Mar 15, 2021; Issue Date: (blank); Completed Date: (blank). A 'Next Action' section contains six buttons: 'Pay Fees', 'Amend Application', 'Withdraw Application', 'Submit Drawings or Designs', 'Request Refund', and 'Provide Additional Information'. The 'Amend Application' button is highlighted with a green border. Below this is a 'My Reference Number' input field with a 'Save' button. A tabbed interface shows 'Details', 'Project Activity', 'Documents', and 'Inspections'. The 'Details' tab is active, showing 'Scope of Work: Water' and 'Type: Commercial'. A 'Related Information' table is partially visible below.

Step 2: In as much detail as possible, enter the changes you want to make in the *Amendment Description* field. Then, click the *Submit Request* button.


Sewer & Water Connection Permit SW-2021-00138 (Submitted)

Request Permit Amendment

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

*Amendment Description:

Submit Request →

Cancel and Return



Step 3: The amend application button will remain inactive (greyed out) until your initial request has been reviewed.

Sewer & Water Connection Permit Application SW-2021-00138

Submitted

Application Date: Mar 15, 2021

Issue Date:

Completed Date:

My Reference Number: Save

Next Action

Pay Fees →

Amend Application →

Withdraw Application →

Submit Drawings or Designs →

Request Refund →

Provide Additional Information →

Details

Project Activity

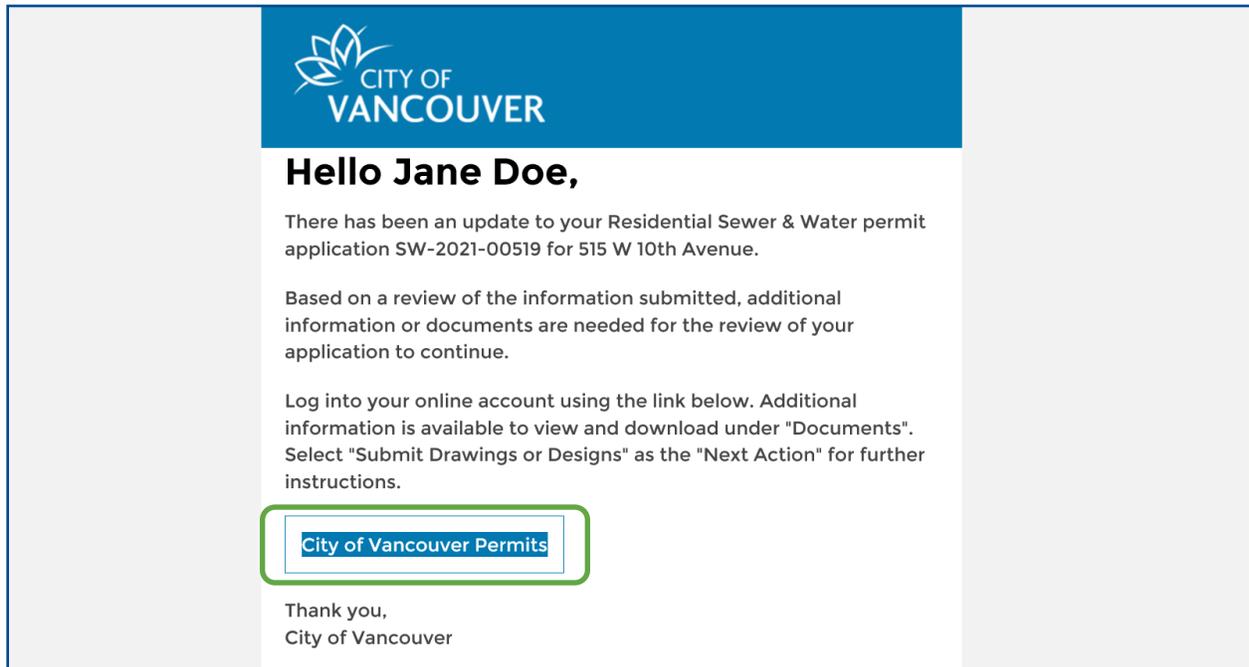
Documents

Inspections

How do I view the Design Package and submit the required information and/or documents?

Step 1: You will receive this email when your Design Package is ready. Click on the [City of Vancouver Permits](#) link to log into your account and then go to [Step 4](#).

If you can't find this email, proceed to [Step 2](#).



 CITY OF
VANCOUVER

Hello Jane Doe,

There has been an update to your Residential Sewer & Water permit application SW-2021-00519 for 515 W 10th Avenue.

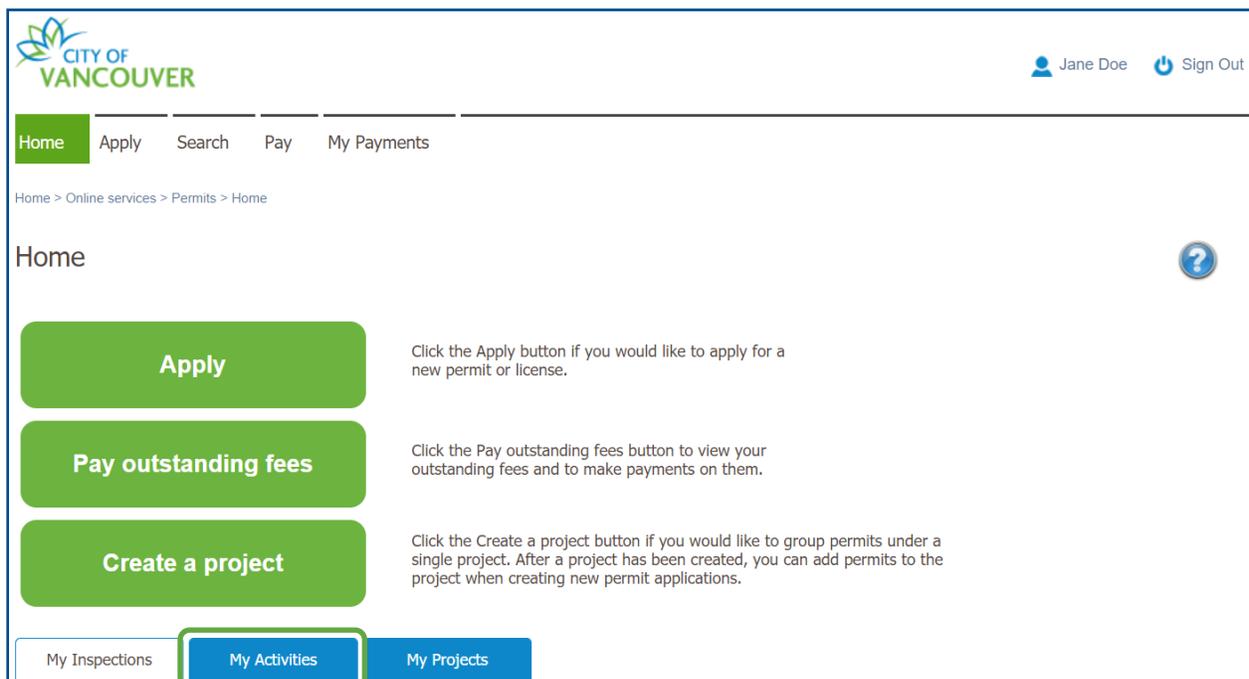
Based on a review of the information submitted, additional information or documents are needed for the review of your application to continue.

Log into your online account using the link below. Additional information is available to view and download under "Documents". Select "Submit Drawings or Designs" as the "Next Action" for further instructions.

[City of Vancouver Permits](#)

Thank you,
City of Vancouver

Step 2: Log into your account at www.vancouver.ca/permits/apply and then click on the [My Activities](#) tab.



 CITY OF
VANCOUVER

Jane Doe Sign Out

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.

My Inspections **My Activities** My Projects

Step 3: Click the permit number in the *File Number* 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
Sewer & Water Connection Permit	SW-2021-00519		515 W 10TH AVENUE, V...	Residential Sewer & Water - New - test	Waiting for Applicant Designs	Apr 9, 2021	Submit Drawings or Designs



Step 4: Click on the *Documents* tab.


Jane Doe | Sign Out

Home | Apply | Search | Pay | My Payments

Home > Online services > Permits > Sewer & Water Connection Permit SW-2021-00519Waiting for Applicant Designs

Sewer & Water Connection Permit SW-2021-00519 **Waiting for Applicant Designs** ?

Application Date: Apr 9, 2021
 Issue Date:
 Completed Date:

Next Action

- Pay Fees →
- Amend Application →
- Withdraw Application →
- Submit Drawings or Designs →
- Request Refund →
- Provide Additional Information →

My Reference Number: [Save](#)

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

Details

Scope of Work: Sewer & Water
 Type: Residential
 Primary Location: 515 W 10TH AVENUE, Vancouver, BC V5Z 4A8

Related Information

Type	Description
Contact	Joe Perez (Contractor)
Customer	Jane Doe Phone: (604) 555-5555 Address: 1111 West Boulevard Vancouver, BC V3R 3F2

Parcels



Step 5: Click on the red icon to open the *Design Package*.

Sewer & Water Connection Permit SW-2021-00519 **Waiting for Applicant Designs**

Application Date: Apr 9, 2021
Issue Date:
Completed Date:

Next Action

Pay Fees → Amend Application →

Withdraw Application → Submit Drawings or Designs →

Request Refund → Provide Additional Information →

My Reference Number: Save

Details

Project Activity

Documents

Inspections

Document Type	Created Date	Description
	Apr 9, 2021	SW - Residential - Package

Step 6: Review the information and requirements outlined in the *Design Package*.

1 / 6
100%
+



CITY OF
VANCOUVER

ENGINEERING DEPARTMENT
Water, Sewer, & Green Infrastructure
Sewer & Drainage Design Branch

April 9, 2021

To: Jane Doe
1111 West Boulevard
Vancouver, BC V3R 3F2

Location: 515 W 10TH AVENUE, Vancouver, BC V5Z 4A8
Legal Description: LOT 1 BLOCK 360 DISTRICT LOT 526 PLAN 16090
Permit Number: SW-2021-00519
Permit Description: Residential Sewer & Water New

Subject: Public Sewer and Water Servicing Information

Dear Jane Doe,

Thank you for submitting a "Pre- Application for Engineering Services" for your development. The following provides important information for your site sewer and water servicing which must be included on your site plan.

1. Plumbing fixtures are restricted as follows:
 - A) All sanitary fixtures (including floor drains) with rim elevations below 4.5 m (geodetic) or 14.764 ft (geodetic) must be protected. (see the "Fixture Restriction Guidelines Update" attached)
 - B) All storm fixtures with rim elevations below 4.5 m (geodetic) or 14.764 ft (geodetic) must be protected. (see the "Fixture Restriction Guidelines Update" attached)
2. Diameters of sewer connections:
 - 100 Sanitary, 150 Storm
 - A) Note: Sanitary pipe will be left of the storm pipe when looking at the property from the street/lane.

DOC/2021/053021
Updated: 2021-05-18

33

Step 7: When you are ready to submit the drawings or designs, click the *Submit Drawings or Designs* button.

Sewer & Water Connection Permit SW-2021-00519 **Waiting for Applicant Designs**

Application Date: Apr 9, 2021
 Issue Date:
 Completed Date:

Next Action

Pay Fees → Amend Application →
 Withdraw Application → **Submit Drawings or Designs →**
 Request Refund → Provide Additional Information →

My Reference Number: Save

Details Project Activity Documents Inspections

Details Related Information

Scope of Work:	Sewer & Water	Type	Description
----------------	---------------	------	-------------

Step 8: Enter a description of the documents and information you are providing. Then, click the *Upload Document* button to add documents.

Submit Site Plans, Mechanical Drawings and/or Designs for SW-2021-00519

We require more information before we can continue processing your permit. Review the details, then select the "Submit Additional Information" button to submit the required information.
 View SW-2021-00519

Additional Information Needed for Permit

Please supply the requested information in order to move forward in the permit process.

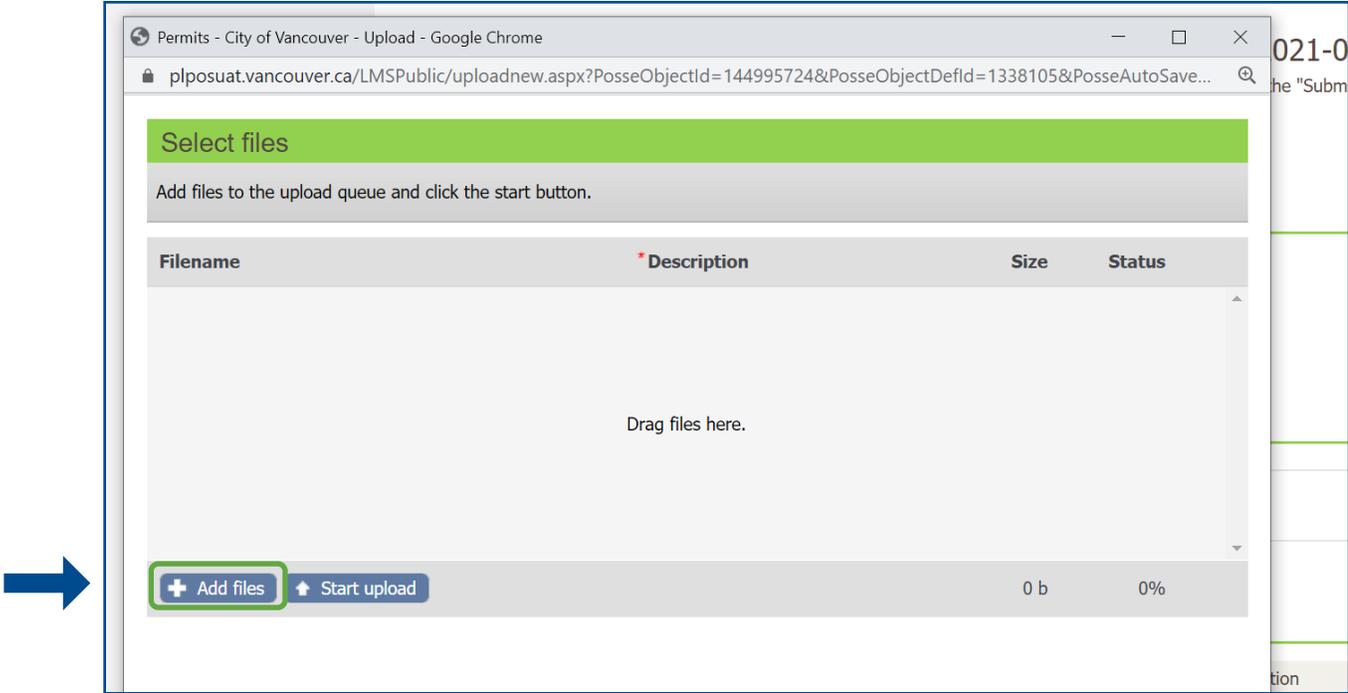
*Description of Additional Information Provided:

*Upload documents pertaining to the Permit

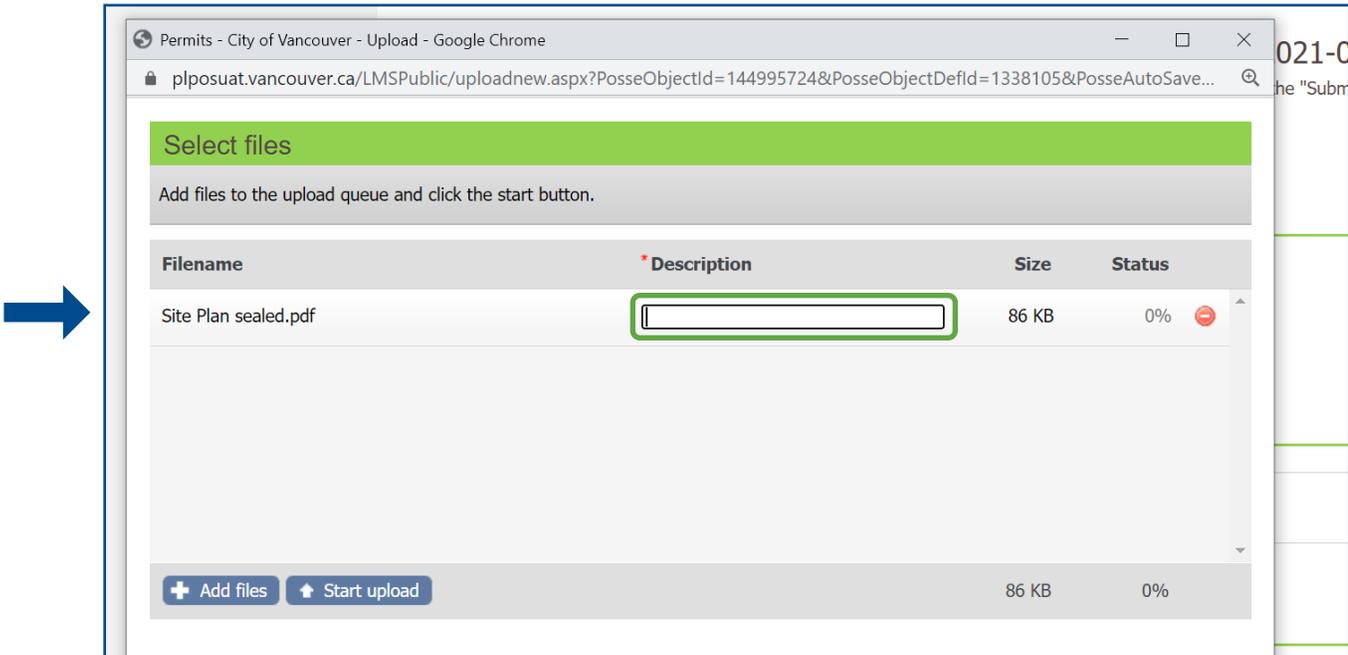
Uploaded Document	Description

Upload Document →
 Submit Additional Information →

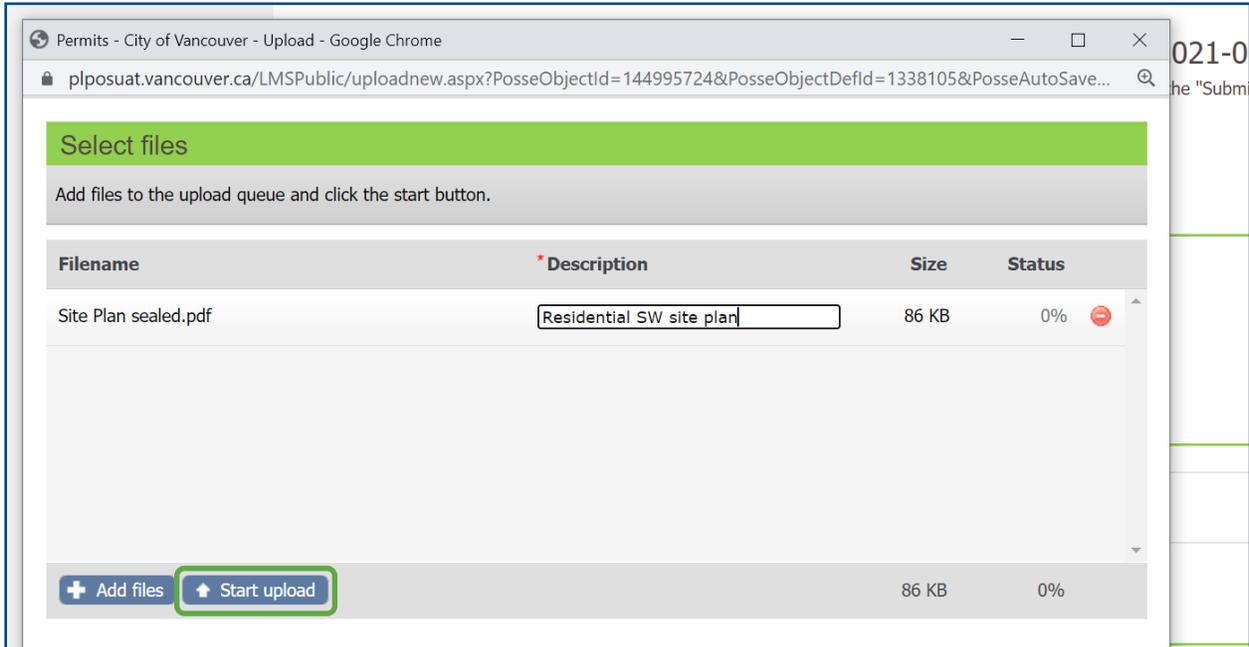
Step 9: Drag and drop the files you want to upload or click the [+Add files](#) button.



Step 10: Enter a *Description*.

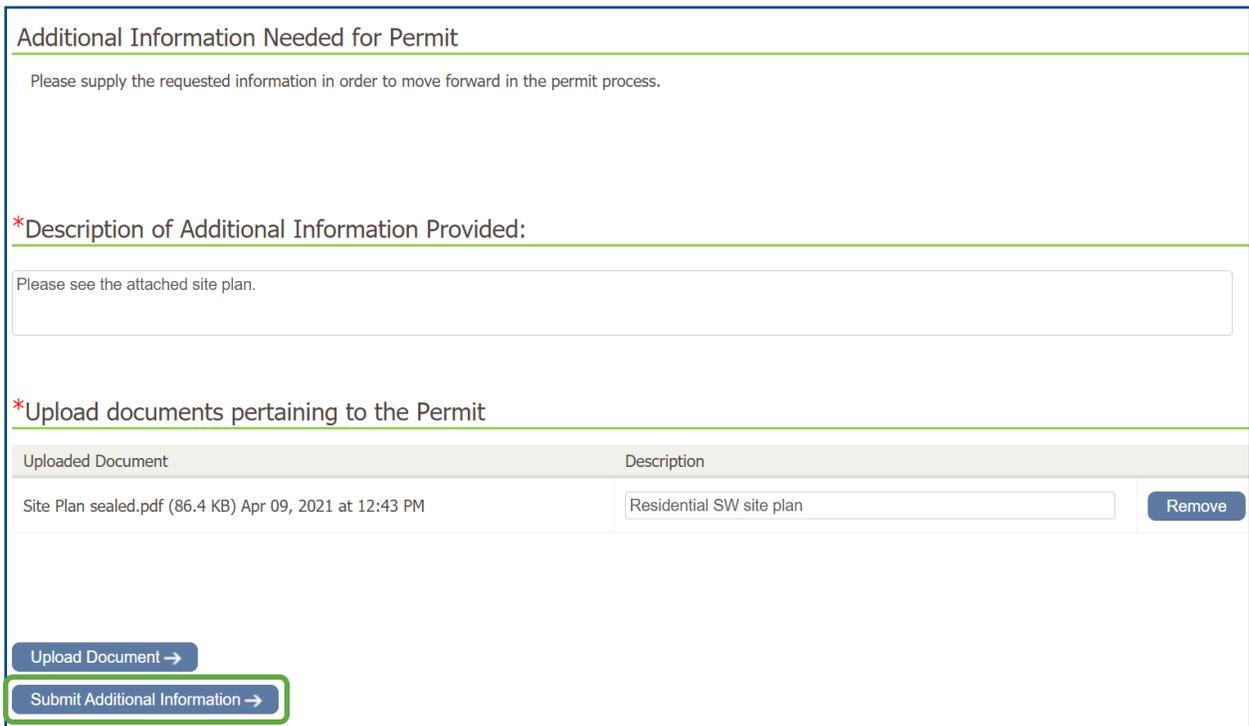


Step 11: Add additional files as needed and then click the *Start upload* button.



Filename	Description	Size	Status
Site Plan sealed.pdf	Residential SW site plan	86 KB	0%

Step 12: Click the *Submit Additional Information* button when you are done.



***Description of Additional Information Provided:**

Please see the attached site plan.

***Upload documents pertaining to the Permit**

Uploaded Document	Description	
Site Plan sealed.pdf (86.4 KB) Apr 09, 2021 at 12:43 PM	Residential SW site plan	Remove

Step 13: You will see this confirmation screen after you've successfully submitted the required documents and information. Click Return to [SW-xxxx-xxxxx](#) to go back to the permit.



CITY OF
VANCOUVER

Jane Doe

Home Apply Search Pay My Payments

Home > Online services > Permits > Submit Site Plans, Mechanical Drawings and/or Designs for SW-2021-00519

Submit Site Plans, Mechanical Drawings and/or Designs for SW-2021-00519

Your documents have been successfully submitted.

[Return to SW-2021-00519](#)

How do I pay the fees online?

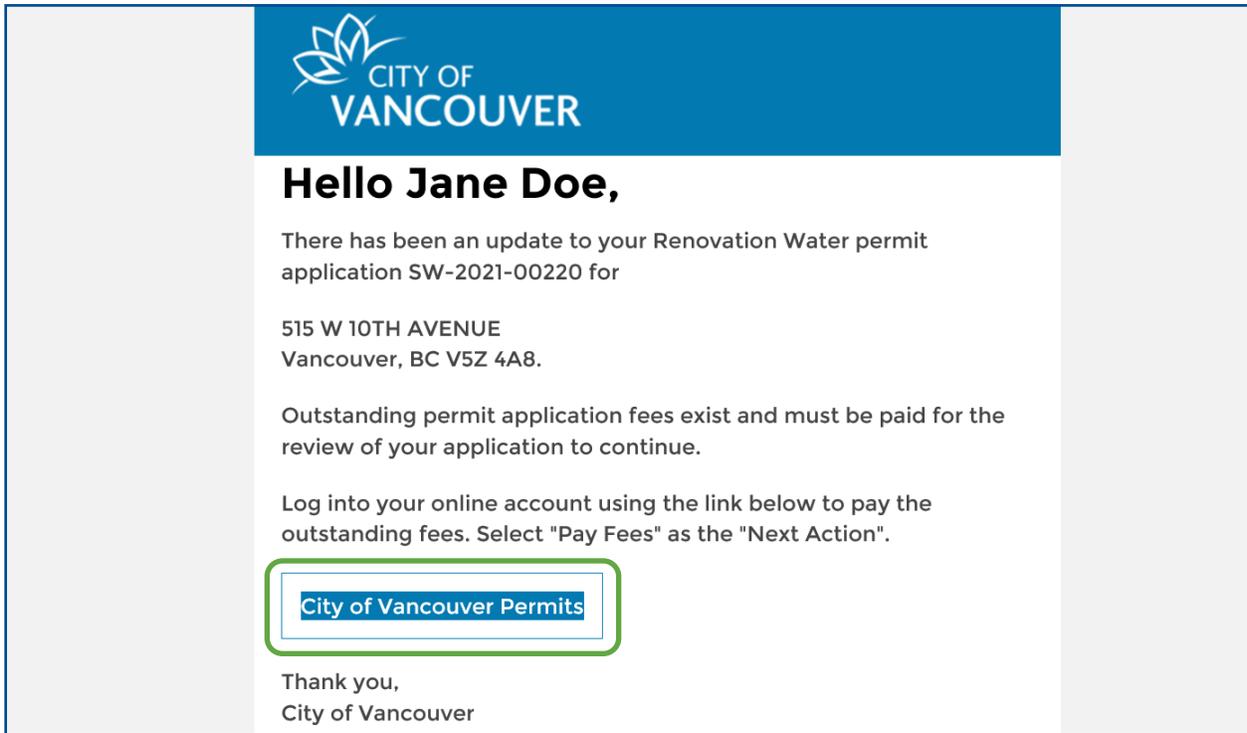
The fee payment process is different for Commercial and Residential Sewer and Water Permits.

Click on the link below to take you to the applicable section:

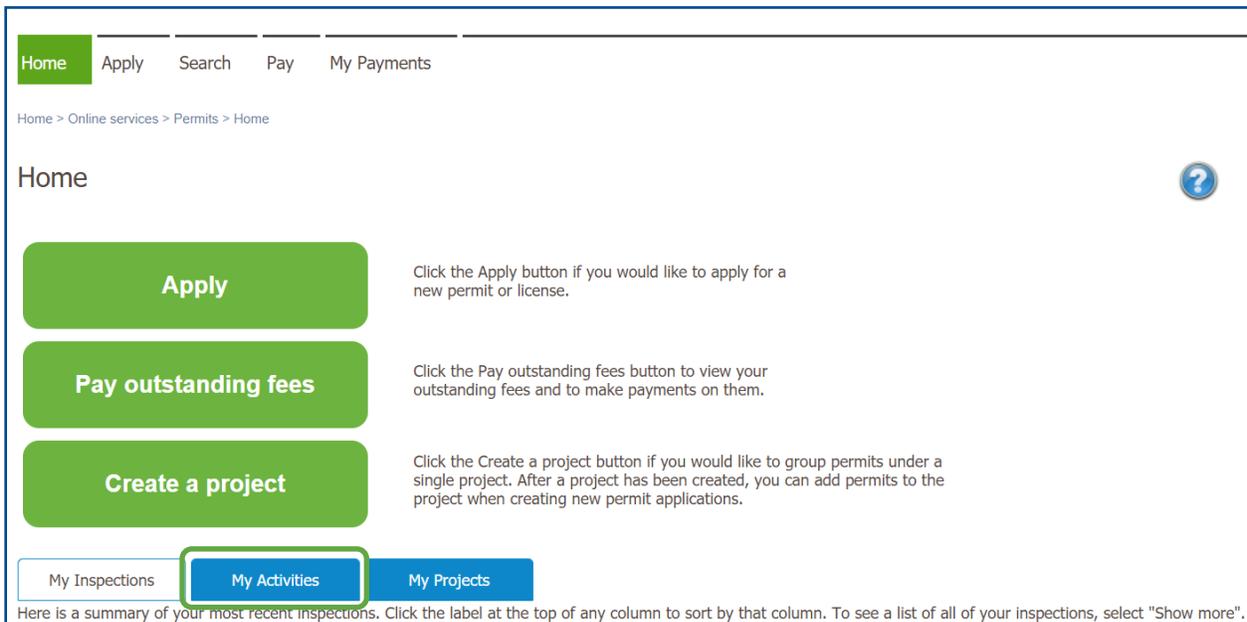
- [Commercial](#)
- [Residential](#)

Commercial

Step 1: You will receive this email when you are required to pay the fees. Click on the [City of Vancouver Permits](#) link to log into your account and then go to [Step 4](#). If you can't find this email, proceed to [Step 2](#).



Step 2: Log into your account at www.vancouver.ca/permits/apply and then click on the [My Activities](#) tab.



Step 3: Click on the permit's *File Number* to view the breakdown of the fee. *Note:* If you want to view the breakdown of the fees, **DO NOT** click on Pay Outstanding Fees. This will immediately prompt you to pay without giving you the option to review the fees.

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
Sewer & Water Connection Permit	SW-2021-00220		515 W 10TH AVENUE, V...	Commercial Water - Renovation - Test	Ready For Issue	Mar 16, 2021	Pay Outstanding Fees
Sewer & Water Connection Permit	SW-2021-00219		515 W 10TH AVENUE, V...	Commercial Sewer - New - test	Application Incomplete	Mar 18, 2021	Provide Information

Step 4: Scroll down to the *Fees* section.


Jane Doe 

Home
Apply
Search
Pay
My Payments

Home > Online services > Permits > Sewer & Water Connection Permit Application SW-2021-00220Ready For Issue

Sewer & Water Connection Permit Application SW-2021-00220

Ready For Issue

Application Date: Mar 16, 2021

Issue Date:

Completed Date:

My Reference Number: Save

Next Action

Pay Fees 

Amend Application 

Withdraw Application 

Submit Drawings or Designs 

Request Refund 

Provide Additional Information 

Details
Project Activity
Documents
Inspections

Details

Scope of Work: Water

Type: Commercial

Primary Location: 515 W 10TH AVENUE, Vancouver, BC V5Z 4A8

Site Area (sq. m): 400

Total Floor Space (sq. m): 350

Will the site require Construction Water access? Yes

Number of Residential Units: 3

Related Information

Type	Description
	Contact: Joe Perez (Contractor)
	Customer: Jane Doe DBA: JD Construction Phone: (604) 555-5555 Address: 123 Main Vancouver, BC V5L3H2

DOC/2021/053021
Updated: 2021-05-18

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Step 5: Review the fees.

Parcels			Fees				
Parcel ID	Address	Folio Number	Date	Description	Amount	Balance	View Receipt
007-068-042	515 W 10TH AVENUE, Vancouver, BC V5Z 4A8	170-650-97-0000	Mar 18, 2021	Discontinuation Fee	\$1,238.00	\$1,238.00	
			Mar 18, 2021	Downtime Fee - Water	\$0.00	\$0.00	
			Mar 18, 2021	Private Side Water Meter Installation Fee	\$870.00	\$870.00	
			Mar 18, 2021	Water Connection Fee	\$12,784.00	\$12,784.00	



Step 6: Click the *Pay Fees* button.





Home Apply Search Pay My Payments

Home > Online services > Permits > Sewer & Water Connection Permit Application SW-2021-00220Ready For Issue

Sewer & Water Connection Permit Application SW-2021-00220 Ready For Issue

Application Date: Mar 16, 2021

Issue Date:

Completed Date:

My Reference Number: Save

Next Action

Pay Fees →

Amend Application →

Withdraw Application →

Submit Drawings or Designs →

Request Refund →

Provide Additional Information →

Details

Project Activity

Documents

Inspections



Step 7: Enter your credit card information. *Note:* If you receive an error message, or your credit card is declined due to transaction limit amounts, please contact your credit card company. Our system does not have a maximum dollar limit set for transactions.

Click the [Process Transaction](#) button.

Mandatory fields marked by *

Payment Details

Transaction Amount: \$ 14892.00 (CAD) 

Order ID: 140636569

Please complete the following details exactly as they appear on your card.
Do not put spaces or hyphens in the card number.

Cardholder Name*:

Card Number*:

Expiry Date (MMYY)*:

Card Security Code*: ?

Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

[Process Transaction](#)

[Cancel Transaction](#)

Step 8: You will see this payment confirmation screen if this transaction was successfully. Click on the [Click here to download your receipt](#) link.

[Home](#) | [Apply](#) | [Search](#) | [Pay](#) | [My Payments](#)

Home > Online services > Permits > Payment Confirmation

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
 Sewer & Water Connection Permit	SW-2021-00220	515 W 10TH AVENUE, Vancouver, BC V5Z 4A8	Commercial Water - Renovation - Test	Ready For Issue	Mar 16, 2021	\$0.00
Total:						\$0.00

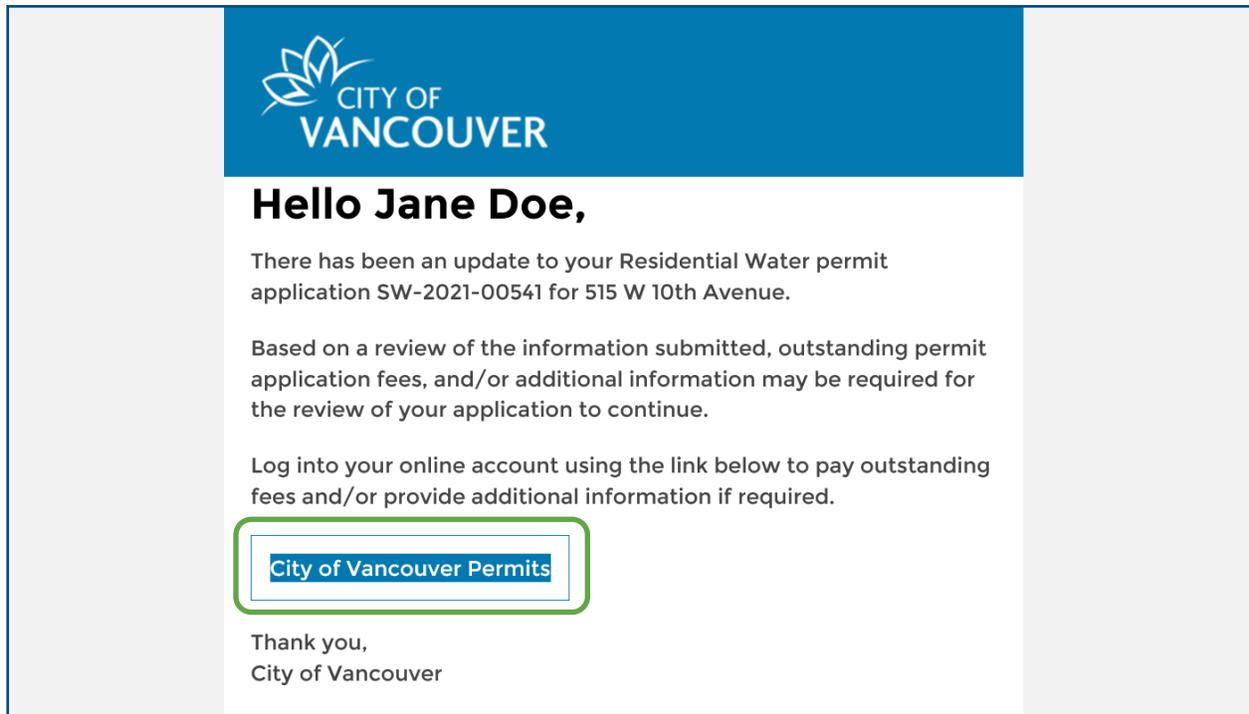
[Click here to download your receipt.](#)

Step 9: You can download and save the receipt.

CITY OF VANCOUVER 453 West 12th Avenue Vancouver, BC V5Y 1V4		Online Payments		Receipt			RETAIN THIS COPY FOR YOUR RECORDS
Payment Date:	Mar 18, 2021	Receipt Number:	R310408				
Applicant:	Jane Doe DBA: JD Construction	Received Date:	Mar 18, 2021				
		Payment Amount:	\$14,892.00				
		Order ID:	140636569				
		Payment Method:	Credit Card				
		Payer:	Jane Doe				
Date	File Number	My Reference #	Description	Fee Amount	Tax Paid	Amount Paid	
Mar 18, 2021	SW-2021-00220		Water Connection Fee	\$12,784.00		\$12,784.00	
Mar 18, 2021	SW-2021-00220		Private Side Water Meter Installation Fee	\$870.00		\$870.00	
Mar 18, 2021	SW-2021-00220		Discontinuation Fee	\$1,238.00		\$1,238.00	
						Total: \$14,892.00	

Residential

Step 1: You will receive this email when you are required to pay the fees. Click on the [City of Vancouver Permits](#) link to log into your account and then go to [Step 4](#). If you can't find this email, proceed to [Step 2](#).



City of Vancouver

Hello Jane Doe,

There has been an update to your Residential Water permit application SW-2021-00541 for 515 W 10th Avenue.

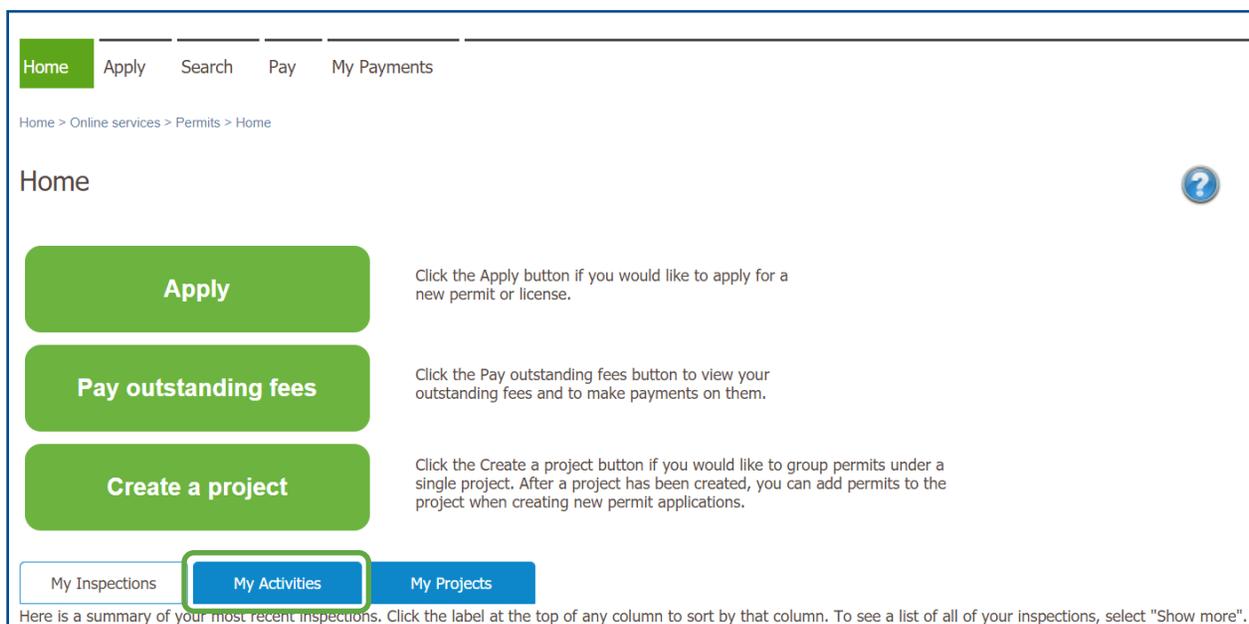
Based on a review of the information submitted, outstanding permit application fees, and/or additional information may be required for the review of your application to continue.

Log into your online account using the link below to pay outstanding fees and/or provide additional information if required.

[City of Vancouver Permits](#)

Thank you,
City of Vancouver

Step 2: Log into your account at www.vancouver.ca/permits/apply and then click on the [My Activities](#) tab.



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.

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: Click the *Provide Information* link 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
Sewer & Water Connection Permit	SW-2021-00541		515 W 10TH AVENUE, V...	Residential Water - Renovation - Test	Application Incomplete	Apr 14, 2021	Provide Information

Step 4: You will see instructions from the COV staff member indicating what you need to do. Type in a response in the *Response to Additional Information Request*. If applicable, upload any documents by clicking *Upload Document*. Review the fees and then click the *Pay Fees & Submit Further Information* button.

Provide Further Information for SW-2021-00541

We require more information before we can continue processing your application. Review the details, then select "Submit Further Information" to submit the required information.

Additional Information requested:
Please pay the fees.

***Response to Additional Information Request**

Upload documents pertaining to the Application

Uploaded Document	Attachment Type	Description
<div style="border: 1px solid #0056b3; border-radius: 3px; padding: 2px 5px; display: inline-block;">Upload Document →</div>		

Fees

Date	Description	Amount	Balance	View Receipt
Apr 14, 2021	Water Connection Fee	\$7,895.00	\$7,895.00	

Additional fees may be required at any point during the review process.

Pay Fees & Submit Further Information →

Cancel and Return

Step 5: Enter your credit card information. *Note:* If you receive an error message, or your credit card is declined due to transaction limit amounts, please contact your credit card company. Our system does not have a maximum dollar limit set for transactions.

Click the [Process Transaction](#) button.

Mandatory fields marked by *

Payment Details

Transaction Amount: \$ 7895.00 (CAD)






Order ID: 145090540

Please complete the following details exactly as they appear on your card.
Do not put spaces or hyphens in the card number.

Cardholder Name*:

Card Number*:

Expiry Date (MMYY)*:

Card Security Code*: 

Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back','Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

Process Transaction

Cancel Transaction

Step 6: You will see this payment confirmation screen if this transaction was successfully. Click on the [Return to SW-xxxx-xxxxx](#) link.



Home Apply Search Pay My Payments

Home > Online services > Permits > Provide Further Information for SW-2021-00541

Provide Further Information for SW-2021-00541

Your revision has been successfully submitted.

Return to SW-2021-00541

Step 7: Scroll down to the *Fees* section and click *View Receipt*.

Sewer & Water Connection Permit Application SW-2021-00541 Submitted ?

Application Date: Apr 14, 2021
Issue Date:
Completed Date:

My Reference Number: Save

Next Action

Pay Fees →

Amend Application →

Withdraw Application →

Submit Drawings or Designs →

Request Refund →

Provide Additional Information →

Details

Project Activity

Documents

Inspections

Details

Scope of Work: Sewer & Water
Type: Residential
Primary Location: 515 W 10TH AVENUE, Vancouver, BC V5Z 4A8

Parcels

Parcel ID	Address	Folio Number
007-068-042	515 W 10TH AVENUE, Vancouver, BC V5Z 4A8	170-650-97-0000

Related Information

Type	Description
Contact	Joe Perez (Property Owner)
Customer	Jane Doe Phone: (604) 555-5555 Address: 1111 West Boulevard Vancouver, BC V3R 3F2

Fees

Date	Description	Amount	Balance	View Receipt
Apr 14, 2021	Water Connection Fee	\$7,895.00	\$0.00	View Receipt

Step 8: You can download and save the receipt.



Online Payments

Receipt

RETAIN THIS COPY FOR
YOUR RECORDS

Payment Date: Apr 19, 2021
Applicant: Jane Doe

Receipt Number: R320268
Received Date: Apr 19, 2021
Payment Amount: \$7,895.00
Order ID: 145090540
Payment Method: Credit Card
Payer: Jane Doe

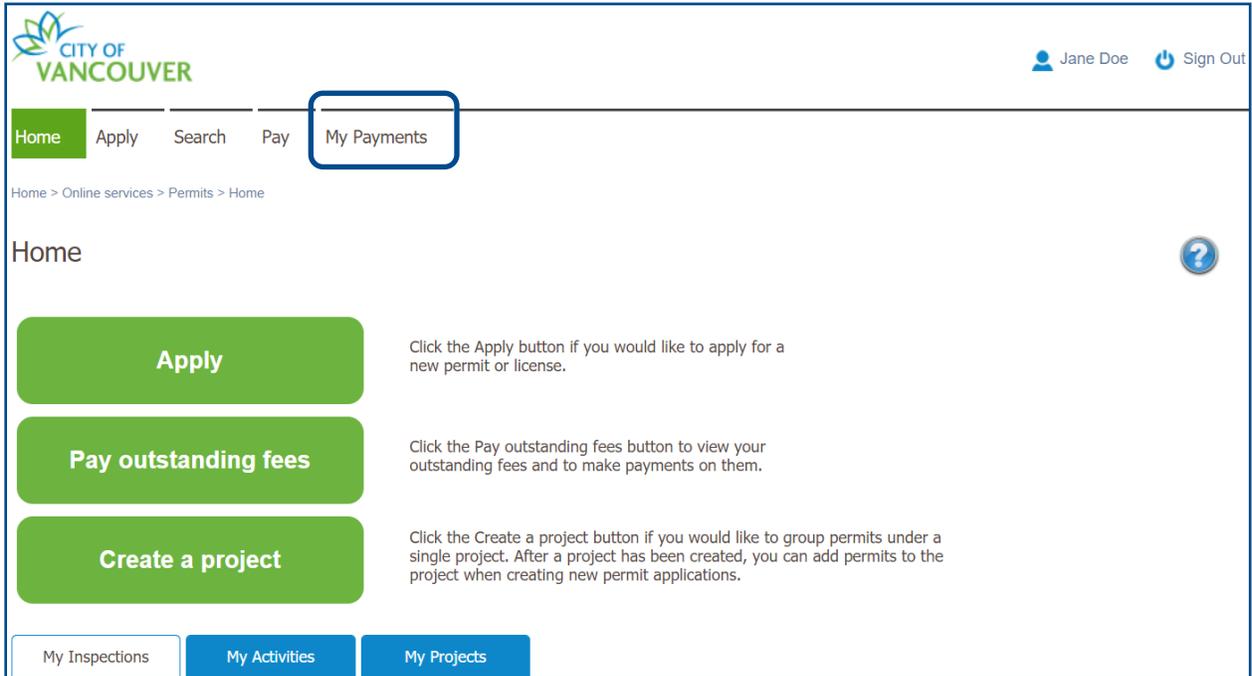
Date	File Number	My Reference #	Description	Fee Amount	Tax Paid	Amount Paid
Apr 14, 2021	SW-2021-00541		Water Connection Fee	\$7,895.00		\$7,895.00

DOC/2021/053021
Updated: 2021-05-18

46

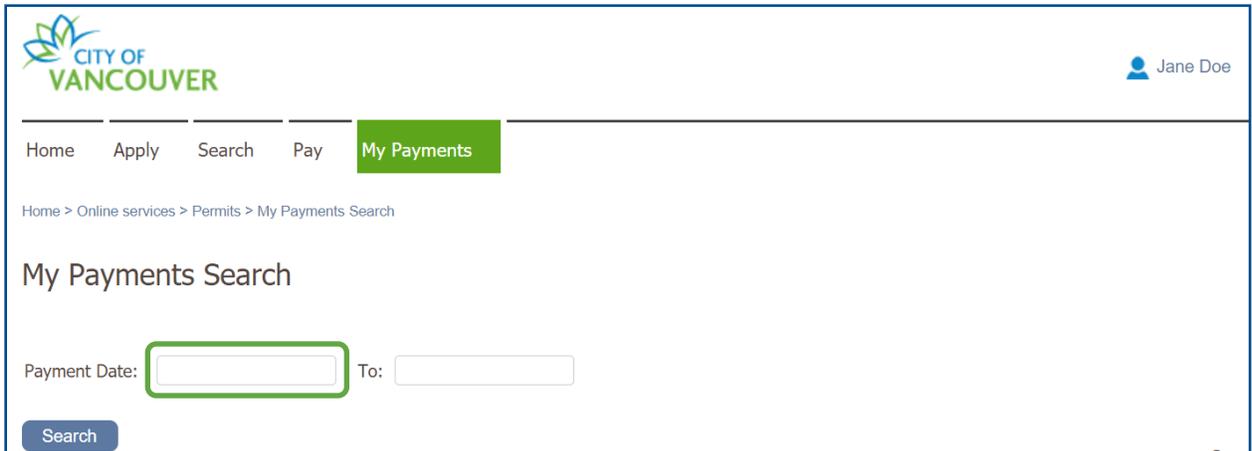
How do I view my receipt?

Step 1: Log into your account at www.vancouver.ca/permits/apply and then click *My Payments*.



The screenshot shows the City of Vancouver website interface. At the top left is the logo. At the top right, the user is logged in as 'Jane Doe' with a 'Sign Out' link. A navigation bar contains 'Home', 'Apply', 'Search', 'Pay', and 'My Payments'. A blue arrow points to the 'My Payments' link, which is highlighted with a blue box. Below the navigation bar is a breadcrumb trail: 'Home > Online services > Permits > Home'. The main content area is titled 'Home' and features three large green buttons: 'Apply', 'Pay outstanding fees', and 'Create a project', each with a brief description. At the bottom, there are three smaller buttons: 'My Inspections', 'My Activities', and 'My Projects'.

Step 2: Click in the *Payment Date* field to select the date range.



The screenshot shows the 'My Payments Search' page. The navigation bar now has 'My Payments' highlighted. The breadcrumb trail is 'Home > Online services > Permits > My Payments Search'. The main content area is titled 'My Payments Search' and features a 'Payment Date:' label followed by two input fields: one for the start date and one for the end date, separated by 'To:'. A blue arrow points to the first input field, which is highlighted with a green box. Below the input fields is a 'Search' button.

Step 3: Click *Search*.

My Payments Search

Payment Date: To:

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Step 4: Click on the receipt number.

Home Apply Search Pay **My Payments**

Home > Online services > Permits > My Payments Search

My Payments Search

Payment Date	Receipt Number	File Number	My Reference Number	Payer	Amount
Mar 18, 2021	R310408	SW-2021-00220		Jane Doe DBA: JD Construction	\$14,892.00

Screen ID: 142788



Step 5: Alternatively, you can go the permit and then *scroll down* to the *Fees* section.

Sewer & Water Connection Permit Application SW-2021-00220 **Ready For Issue**

Application Date: Mar 16, 2021

Issue Date:

Completed Date:

Next Action

→ →

→ →

→ →

My Reference Number:

Details Related Information

Step 6: Click *View Receipt*.

Parcels			Fees				
Parcel ID	Address	Folio Number	Date	Description	Amount	Balance	View Receipt
007-068-042	515 W 10TH AVENUE, Vancouver, BC V5Z 4A8	170-650-97-0000	Mar 18, 2021	Downtime Fee - Water	\$0.00	\$0.00	
			Mar 18, 2021	Water Connection Fee	\$12,784.00	\$0.00	View Receipt
			Mar 18, 2021	Private Side Water Meter Installation Fee	\$870.00	\$0.00	View Receipt
			Mar 18, 2021	Discontinuation Fee	\$1,238.00	\$0.00	View Receipt



How do I cancel my permit application?

Step 1: Click the *Withdraw Application* button.





Home Apply Search Pay My Payments

Home > Online services > Permits > Sewer & Water Connection Permit Application SW-2021-00202Submitted

Sewer & Water Connection Permit Application SW-2021-00202 Submitted

Application Date: Mar 16, 2021

Issue Date:

Completed Date:

Next Action

Pay Fees →

Amend Application →

Withdraw Application →

Submit Drawings or Designs →

Request Refund →

Provide Additional Information →

My Reference Number: Save

Details

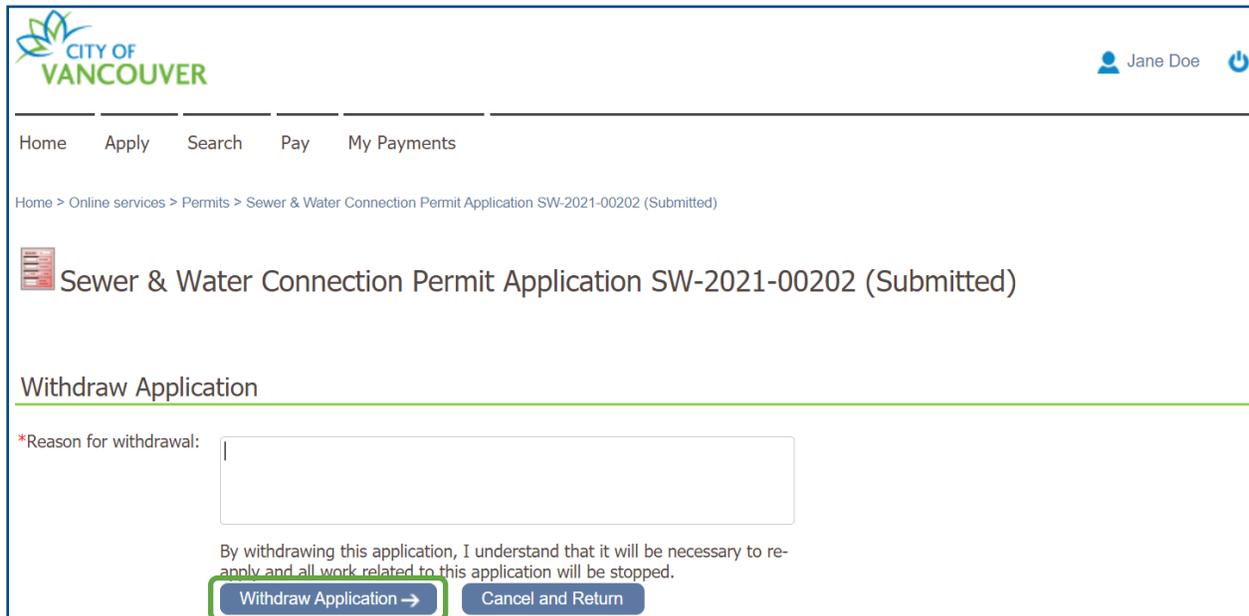
Project Activity

Documents

Inspections

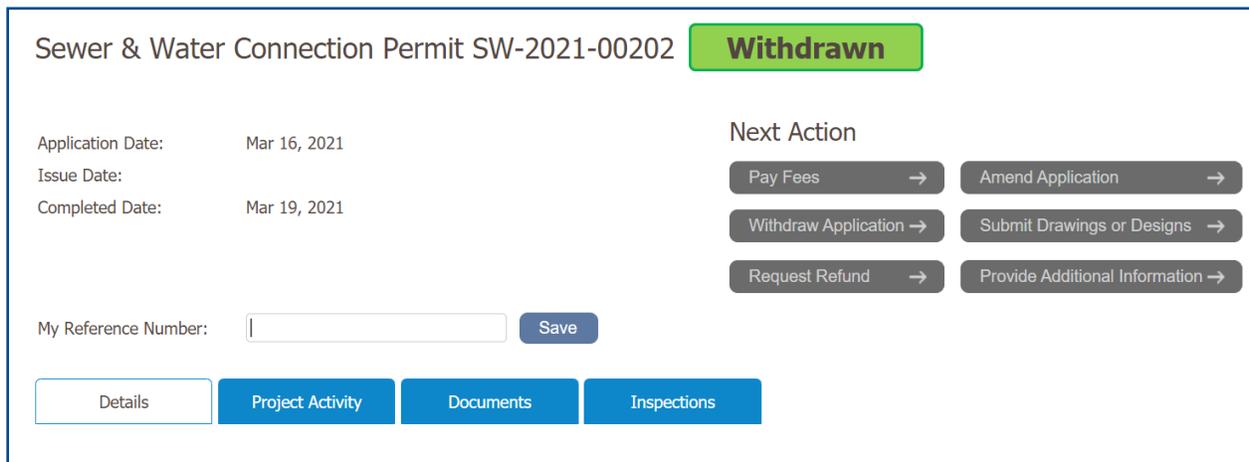


Step 2: Enter a reason why you want to cancel/withdraw your permit application and then click *Withdraw Application*.



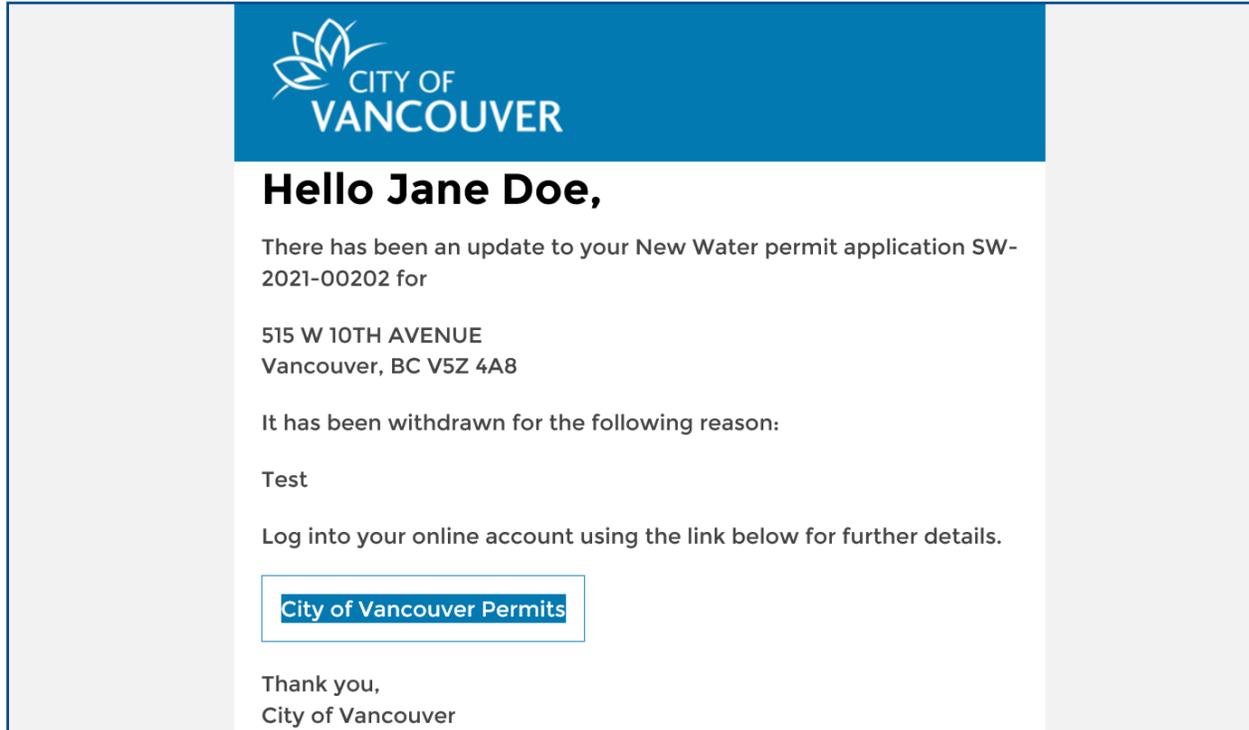
The screenshot shows the user interface for withdrawing a permit application. At the top, the City of Vancouver logo and the user name 'Jane Doe' are visible. A navigation menu includes 'Home', 'Apply', 'Search', 'Pay', and 'My Payments'. The breadcrumb trail reads 'Home > Online services > Permits > Sewer & Water Connection Permit Application SW-2021-00202 (Submitted)'. The main heading is 'Sewer & Water Connection Permit Application SW-2021-00202 (Submitted)'. Below this, the section is titled 'Withdraw Application'. A text input field is labeled '*Reason for withdrawal:'. Below the input field, a disclaimer states: 'By withdrawing this application, I understand that it will be necessary to re-apply and all work related to this application will be stopped.' Two buttons are present: 'Withdraw Application →' (highlighted with a green box and a blue arrow pointing to it from the left) and 'Cancel and Return'.

Step 3: The status of your permit will be changed to *Withdrawn*.



The screenshot shows the permit application details page. The title is 'Sewer & Water Connection Permit SW-2021-00202' followed by a green 'Withdrawn' status badge. On the left, the application dates are listed: 'Application Date: Mar 16, 2021', 'Issue Date:', and 'Completed Date: Mar 19, 2021'. On the right, under the heading 'Next Action', there are five buttons: 'Pay Fees →', 'Amend Application →', 'Withdraw Application →', 'Submit Drawings or Designs →', and 'Request Refund →'. Below the dates, there is a 'My Reference Number:' field with a 'Save' button. At the bottom, there are four tabs: 'Details', 'Project Activity', 'Documents', and 'Inspections'.

Step 4: You will also receive this confirmation email.



The screenshot shows an email header with the City of Vancouver logo on a blue background. The main body of the email is white and contains the following text:

Hello Jane Doe,

There has been an update to your New Water permit application SW-2021-00202 for

515 W 10TH AVENUE
Vancouver, BC V5Z 4A8

It has been withdrawn for the following reason:

Test

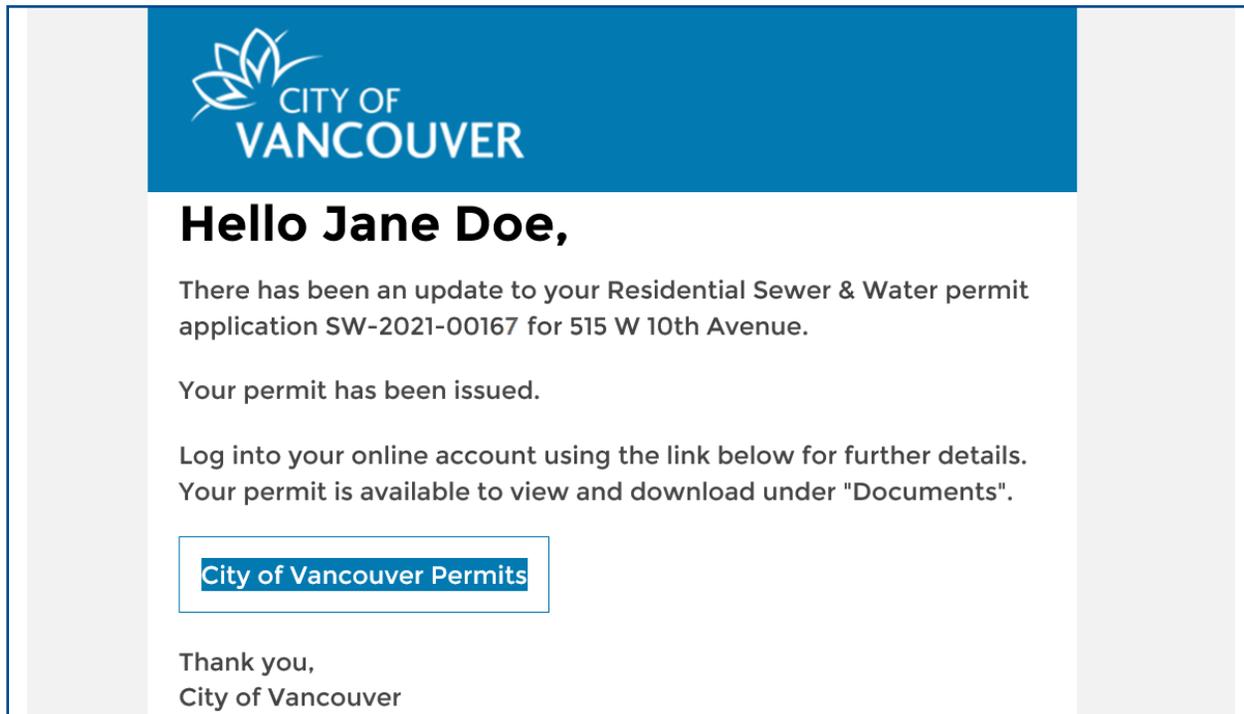
Log into your online account using the link below for further details.

[City of Vancouver Permits](#)

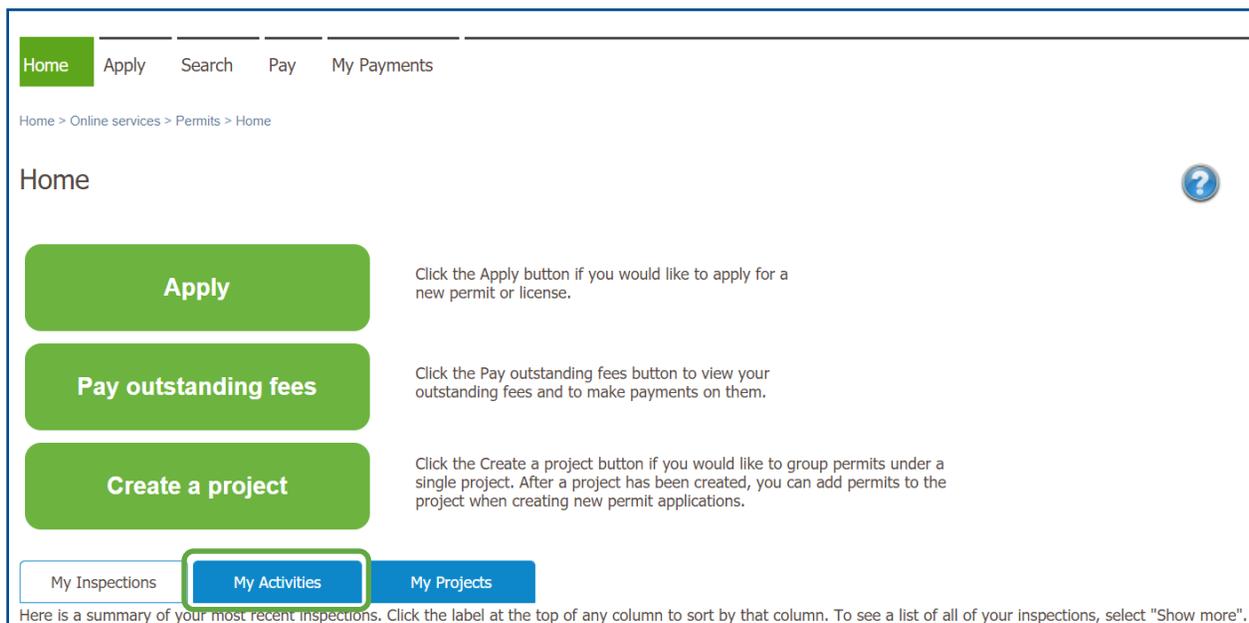
Thank you,
City of Vancouver

How do I view my issued permit document?

Step 1: You will receive this email after your permit has been issued. Click on the [City of Vancouver Permits](#) link to log into your account and then go to [Step 4](#). If you can't find this email, proceed to [Step 2](#).



Step 2: Log into your account at www.vancouver.ca/permits/apply and then click on the [My Activities](#) tab.



Step 3: Click the permit number in the *File Number* column. *Note:* You can only view the permit document for permits that are in *Issued* status.

My Activities
Here is a summary of all of your permit applications. Click the label at the top of any column to sort by that column.

Permits

Type	File Number	My Reference Number	Address	Description	Status	Created Date	Next sAction
Sewer & Water Connection Permit	SW-2021-00214		515 W 10TH AVENUE, V...	Residential Water - New - Test	Application Incomplete	Apr 19, 2021	Provide Information
Sewer & Water Connection Permit	SW-2021-00210		515 W 10TH AVENUE, V...	Residential Water - Renovation - Test	In Review	Apr 19, 2021	
Sewer & Water Connection Permit	SW-2021-00187		515 W 10TH AVENUE, V...	Residential Water - Renovation - Fee test	In Review	Apr 6, 2021	
Sewer & Water Connection Permit	SW-2021-00186		515 W 10TH AVENUE, V...	Residential Water - New - Fee test	Submitted	Mar 19, 2021	Withdraw Application
Sewer & Water Connection Permit	SW-2021-00169		515 W 10TH AVENUE, V...	Residential Sewer & Water - Renovation - test	Ready For Issue	Apr 7, 2021	Pay Outstanding Fees
Sewer & Water Connection Permit	SW-2021-00167		515 W 10TH AVENUE, V...	Residential Sewer & Water - Renovation - test	Issued	Apr 7, 2021	



Step 4: Click on the *Documents* tab.

Sewer & Water Connection Permit SW-2021-00167 **Issued**

Application Date: Apr 7, 2021
Issue Date: Apr 7, 2021
Completed Date:

My Reference Number: Save

Next Action

Pay Fees →
Amend Application →
Withdraw Application →
Submit Drawings or Designs →
Request Refund →
Provide Additional Information →

Details
Project Activity
Documents
Inspections

Details

Scope of Work: Sewer & Water
Type: Residential
Primary Location: 515 W 10TH AVENUE, Vancouver, BC V5Z 4A8

Related Information

Type	Description
 Customer	Jane Doe Phone: (604) 555-1111 Address: 1111 West Boulevard Vancouver, BC V6M3V5



Step 5: Click on the red icon to open the *Permit Document*.



Details Project Activity Documents Inspections			
Document Type	Created Date	Description	
 Permit Document	Apr 7, 2021	Sewer & Water Permit	

Step 6: The permit opens as a PDF in a new window and can be printed.



1 / 3 | 100% | [Zoom In] [Zoom Out] [Refresh] [Close]



Sewer & Water Permit

SW-2021-00167

Residential

City of Vancouver
453 West 12th Avenue
Vancouver, British Columbia
Canada V5Y 1V4

Issue Date: Apr 07, 2021 Application Date: Apr 07, 2021

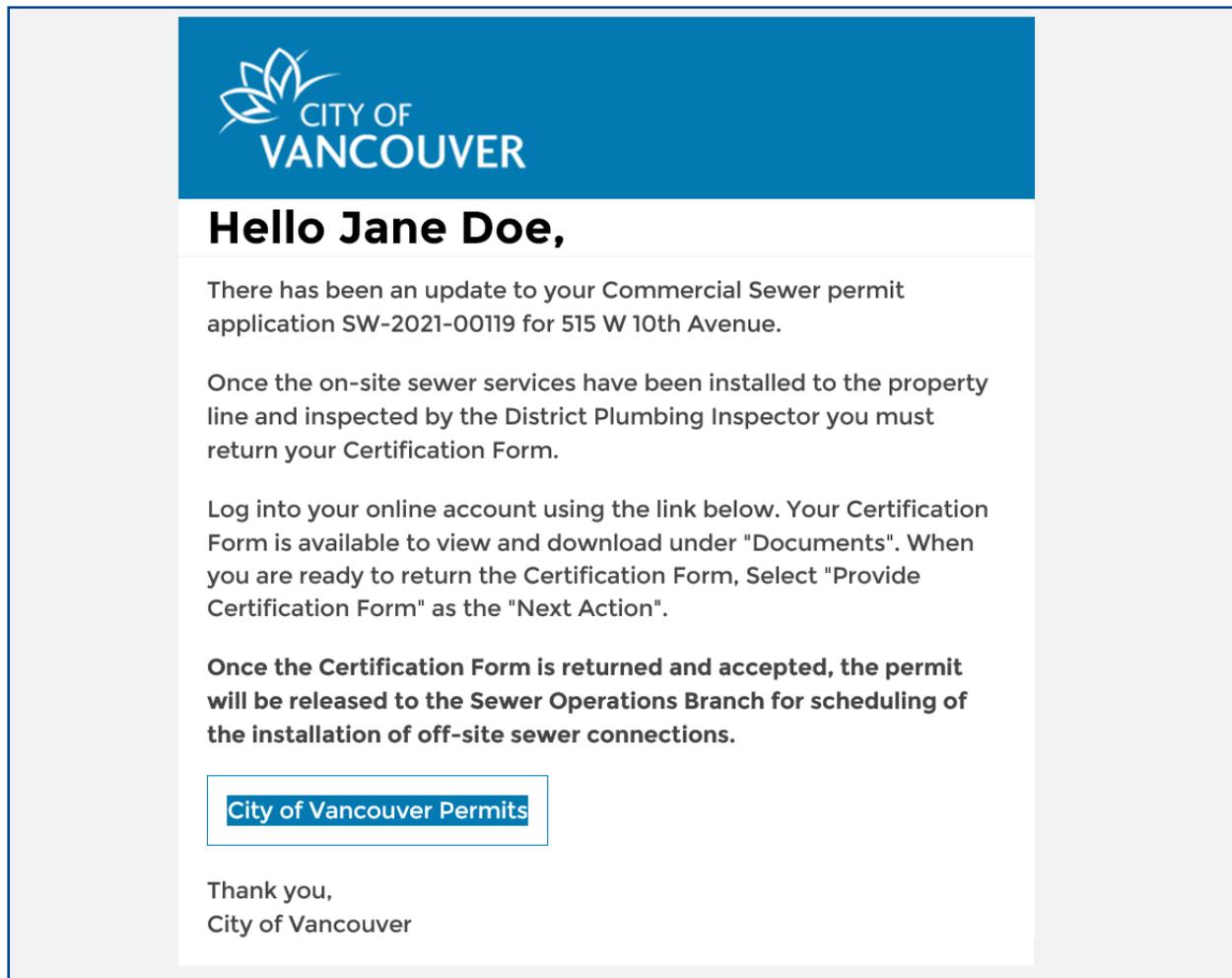
Applicant	Location of Permit
Jane Doe 1111 West Boulevard Vancouver, BC V6M3V5	515 W 10TH AVENUE Vancouver, BC V5Z 4A8

Related Permits:	Specific Location:
	Legal Description: LOT 1 BLOCK 360 DISTRICT LOT 526 PLAN 16090 Land Coordinate: 17065097

How do I submit the Certification Form?

This form is only required for Commercial Sewer permits.

Step 1: Once your Commercial Sewer permit has been issued, you will receive this email with instructions on how to download and return your Certification Form. Click on the [City of Vancouver Permits](#) link to log into your account and then go to [Step 4](#). If you can't find this email, proceed to [Step 2](#).



The screenshot shows an email notification from the City of Vancouver. At the top is the City of Vancouver logo. The main heading is "Hello Jane Doe,". The body of the email contains the following text:

There has been an update to your Commercial Sewer permit application SW-2021-00119 for 515 W 10th Avenue.

Once the on-site sewer services have been installed to the property line and inspected by the District Plumbing Inspector you must return your Certification Form.

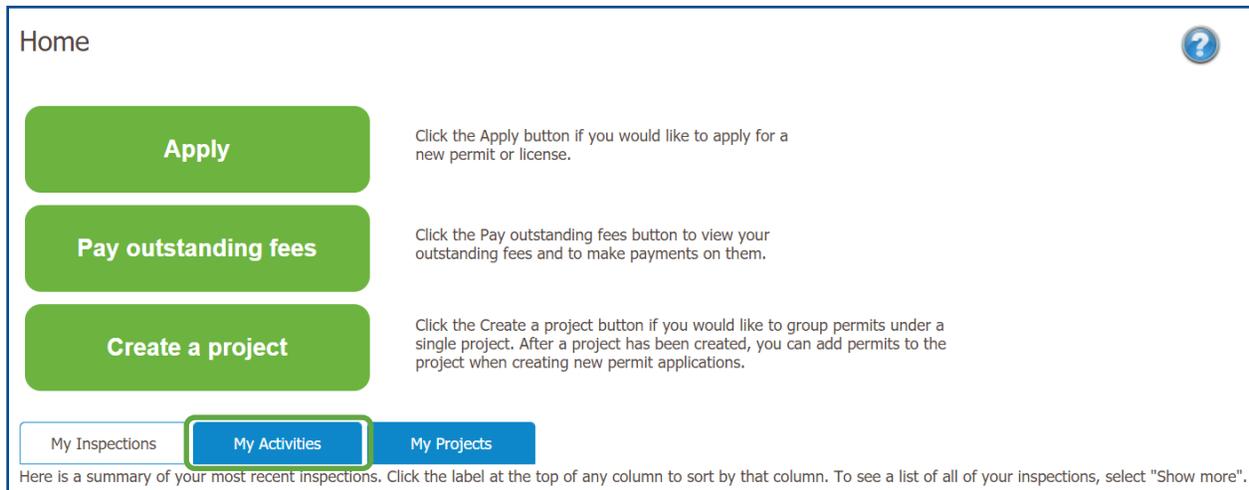
Log into your online account using the link below. Your Certification Form is available to view and download under "Documents". When you are ready to return the Certification Form, Select "Provide Certification Form" as the "Next Action".

Once the Certification Form is returned and accepted, the permit will be released to the Sewer Operations Branch for scheduling of the installation of off-site sewer connections.

Below the text is a button labeled "City of Vancouver Permits".

At the bottom of the email, it says "Thank you, City of Vancouver".

Step 2: Log into your account at www.vancouver.ca/permits/apply and then click on the *My Activities* tab.



Home ?

Apply

Pay outstanding fees

Create a project

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

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

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 3: Click the permit number in the *File Number* column.



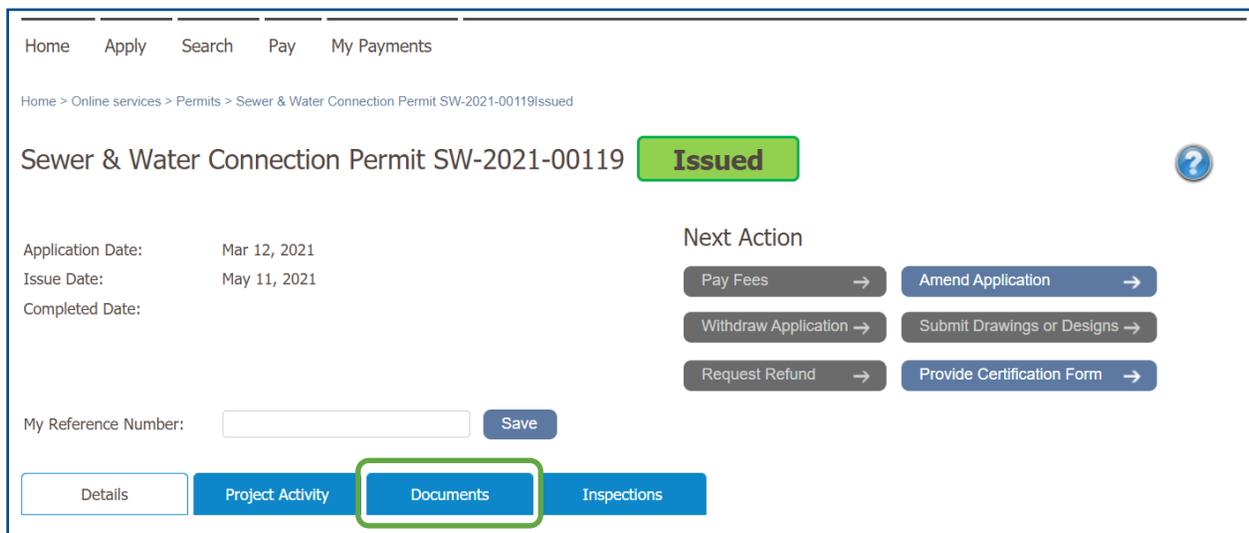
My Inspections **My Activities** My Projects

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
Sewer & Water Connection Permit	SW-2021-00119		515 W 10TH AVENUE, V...	Commercial Sewer - New - Test	Issued	Mar 12, 2021	Provide Certification Form

Step 4: Click on the *Documents* tab.



Home Apply Search Pay My Payments

Home > Online services > Permits > Sewer & Water Connection Permit SW-2021-00119 Issued

Sewer & Water Connection Permit SW-2021-00119 **Issued** ?

Application Date: Mar 12, 2021

Issue Date: May 11, 2021

Completed Date:

My Reference Number: Save

Next Action

Pay Fees → Amend Application →

Withdraw Application → Submit Drawings or Designs →

Request Refund → Provide Certification Form →

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

Step 5: Click on the red icon to open the *Certification Form*.

Details	Project Activity	Documents	Inspections
Document Type		Created Date	Description
	DOC - External Correspondence	Mar 12, 2021	SW - Commercial Sewer - Package
	DOC - External Correspondence	May 11, 2021	Certification Form
	Permit Document	May 11, 2021	Sewer & Water Permit



Step 6: Download the document, fill in the required information and save it to your desktop.



ENGINEERING SERVICES
Sewer & Drainage Design

CERTIFICATION FORM FOR PUBLIC SEWER CONNECTIONS

Please fill out the information below and forward to Sewer Design for review. Once the form is accepted, the installation of the off-site sewer connections can be scheduled.

Before completing the information below, please ensure that

- 1) The pipes at PL are separated 0.45m from inside edge to inside edge
- 2) Sanitary is left of storm when facing the property from the sewer mains

SITE ADDRESS:

SW PERMIT NUMBER:

PIPES SIZES AT PROPERTY LINE:

SANITARY: mm STORM: mm

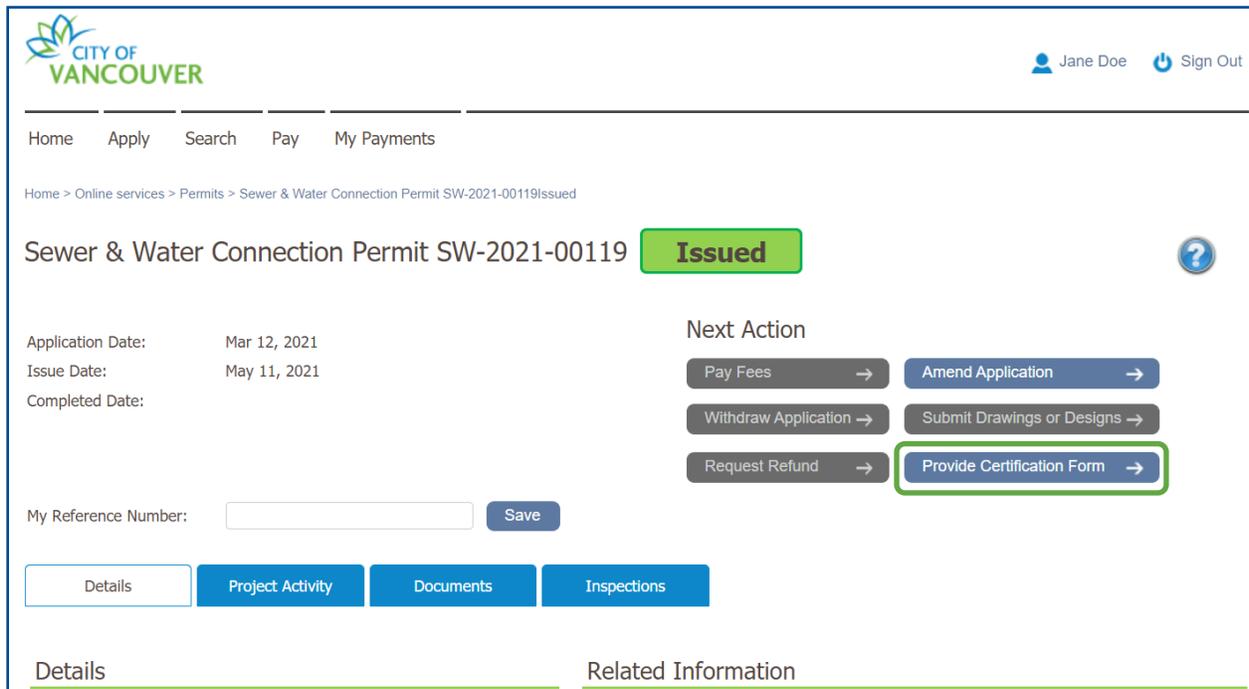
INVERT ELEVATION OF PIPES AT PROPERTY LINE (GEODETIC DATUM):

SANITARY: m STORM: m

LOCATION OF SANITARY PIPE:

m PROPERTY LINE
Direction from property line (e.g. EAST OF WEST)

Step 7: When you are ready to return the Certification Form, click the *Provide Certification Form* button.



Home > Online services > Permits > Sewer & Water Connection Permit SW-2021-00119 Issued

Sewer & Water Connection Permit SW-2021-00119 **Issued**

Application Date: Mar 12, 2021
Issue Date: May 11, 2021
Completed Date:

Next Action

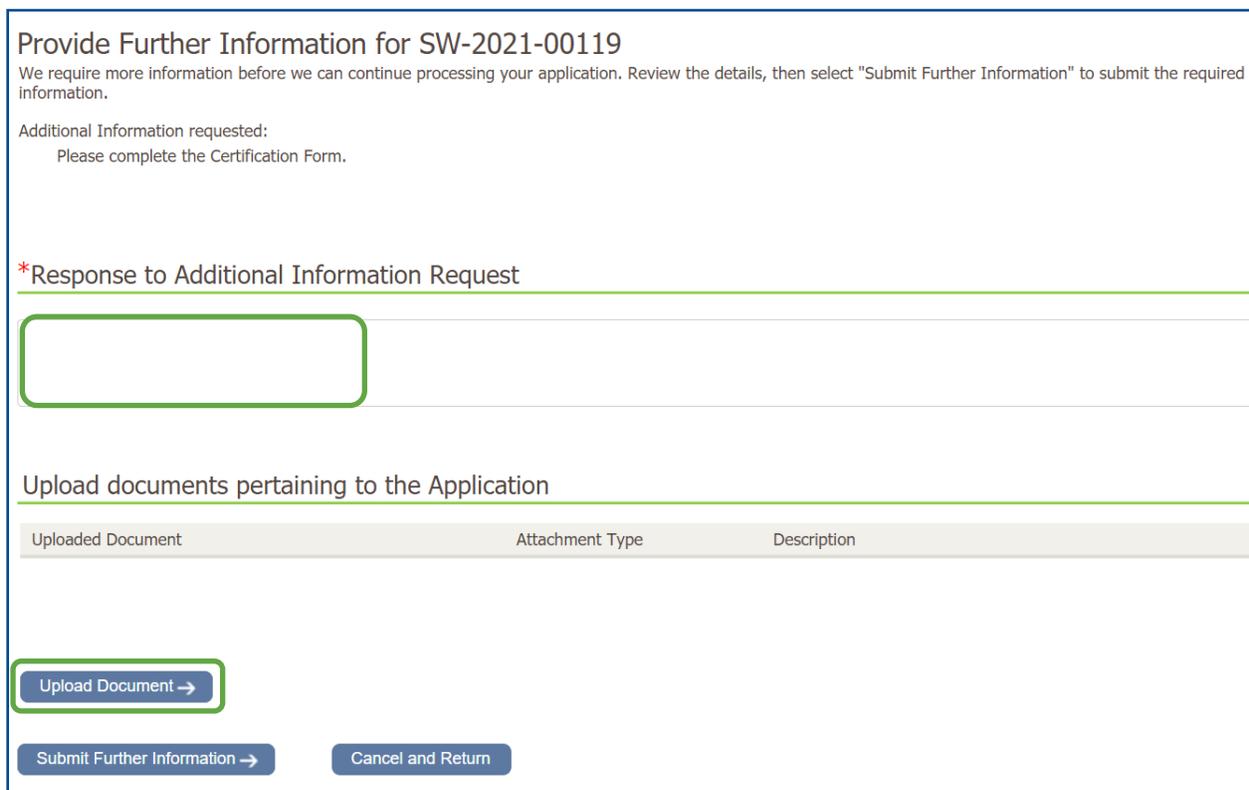
- Pay Fees →
- Amend Application →
- Withdraw Application →
- Submit Drawings or Designs →
- Request Refund →
- Provide Certification Form →**

My Reference Number: [Save](#)

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

[Details](#) [Related Information](#)

Step 8: Enter a response and click *Upload Document*.



Provide Further Information for SW-2021-00119

We require more information before we can continue processing your application. Review the details, then select "Submit Further Information" to submit the required information.

Additional Information requested:
Please complete the Certification Form.

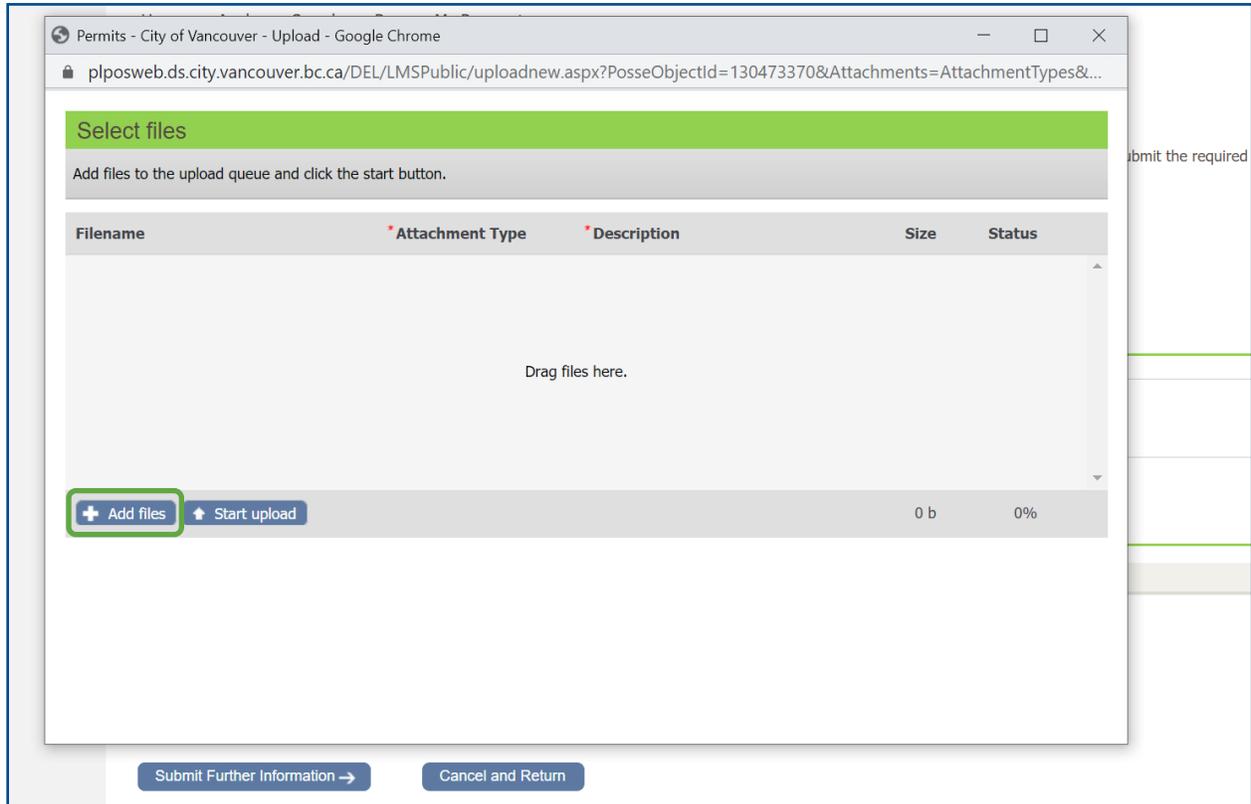
***Response to Additional Information Request**

Upload documents pertaining to the Application

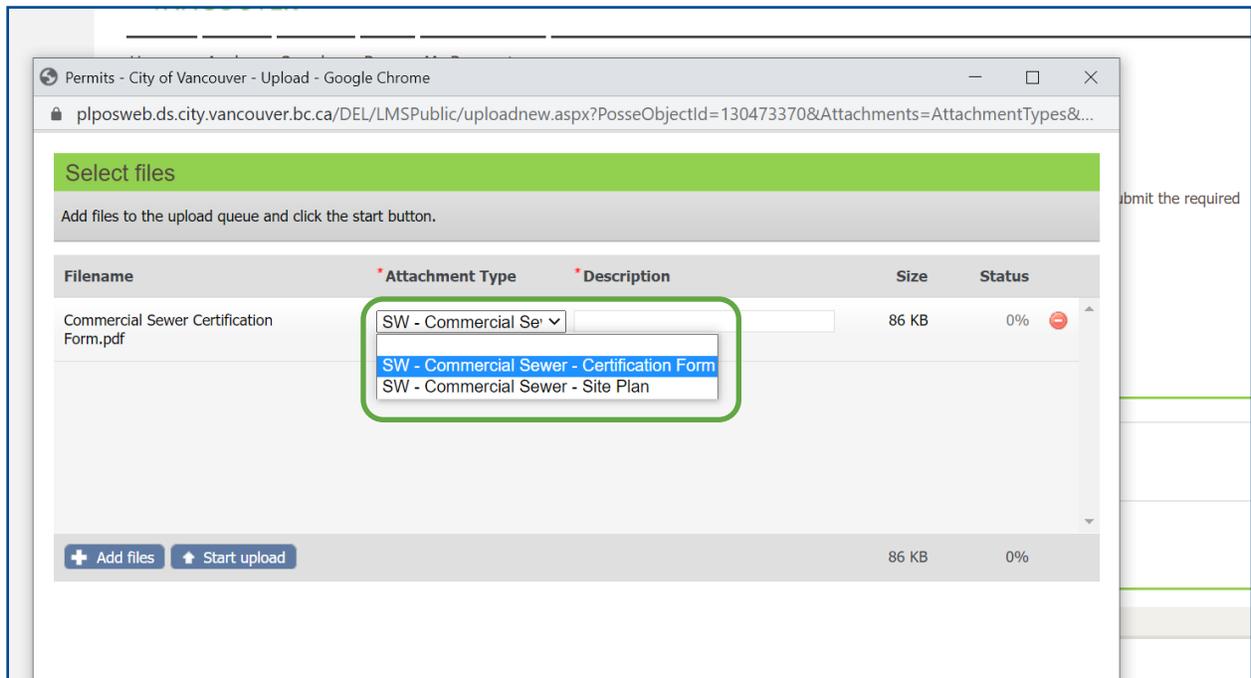
Uploaded Document	Attachment Type	Description
Upload Document →		

[Submit Further Information →](#) [Cancel and Return](#)

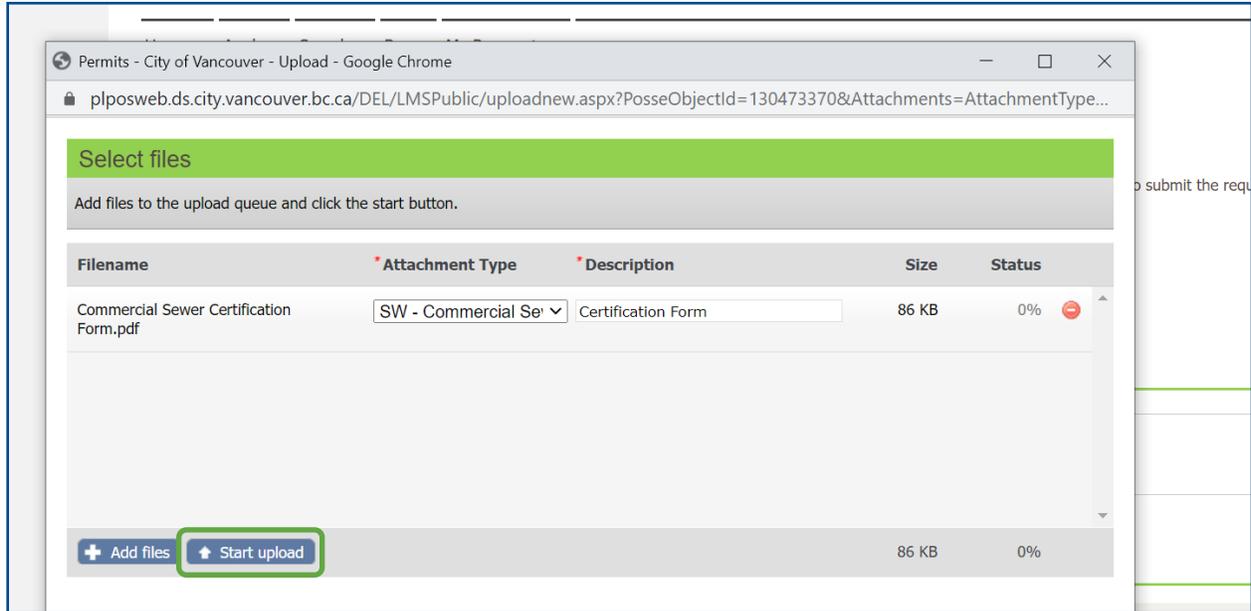
Step 9: Drag and drop the completed Certification Form or click the **+Add files** button.



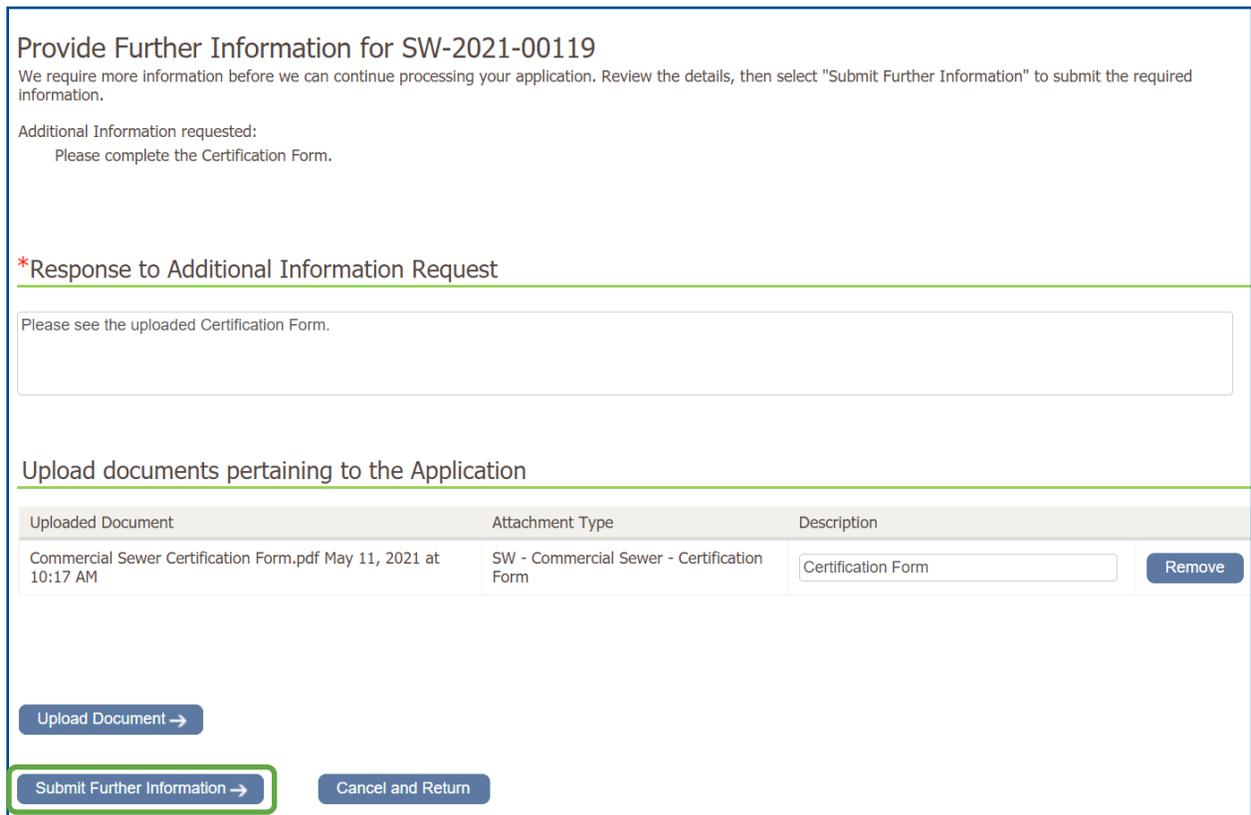
Step 10: Select **SW – Commercial Sewer – Certification Form** as the **Attachment Type**.



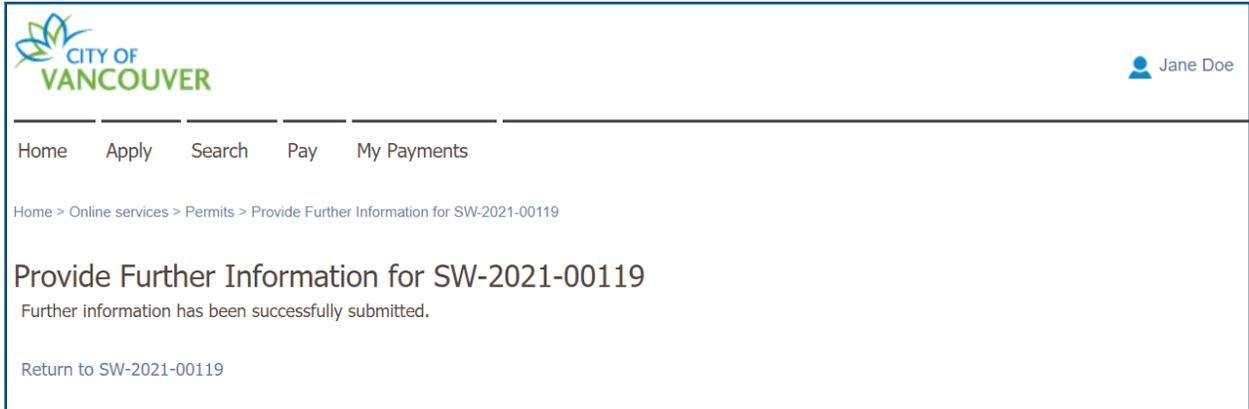
Step 11: Enter a *Description* and click *Start upload*.



Step 12: Click the *Submit Further Information* button.



Step 13: You'll see this screen after you successfully submit the Certification Form.



The screenshot shows the City of Vancouver online services interface. At the top left is the City of Vancouver logo. At the top right is a user profile icon labeled "Jane Doe". Below the header is a navigation menu with links for "Home", "Apply", "Search", "Pay", and "My Payments". A breadcrumb trail reads "Home > Online services > Permits > Provide Further Information for SW-2021-00119". The main heading is "Provide Further Information for SW-2021-00119", followed by the message "Further information has been successfully submitted." and a link "Return to SW-2021-00119".

Whom do I contact if I have any questions?

Please email Engineering.ClientServices@vancouver.ca if you have any questions about the Sewer and Water Permit application process.