

## WSSC Inspections & Scheduling Procedures

### For Existing Permit System Shut Down and ePermitting Day One Inspections

Monday, November 14, 2016 through Wednesday, November 23, 2016

WSSC's existing permit system (PPIS) will be taken off line on Wednesday – 11/16 at Noon. Plumbers and Gasfitters will need to preschedule inspection requests prior to noon on Wednesday for inspections needed on Thursday 11/17 through Monday 11/21. After Noon on Wednesday, Inspection requests will be limited to unscheduled emergencies and Homeowners scheduling Shortform Permits.

The following are day by day expectations/procedures for the plumbing/gasfitting industry in response to WSSC's short term permit and inspection scheduling changes:

#### Monday – 11/14:

- Normal Inspections will occur based on normal prescheduled work from previous week.
- Inspections needed on Tuesday shall be scheduled as normal: Longform permits to 301-206-8383 and Shortform permits to 301-206-4004.
- Inspection Support Staff will begin taking inspection request for Thursday through Monday:
  - The existing permit system (PPIS), will allow for Inspections to be scheduled up to three days in advance; Today/Monday for Thursday
  - However, the automated phone system (301-206-8383), cannot schedule in advance; request must be called into WSSC's Inspection Support Center (301-206-4004 or email us at [InspectionSupport@wsscwater.com](mailto:InspectionSupport@wsscwater.com)), or call the Inspectors office.
  - Hours will be extended – Inspection Support Center Phones: on at 7am and off at 4:30pm;
  - Inspectors will have some limited availability to schedule inspections also; they will only be on their office phones from 6:45 – 7:30am and 2:30 – 3 pm.

#### Tuesday - 11/15:

- Inspections that were normally scheduled on Monday (for next day), will printout as usual, directly to inspectors, and will be performed as scheduled on Today/Tuesday.

- Inspections needed on Wednesday shall be scheduled as normal: Longform permits to 301-206-8383 and Shortform permits to 301-206-4004.
- Prescheduling Inspections in advance will continue:
  - The existing permit system (PPIS), will allow for Inspection to be scheduled up to three days in advance; Today/Tuesday for Thursday or Friday
  - However, the automated phone system (301-206-8383), cannot schedule in advance; request must be called into WSSC's Inspection Support Center (301-206-4004 or email us at InspectionSupport@wsscwater.com), or call the Inspectors office.
  - Hours will be extended – Inspection Support Center Phones: on at 7am and off at 4:30pm;
  - Inspectors will have some limited availability to schedule inspections also; they will only be on their office phones from 6:45 – 7:30am and 2:30 – 3 pm.

Wednesday – 11/16 prior to Noon:

- Inspections that were normally scheduled on Tuesday (for next day), will printout as usual, directly to inspectors, and will be performed as scheduled on Today/Wednesday.
- Inspections needed on Thursday shall be scheduled prior to Noon: Longform permits to 301-206-8383 and Shortform permits to 301-206-4004.
- Prescheduling Inspections in advance will continue:
  - PPIS will allow for Inspection to be scheduled three days in advance; Call by Noon Today/Wednesday for Friday or Monday
  - IVRS cannot schedule in advance; must be called into WSSC's Inspection Support Center (301-206-4004 or email us at InspectionSupport@wsscwater.com)
  - Hours will be extended – Phones on at 7am and off at 4:30pm

Wednesday – 11/16 prior after Noon:

- At noon, existing permit/inspection systems will be taken off-line.
- The Automated Inspection Request line will be off-line until Monday 11/21
- All calls must go to WSSC's Inspection Support Center (301-206-4004 or email us at InspectionSupport@wsscwater.com).
  - Only Unscheduled Emergencies and Homeowner Related/Scheduled Short Form Permit Requests
  - Hours will be extended – Phones on at 7am and off at 4:30pm

Thursday & Friday – 11/16 – 11/18:

- Inspections will be performed; check jobsite for results (stickers & tags).
- Electronic results will be held and entered into ePermitting next week.
- Prescheduling Inspections will continue:
  - Only Unscheduled Emergencies and Homeowner Related/Scheduled Short Form Permit Requests
  - Hours will be extended – Phones on at 7am and off at 4:30pm

Monday – 11/21:

- ePermitting Go-Live
- Inspections will be performed; check jobsite for results (stickers & tags).
- Electronic results will be entered into ePermitting.
- Staff will begin back-entering inspection results from previous week.
- Staff will assist plumbers and customers with inspection scheduling via ePermitting.
- Inspections needed for Tuesday and beyond shall be scheduled via ePermitting:
  - Longform permits and Shortforms by plumbers/gasfitters:
    - Online Via Citizens Access Portal (CAP) (New)
    - Automated Phone System (301-206-8383)
  - Shortform permits by Homeowners only
    - Automated Phone System (301-206-8383) (New)
    - Inspection Support Center (301-206-4004)

Tuesday – 11/22 & beyond:

- Inspections will be run via ePermitting and iG Inspect as well as any residual issues from the manual process.
- Plumber/Gasfitter will begin to receive inspection results, in real time, via email from the ePermitting system.
- WSSC will complete entering results from previous week and any residual from Monday.
- Inspections needed for Tuesday and beyond shall be scheduled via ePermitting:
  - Longform permits and Shortforms by plumbers/gasfitters:
    - Online Via CAP (New)
    - Automated Phone System (301-206-8383)
  - Shortform permits by Homeowners only
    - Automated Phone System (301-206-8383) (New)
    - Inspection Support Center (301-206-4004)