

FAQ's for Requesting Plumbing and Gas Inspections

1.) Can I schedule an inspection on-line using my computer, mobile device, or smart phone?

Yes, a licensee or their proxy can schedule inspections online by accessing their permit from their ePermitting Homepage. See WSSC's ePermitting for more details. At this time, your customers (homeowners) cannot schedule on-line, but we do have good news for them, see more below.

2.) Are the times for scheduling inspections changing? Yes, registered plumbers and gasfitters, their proxies, and homeowners can schedule inspections 24/7. The cut-off for next business day inspections is 4am.

3.) Do Short Form Permit (SFP) inspection requests still have to be phoned in to an Inspection Support Agent? No, SFP's can be scheduled **on-line** by the licensee (or their Proxy). They may also be scheduled on the Automated Phone System (IVR – Interactive Voice Recognition) by the licensee, their Proxy, or their Customer (homeowner). Again – 24/7.

4.) What can I do with my pre-purchased (paper) Short Form Permits? They can be used/scheduled up until they expire (4 months from purchase). They **must be** phoned-in to an Inspection Support Agent (301-206-4004) from 8am – 3pm. Please be prepared to provide a real GIS based address that is at or near the job address. Use any commercial electronic mapping system like Google Maps, MapQuest, or equivalent.

5.) Do I use the new ePermitting system for my existing Long Form Permits? Yes, all data/history is being transferred into the new system. So any inspection request can be made online in the new system or on the automated system which as of Monday Nov, 21 will communicate with the new permit system.

6.) How can I access inspection history? All inspection history will be available in the new system by accessing the referenced permit via your CAP Home Page.

7.) I heard that I will be emailed inspection results in real time as the inspectors perform my inspection, is this true? Yes, inspectors will enter inspection results as they complete each inspection. Then the licensee, their proxies, and anyone attached to the permit will receive an auto-email indicating the permit number and pass/fail results. Failures will be accompanied by written descriptions of items in need of correction.