



# User's Manual

# Permit and Review Information

# System (PARIS)

**Water/Sewer Permit Applications**

PARIS Support  
[PARIS@dep.nyc.gov](mailto:PARIS@dep.nyc.gov)  
(718) 595-3088

Version 2.0  
August 30, 2021

## Table of Contents

OVERVIEW .....	2
Registration/Passwords.....	2
Software/Hardware Requirements.....	6
Cookies .....	7
Pop-up Blockers .....	7
HOW TO ACCESS THE SYSTEM.....	1
RETRIEVING A LOST PASSWORD .....	1
MAIN MENU .....	2
START A NEW APPLICATION.....	3
COMPLETING THE FORM .....	4
Water .....	4
Repair/Relay .....	4
Sewer .....	9
Repair/Relay .....	9
SUBMITTING AN APPLICATION .....	11
CHECKING THE STATUS OF AN APPLICATION .....	29
CORRECTING OBJECTIONS AND RESUBMITTING .....	30
RETRIEVING A PERMIT .....	30
CANCELLING AN APPLICATION .....	32
SUBMITTING THE TAP CARD .....	34
TO SUBMIT THE TAP CARD FOR A LINKED PERMIT: .....	34
STANDALONE TAP CARD.....	0

## Overview

The NYC Department of Environmental Protection (DEP) Bureau of Water & Sewer Operations Permit and Review Information System (PARIS) allows applicants to electronically file (e-file) permit applications for water and sewer repair and relays. An e-filing user (for this system, a licensed master plumber) may commence filing these applications as soon as they are registered in the system.

The new system does not change any of the applicable rules associated with the regular filing of an application for permit as contained in the Rules of the City of New York Title 15, Chapter 20, “Rules Governing and Restricting the Use and Supply of Water”, and in Chapter 31, “Rules Governing House/Site Connections to the Sewer System”. The system was created to make the permitting process for these types of permits more efficient.

### *PARIS in brief*

PARIS is a program that allows the filing of water and sewer permit applications with DEP electronically. Currently, the system can be used for repair and relay applications for water and sewer in the City of New York.

It can also be used for:

- Tap Connection
- Wet Connection
- Water Plug
- Tap and Plug
- Wet Connection and Plug
- New Sewer Connection
- Sewer Plug

### *Benefits of the system*

There are many benefits to e-filing for Licensed Master Plumber’s (LMP) and their clients. Permit applications can be created and filed on any day of the week at any hour from virtually anywhere. When an electronic application is submitted, it is sent to a queue virtually for review by DEP staff. The status of the application is accessible at any time by logging into the User’s account. The system is very easy to learn and use. The system provides instantaneous notice by e-mail to the participating User whenever an application has been accepted and whenever the status changes.

## Registration/Passwords

In order to file permit applications on the system, a User must be a LMP in NYC who has registered to file applications on PARIS. First, an account must be created in the system. Go to [NYC DEP PARIS \(epermitsportal.azurewebsites.net\)](http://NYCDEPPARIS.epermitsportal.azurewebsites.net). Click login in the top right corner of the screen (See Figure 1).

## ePermits

### Welcome to the New York City Department of Environmental Protection (DEP) e-Permits Portal

The NYCDEP is pleased to offer online access to request Repair or Relay Permits, and Hydrant Flow Tests. With e-Permits, NYCDEP hopes to deliver more efficient, convenient, and interactive services.




**First Time Users:**

To register, click "Login". After you are redirected to the login page, click "Sign up now". After registering, login to access ePermits.

**Returning Users:**

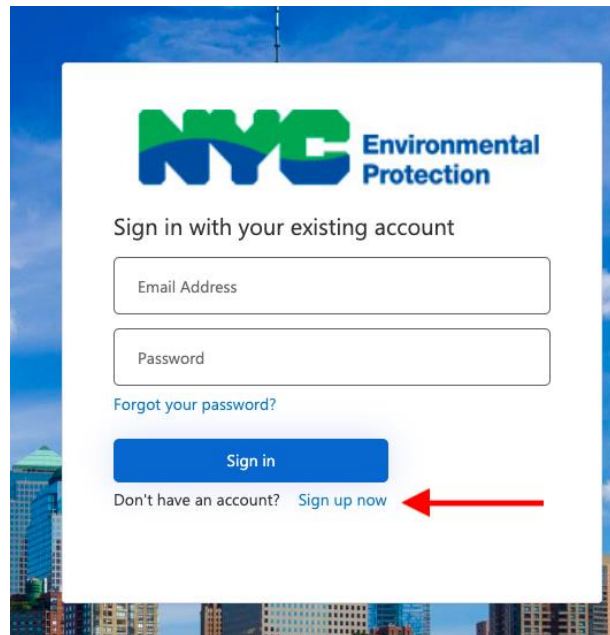
Click "Login". After you are redirected to the login page, enter your email and password to access ePermits.

Log in to DEP's online ePermits system to:

-  Submit and pay for Hydrant Flow Tests and access Hydrant Flow Test Results
-  Submit for Repair or Relay Permits
-  Submit for Tap Card for Repair or Relay Permits, or standalone Tap Card

**Figure 1**

On the following page, the login fields will be shown. Below the "Sign In" button, there is a link to "Sign Up Now". Click the link to register an account. (See Figure 2)

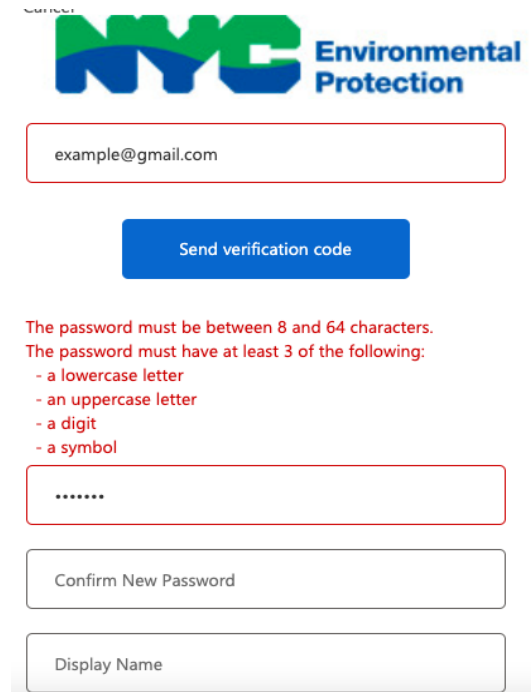


**Figure 2**

When you are taken to the Sign Up screen:

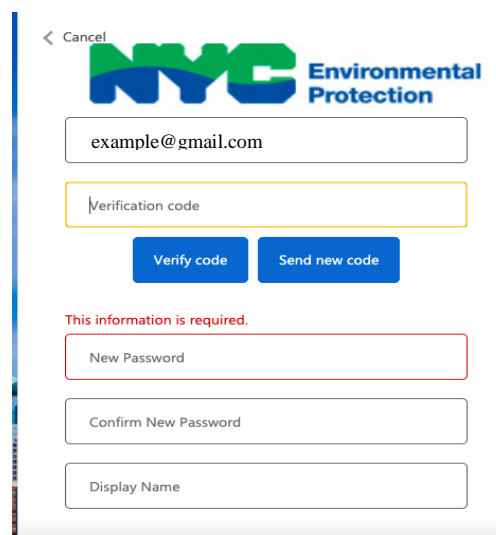
1. Enter the email you want to use for the system.

2. Click “Send Verification Code”.



**Figure 3**

3. Check your email account for the email with the verification code. The email can take several minutes to appear in your inbox.
4. Return to the Sign Up screen and enter the verification code from the email; click “Verify Code”. **\*\*Please Note: You cannot finish creating the account until you have verified the code.**
5. Enter the password you want to use for the system; password requirements. See Figure 3.
6. Pick the Display Name (can be your first name, company name, etc.)
7. Click “Create” to complete sign up.
8. You will be taken to the profile creation screen; fill out all fields with the information you want to use for the account.



**Figure 4**

**ePermits**

Registering yourself as a new user of e-Permits is easy and quick, you can register your new account at your convenience.  
 To create an e-Permits account you must have an active email account.  
 Once you have registered to use e-Permits, you will receive an email confirming your account. If you are a Professional Engineer or a Registered Architect, you will be asked to register your license number when you log-in for the first time.

---

**Profile**

First Name

Last Name

Email

Address1

City

State

Zip Code

Telephone

Company

[➤ Submit](#)

**Figure 5**

9. Email will be sent to your inbox (also check junk/spam boxes) to activate your account; click the link provided in the email, “Activate Account”.
10. Click “Back to Home Page” and click “Login” in the top right.
11. Login using the credentials you just created.
12. You should be taken to a screen that asks if you are a licensed professional and provides a link to the authentication form; download the form (to submit separately), click “Yes” and then “Continue”.

If you are a Professional Engineer or a Registered Architect, you must apply for the appropriate user profile. Select the license type and enter your license number below. To complete the online registration process for your new account, you will need to complete in its entirety, an authentication form. The completed form must be signed and sealed with your professional seal and attested to by a Notary Public. Only original notarized and sealed forms will be accepted. Click the link below to download the authentication form.

If you are using Google Chrome or Microsoft Edge, please right click the link and select "Save Link As" to download the file to your computer. Then open the file using the Adobe Reader application.

[Authentication Form](#)

You may submit the original, sign, sealed, and notarized Authentication form in the following ways:

✉ By mail: NYC Department of Environmental Protection, Water & Sewer Permitting System (WSPS), ATTN: Registrations, 3rd Floor, Low-Rise, 59-17 Junction Blvd, Flushing, NY 11373

👤 In-person at DEP's Main Office in Queens 9605 Horace Harding Expressway – 3rd Floor. Deposit your form in the 3rd floor drop box located by the security guard in the lobby. Attn: Online Permitting Registration.

---

**Professional Information**

If you are a professional, please select Yes, otherwise, select No:

☐ Yes ☐ No

**Figure 6**

Welcome to the NYC Department of Environmental Protection ePermits Portal system.

Thank you for registering your account. Please remember to protect your password and refrain from revealing it to others.

Please click the following link to activate your account.

[Activate Account](#)

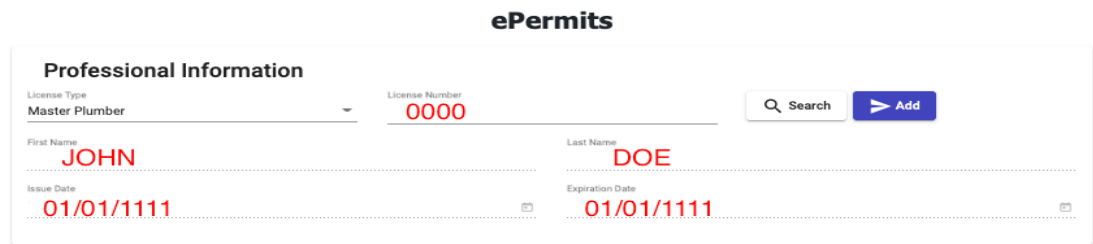
If you have any questions concerning the system, please contact the support line listed below.

Thank you for using the Online ePermits Portal system.

Permitting Support Line  
 718-595-3088

**Figure 7**

13. Select License Type from the dropdown menu; enter license number and click “Search”.
14. License information should generate on the screen; if it is correct, click “Add” so the information is added to your profile.



The screenshot shows the 'ePermits' interface with a 'Professional Information' form. The form includes a 'License Type' dropdown menu set to 'Master Plumber', a 'License Number' field with '0000', and a 'Search' button. Below these are fields for 'First Name' (JOHN), 'Last Name' (DOE), 'Issue Date' (01/01/1111), and 'Expiration Date' (01/01/1111). There is an 'Add' button to the right of the form.

Figure 8

15. You should be taken to the homepage, and there will be message at the top stating that your license information was successfully added.
16. Follow instructions below to make sure license is verified with DEP.

In order to register as an LMP, you must indicate yourself as a professional user on the account, and a person must complete and submit an “Authentication Form” which must be signed and attested by a NYS Notary Public. Once completed, email the form to [PARIS@dep.nyc.gov](mailto:PARIS@dep.nyc.gov) and mail a hard copy to:

NYC Department of Environmental Protection  
ATTN: Registrations (BWSO Office of Online Permitting)  
59-17 Junction Blvd, 3rd Fl., Low-Rise  
Flushing, NY 11373

The request will be checked for completeness and the identification of the LMP will be verified.

The User’s contact information will be provided from the NYC Department of Building (DOB). It is important that the primary address and telephone number associated with the User’s plumbing license be kept up to date with DOB. If the User’s plumbing license is not active, surrendered, or expired, the system will generate an error message and the application will not be submitted to DEP.

### Software/Hardware Requirements

The current minimum requirements for filing are: a computer with Internet access (disable pop-up blockers), a printer, and Adobe Acrobat software, or similar (to convert documents formatted by word processor to portable document format (PDF)).

An internet browser is a program that allows you to access pages on the World Wide Web. It should work with any modern browsers (Microsoft Edge, Google Chrome).

Other browsers, such as Safari, are not supported at this time.

PARIS can be accessed from all computers—and any other device such as mobile phones and tablets with a supported web browser.

## Cookies

The user must have cookies enabled to use the system. The PARIS website uses **session** cookies and only retains information until all user browsers are closed and the session is thus ended. The PARIS website does not write any data to the user's hard drive. The exception to this is if a user selects to save a PDF of a permit.

## Pop-up Blockers

If you have a pop-up blocker installed, you will need to allow pop-ups from the PARIS website.

If you do not have a pop-up blocker installed, you can skip to the next section.

## Attaching Files

The maximum size for file attachments is 100 MB.

The system will accept the following attachment types:

- Word
- Excel
- PDF
- Jpg
- Tif
- TXT



## How to Access the System

The web address of PARIS is [NYC DEP PARIS \(epermitsportal.azurewebsites.net\)](http://epermitsportal.azurewebsites.net)

To login to PARIS, after your account has been created and license verified, click **Login** (top right corner) and enter your email address and password in the appropriate fields. After entering the information click on the **Login** button. Please note that the password is case sensitive.

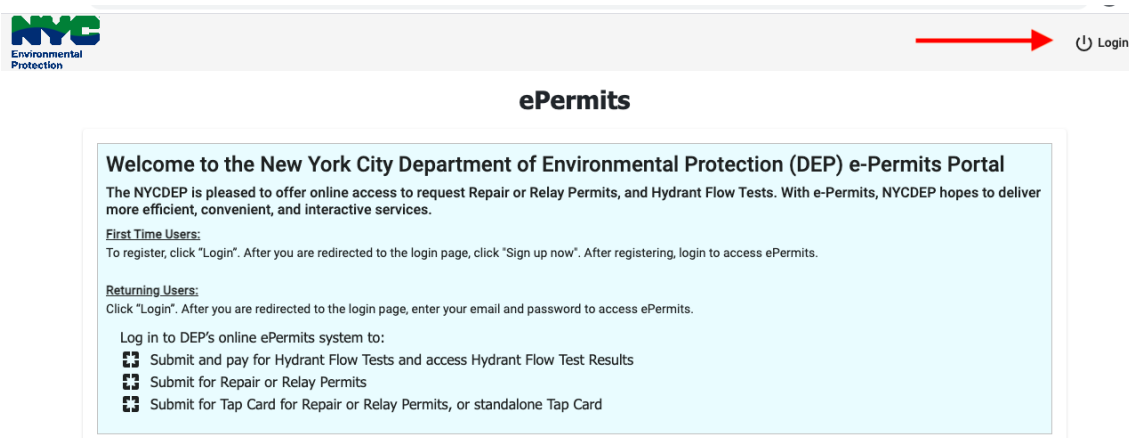


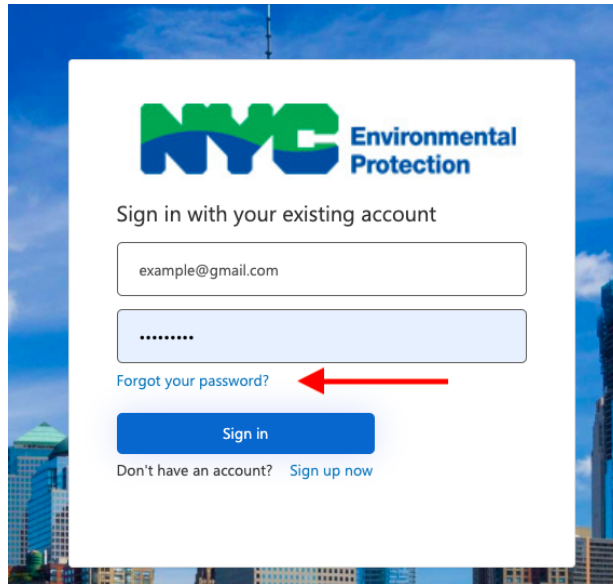
Figure 9

## System Timeout

The System times out after it has been inactive for 60 minutes (1 hour). The following message displays, asking if you would like to leave the page.

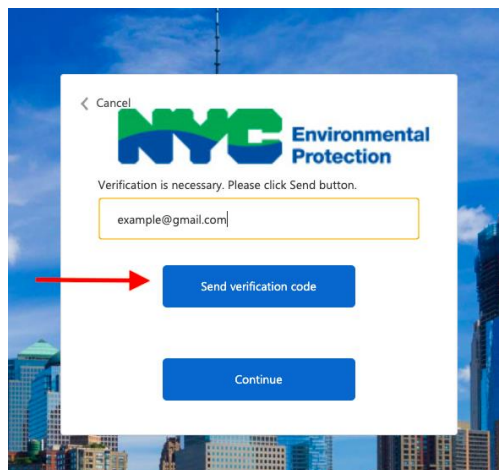
## Retrieving a Lost Password

To retrieve a lost password, click on the password recovery link, **Forgot Your Password?**.



**Figure 10**

After entering the email address associated with account, click “Send Verification Code”.



**Figure 11**

You will receive an email with the verification code.

On the PARIS screen enter the verification code from the email, into the field provided and click **Verify Code**.

Then, click **Continue**.

On the next screen, enter the new password twice in the fields provided, and click **Continue**.

## Main Menu

The main menu screen contains information on all applications entered into the system by the user. Applications in **Draft** can be edited or deleted. Applications **Pending Email Confirmation** are those that have been submitted and need to be confirmed with the link sent to user’s email.

Applications with the status **Review in Progress** have been submitted and confirmed, waiting on decision from reviewer. Applications **Objected** are objected by the reviewer for incorrect or missing information.

Applications shown as **Objection Responded** are being re-reviewed by DEP after the plumber has responded to the objection. Applications **Approved** have been approved by the reviewer, and the permit is available for download.

Once an application has been submitted to DEP, it cannot be deleted or edited. You will have the option to cancel a submitted application. Cancellations will be reviewed by DEP staff and approved or rejected.

First-time Users will see a screen similar to the one below, with no current applications in the system.

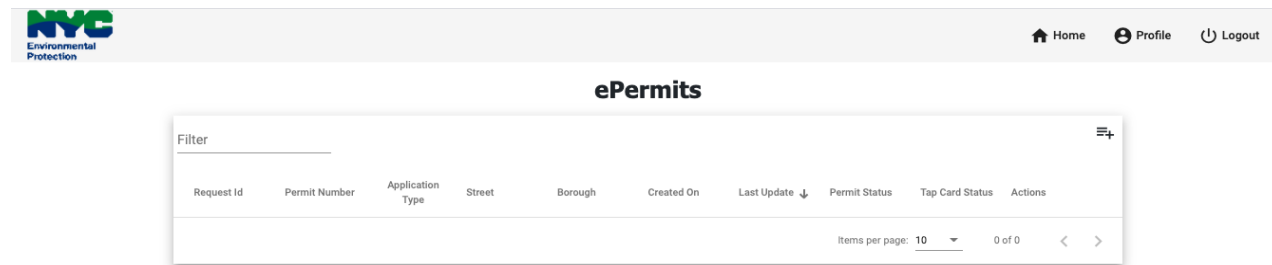
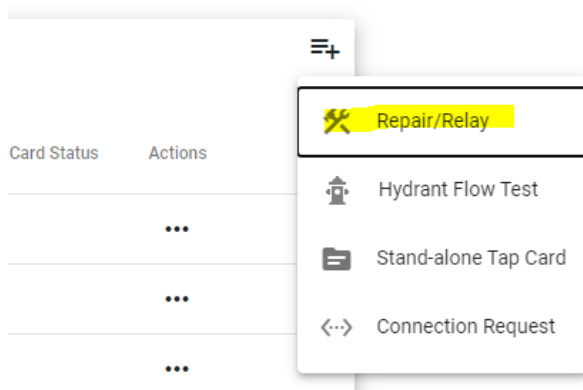


Figure 12

## Start a New Application – Repair/Relay

To start a new application, click on the **Add New Application** button, top right corner of the menu. Select which type of application you want to create from the dropdown.



**Figure 13**

Before you begin a Repair or Relay application, you can click the **DEP Rules, Standards, and Fee Schedule** to get criteria regarding repair and relay applications.

**ePermits**

Refer to the following link for applicable rules for filing permit applications. These rules are contained in the City of New York Title 15 Chapter 20, Rules Governing and Restricting the Use and Supply of Water and Chapter 31 Rule Governing House/ Site Connections to the Sewer System.

[DEP Rules, Standards, and Fee Schedule](#)

**Details**

**Repair/Relay Request**

Form Type \* ?

**Figure 14**

## Completing the Form

For more information on a particular field, hover your mouse over the question mark in the field [picture below]. A text box will appear with additional information.



**Figure 15**

Several of the fields in the application are of general applicability; these include the fields under **Property Information, Plumber, and Owner Information.**

## Water Repair/Relay

Step 1: To begin, select **Water** from the **Form Type** drop down list.

**ePermits**

**i** Refer to the following link for applicable rules for filing permit applications. These rules are contained in the City of New York Title 15 Chapter 20, Rules Governing and Restricting the Use and Supply of Water and Chapter 31 Rule Governing House/ Site Connections to the Sewer System.

[DEP Rules, Standards, and Fee Schedule](#)

Details

**Repair/Relay Request**

Form Type \*  
 Water  
 Sewer

Figure 16

Step 2: Applications for Water will prompt the **Application Type** drop down list. Select **Repair** or **Relay** from the dropdown list. If the permit is for an emergency DOT notice or a DEP 3/10 day notice, check the box to indicate that.

**ePermits**

**i** Refer to the following link for applicable rules for filing permit applications. These rules are contained in the City of New York Title 15 Chapter 20, Rules Governing and Restricting the Use and Supply of Water and Chapter 31 Rule Governing House/ Site Connections to the Sewer System.

[DEP Rules, Standards, and Fee Schedule](#)

Details

**Information:** you have made changes. Any unsaved changes will be lost!

**Relay Request**

Form Type \*  
 Water

Application Type \*  
 Water Relay

☐ Is this for a 3/10 day notice, or DoT emergency permit?

Figure 17

Step 3: Applications for **Repair** will prompt the **Water Repair Type** drop down list. Select the appropriate **Repair Type** for the application.

**ePermits**

**❗ Refer to the following link for applicable rules for filing permit applications. These rules are contained in the City of New York Title 15 Chapter 20, Rules Governing and Restricting the Use and Supply of Water and Chapter 31 Rule Governing House/ Site Connections to the Sewer System.**

[DEP Rules, Standards, and Fee Schedule](#)

Details

**Information:** you have made changes. Any unsaved changes will be lost!

**Repair Request**

Form Type \*

Water

Application Type \*

Water Repair

Water Repair Type

**Figure 18**

Step 4: Enter **Property** information. Complete the required fields **House Number**, **Street** and **Borough** and select the **Auto Complete Address** button. The system will now validate and geocode the address. It will return the Zip Code, Block and Lot numbers.

Select **Property Use** from the dropdown menu and type out how the property is used.

The **Address AKA** and **Location of Connection** are optional fields.

**Property**

House Number \*

Street \*

Borough \*

Auto Complete Address

Zip Code

Block

Lot

State  
NY

Address AKA (if applicable)

Location of Connection

Property Use \*

Please indicate the how the property is used. \*

**Figure 19**

Step 5: Based on the license number supplied on the Authentication Form submitted to the Department, the **Plumber** section is automatically populated with the User's information. DEP obtains this information from DOB data on the license number associated with the User. The User must choose the **Company Name** connected with the application, see Figure 19.

Plumber		
First Name <b>JOHN</b>	Last Name <b>DOE</b>	Address <b>EXAMPLE</b>
City BRONX	State NY	Zip Code
Email <b>example@gmail.com</b>	Phone <b>718-555-5555</b>	Fax
License <b>0000</b>	Company *	

Figure 20

Step 6: Complete all fields in the **Property Owner** section. Be sure to provide the owner's information correctly.

Owner			
Name *		Address *	
City *	State *	Zip Code *	

Figure 21

Step 7: Complete all fields in the **Additional Information** section. Answer **Water Service Type**, **Service Size**, and if there are **Multiple Services**. If the application is for a **Relay**, additionally answer the **Length of service to be repaired**.

Additional Information	
Water Service Type	Service Size (inch)
Length of service to be repaired (feet) *	<input type="checkbox"/> Are There Multiple Services?

Figure 22

Step 8: Before the application can be submitted, the **Acknowledgment** must be completed. Read the “I Acknowledge” statement by using the scrollbar to the right. The checkbox will turn pink when you have scrolled all the way through. Click the box to complete the Acknowledgment. Please note, the checkbox will NOT be accessible until the statement has been scrolled to the bottom to ensure it has been read.

**Acknowledgment**

PERFORMING THE JOB OR IN EXCHANGE FOR CONSIDERATION. VIOLATION IS PUNISHABLE BY IMPRISONMENT OR FINE, OR BOTH.

IT IS UNDERSTOOD AND AGREED THAT THE WORK PROPOSED SHALL BE EXECUTED IN A GOOD AND WORKMAN-LIKE MANNER AND TO THE SATISFACTION OF THE COMMISSIONER OF THE DEPARTMENT OF ENVIRONMENTAL PROTECTION IN ACCORDANCE WITH THE PROVISIONS OF THE ADMINISTRATIVE CODE OF THE CITY OF NEW YORK AND ANY AMENDMENTS THERETO, AND ANY APPLICABLE RULES AND REGULATIONS.

Please read the acknowledgment above to enable the agreement below

☒ I have read and agreed to the above text \*

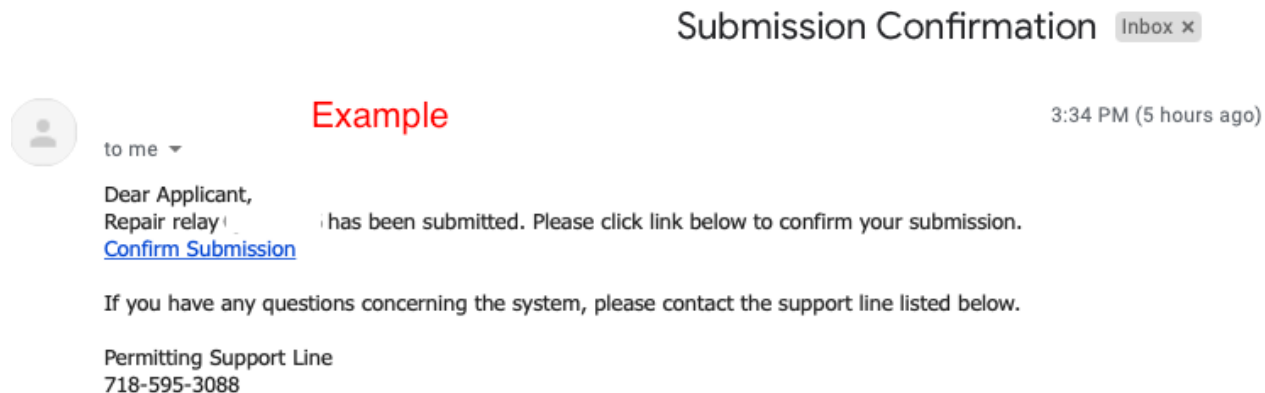
**Figure 23**

Step 9: Click Save, to the save the application and return later. Click Submit, to submit the application for review. Click Cancel to exit the application. Any unsaved changes will be lost. Please note, you can click Save at any time while working on the application to save and come back to it later.

Save Submit Cancel

**Figure 24**

Step 10: Confirm the application using the link in the email sent by the system.



**Figure 25**



## Sewer Repair/Relay

Step 1: To begin, select **Sewer** from the **Form Type** dropdown list.

The screenshot shows the 'ePermits' application interface. At the top, there is a light blue informational box with a link to 'DEP Rules, Standards, and Fee Schedule'. Below this is a purple 'Details' button. The main form area is titled 'Repair/Relay Request'. A dropdown menu for 'Form Type' is open, showing 'Water' and 'Sewer' options. A red arrow points to the 'Sewer' option, indicating it should be selected.

Figure 26

Step 2: Select the appropriate **Application Type** for the application. If this is a permit for a sewer repair order, check the box indicating that.

The screenshot shows the 'ePermits' application interface. At the top, there is a light blue informational box with a link to 'DEP Rules, Standards, and Fee Schedule'. Below this is a purple 'Details' button. A light blue banner message states: 'Information: you have made changes. Any unsaved changes will be lost!'. The main form area is titled 'Relay Request'. It contains two dropdown menus: 'Form Type \*' with 'Sewer' selected, and 'Application Type \*' with 'Sewer Relay' selected. Below these is a checkbox labeled 'Is this for a sewer repair order?' which is currently unchecked.


Figure 27

Step 3: If the application is a repair, Select **Sewer Repair Type** from the dropdown menu that appears.

**ePermits**

**❗ Refer to the following link for applicable rules for filing permit applications. These rules are contained in the City of New York Title 15 Chapter 20, Rules Governing and Restricting the Use and Supply of Water and Chapter 31 Rule Governing House/ Site Connections to the Sewer System.**

[DEP Rules, Standards, and Fee Schedule](#)

 Details

**Information:** you have made changes. Any unsaved changes will be lost!


**Repair Request**

Form Type \*

Sewer

Application Type \*

Sewer Repair



Sewer Repair Type

**Figure 28**

Step 4: The **Property Information** required for the sewer application is the same as that required for the water service application. See and follow the procedure outlined in Step 4 of the Permit for a Water Service Line section of this document. (Page 11)

Step 5: The **Plumber** information required is the same as that required for the water service application. See and follow the procedure outlined in Step 5 of the Permit for a Water Service Line section of this document. (Page 12)

Step 6: The **Owner** information required is the same as that required for the water service application. See and follow the procedure outlined in Step 6 of the permit to Repair a Water Service Line section of this document. (Page 12)

Step 7: Complete all fields in the **Additional Information** section. This section relates to applications for **Repair** or Relay of a sewer connection. Complete the fields, **Type of the sewer house connection is? Type of sewer connected to? Specify the size of the sewer connection.**

If it is a **Sewer Repair**, indicate the **Length of service to be repaired?** Once all fields are completed click **Save**.

**Additional Information**

Type of Sewer House Connection ▼ ⓘ Type of Sewer Connected To ▼ ⓘ Size of Sewer House Connection (inch) ⓘ

Length of service to be repaired (feet) \* ⓘ

**Figure 29**

Step 8: The **Acknowledgment** requirements are the same as the water service application. See and follow the procedure outlined in Step 8 of the Permit for a Water Service Line section of this document. (Page 13)

Step 9: Click Save, to the save the application and return later. Click Submit, to submit the application for review. Click Cancel to exit the application. Any unsaved changes will be lost. Please note, you can click Save at any time while working on the application to save and come back to it later.

Step 10: Confirm the application using the link in the email sent by the system. (Page 14)

### Submitting an Application

Once an application has been created it can be submitted by selecting the **Submit** link under **Activity** in the **Requests in Progress** section. Before an application can be submitted, the user must read and agree to the acknowledgment by checking the box **I have read and agreed to the above text**.

If there are errors within the application, a text box will appear at the top of the screen.

If no errors are found, you will see a note on the screen alerting you that you must confirm the application.

To confirm the application, click on the link provided on the email sent from PARIS see Figure 19.

### Start a New Application – Connection Request

To start a new application, click on the **Add New Application** button, top right corner of the menu. Select which type of application you want to create from the dropdown.

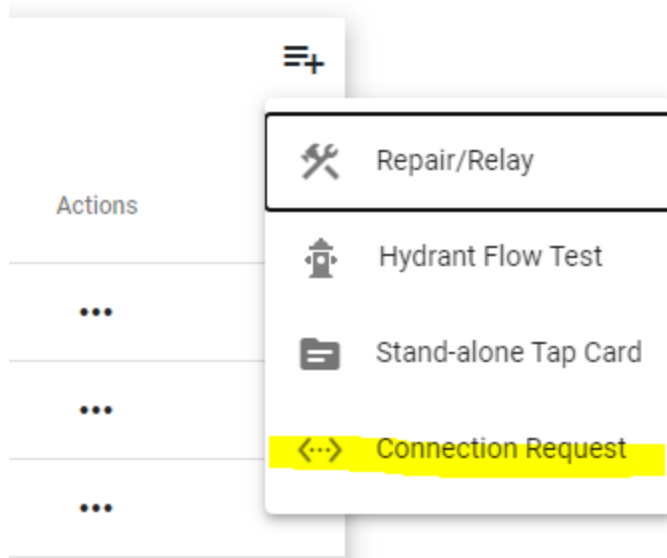


Figure 30

## Completing the Form

For more information on a particular field, hover your mouse over the question mark in the field [picture below]. A text box will appear with additional information.



Figure 31

Several of the fields in the application are of general applicability; these include the fields under **Property**, **Plumber**, and **Owner**.

## Water

Step 1: To begin, select **Water** from the **Form Type** drop down list.

(Asterisk (\*) remarks required fields)

**Information:** you have made changes. Any unsaved changes will be lost!

---

**Water/Sewer Request**

Form Type\*  
 Water ▼ Application Type\* ▼ Is 3/10 day notice, or DOT emergency permit? ▼

DOB New Building or Alteration NO. \_\_\_\_\_

**Figure 32**

Step 2: Applications for Water will prompt the **Application Type** drop down list. Select the application that you need.

If the permit is for an emergency DOT notice or a DEP 3/10 day notice, select **Yes** from the dropdown.

If there is a number for DOB New Building or Alteration, you can enter it in the field.

(Asterisk (\*) remarks required fields)

**Information:** you have made changes. Any unsaved changes will be lost!

---

**Water/Sewer Request**

Form Type\*  
 Water ▼ Application Type\* ▼ Is 3/10 day notice, or DOT emergency permit? ▼

DOB New Building or Alteration NO. \_\_\_\_\_

**Property**

House Number \_\_\_\_\_ Street Name \_\_\_\_\_

*Application Type dropdown menu options:*

- Tap Connection
- Wet Connection
- Water Plug
- Tap Conn and Plug
- Wet Conn and Plug

**Figure 33**

Step 3: Enter **Property** information. Complete the required fields **House Number, Street, Borough, Block and Lot**.

You are required to provide **Property Status**.

Select **Property Use** from the dropdown menu and type out how the property is used.

The **Address AKA** and **Tentative Lot Numbers** are optional fields.

Please note: You cannot save the application until this has been filled out.

Property			
House Number*	Street Name*		
Borough*	Block*	Lot Number*	
	0 / 5	0 / 4	
Property Status*	Property Use*	Specify Other Property Use*	
Address AKA (if Applicable)		Tentative Lot(s) Number(s)	

Figure 34

Step 4: Based on the license number supplied on the Authentication Form submitted to the Department, the **Plumber** section is automatically populated with the User's information. DEP obtains this information from DOB data on the license number associated with the User. The User must choose the **Company Name** connected with the application, see Figure .


Plumber		
First Name <b>JOHN</b>	Last Name <b>DOE</b>	Address <b>EXAMPLE</b>
City BRONX	State NY	Zip Code
Email <b>example@gmail.com</b>	Phone <b>718-555-5555</b>	Fax
License <b>0000</b>	 Company *	

Figure 35

Step 5: Complete all required fields in the **Owner** section.

Owner		
Owner Name*	Owner Address*	
Owner City*	Owner State*	Owner Zip Code*
		0 / 10
+1 Owner Business Phone	+1 Owner Fax Number	Owner Email

Figure 36

Step 6: In order to add the necessary connection information, you must save the application. Save button located at the bottom of the page.

Please note: You cannot save the application until the address has been entered fully and application type chosen.

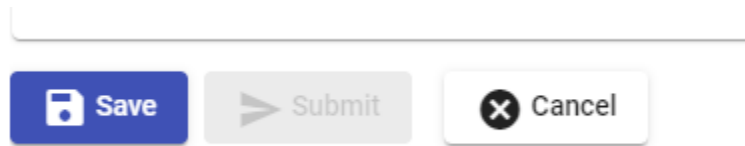


Figure 37

Step 7: Once the application has been successfully saved (there will be a text box indicating if it has or not), the **Connections** and **Files** tabs will appear. Figure 38.

Step 8: Go to the Connections tab. Click **Add Connection**.

Add all connections necessary.

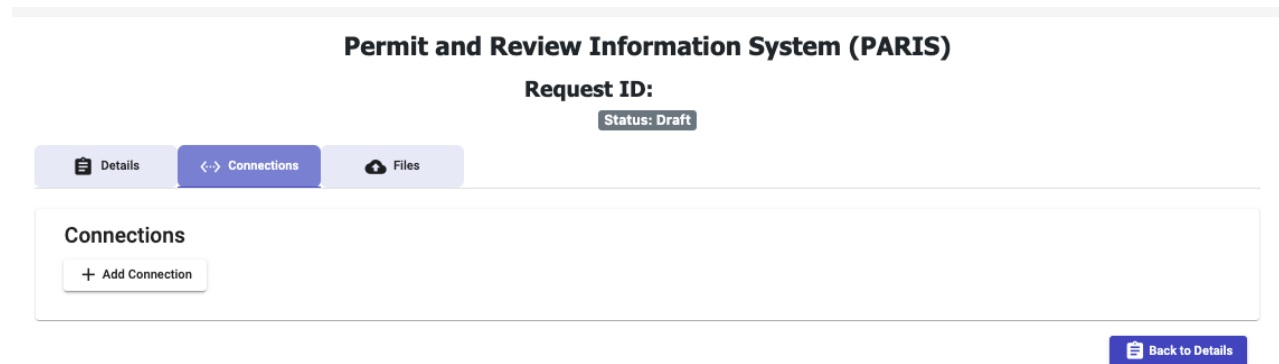


Figure 38

See figures in the following sections of what the connections sections look like for water applications.

Click Save when you are done filling out the connection details.

For Tap&Plug and Wet Connection&Plug applications, you will only be allowed to add one connection.

If you have a cross connection number, you can enter it in the connection details.

## Tap Connection

### Connection Request:

(Asterisk (\*) remarks required fields)

**Connection Detail**

Connection Type\*

Tap Connection

Location of Connection (Cut-On Street)\*

Temporary Connection?\*

Service Type\*

Service Size (inch)\*

Connection Size (inch)\*

Length of Service (feet)\*

Cross Connection #

Save

Cancel

Figure 39

## Wet Connection

### Connection Request:

(Asterisk (\*) remarks required fields)

**Connection Detail**

Connection Type\*

Wet Connection

Location of Connection (Cut-On Street)\*

Temporary Connection?\*

Service Type\*

Service Size (inch)\*

Connection Size (inch)\*

Length of Service (feet)\*

Cross Connection #

Save

Cancel

Figure 40



## Water Plug

### Connection Request: 1

(Asterisk (\*) remarks required fields)

#### Connection Detail

Connection Type\*

Water Plug


Location of Connection (Cut-On Street)\*

Service Type to be Destroyed\*

Service Size to be Destroyed (inch)\*

Connection Size to be Destroyed (inch)\*

Is plug in the same trench as existing connection?\*

 Save


 Cancel

Figure 41

## Tap Connection and Plug

### Connection Request:

(Asterisk (\*) remarks required fields)

**Connection Detail**

Connection Type\*  
Tap Conn and Plug

Location of Connection (Cut-On Street)\*

Temporary Connection?\*

Service Type\*

Service Size (inch)\*

Connection Size (inch)\*

Length of Service (feet)\*

Cross Connection #

Service Type to be Destroyed\*

Service Size to be Destroyed (inch)\*

Connection Size to be Destroyed (inch)\*

Is plug in the same trench as existing connection?\*

 Save  Cancel

Figure 42

## Wet Connection and Plug

### Connection Request:

(Asterisk (\*) remarks required fields)

#### Connection Detail

Connection Type\*  
Wet Conn and Plug

Location of Connection (Cut-On Street)\*

Temporary Connection?\*

Service Type*	Service Size (inch)*	Connection Size (inch)*
Length of Service (feet)*	Cross Connection #	
Service Type to be Destroyed*	Service Size to be Destroyed (inch)*	Connection Size to be Destroyed (inch)*

Is plug in the same trench as existing connection?\*

Save

Cancel

Figure 43

Step 9: Files can be added at any time after the application has been saved, before it is submitted. Please note: For applications where Owner's Consent is required, you must upload the Owner's Consent form prior to submission. If it is not added, you will receive an error from the system and you won't be able to proceed with submission.

Step 10: The **Water Connection Information** section is optional; fill out when applicable.

Step 11: Before the application can be submitted, the **Acknowledgment** must be completed. Read the "I Acknowledge" statement. Click the box to complete the Acknowledgment.

## Acknowledgment

I ACKNOWLEDGE:  
THAT THE INFORMATION CONTAINED HEREIN IS TRUE, ACCURATE AND COMPLETE AND IS IN COMPLIANCE WITH ALL APPLICABLE ADMINISTRATIVE CODE PROVISIONS AND ALL DEPARTMENT RULES, REGULATIONS AND DIRECTIVES. I CERTIFY THAT I AM THE APPLICANT WHO IS ENTITLED TO APPLY FOR A PERMIT. ANY INACCURATE INFORMATION SUBMITTED MAY RESULT IN PERMIT REVOCATION, DISCIPLINARY ACTIONS, OR OTHER SANCTIONS.

FALSIFICATION OF ANY STATEMENT CONTAINED HEREIN MAYBE PUNISHABLE BY A FINE OR IMPRISONMENT OR BOTH.

IT IS UNLAWFUL TO GIVE TO A CITY EMPLOYEE, OR FOR A CITY EMPLOYEE TO ACCEPT, ANY BENEFIT, MONETARY OR OTHERWISE, EITHER AS A GRATUITY FOR PROPERLY PERFORMING THE JOB OR IN EXCHANGE FOR CONSIDERATION. VIOLATION IS PUNISHABLE BY IMPRISONMENT OR FINE, OR BOTH.

IT IS UNDERSTOOD AND AGREED THAT THE WORK PROPOSED SHALL BE EXECUTED IN A GOOD AND WORKMAN-LIKE MANNER AND TO THE SATISFACTION OF THE COMMISSIONER OF THE DEPARTMENT OF ENVIRONMENTAL PROTECTION IN ACCORDANCE WITH THE PROVISIONS OF THE ADMINISTRATIVE CODE OF THE CITY OF NEW YORK AND ANY AMENDMENTS THERETO, AND ANY APPLICABLE RULES AND REGULATIONS.

☐ I have read and agreed to the above text

Figure 44

Step 11: Click Save, to the save the application and return later. Click Submit, to submit the application for review. Click Cancel to exit the application. Any unsaved changes will be lost. Please note, you can click Save at any time while working on the application to save and come back to it later.

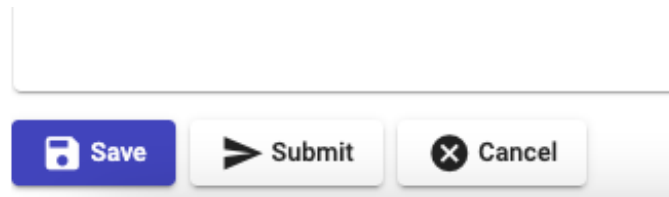


Figure 45

Step 12: Confirm the application using the link in the email sent by the system.

## Sewer

Step 1: To begin, select **Sewer** from the **Form Type** drop down list.

(Asterisk (\*) remarks required fields)

**Information:** you have made changes. Any unsaved changes will be lost!

---

**Water/Sewer Request**

Form Type:  
Sewer

Application Type:  
Sewer Connection  
Sewer Plug

DOB New Building or Alteration NO.

Is this for a sewer repair order?

Figure 46

Step 2: Select **Application Type**.

If the application is for a Sewer Repair Order, select **Yes** from the dropdown.

Step 3: Fill out all required fields in the **Property** section.

The screenshot shows a form titled "Property". It contains three dropdown menus: "Borough\*", "Property Status\*", and "Property Use\*". Below these, there is a text input field labeled "Specify Other Property Use\*".

Property		
Borough*	Property Status*	Property Use*
Specify Other Property Use*		

**Figure 47**

Step 4: **Plumber** section is the same as water connection application.

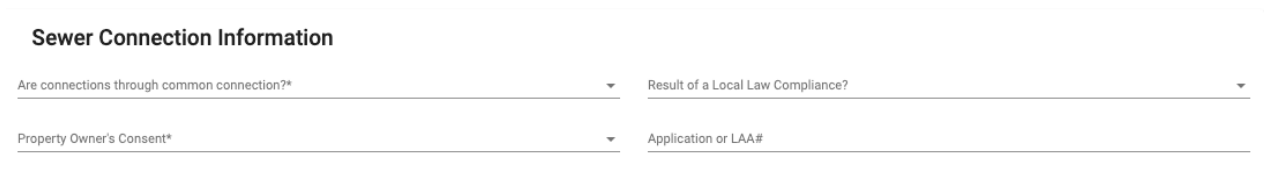
Step 5: **Owner** section is the same as water connection application.

Step 6a: If this is a **Sewer Plug** application, you must indicate if there is **Property Owner's Consent**.

Please note, if you answer **No**, you will not be able to submit your application until you answer **Yes** and attach it.

Step 6b: If this is a **Sewer Connection** application, answer all required fields in **Sewer Connection Information**.

Please note, if you answer **No** to **Property Owner's Consent**, you will not be able to submit your application until you answer **Yes** and attach it.

The screenshot shows a form titled "Sewer Connection Information". It contains four dropdown menus: "Are connections through common connection?", "Result of a Local Law Compliance?", "Property Owner's Consent\*", and "Application or LAA#".

Sewer Connection Information	
Are connections through common connection?	Result of a Local Law Compliance?
Property Owner's Consent*	Application or LAA#

**Figure 48**

Step 7: In order to add the necessary connection information, you must save the application.

Save button located at the bottom of the page.

Please note: You cannot save the application until the address has been entered fully and application type chosen

Step 8: Once the application has been successfully saved (there will be a text box indicating if it has or not), the **Connections** and **Files** tabs will appear.

Step 9: Go to the Connections tab. Click **Add Connection**.

Add all connections necessary.

See figures in the following sections of what the connections sections look like for water applications.

### Sewer Connection

#### Connection Request:

The screenshot shows a web form titled "Connection Request:" with a sub-header "Connection Detail". The form contains several input fields and dropdown menus:

- Connection Type\***: A dropdown menu with "Sewer Connection" selected.
- House No\***: A text input field.
- Street Name\***: A text input field.
- Address AKA**: A text input field.
- Block No\***: A text input field.
- Lot No\***: A text input field.
- Tentative Lot Number(s)**: A text input field.
- Location of Connection (Cut-On Street)\***: A text input field.
- Temporary Connection?\***: A dropdown menu.
- Method of Connection\***: A dropdown menu.
- DOB New Building or Alteration No.**: A text input field.
- Connection Size (inch)\***: A dropdown menu.
- Connection To\***: A dropdown menu.
- Sewer Main Type\***: A dropdown menu.
- House Connection Type\***: A dropdown menu.

At the bottom of the form, there are two buttons: a blue "Save" button with a floppy disk icon and a grey "Cancel" button with an "X" icon.

Figure 49

### Sewer Connection – Common Connection

1<sup>st</sup> Connection: See Figure 49.

Following Connections:

**Connection Request:**

(Asterisk (\*) remarks required fields)

**Connection Detail**

Connection Type\*  
Sewer Connection

House No\*  

---

Street Name\*  

---

Address AKA  

---

Block No\*  

---

Lot No\*  

---

Tentative Lot Number(s)  

---

Save

Cancel

Figure 50

Sewer Plug

**Connection Request:**

(Asterisk (\*) remarks required fields)

**Connection Detail**

Connection Type\*  
Sewer Plug

House No\*  

---

Street Name\*  

---

Address AKA  

---

Block No\*  

---

Lot No\*  

---

Tentative Lot Number(s)  

---

Location of Connection (Cut-On Street)\*  

---

Connection Size to be Destroyed (inch)\*  

---

Connection To\*  

---

Sewer Main Type\*  

---

House Connection Type to be Destroyed\*  

---

Save

Cancel

Figure 51

Step 10: Files can be added at any time after the application has been saved, before it is submitted.

Please note: For applications where Owner's Consent is required, you must upload the Owner's Consent form prior to submission. If it is not added, you will receive an error from the system and you won't be able to proceed with submission.

Step 11: Before the application can be submitted, the **Acknowledgment** must be completed.

Read the "I Acknowledge" statement. Click the box to complete the Acknowledgment. (Figure 44)

Step 12: Click Save, to save the application and return later. Click Submit, to submit the application for review. Click Cancel to exit the application. Any unsaved changes will be lost. Please note, you can click Save at any time while working on the application to save and come back to it later. (Figure 45)

Step 13: Confirm the application using the link in the email sent by the system.

## Submitting an Application

Once an application has been created it can be submitted by selecting the **Submit** button under **Activity** in the **Requests in Progress** section. Before an application can be submitted, the user must read and agree to the acknowledgment by checking the box **I have read and agreed to the above text**.

If there are errors within the application, a text box will appear at the top of the screen.

If no errors are found, you will see a note on the screen alerting you that you must confirm the application.

To confirm the application, click on the link provided in the email sent from PARIS see Figure 19.

## Payments— Connections

Once an application has been Approved by the reviewer, you will be able to submit your payment. Please Note: You will not be able to access the permit until the payment has been submitted.



You will receive an email from the system notifying you that payment is due.

Please Note: Applications pending payment for more than 10 days will expire; you will then have to submit a new application.

Step 1: The status of the payment will change to **Pending Payment**.

Click the status, highlighted in blue, to open the application. Scroll to the bottom, and you will see **Proceed to Payment**. Click to proceed.

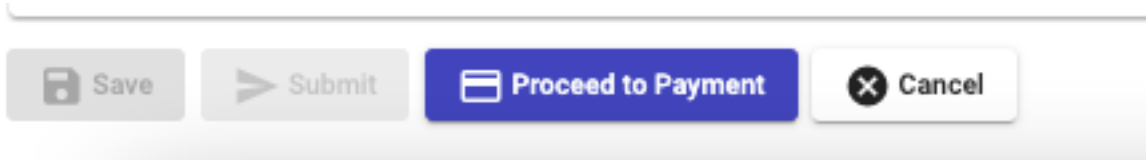
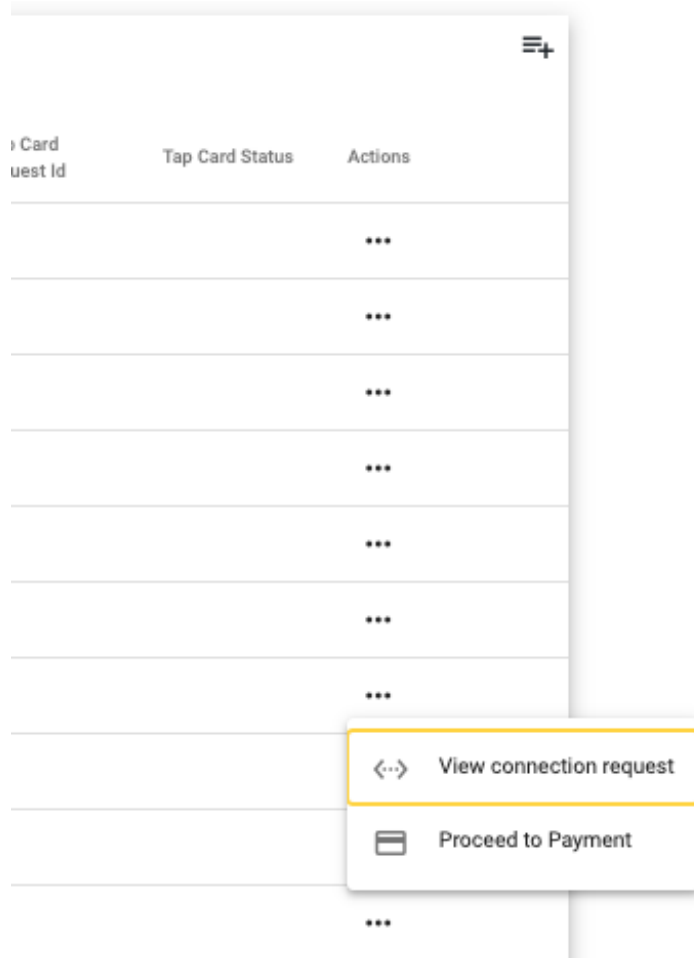


Figure 52


You can also click the **Actions** button, and you will see the option to **Proceed to Payment**.



The screenshot shows a table with three columns: 'Card Request Id', 'Tap Card Status', and 'Actions'. There are eight rows in the table. The 'Actions' column for each row contains three dots '...'. A dropdown menu is open from the 'Actions' column of the fourth row. The menu has two options: 'View connection request' with a '<...>' icon, and 'Proceed to Payment' with a card icon. The 'Proceed to Payment' option is highlighted with a yellow border.

Card Request Id	Tap Card Status	Actions
		...
		...
		...
		...
		...
		...
		...
		...

<...> View connection request

 Proceed to Payment

**Figure 53**

Step 2: When you click **Proceed to Payment**, you will be taken to a page summarizing your payment and what it is for.

Click **Pay Now** to continue.

Please Note: If you pay the fee with a credit card, there is a 2.00% additional convenience fee that will be added.

**Permit and Review Information System (PARIS)**

The fee for this request is: \$462.00.

You will provisionally receive credit for making your payment on the date that you click the Process Payment button on this website. However, it may take up to two or more business days for your payment to be reflected on this website. Your payment will not be considered final until it is deemed settled by your financial institution. This means that if, for example, there is not enough money in your bank account or if your payment fails to settle, you will not receive credit for making your payment. Your bill will be reinstated, and you may be charged interest and penalties.

To pay by electronic check, you will need your checking account and routing number. There is no additional fee. Credit and debit card payments are charged a service fee of 2.00% of the payment amount. This fee is nonrefundable.

**Payment Information**

Confirm your payment detail :

Invoice Number

Request Number

Amount

Payment Method      Online Payment

Figure 54

Step 3: You will be taken to the NYC Department of Finance (DOF) CityPay website to pay the permit fee.

There will be text at the top of the screen stating that you are being redirected for the DOF site.  
Please Note: The CityPay website is solely maintained by NYC DOF. We do not control or have access to it.

Step 4: Review your payment, broken down by fee on the left side of the screen.

Example shown in Figure \_\_ is for a wet connection paid by credit card. Payment broken down by administrative fee and connection fee.

<b>Item Total:</b>	<b>\$462.00</b>
<b>Service Fee:</b>	<b>\$9.24</b>
<b>Payment Amount:</b>	<b>\$471.24</b>
<hr/>	
Request Number:	
Invoice ID:	
Connection Type: Wet Connection	
Wet Connection fee	\$202.00
<hr/>	
Request Number:	
Invoice ID:	
Connection Type: Wet Connection	
Water connection fee	\$200.00
<hr/>	

Figure 55

Step 5: Pay with either eCheck or credit card. Fill out all required fields.

The screenshot shows the 'eCheck' payment form. At the top, there are two tabs: 'eCheck' (selected) and 'Credit Card'. Below the tabs, a message states: 'To pay by electronic check, you will need your checking account and routing number. There is no additional fee.' The main section is titled 'Billing Information' and contains the following fields: First Name, Last Name, Country (a dropdown menu with 'United States' selected), Address, City, State (a dropdown menu with 'New York' selected), Postal Code, Phone, Email, and Re-enter Email. At the bottom, there are two buttons: 'CONTINUE' and 'RETURN TO DEP HOME'. A small note at the very bottom says: 'You can review the payment before it's final.'

Figure 56

The screenshot shows the 'Credit Card' payment form. At the top, there are two tabs: 'eCheck' and 'Credit Card' (selected). Below the tabs, a message states: 'Credit and debit card payments are charged a service fee of 2.00% of the payment amount. This fee is nonrefundable.' The main section is titled 'Billing Information' and contains the following fields: First Name, Last Name, Country (a dropdown menu with 'United States' selected), Address, City, State (a dropdown menu with 'New York' selected), Postal Code, Phone, Email, and Re-enter Email. At the bottom, there are two buttons: 'CONTINUE' and 'RETURN TO DEP HOME'. A small note at the very bottom says: 'You can review the payment before it's final.'

Figure 57

Step 6: After clicking **Continue** and entering your payment information, you will be taken to a confirmation page to review and submit your payment.

### Payment Review

By clicking “Pay Now” you:

1. confirm that you are authorized to instruct this payment using the credit card, debit card or checking account included in your payment instructions;
2. authorize the City of New York to charge your account for the payment amount and, if applicable, the Service Fee;
3. confirm that the information provided by you is true, complete, and correct to the best of your knowledge and is supplied in good faith;
4. acknowledge that you have read and agree to the Terms and Conditions for using this site.

Figure 58

Step 7: When your payment is successful, you will be taken back to the PARIS website. You will see your Invoice Number, and you will be able to continue back to your homepage.

You will also receive an email from DOF with your payment confirmation.

Please allow a few minutes for the site to update before trying to access your permit.

### Permit and Review Information System (PARIS)

#### Payment is Successful

You have successfully made the payment for the invoice number listed below. Your request has been submitted to DEP. You may view permit(s) on the home page by clicking the Back to Home Page button.

Invoice Number:

▲ If you do not see the permit(s) on the home page, please wait momentarily and click the refresh button of your browser to reload the page.

[Back to Home Page](#)

Figure 59

Step 8: The status of your permit will change to **Approved**.

## Checking the Status of an Application

The status of a submitted application can be found in the **Status** column in the **Permit Status** section. Clicking the status will open the application.

Applications in the **Draft** category have been saved, but not submitted. (Draft expires after 30 days)

Applications in the **Review in Progress** category have been submitted to DEP.

Applications in the **Objected** category have been processed and given objections by DEP.

Applications in the **Objection Responded** category are being re-reviewed by DEP after a response to an objection has been submitted.

Applications in the **Approved** category have been processed and approved by DEP.

Applications in the **Cancel Pending** category have cancellation requests in review by DEP.  
(Repair/Relay only)

Applications in the **Cancelled** category have been cancelled by the user and approved by DEP.  
(Repair/Relay only)

Applications in the **Pending Payment** category are awaiting payment.

## Correcting Objections and Resubmitting

If the status of your application is shown as **Objected**:

Step 1: Click the three dots to the right under **Actions** to show the dropdown menu; click **View Repair/Relay or View Connections**.

You can also click the status of the permit to open the application (where highlighted blue).

Step 2: Click the **Objections** tab (highlighted in red) to view the objections from the reviewer.

Step 3: To add a response to an objection click on **Add Response**.

Step 4: Type your response in the **Response Comment** text field and click **Save**.

Step 5: You can edit your response again by clicking **Add a Response** or click the **Back to Details** button.

Step 6: If applicable, you will have the ability to make any changes requested by the Department on the application.

Step 7: Re-review the **Acknowledgment** and check the box saying you have read and agree to the statement.

Step 8: Click the **Submit** button.

## Retrieving a Permit – Repair/Relay

If the status of your application is shown as **Approved**:

Step 1: Click on the three dots under **Actions** to show the dropdown menu or click **Approved** to open the application.

Step 2: You can click on **View Permit PDF** to immediately download the permit.

You can also click **View Repair/Relay** and go to the Files tab; when you click on the permit file, it will automatically download as a PDF.

**Status: Approved**

**Refer to the following link for applicable rules for filing permit applications. These rules are contained in the City of New York Title 15 Chapter 20, Rules Governing and Restricting the Use and Supply of Water and Chapter 31 Rule Governing House/ Site Connections to the Sewer System.**

[DEP Rules, Standards, and Fee Schedule](#)

Details

Files

Objections

Cancellation

### Uploaded Files

File Name	File Size	Comment	Created On	
View Permit PDF	222KB		Jan 28, 2021, 9:11:39 PM	

[Back to Details](#)

Figure 60

## Retrieving a Permit – Connections

If the status of your application is shown as **Approved**:

Step 1: Open the application by clicking the blue **Approved** status and going to the Files tab, in the same way described for repair/relay permits (above).

You can also click the Actions list in the second row, where the permit number is listed. You will see that the status in the second row is in black and cannot be clicked on.

There will be a row for each connection under the Request ID. Each connection will have its own permit PDF.

Filter <span style="float: right;">≡</span>										
Request Id	Permit Number	Application Type	Street	Borough	Created On	Last Update ↓	Permit Status	Tap Card Request Id	Tap Card Status	Actions
<b>Example</b>		Wet Connection					Approved			...
	<b>Example</b>	Wet Connection					Approved			...

[View Permit PDF](#)

Figure 61

## Cancelling an Application – Repair/Relay Only

If you would like to cancel your permit application after it has been submitted or approved:

Step 1: Open the permit application (using **Actions** tab or clicking the **Permit Status**).

Step 2: Click the **Cancellation** tab.

Step 3: Click the line under **Cancellation Reason** and enter your reason for cancellation.

Step 4: Click **Submit Cancellation**. Text box will appear on the screen stating the request has been submitted.

Step 5: Permit Status will show as **Cancel Pending**. Cancellation request will be reviewed by DEP reviewer(s). You will receive an email notifying you when a decision has been entered.

Step 6a: If your request is approved, the **Permit Status** on the Main Menu will change to **Cancelled**. You will be able to open and view the application, but you will not be able to make any changes.

Step 6b: If your request is rejected, the **Permit Status** on the Main Menu will change to **Review in Progress**. Reviewer(s) will continue to review your permit application.

## Renewing a Permit – Connections Only

If your project is not able to be completed within 60 days, you have the option to renew the permits as needed.

The new permit will supersede the old; the old permit will be void.

Please Note: You can only renew a request that has been approved before it expires. Once the permit has expired, you can no longer renew it.

Step 1: Select the permit you would like to renew. Click the **Actions** tab on the permit number row. You will see the option to **Renew Connection Request**. Click to start renewing the connection request.



**Permit and Review Information System (PARIS)**

Filter										⋮
Request Id	Permit Number	Application Type	Street	Borough	Created On	Last Update ↓	Permit Status	Tap Card Request Id	Tap Card Status	Actions
<b>Example</b>		Wet Connection					Approved			⋮
	<b>Example</b>	Wet Connection					Approved			<a href="#">View connection request</a>
		Sewer Plug					Draft			<a href="#">Renew connection request</a>

Figure 62

Step 2: This will open the request. Go to the **Connections** tab.

Step 3: There will be a checkbox next to the connections you added. Check the box to select for renewal.

You will not be able to make any edits to the application.

Step 4: Click “Renew Connection” to save your renewal request.

Step 5: Click Back to Details to go back to the Details screen.

Step 6: Click Submit to submit your request. This request will get a new Request ID, displayed on the homepage.

Step 7: Confirm your application using the link in your email.

## Submitting the Tap Card

The complete online permit process includes the submission of the tap card data electronically (previously provided as the Affidavit of Work or Self-Certification of Work). The LMP must submit an electronic tap card for every water service permit to report the work completed as per the approved permit. Failure to complete all phases of this online process is considered a violation of Chapter 20, 20-01 (c).

After an applicable permit has been issued, the **Tap Card Status** will change to **Pending**.

Permit and Review Information System (PARIS)									
Filter <span>≡</span>									
Request Id	Permit Number	Application Type	Street	Borough	Created On	Last Update ↓	Permit Status	Tap Card Status	Actions
Example	Example	Water Relay	Example		01/29/2021	01/29/2021	Approved	Pending	...

Figure 63

### To submit the Tap Card for a linked permit:

Step 1: Click the **Actions** button and select **View Tap Card** or click **Pending**.

Step 2: Permit/Contract # should be automatically populated. Enter the missing Tap Card Information, **Have you broken the meter seal? Date Work Performed**.

Status: Pending

Details

Files

(Asterisk (\*) remarks required fields)

### Tap Card

**I ACKNOWLEDGE:**  
**IN PERFORMANCE OF THE PERMITTED REPAIR/RELAY WORK AND IN COMPLIANCE WITH SECTION 20-05 (n) OF TITLE 15 CHAPTER 20, RULES GOVERNING AND RESTRICTING THE USE AND SUPPLY OF WATER.**

Have you broken the meter seal?\* ▼

Work Type\* ▼ ? Date Work Performed\* 📅 ? Permit/Contract#\* **Example** ?

Figure 64

Step 3: **Property Information** and **Plumber** information should already be populated from the linked permit.

Step 4: Fill out all fields for **Connection**.









Connection			
Connection Type* 		Tap Size (inch)* 	
Connection Located On* 	Connection Located Between* 	Connection Located And* 	
Water Main Type* 	Water Main Size (inch)* 	Depth of Water Main (feet)* 	

Figure 65

Step 5: Fill out all fields for **Location of Connection**.








Location of Connection 				
Location Point 1 (feet)*	feet	Location Point 1 (direction)* 	of the	Location Point 1 (line direction)* 
				Location Point 1 (line)* 
Location Point 2 (feet)*	feet	Location Point 2 (direction)* 	of the	Location Point 2 (line direction)* 
				Location Point 2 (line)* 

Figure 66

Step 6: Fill out all fields for **Service**.




Service			
Service Type* 	Service Size (inch)* 	Service Material* 	
Service Length (feet)* 	Service Length Repaired (feet)* 	New Service Connected To* 	
Previous Service Material* 	Previous Service Size (inch)* 		

Figure 67

Step 7: Enter any **Comments** if applicable.


Comments 
Notes/Comments
<hr/>
0/500

Figure 68

Step 8: Read the **Acknowledgment**, and check the box stating that you have read and agreed to the text.



**Acknowledgment**

**I CERTIFY:**

**THAT THE INFORMATION CONTAINED HEREIN IS TRUE, ACCURATE AND COMPLETE. FALSIFICATION OF ANY STATEMENT CONTAINED HEREIN MAYBE PUNISHABLE BY A FINE OR IMPRISONMENT OR BOTH (NYC ADM. CODE. SEC.24-346).**

☐ I have read and agreed to the above text

**Save** **Submit** **Cancel**

**Figure 69**

Step 9: Click **Save** to save the application as a Draft. Click **Submit** to submit the application for review.

Step 10: Confirm the application using the link in the email sent by the system.

Step 11: The application will be sent to DEP reviewer(s). You will receive an email when a decision is made.

Step 12a: If the application is approved by the reviewers, **Tap Card Status** will change to **Completed**. Approval letter can be accessed by clicking the Actions button to open the drop down. Click **View Approval Letter PDF** to download the letter. You can also access the letter by clicking the **Approved** status and going to the **Files** tab.

Step 12b: If the application is objected, see how to respond to objections on Page 18.

## Standalone Tap Card

Step 1: Select **Stand-alone Tap Card** from the Add New Application dropdown.

Step 2: Fill out the **Tap Card** field. Read the **Acknowledgment** at the top of the field.

Permit and Review Information System (PARIS)

New Tap Card Request

Details

(Asterisk (\*) remarks required fields)

Tap Card

I ACKNOWLEDGE:  
IN PERFORMANCE OF THE PERMITTED REPAIR/RELAY WORK AND IN COMPLIANCE WITH SECTION 20-05 (n) OF TITLE 15 CHAPTER 20, RULES GOVERNING AND RESTRICTING THE USE AND SUPPLY OF WATER.

Have you broken the meter seal?\*

Work Type\*

?

Date Work Performed\*

?

Permit/Contract#\*

?

Figure 70

- Answer if you have broken the meter seal. If yes, another field will appear for you to enter the meter number.
- Enter the **Work Type** using the dropdown menu.
- Enter the date work was performed.
- Enter the **Permit #/Contract #** this Tap Card is needed for.

Step 3: Enter **Property** information. Complete the required fields **House Number**, **Street** and **Borough** and select the **Auto Complete Address** button. The system will validate and geocode the address, populating the **Zip Code**, **Block** and **Lot**.

The **Address AKA** is an optional field.

Step 4: **Plumber** information should be automatically generated from profile information. Review the information to ensure it is correct.

Step 5: Enter **Connection** information. Fill out all fields. (Figure 26)

Step 6: Enter **Connection Location** information. Fill out all fields. (Figure 27)

Step 7: Enter **Service** information. Fill out all fields. (Figure 28)

Step 8: Enter any **Comments**, if applicable. (Figure 29)

Step 9: Read the **Acknowledgment**. Check the box stating that you have read and agreed. Click **Submit** if you are ready to submit. Click **Save** to save the application and come back to it. (Figure 30)

Step 10: Confirm the application using the link in the email sent by the system.

Step 11: The application will be sent to DEP reviewer(s). You will receive an email when a decision is made.

Step 12a: If the application is approved by the reviewers, **Tap Card Status** will change to **Completed**. Approval letter can be accessed by clicking the Actions button to open the drop down. Click **View Approval Letter PDF** to download the letter. You can also access the letter by clicking the **Approved** status and going to the **Files** tab.

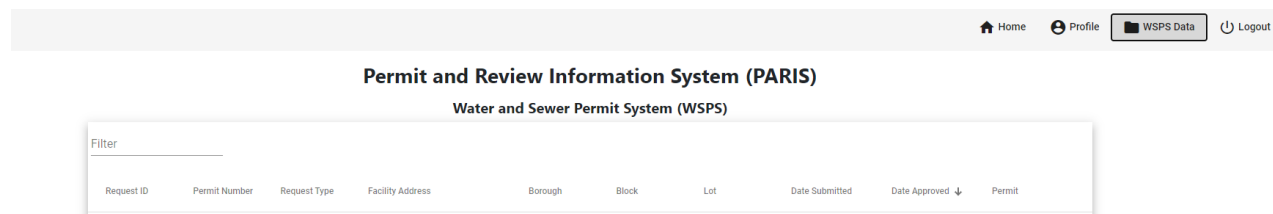
Step 12b: If the application is objected, see how to respond to objections on Page 18.

\*Please note, you have 10 days from the permit expiration date to submit before your Tap Card is marked as delinquent. You will receive an email from the system warning you if your permit is close to delinquency.

## Accessing WSPS Permits

To access your old WSPS permits:

Click WSPS Data in the top right corner of your homescreen (in between Profile and Logout). You will be taken to a queue with your old permits by Request ID.



The screenshot shows the 'Permit and Review Information System (PARIS)' interface. At the top, there is a navigation bar with links for Home, Profile, WSPS Data (highlighted), and Logout. Below the navigation bar, the title 'Permit and Review Information System (PARIS)' is displayed, followed by 'Water and Sewer Permit System (WSPS)'. A 'Filter' input field is present. Below the filter, a table lists permits with the following columns: Request ID, Permit Number, Request Type, Facility Address, Borough, Block, Lot, Date Submitted, Date Approved (with a downward arrow), and Permit.

Request ID	Permit Number	Request Type	Facility Address	Borough	Block	Lot	Date Submitted	Date Approved ↓	Permit
------------	---------------	--------------	------------------	---------	-------	-----	----------------	-----------------	--------

Figure 70

