



A Division of CWE Group, Inc.

M-21377

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Thank you for choosing C&W Plumbing the opportunity to service your home. We wanted to provide you with some information as to what to expect during the permit process.

- 1. First, our permit department will apply and pay for a permit to be issued through your city.**
 - Once the city approves the application, they will issue us a permit for the specific job.

- 2. Some permitted jobs require us to excavate the ground in order to make a repair.**
 - Some excavations require us to have the utilities on the property located before excavation begins. This is a two-day process but can be done sooner in an emergency situation when there is a danger to life, property, and/or health.
 - We contract our excavation to a crew that specializes in digging. These contracted excavators dig in specific ways so that our technicians can safely make repairs.
 - Should you need to relay information about the excavation, please contact our permit department.
 - C&W cannot ensure that your landscaping will not be affected in the areas where the digging is taking place or where the excavated dirt is placed.
 - Since excavation takes time, the repair of your plumbing system will not take place until the excavation is completed and may not be until the next business day.

- 3. Once the technician has completed the repair, the permit department will contact you in order to schedule an inspection by a city inspector.**
 - Inspections are legal requirements and are in place to protect you and your home.
 - Cities control inspector's schedules and inspection times and C&W is not notified as to the exact time that an inspector may arrive. You may call your city when they open on the inspection date to find out if they are able to provide you a more specific time if needed.
 - If you are not home when the inspector arrives, an inspection fee will be charged by the city and must be paid by the homeowner in order complete and close the permit. It is important that you are home and available to meet the city inspector on the scheduled day.
 - Due to COVID, some cities are allowing inspections to be performed virtually with pictures or video.
 - Same day inspections are only considered if the inspection is for the gas system and temperatures are below freezing. An additional fee will apply for same day inspections.

- 4. Once the city has completed their inspection, we will be able to complete the job.**
 - Some repairs may require the excavation to be backfilled. Other repairs may need to be taken off test at this time.
 - If a tunnel is dug below a home, an engineer's report will be obtained to ensure that the dirt is compacted properly.

Since no two jobs are identical, our technicians and permit department will assist you in coordinating your work from start to finish. Contact us anytime by calling 972-395-2597 or emailing our office at permits@candwplumbing.com.