

BTU LINE DESIGN  
CITIZENSERVE  
PORTAL  
TRAINING MANUAL



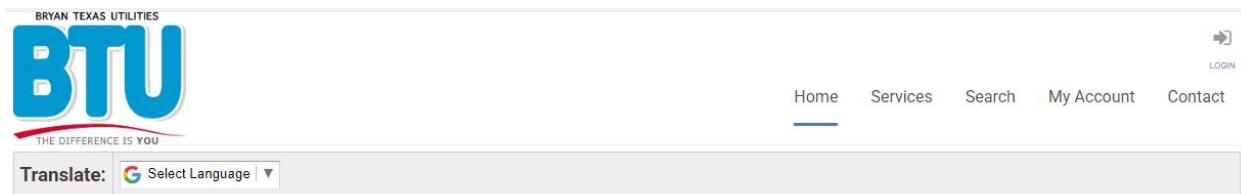
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## REGISTER FOR AN ACCOUNT OR LOGIN TO AN EXISTING ACCOUNT

**Navigate to: Home-->BTU SERVICES PORTAL-->Permitting and Inspections**

- Click on '*REGISTER OR LOGIN TO YOUR ACCOUNT*'.



### BTU SERVICES PORTAL

**Permitting and Inspections**  
Learn when you need a permit, view submittal requirements, apply, pay applicable permit fees, check project statuses and request inspections.

[APPLY FOR A PERMIT →](#)  
[LEARN MORE ABOUT PERMITS →](#)  
[LEARN MORE ABOUT INSPECTIONS →](#)  
[REGISTER OR LOGIN TO YOUR ACCOUNT →](#)

**Questions? Contact Us**  
[VISIT OUR CONTACT US PAGE →](#)

- From the 'LOGIN' screen, enter your User Name and Password, or select '*REGISTER NOW*' to set up a new account.

### LOGIN

Home / My Account / Login

Translate: [Select Language](#)

If you have previously submitted permits on the City of Bryan's portal, we've already created an account for you on this BTU portal.

**Already have an account?**

User Name:

Password:  [\(eye\)](#)

Remember my username and password

[FORGOT YOUR USERNAME →](#)

[FORGOT YOUR PASSWORD →](#)

**LOGIN**

**New to our Portal?**

If this is your first time using our portal you'll need to register first. Registering is quick, click the link below to get started.

[REGISTER NOW →](#)

## APPLY FOR A LINE DESIGN PROJECT PERMIT

1) Once you are logged in, navigate to: Home-->BTU SERVICES PORTAL-->Permitting and Inspections

- Click on 'APPLY FOR A PERMIT'.

BRYAN TEXAS UTILITIES

**BTU**  
THE DIFFERENCE IS YOU

TRANSLATE:  Select Language | ▾

LOGIN

Home Services Search My Account Contact

### BTU SERVICES PORTAL

**Permitting and Inspections**

Learn when you need a permit, view submittal requirements, apply, pay applicable permit fees, check project statuses and request inspections.

[APPLY FOR A PERMIT →](#)  
[LEARN MORE ABOUT PERMITS →](#)  
[LEARN MORE ABOUT INSPECTIONS →](#)  
[REGISTER OR LOGIN TO YOUR ACCOUNT →](#)

**Questions? Contact Us**

[VISIT OUR CONTACT US PAGE →](#)

**2) All projects must start with the submittal of a Line Design Project Application. Fill out the permit application. Fields with a red bar next to them are required.**

- You are now designated as the “Applicant”. You will have full access to project details. You will receive all project related email notifications, including status updates for inspections that you requested.
- Select the **Line Design Project Application Type** for all new projects.
- Use the definitions to assist with selecting the correct project *Sub Type* for your project.
- Enter the project Address or Parcel# and click ‘*FIND ADDRESS*’. You may still proceed with a valid 911 Address, even if it is not found.

**BRYAN TEXAS UTILITIES**  
**BTU**  
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MESSAGES 1 ITEM LOGOUT

Home Services Search My Account Contact

## APPLY FOR A PERMIT

Home / Services / Line Design Projects / Apply for a permit

Translate: [Select Language](#)

All projects must start with the submittal of a Line Design Project Application.

Damage Waiver Applications and Lighting Agreement Applications (where applicable) can be submitted through the portal after the project permit Application has been submitted. An application number, project number or job number will be required for these Application Types.

[Click here for more information about how to submit damage waivers.](#)

**Line Design Sub Types Definitions:**

1. Residential means a permanent building or permanent mobile home that will serve as living quarters for a single-family or group of not more than four unrelated persons who live together as single housekeeping unit.
2. Non-Residential means a barn, farm outbuilding, well pump, or similar installation that does not primarily include residential living quarters and is not operating for profit.
3. Commercial means any installation, structure, or building, including apartment buildings, offices or other businesses that are operating for the purposes of purchase, sale, barter or exchange of goods, wares, merchandise, instruction or services for profit, including industrial facilities.

Application Type:  (indicates a required field)

Sub Type:

Address or Parcel #:

If you know the property parcel number enter it here for fast lookup, if not enter the address, city state and zip code. Parcel numbers should contain letters and numbers only, no spaces, dashes or other characters.

Red bars indicate required fields.

Where available, hover above these question marks for more information about a field.

**3) Once the Address has been entered, provide required project details.**

- The *Project Owner* is the Builder or the entity responsible for construction of the project.
- The *Service Request Type* will be **New Construction** for most new projects.
- The *Point of Contact* must be a registered user. If the name entered is not found, you will be prompted to create a new user contact. The *Point of Contact* has full access to project details. They will receive all project related email notifications, including status updates for inspections requested by the *Point of Contact*.

**PROJECT DETAILS**

Project Owner:	<input type="text"/>	
Business Name:	<input type="text"/>	
Service Area:	<input type="text"/>	
Service Request Type:	<input type="text" value="New Construction"/>	
Subdivision:	<input type="text"/>	
County:	<input type="text"/>	
Point of Contact:	<input type="text" value="Mr. Electrician"/>	
Role of Point of Contact:	<input type="text" value="No matches found, click here to enter a new contact"/> 	

- Complete user contact registration form, if necessary.

Personal Information:		Contact Information:		Company Information:	
First Name:	<input type="text"/>	E-mail:	<input type="text"/>	Name:	<input type="text"/>
Last Name:	<input type="text"/>	Primary:	<input type="text"/>	Business Address:	<input type="text"/>
Home Address:		Home:	<input type="text"/>	Line1:	<input type="text"/>
Line1:	<input type="text"/>	Work:	<input type="text"/>	Line2:	<input type="text"/>
Line2:	<input type="text"/>	Cell:	<input type="text"/>	City,State,Zip:	<input type="text"/>
City,State,Zip:	<input type="text"/>	Fax:	<input type="text"/>		<input type="text"/>
<input type="button" value="SAVE"/>					

**4) Once project details have been entered, you will be asked whether temporary construction power will be required at the site.**

- This question is relevant to **New Construction** projects. Applicants should answer 'No' to this question for most other *Service Request Types*.
- The *Service Area* must be selected before addressing this question.
- NOTE: Please be sure to answer these questions accurately. BTU personnel may respond to the site based on responses to these questions. A re-inspection fee may be assessed if Tpole is not ready for inspection as indicated.

#### TEMPORARY CONSTRUCTION POWER

Temporary construction power may be necessary to facilitate the construction of new or existing facilities. This would apply to New Construction, Service Modifications, or Service Upgrades. For all other Service Request Types, please select "NO", as temporary construction power will not be needed.

Will temporary construction power be needed?:

**5) You may attach a damage waiver or a load analysis at this time.**

- Both documents can be uploaded to the portal later in the design process.
- You may also submit an electronic damage waiver using the Damage Waiver permit application.
- Click the link at the top of the page to learn more about damage waivers.

#### DOCUMENT ATTACHMENTS

Damage waiver:

Load analysis:



**6) Finalize the project Application and submit it for review.**

- Read acknowledgements.
- Sign the Application.
- Click 'SUBMIT' to submit the Application for review, or click 'SAVE FOR LATER' if you wish to save the Application and submit it at a later date.

#### ACKNOWLEDGEMENTS

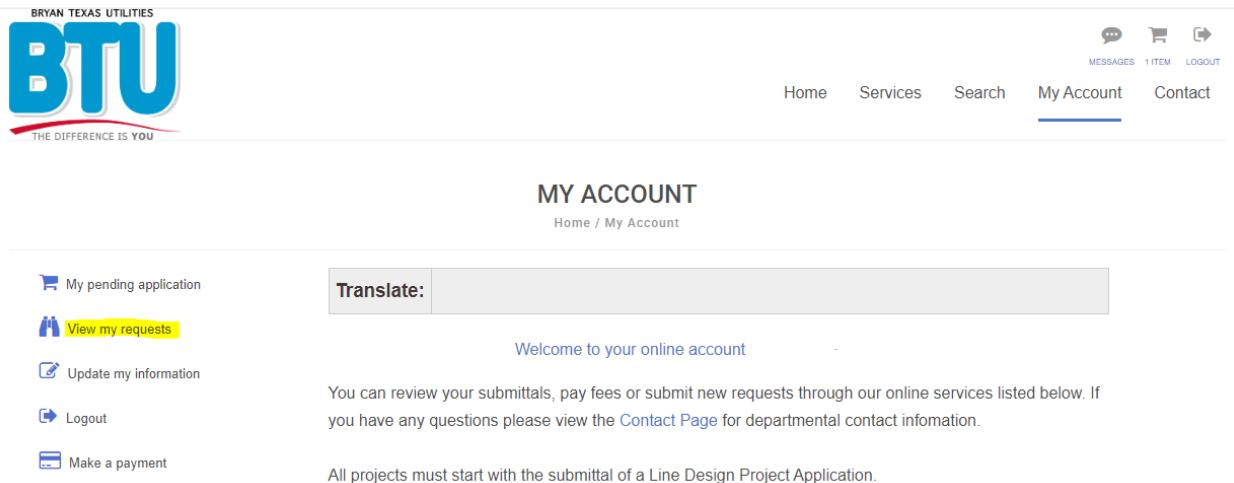
A Damage Waiver must be submitted prior to inspections being scheduled or prior to any jobs being approved for construction.

Applicant Signature:

## EDIT A LINE DESIGN PROJECT PERMIT

### 1) Navigate to: My Account--> View my requests

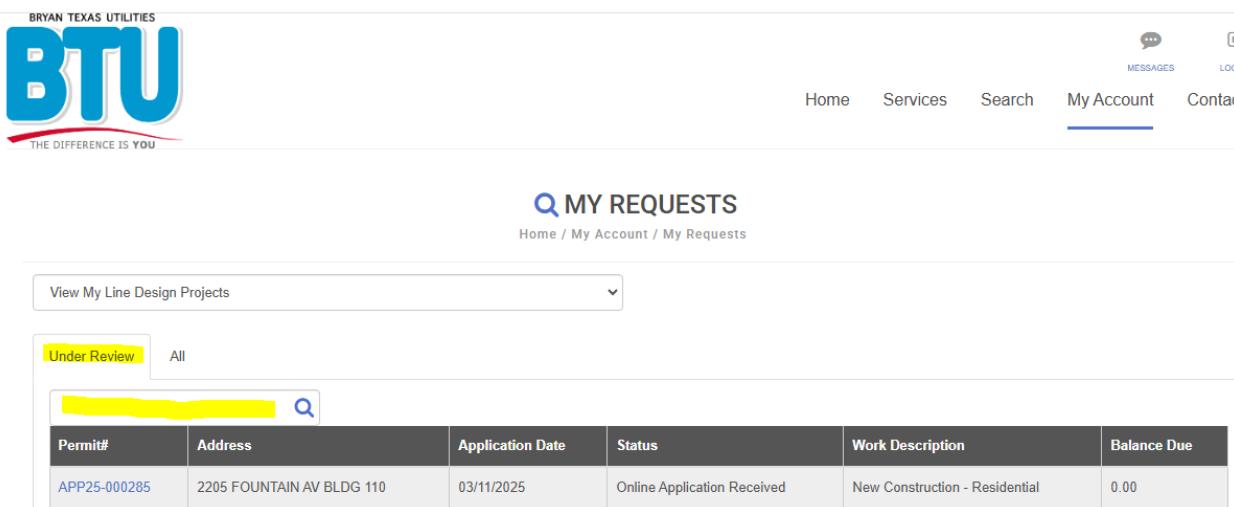
- Click on 'View my requests'



The screenshot shows the BTU My Account page. At the top, there is a navigation bar with links for Home, Services, Search, My Account (which is underlined and highlighted in yellow), and Contact. To the right of the navigation bar are icons for Messages (1 item), Cart, and Logout. The main content area is titled 'MY ACCOUNT' and shows the 'Home / My Account' path. On the left, there is a sidebar with links: 'My pending application' (with a shopping cart icon), 'View my requests' (which is highlighted in yellow), 'Update my information' (with a pencil icon), and 'Logout' (with a door icon). On the right, there is a 'Translate:' button and a message 'Welcome to your online account'. Below these, a note says: 'You can review your submittals, pay fees or submit new requests through our online services listed below. If you have any questions please view the [Contact Page](#) for departmental contact information.' At the bottom, a note states: 'All projects must start with the submittal of a Line Design Project Application.'

### 2) Locate the permit application you wish to edit.

- Click on the 'Under Review' tab.
- Find the correct address/job.
- Click on the APP# to bring up the 'VIEW PERMIT' screen.
- You may also use the search field to search for the applicable application.



The screenshot shows the BTU My Requests page. At the top, there is a navigation bar with links for Home, Services, Search, My Account (which is underlined and highlighted in blue), and Contact. To the right of the navigation bar are icons for Messages (1 item), Cart, and Logout. The main content area is titled 'MY REQUESTS' and shows the 'Home / My Account / My Requests' path. On the left, there is a search bar with the placeholder 'View My Line Design Projects'. Below the search bar are two buttons: 'Under Review' (which is highlighted in yellow) and 'All'. A search icon is also present. The main area is a table with columns: Permit#, Address, Application Date, Status, Work Description, and Balance Due. One row is visible, showing: APP25-000285, 2205 FOUNTAIN AV BLDG 110, 03/11/2025, Online Application Received, New Construction - Residential, and 0.00.

Permit#	Address	Application Date	Status	Work Description	Balance Due
APP25-000285	2205 FOUNTAIN AV BLDG 110	03/11/2025	Online Application Received	New Construction - Residential	0.00

**3) Select 'Edit my Permit' from the left hand toolbar.**

- NOTE: Instructions on how to edit the project details can be found at the top of the permit details page.

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**BTU**  
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MESSAGES  LOGOUT

Home Services Search My Account Contact

## VIEW PERMIT

Home / Services / Line Design Projects / View Permit

[Edit my Permit](#)

[Request an inspection](#)

[Upload documents](#)

 [Leave message](#)

Translate:  [Select Language](#) | ▾

With the exception of the project address, the project details shown below can be edited by selecting the "Edit my Permit" option in the left hand toolbar.

To edit the project address, select "Edit my Permit" and add a note requesting the change (including the correct address) in the Project Comments field, OR you may send BTU a direct message using the "Leave a Message" option in the left hand toolbar. BTU staff will review the request and update the file's primary address accordingly.

Permit #: APP25-000285  
Project #: 25-000285  
Status: Online Application Received  
Address: 2205 FOUNTAIN AV BLDG 110   
Description: New Construction - Residential



Permit [Reviews](#) [Documents](#) [Inspections](#)

**4) Make required edits/corrections.**

- Once on the 'EDIT PERMIT' screen, you may edit any open field.
- If you wish to edit any of the locked fields, you must submit a comment requesting the change (including the correct address, if applicable) in the Project Comments field, OR
- You may also request an edit or correction by sending BTU a direct message using the "Leave Message" option in the left hand toolbar of the 'VIEW PERMIT' screen.
- NOTE: Instructions on how to edit the project details can be found at the top of the permit details page.

 **EDIT PERMIT**

Home / Services / Line Design Projects / View Permit / Edit Permit

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Indicates a required field

Permit #:	APP25-000285
Address:	2205 FOUNTAIN AV BLDG 110
Permit Type:	Line Design Project
Sub Type:	Residential
Work Description:	New Construction - Residential

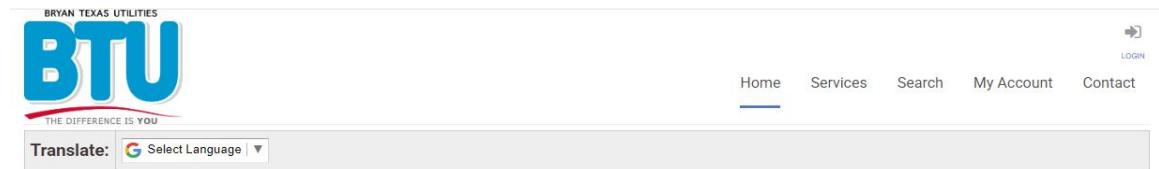
**PROJECT DETAILS**

Project Owner:	
Service Area:	City of Bryan City Limits (COB)
Service Request Type:	New Construction
Subdivision:	
County:	Brazos County
Point of Contact:	
Role of Point of Contact:	General Contractor
GPS Coordinates: LAT, LONG:	
Project Comments:	

## APPLY FOR A DAMAGE WAIVER PERMIT

Once you are logged in, navigate to: Home-->BTU SERVICES PORTAL-->Permitting and Inspections

- Click on 'APPLY FOR A PERMIT'.
- Select the **Damage Waiver Application Type**.



### BTU SERVICES PORTAL

#### Permitting and Inspections

Learn when you need a permit, view submittal requirements, apply, pay applicable permit fees, check project statuses and request inspections.

[APPLY FOR A PERMIT →](#)

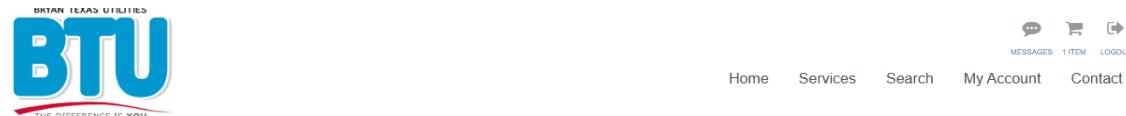
[LEARN MORE ABOUT PERMITS →](#)

[LEARN MORE ABOUT INSPECTIONS →](#)

[REGISTER OR LOGIN TO YOUR ACCOUNT →](#)

#### Questions? Contact Us

[VISIT OUR CONTACT US PAGE →](#)



### APPLY FOR A PERMIT

Home / Services / Line Design Projects / Apply for a permit

Translate: [Select Language](#)

All projects must start with the submittal of a Line Design Project Application.

Damage Waiver Applications and Lighting Agreement Applications (where applicable) can be submitted through the portal after the project permit Application has been submitted. An application number, project number or job number will be required for these Application Types.

[Click here for more information about how to submit damage waivers.](#)

#### Line Design Sub Types Definitions:

1. **Residential** means a permanent building or permanent mobile home that will serve as living quarters for a single-family or group of not more than four unrelated persons who live together as single housekeeping unit.
2. **Non-Residential** means a barn, farm outbuilding, well pump, or similar installation that does not primarily include residential living quarters and is not operating for profit.
3. **Commercial** means any installation, structure, or building, including apartment buildings, offices or other businesses that are operating for the purposes of purchase, sale, barter or exchange of goods, wares, merchandise, instruction or services for profit, including industrial facilities.

| Application Type:

| indicates a required field

- Area Lighting Agreement
- Damage Waiver**
- Line Design Project

- Enter the Job# and click 'FIND' to locate your project. You may also enter the APP#, or Project#.
- Read the damage waiver Application.
- Enter Name and sign the Application.
- Click 'SUBMIT' to submit damage waiver application for review, or click 'SAVE FOR LATER' if you wish to save the application and submit it at a later date.

Indicates a required field

Application Type:	Damage Waiver
Sub Type:	Damage Waiver
Enter existing project or job number:	JOB54608
<b>FIND</b>	

Application Type:	Damage Waiver
Sub Type:	Damage Waiver
Enter existing project or job number:	JOB54608
Project verified	

#### DAMAGE WAIVER

The Customer, whose name is shown below, requests that Bryan Texas Utilities ("BTU") dig a trench, drill a hole for a pole, excavate for any other designated purpose, and/or enter Customer's property to perform work or service on or near the Customer's property in order to establish or maintain proper electrical service, provide lighting, or perform some other work or service beneficial to the Customer.

The Customer agrees to (1) locate and clearly mark, or preferably expose by digging, any underground facilities such as water pipes, septic tanks, gas pipes, conduit, cable, or any other facility near or in the area of excavation and (2) indemnify and hold BTU harmless from, and to assume all responsibility for any liability or damages arising from or relating to such work or service, including all damages to the premises or to any real or personal property of the Customer (including animals or livestock or any kind) that may be located on or near the premises.

By signing this document, the Customer acknowledges receipt of BTU's Service Entrance Requirements Manual, a copy of which can be found by clicking on the link below.

#### [BTU Service Entrance Requirements Manual](#)

By providing an electronic signature below, Customer hereby warrants that he/she is the owner of the premises on which the work or service is to be performed, or that he/she is otherwise authorized to grant this waiver of indemnification of liability to BTU.

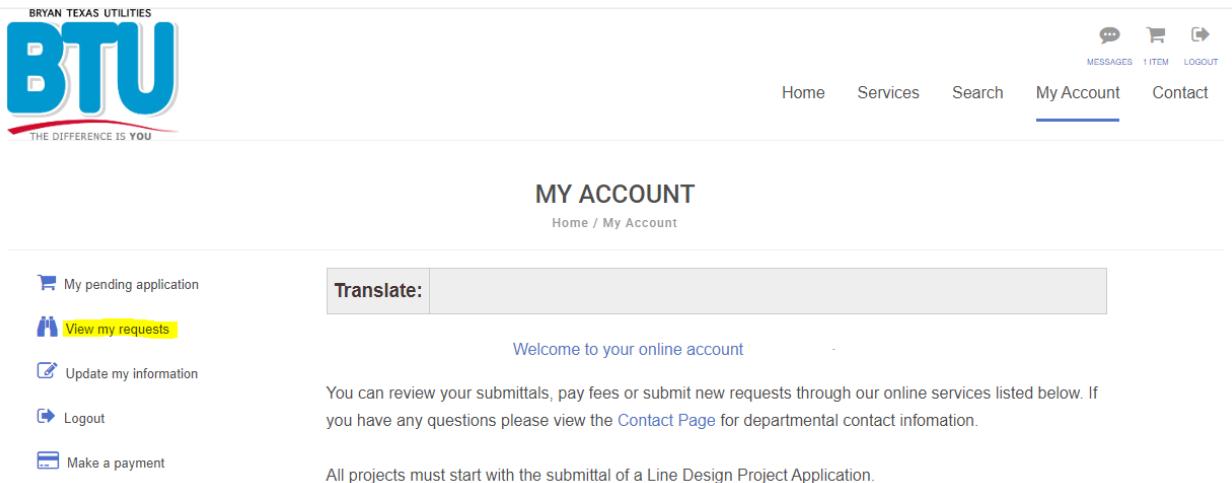
Name:	USER NAME
Signature:	Sign Here

**SUBMIT**      **SAVE FOR LATER**

## REQUEST AN INSPECTION

### 1) Navigate to: My Account--> View my requests

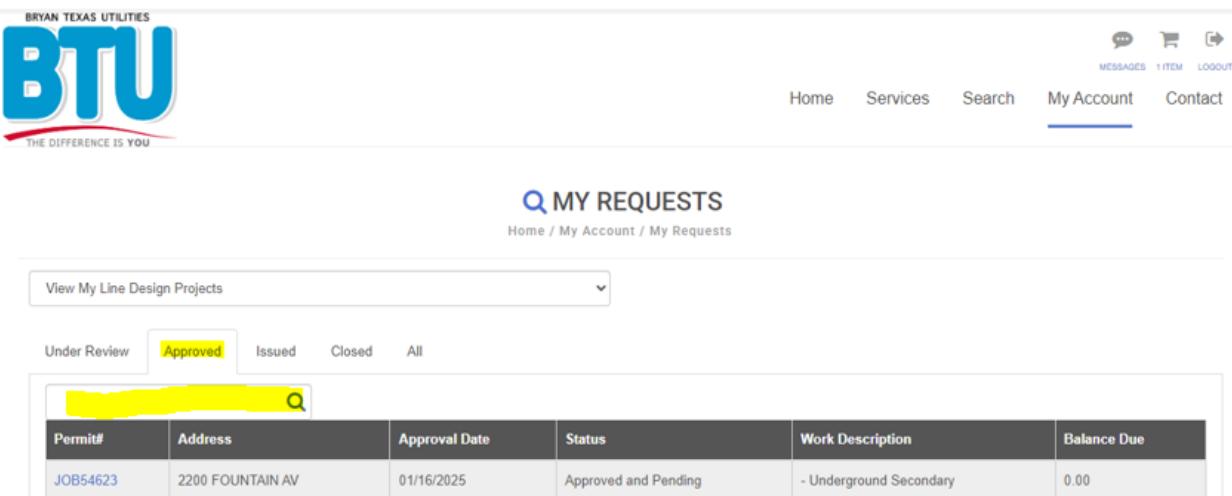
- Click on 'View my requests'



The screenshot shows the BTU My Account page. At the top, there is a navigation bar with links for Home, Services, Search, My Account (which is underlined in blue), and Contact. On the far right, there are icons for Messages (1 item), Cart, and Logout. The main content area is titled 'MY ACCOUNT' and shows the 'Home / My Account' path. On the left, there is a sidebar with links: 'My pending application', 'View my requests' (which is highlighted in yellow), 'Update my information', 'Logout', and 'Make a payment'. A 'Translate' button is located at the top right of this sidebar. The main body of the page has a 'Welcome to your online account' message and a note about reviewing submittals, paying fees, or submitting new requests. It also states that all projects must start with a Line Design Project Application.

### 2) Locate the job that is ready to be inspected.

- Click on the 'Approved' tab.
- Find the correct address/job.
- Click on the JOB# to bring up the job permit screen.
- You may also use the search field to search for the applicable job.



The screenshot shows the BTU My Requests page. At the top, there is a navigation bar with links for Home, Services, Search, My Account (which is underlined in blue), and Contact. On the far right, there are icons for Messages (1 item), Cart, and Logout. The main content area is titled 'MY REQUESTS' and shows the 'Home / My Account / My Requests' path. A search bar at the top left contains the text 'View My Line Design Projects'. Below the search bar, there are tabs for 'Under Review', 'Approved' (which is highlighted in yellow), 'Issued', 'Closed', and 'All'. A search input field with a magnifying glass icon is located below the tabs. The main body of the page displays a table with columns: Permit#, Address, Approval Date, Status, Work Description, and Balance Due. One row in the table is highlighted with a yellow background.

### 3) Request an Inspection.

- From the 'VIEW PERMIT' screen, click 'Request an inspection'.

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MESSAGES ITEM LOGOUT

Home Services Search My Account Contact

## VIEW PERMIT

Home / Services / Line Design Projects / View Permit

[Make a payment](#)

[Request an inspection](#)

[Upload documents](#)

[Leave message](#)

[View other Permits on this project](#)

Translate: [Select Language](#)

Permit #: JOB54623  
Project #: 2501-C-70097  
Status: Approved and Pending  
Balance Due: \$0.00  
Address: 2200 FOUNTAIN AV [View on Map](#)  
Description: - Underground Secondary



Permit    Reviews    Documents    Inspections

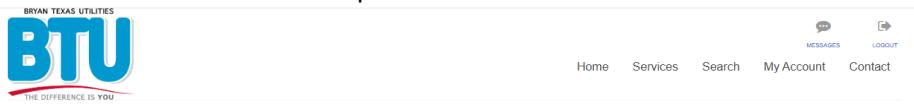
Permit #: JOB54623  
Permit Type: Job Permit  
Sub Type: Underground Secondary  
Issue Date:  
Expiration Date:

**PROJECT DETAILS**

Point of Contact:  
Schedule Date:  
Complete Date:

#### 4) Choose the Inspection Type and submit inspection request

- Select the appropriate *Inspection Type* using the chart as a guide.
- Enter the desired inspection date.
- Review inspection details and check the box to confirm acknowledgement.
- Sign the inspection request.
- Click 'SUBMIT' to submit the request.



#### REQUEST AN INSPECTION

Home / Services / Line Design Projects / View Permit / Request an inspection

Translate: [Select Language](#)

Please submit your inspection request below. Please note, that the requested date is not guaranteed. The date may change depending on the inspector's availability. BTU will try to make requested schedule date, but the inspection could be completed the next business day after the scheduled date.

#### What type of inspection do I need?

What facilities are installed and ready to be inspected?	Slab Marked for 'Early Pipe' Only?	Conduit Only?	Transformer Pad Only?	Meter Loop Only? (Ready for Meter Set)	Secondary Conduit & Meter Loop? (Ready for Meter Set)	Meter Pole? (Ready for Meter Set)	Primary Conduit & Other Facilities (Riser, Transformer Pad, Tie-ins, etc.)
Most likely Inspection type	Early Pipe	Primary or Secondary Conduit Cover Up	3-Phase Transformer Pad ONLY	Meter Loop	Underground Secondary	Meter Pole	Underground Primary

#### Inspection Fees

There is no cost to request an inspection, however, a re-inspection fee will be assessed if the site fails an inspection or does not meet required readiness standards at the time of inspection. This fee is assessed after each failed inspection and must be paid prior to scheduling subsequent inspections.

- Re-inspection fee for projects located within the City of Bryan city limits - \$25
- Re-inspection fee for projects located outside of the City of Bryan city limits - \$40

Inspection Type:	<input type="text" value="Underground Meter Loop"/>
Desired Date:	<input type="text" value="09/26/2025"/>

Meter rack, meter pedestal, meter pack, or wall mounted meter socket has been installed. If applicable, the meter socket and riser have been mounted and secured. A clear path has been made available and shall be maintained until BTU has installed conduit & pulled in conductor.

#### Inspection will include but not limited to:

- Meter Loop installed on a finished wall
- Meter socket mounted at proper height
- A point of attachment installed by the customer is required when weatherhead does not penetrate roof
- Tight lugs in meter socket where electrician terminates conductor
- Ground rod, ground wire and connections made
- Conductor tapers and marked correctly
- Riser installed with two (2) two-hole riser clamps installed and secured to wall
- Address label required when applicable
- PVC risers are not acceptable

**Note:** Once inspection has passed, the job may be released to BTU distribution for conductor and conduit installation.

I hereby acknowledge that the site will be ready for inspection, and in compliance with all BTU inspection standards on the requested inspection date. I further acknowledge that a re-inspection fee will be assessed if the site fails an inspection or does not meet required readiness standards at the time of inspection.

- Re-inspection fee for projects located within the City Limits of Bryan - \$25
- Re-inspection fee for projects located outside the City Limits of Bryan - \$40

Signature:	<input type="text" value="Sign Here"/>
Notes:	<input type="text"/>
<input type="button" value="SUBMIT"/>	

## VIEW INSPECTION DETAILS AND RESULTS

### 1) Navigate to: My Account--> View my requests

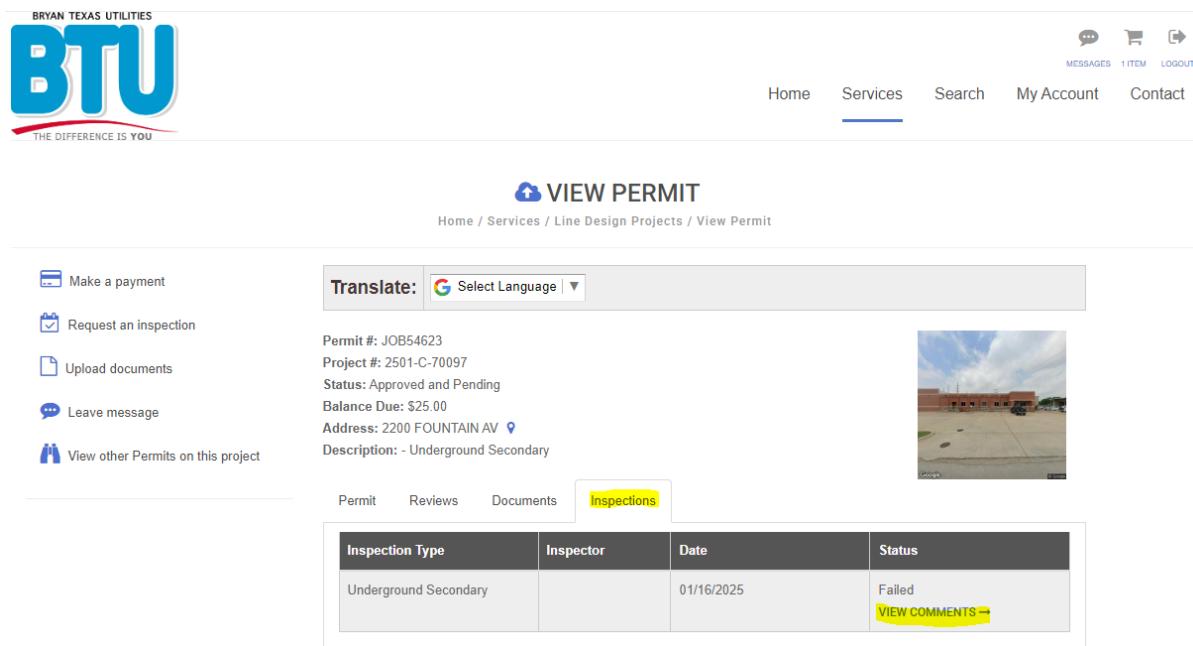
- Follow the steps above to locate the appropriate job.
- Once the job has been selected, click on the 'Inspections' tab.
- Prior to the requested inspection date, the inspection may be rescheduled or canceled.

The screenshot shows the Bryan Texas Utilities (BTU) website. The header includes the BTU logo, a navigation bar with links for Home, Services, Search, My Account, and Contact, and a user icon for Messages, 1 Item, and Logout. The main content area is titled 'VIEW PERMIT' with a blue cloud icon. It shows a breadcrumb trail: Home / Services / Line Design Projects / View Permit. On the left, there's a sidebar with links for Make a payment, Request an inspection (which is checked), Upload documents, Leave message, and View other Permits on this project. The main content area displays permit details: Permit #: JOB54623, Project #: 2501-C-70097, Status: Approved and Pending, Balance Due: \$0.00, Address: 2200 FOUNTAIN AV, and a Description: - Underground Secondary. To the right is a small thumbnail image of a building. Below this is a table with the following data:

Inspection Type	Inspector	Date	Status
Underground Secondary		Requested for 01/17/2025 RESCHEDULE → CANCEL →	Online Inspection Requested

**2) Inspection results can be viewed once the inspection has been completed and the inspector has uploaded results to the portal.**

- Click on the 'Inspections' tab.

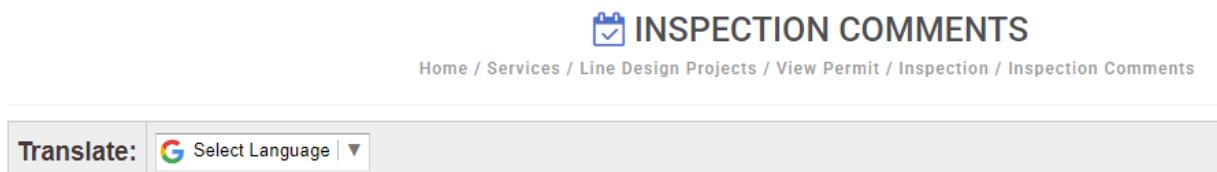


The screenshot shows the BTU website with the following details:

- Header:** BRYAN TEXAS UTILITIES, BTU, THE DIFFERENCE IS YOU, Home, Services (selected), Search, My Account, Contact, MESSAGES 1 ITEM, LOGOUT.
- Page Title:** VIEW PERMIT
- Page Content:**
  - Left sidebar: Make a payment, Request an inspection, Upload documents, Leave message, View other Permits on this project.
  - Translate: Select Language (dropdown menu).
  - Permit #: JOB54623, Project #: 2501-C-70097, Status: Approved and Pending, Balance Due: \$25.00, Address: 2200 FOUNTAIN AV, Description: - Underground Secondary.
  - Image: A street view image of the address 2200 FOUNTAIN AV.
  - Tab navigation: Permit, Reviews, Documents, Inspections (selected).
  - Inspection Table:

Inspection Type	Inspector	Date	Status
Underground Secondary		01/16/2025	Failed

- Click 'VIEW COMMENTS' to see inspector comments.



The screenshot shows the 'INSPECTION COMMENTS' page with the following details:

- Translate: Select Language (dropdown menu).
- Permit #: JOB54623, Work description: - Underground Secondary, Address: 2200 FOUNTAIN AV, Department: BTU Line Design, Inspector: (redacted), Status: Failed.
- Section: Inspection Comments:
  1. Photos available. See Documents tab.
  2. Pathway not cleared for conduit install

- Click on the ‘Documents’ tab to view any photos uploaded by the inspector.

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MESSAGES 1 ITEM LOGOUT

Home Services Search My Account Contact

**VIEW PERMIT**  
 Home / Services / Line Design Projects / View Permit

[Make a payment](#)  
[Request an inspection](#)  
[Upload documents](#)  
[Leave message](#)  
[View other Permits on this project](#)

**Translate:** [Select Language](#)

Permit #: JOB54623  
 Project #: 2501-C-70097  
 Status: Approved and Pending  
 Balance Due: \$25.00  
 Address: 2200 FOUNTAIN AV   
 Description: - Underground Secondary



Permit    Reviews    **Documents**    Inspections

Date	Type	File Name	Description
01/16/25	Document	CSwebImage.png	