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Water Company Instruction for Division of Plumbing Permits

Homeowners who are allowed to purchase their own plumbing permit for a water service are those homeowners who currently live or plan to live at the location where the water service is to be installed and who are planning to install the plumbing pipes themselves. If they are not installing the plumbing themselves, they are to contact their plumber to obtain the permit and provide them with a copy of that permit to submit to the water company for their meter. If this is not their current or intended residence, they are required to hire a plumber for the purpose of the plumbing installation.

Effective **December 14, 2020**, we went to a new permit site for plumbing permit entry. To access this site for water service permits for homeowners, please direct them to our new plumbing permit portal <https://dept-hbc-ky.smartgovcommunity.com/Public/Home>.

On this new site, the log in area is found at the top right of the page. As a first time user, the customer will be required to click on sign up to create an account. After creating an account, the user will then be able to log in. The next step would be to click on Online Permitting Go in the center of the screen. Four tiles will then appear, click on the first tile, Apply Online.

If the applicant is only installing the external water service from the meter to the home, then they will select a water service only permit. If the applicant is installing all the plumbing external and internal, then they will select single family dwelling as the permit type and complete their permit from that point.

At the end of permit entry, the customer will pay for their permit online and see their receipt with the permit number. The customer will not be able to print their permit until the Plumbing Inspector approves and issues the permit. Once approved, they will log back in to the site and print the permit by clicking on the last tile on the right which says View My Applications.

No plumbing may be covered unless inspected by the plumbing inspector. The inspector will require the permit number at the time of scheduling inspection. For questions, please contact our office at 502-573-0397.