Excavation ePermits

How-To Guide for Online Applications

Roads

IMPORTANT

This guide provides step-by-step instructions for completing excavation permit applications online using the City of Calgary ePermits system. A valid City myID Business Administrator account is required in order to proceed. If you do not have a myID Business Administrator account, please visit the myID business account page for further information.

The ePermits online service provided by The City of Calgary allows the public to apply for, pay and receive a variety of Road permit types using the web 24 hours a day, seven days a week. An Excavation Permit is among the types available on the ePermits system and is required to break or dig into the surface of a City of Calgary road right-of-way, as outlined in the Streets bylaw 20M88.

Only contractors and utilities that are legally entitled to operate in Calgary can apply for an Excavation Permit. You may apply for your permit up to two weeks in advance of your work start date. Applications require up to two business days to process. However, if the work you are planning impacts pavement that has been laid within the last two years, your application will require up to 10 business days to review. It is also the permit applicant's responsibility to note any previous or existing surface damage prior to the start of work.

Excavation Permits are valid for **14** days.

Please refer to the City of Calgary Excavation Permits web page for more detailed information on excavation permits such as application procedure and eligibility, frequently asked questions (FAQs), excavation permit rates and how to contact the excavation permit office (EPO).
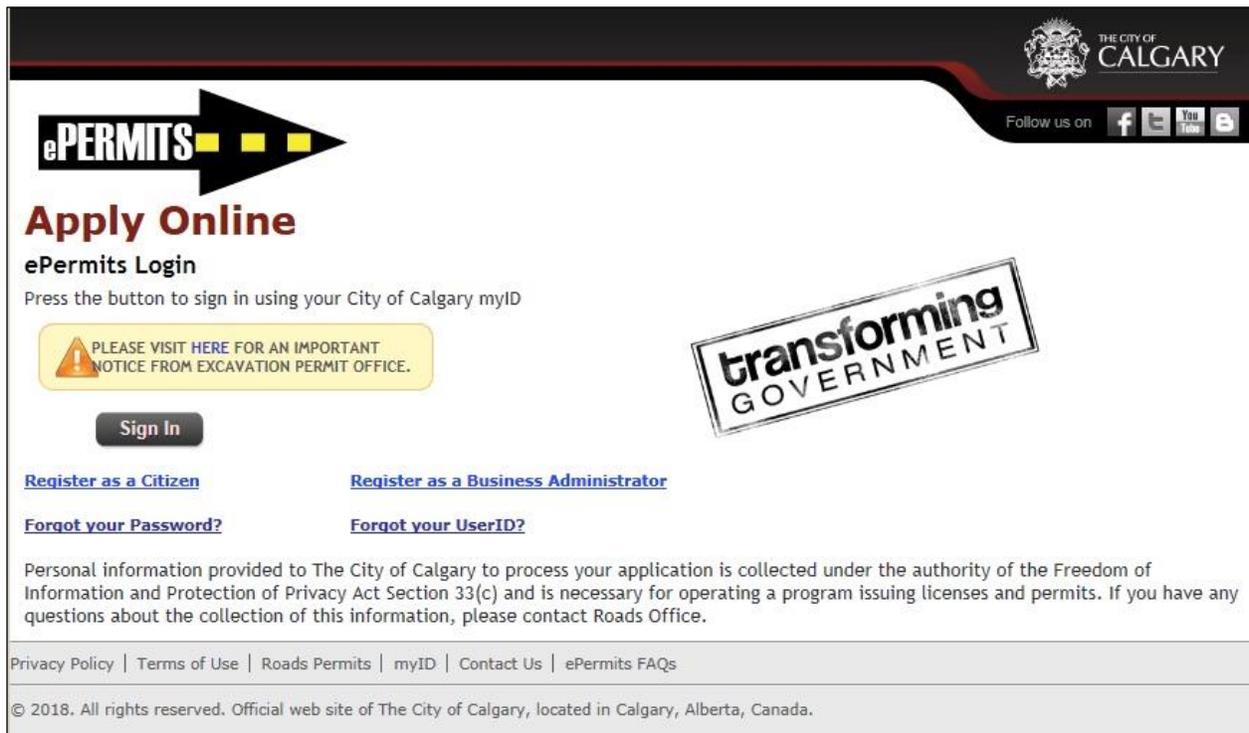
The City of Calgary ePermits system is accessible from most common web browsers. This guide assumes that permit applicants have the ability to use and navigate a web browser.

Applying for a Permit

STEP 1:   Go to epermits.calgary.ca

The ePermits Sign In screen will then be displayed.

STEP 2:   Click

Sign In screen

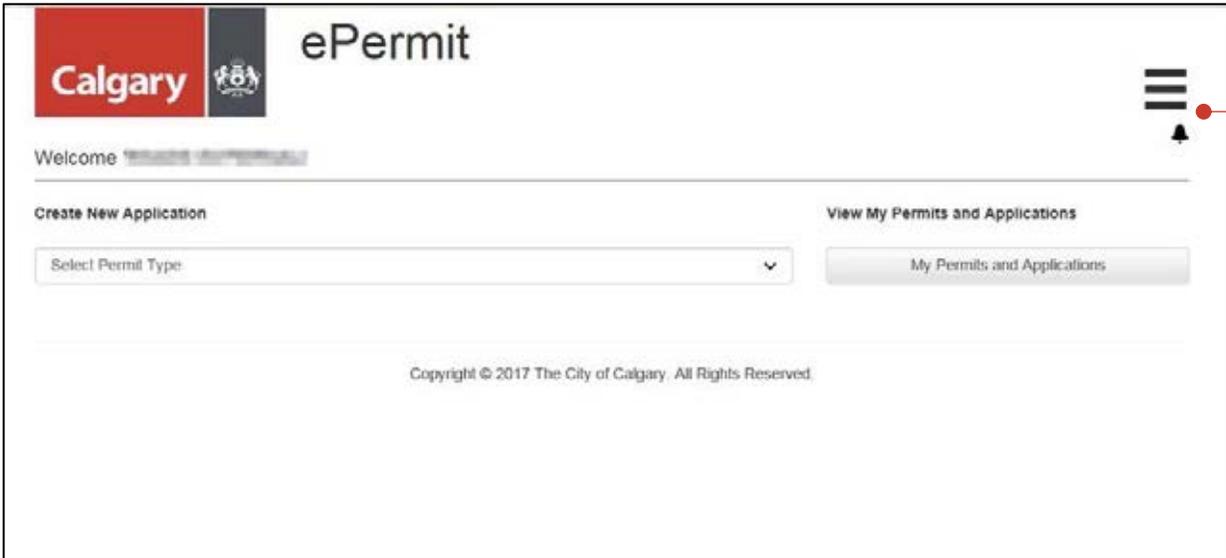The myID account sign in screen is displayed.

STEP 3:   a. type your username in the   Username/Email   box

b. type your password in the   Password   box

c. click   [Sign in to myID]

Home screen

The ePermit home screen will then be displayed.

On the upper right corner of the Welcome screen, you will notice two symbols:

Click this symbol to access the **Main Menu.**

X Close
ePermits Home
ePermits FAQs
ePermit Types
myPermits and Applications
Privacy Policy
Terms of Use
myID
Contact Us
Logout

Click to display **Notifications** about permit(s) you have in the system.

This feature is discussed in Its own section on p.35.

Notifications

Application Approved
Application Approved
Application Approved

All Notifications

Requirements

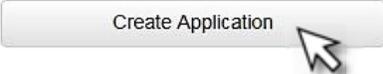STEP 4:   Click the Select Permit Type drop down list and select Excavation Permit

Requirements for your permit application will then be displayed. Click [Create Application] after you have read the requirements.

You may apply for your Excavation Permit up to 2 weeks in advance of your work start date. Applications require 2 business days to process. However, if planned work will impact pavement laid in the last 2 years, an application will require further assessment and up to 10 business days to review. Excavation Permits are valid for 14 days.

Your application must include:

1. Your company name and contact information;
2. Your project coordinator's name, e-mail and direct telephone number;
3. The street address of your work location;
4. Your Indemnification Agreement Number;
5. If applicable, your Utility Line Assignment number, your tender number, addendum number, or purchasing order number;
6. Requested work start date and anticipated end date (maximum of 14 calendar days);
7. If you are going to have compaction testing completed by an independent third party
8. Any additional maps/details you have pertaining to the scope of work.

[Create Application]

Details screen

S T E P 5: Fill in required fields (marked with *).

Main Menu

There are 4 Sections with fields needing specific information.
🛇 **means section has missing or invalid input.**

Use calendar button to easily select work start and end dates.

Type in accurate description of work to be performed. Limit of 1000 characters.

NOTE:
A PO# may or may not be required depending on your account.

To add an attachment, click the ➕ then locate the file you want to attach on your computer.

Attachments may be documents or photos.

C lick Continue when done.

Location screen

STEP 6: In the Enter Location box, type the address of the permit work or click on the map. Click Continue when done.
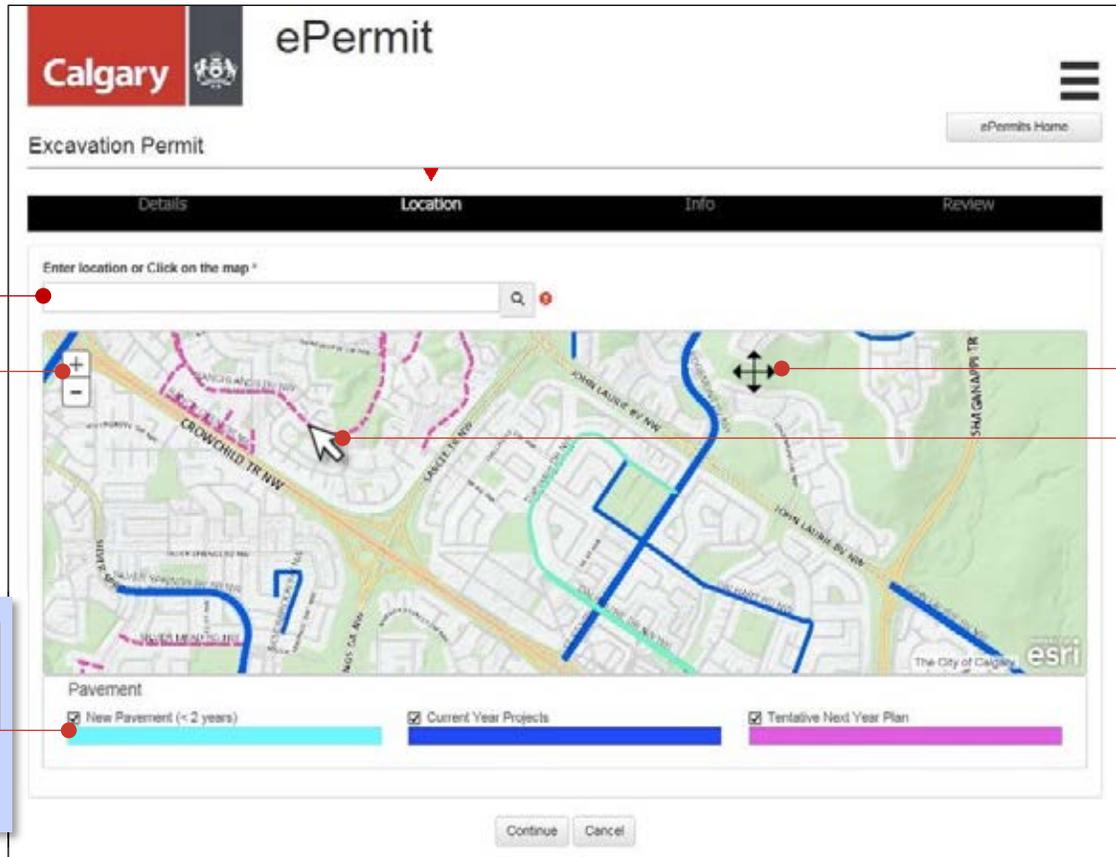
Click to zoom in or out on the map or use your mouse controls.

Bar colors correspond to lines on the map identifying pavement projects. Click the check box to clear specific lines.

As an address is entered in the Location box, known addresses are displayed below to choose from.

Clicking on the map will place a marker and a confirmation dialog box will appear. It will also auto-fill the Location box. Click Yes to proceed or No to replot.
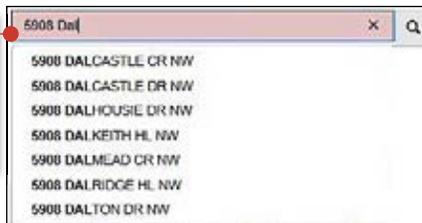
An unrecognized address produces a warning.
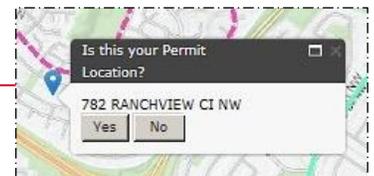
Move the map by placing your mouse pointer on the map then holding down the mouse button while dragging to reposition the map.

Info screen

STEP 7:   *Fill in required fields* (marked with *).

> **Note**: Many of the required fields may already be pre-filled with information the user provided during the myID business account registration process. Site Contact fields are not required but may be filled in if information is known.

Click **Continue** when done.

Review screen

Review the application, ensuring that all information and the location of the permit work are correct. Ensure there are no warnings visible (🔴). Click **Submit** when done.

At any point during the process, simply click on any section to go back to that screen to review or correct your input.

Disclaimer screen

S T E P   8:   Read the Disclaimer and click Agree   to proceed.
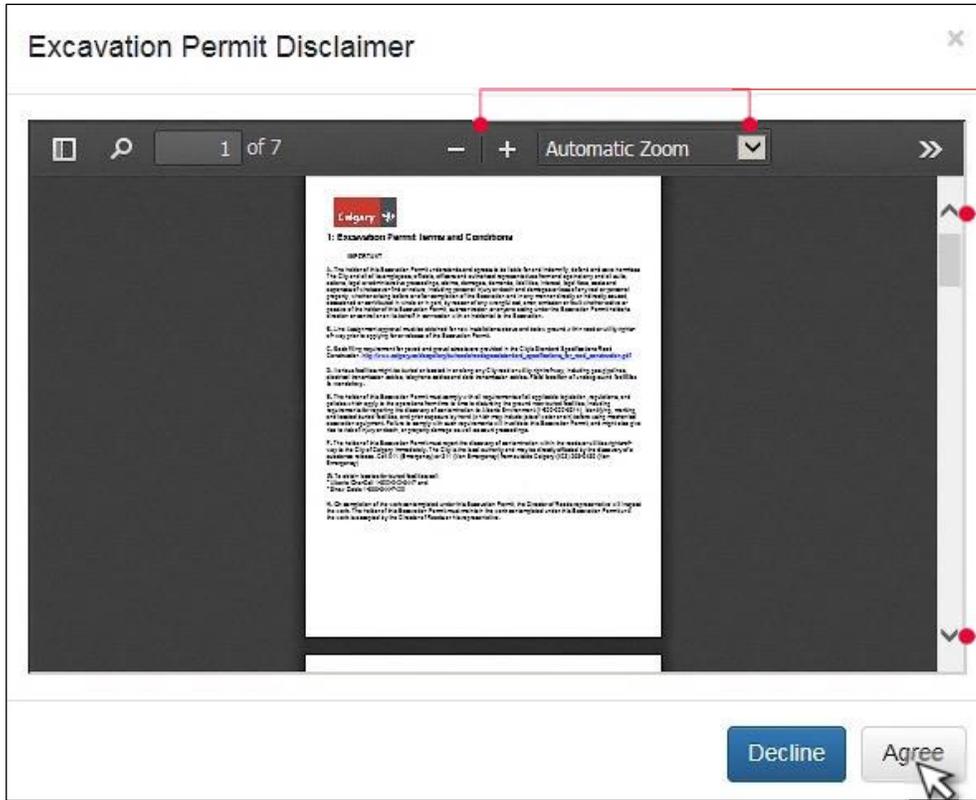
The last pop up (below) is a confirmation that your application has been received successfully into the ePermits system and will have a status of "Submitted". It also provides your application number. At this point, the Excavation Permit Office (EPO) will review your application. It is recommended that you record this number for reference.

Once your application is approved, an email with your permit number and a copy of the permit will be sent to the applicant's email address information in the system.

My Permits and Applications

After your application has been approved, it will be accessible (while logged in to the system) from the ePermit Home page by clicking on [My Permits and Applications] . You may also click on 🔔 to view available Notifications within this screen.
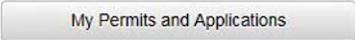
A My Permits and Applications sample screen is shown below with permits that are associated with an applicant's myID business account. To view a permit, click [...] and select **View Permit**.

> Hover your mouse pointer over the red alert symbol to display the alert description.
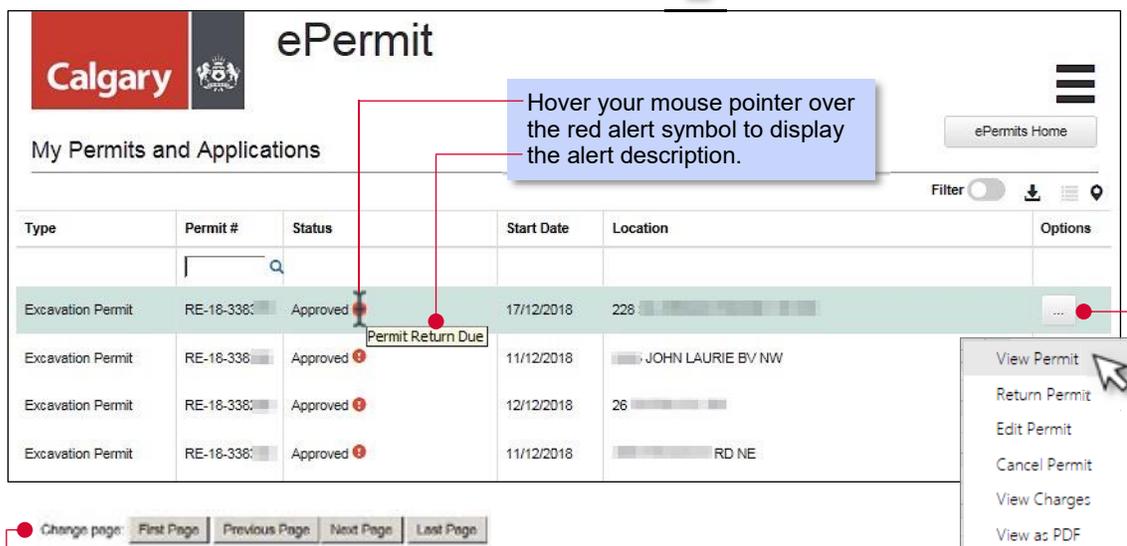
A navigation bar is available at the bottom left of this screen for accounts with more permits in the system than can be displayed on a single screen.

The View Permit option is discussed in greater detail on pages 21-22.

Permit Display Controls

On the My Permits and Applications screen, there are controls available for displaying permits in a variety of ways such as **Filter**, **Download**, **List** or **Map** view.

Using the Filter View

The Filter control allows the user to display only permits that meet selected conditions. By default, the Filter is deactivated (off) and displays all permits that are in the system for the current user.

After logging in to the system and clicking [My Permits and Applications] on the Home screen, the Filter icon can be accessed in the upper right side of the My Permits and Applications screen as shown above.

To activate the Filter, click the slider switch and it then turns green.

The Filtered By control bar then appears. Click the expansion button.

The Filtered By control bar expands
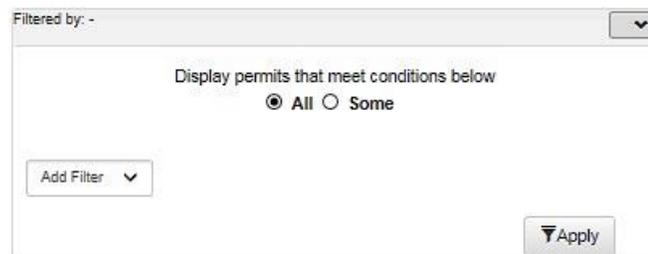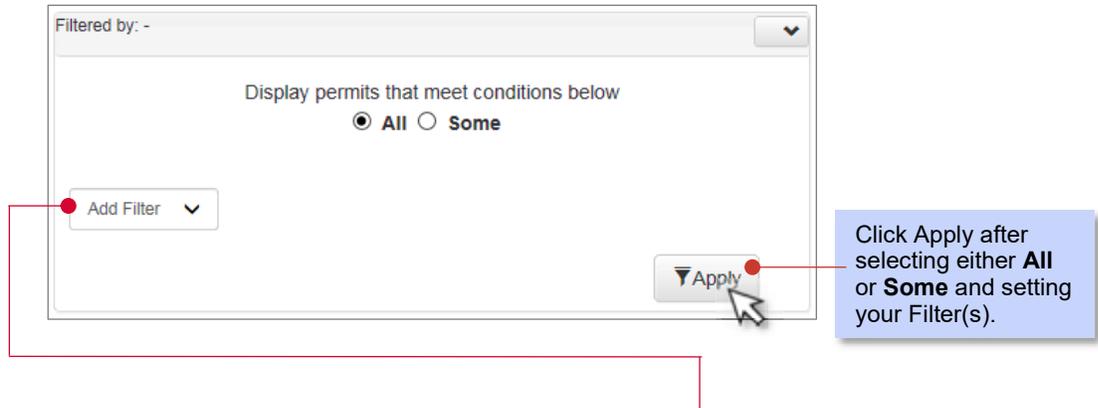
Filtered By box

Click Apply after selecting either **All** or **Some** and setting your Filter(s).

You can then begin to customize the filter by selecting from available filters (or providing keywords in the text entry field) and using these in combination with either the **All** or **Some** option.

◉ All   Results where **all conditions** selected or provided by the user are **all** true.

◉ Some   Results where **only some conditions** selected or provided by the user are true.

Value user input field – available only with some filters.

Click to Add each filter you set up.

NOTE: Values entered into this box must match information stored in the system (i.e. spelling, correct number sequence), otherwise search result may not be accurate.

Add Filter options

Click the [Add Filter ▾] button to display the various filter options.

Each filter activates additional options that make the search more specific.

Available Permit Search Filters are listed below in the same order as onscreen:

Filter	Options	Result(s) Displayed
Company	Consists	permits that **partially match** user-supplied company name
	Equals	permits that **exactly match** user-supplied company name
End Date	Equals	permits that **exactly** match user-selected calendar date
	Greater Than	permits with end date **later than** user-selected calendar date
	Less Than	permits with end date **earlier than** user-selected calendar date
Location	Consists	permits that **partially match** user-supplied location keyword(s)
	Equals	permits that **exactly match** user-supplied location keyword(s)

Filter	Options	Result Displayed
Permit Status	Equals	permits that match user-selected status
Start Date	Equals	permits with **exact** match to user-selected calendar date
	Greater Than	permits with end date **later than** user-selected calendar date
	Less Than	permits with end date **earlier than** user-selected calendar date
Work Description	Consists	permits that **partially match** user-supplied description
	Equals	permits that **exactly match** user-supplied description

NOTE: The accuracy of the Filter option is directly related and limited to the combination of filters, options and user-entered values. For best results, a search using 1 to 3 filters is recommended.

Download option

The Download option is used in situations where a user needs to save a search result into a spreadsheet application. First, set the Filter tool to find and display permits meeting certain conditions. Next, after search results are displayed onscreen, click the download icon.

A pop-up dialog box is then displayed giving you the option to **Open** the spreadsheet onscreen or **Save** it onto your computer as a **.csv** file.

Using Map View

By default, permits are displayed on the My Permits and Applications screen in **List** format (≣) as shown in the previous page. **Map view** (📍) is another option to display permits as shown below.

(Map view)

Indicates multiple markers in close proximity to each other. This one shows 3. Click to zoom in and display more detail.

Each marker corresponds to the same permit entry you would find in List view. Click to view more detail and select an Option.

Hover your mouse pointer over a marker to display the Permit #.

There are four methods of interacting with the map.

Adjust the magnification of the map (zoom in/out) by clicking ＋ or －

Adjust the magnification of the map (zoom in/out) by placing your mouse arrow anywhere on the map and then using your mouse scroll wheel (or other controls) to zoom in/out on the map.

Reposition the map by clicking anywhere on the map and holding down your mouse button until the mouse arrow changes to ✛ then moving your mouse in the desired direction.

Clicking on a marker (📍) to display detail about the marker and then selecting an Option.

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Using Map View

The graphic below shows other functionalities available in **Map View**.

ePermit (Map view)

Calgary

ePermits Home

My Permits and Applications

Filtered by: Start Date Equals '10/12/2018' ...

Filter

Display permits that meet conditions below
All ○ Some

Start Date   Equals   10/12/2018   ✖ — Click to Delete a filter

Add Filter — Click to customize and add each filter. All added filters will be listed similar to the above example.

▼Apply

Excavation Permit
Status: Approved
Permit #:   RE-18-3
App #:   53
Start Date: 12/10/2018
Address: SE
View Permit
Return Permit
Edit Permit
Cancel Permit
View Charges
View as PDF

Clicking a marker will display a **pop-up** showing Permit details.

Actions that can be performed on the permit being viewed are also displayed. These are the same actions also accessible in the Options column in List View.

Type	Permit #	Status	Start Date	Location	Options
Excavation Permit	RE-18-33	Approved	10/12/2018	BA NW	
Excavation Permit	RE-18-33	Approved	10/12/2018	19	
Excavation Permit	RE-18-33	Approved	10/12/2018	53 SE	
Excavation Permit	RE-18-33	Approved	10/12/2018	RD SE	
Excavation Permit	RE-18-33	Approved	10/12/2018	1706	

View Permit
Return Permit
Edit Permit
Cancel Permit
View Charges
View as PDF

Permit Options

The various Permit Options are described below with screen simulations provided in succeeding pages for your reference. The options that appear will vary depending on the status of the permit.

View Permit Displays the Excavation Permit View showing the current permit information. It also shows Notifications, comments related to the permit and Permit History.

Return Permit An option available only when a permit is in Approved status. It allows a permit holder to report detailed information about repairs to an excavation to the EPO so that an inspector can check the work completed. This is done by indicating the location of the excavation (trench) using the map as well as selecting from various repair options available. (*See the section on Return Permit screen for more detail*.)

Edit Permit An option available only when a permit is in Approved status. Allows a permit holder to revise information previously entered into the system during the initial application process. Upon completion, permit status will change from "Approved" to "Submitted for Change Approval".

Cancel Permit An option available only when a permit is in Approved status. Allows a permit holder to Cancel a permit by selecting a Reason Type and/or providing additional comments.

View Charges Allows a permit holder to View the fees and charges expected based on reported and/or inspected repairs.

View as PDF Gives the option to display the permit on-screen or save it to the user's computer as a PDF file.

View Inspection The Inspection View screen displays the results of any inspections showing permit details, inspector details, trench location and repair details. When a permit has passed inspection with adjustments, use this option to dispute or accept those adjustments.

View Latest Inspection PDF An option to view the most recent Inspection details as a PDF on-screen or save it on the user's computer. It shows rectifications, adjustments, inspection notes and images, and is designed to allow the site supervisor to record their response to adjustments which can then be entered into ePermits using the View Inspection option.

View Application An option available when a permit status is either Submitted or Declined. Displays the same information as the Review screen (see p.10) with the addition of a Notifications and Permit History section.

Edit Application An option available only when a permit is in Declined status (has been viewed by EPO staff and declined). Same functionality as Edit Permit except that after submission of the changes, the permit status changes to "Submitted".

View Application

After submitting an application and before the EPO has reviewed/approved the submission, a permit will be in "Submitted" status and users have the option of viewing the application. From the My Permits and Applications screen you may scroll through the list of permits and find ones listed with a status of Submitted. Decide which permit to view, click the Option button, then click **View Application**.

The **Filtered By** box is an alternative way of finding permits with Submitted status. Begin by selecting the Permit Status option then selecting Submitted in the drop-down status list.


The resulting screen will display all the information the permit applicant entered into the system with the addition of a Notification and Permit History section which are discussed in later sections of this guide.

Edit Application

A permit application may be Declined for various reasons as determined by the Excavation Permits Office (EPO). In such a situation, the applicant will be advised of this via the Notifications feature of ePermits or via an automated email. The next step would then be to **Edit** the **Application**.

From the My Permits and Applications screen you may scroll through the list of permits and find ones listed with a status of Declined. Find the specific permit, click the Options button then select **Edit Application.** The same screen the user completed during the initial permit application and submission step will then be displayed. Make the necessary corrections and/or provide the additional information required and resubmit.

(*Refer to the Details Screen section of this guide on pages 7-10, as needed for more detail on the various sections and steps to complete.*)
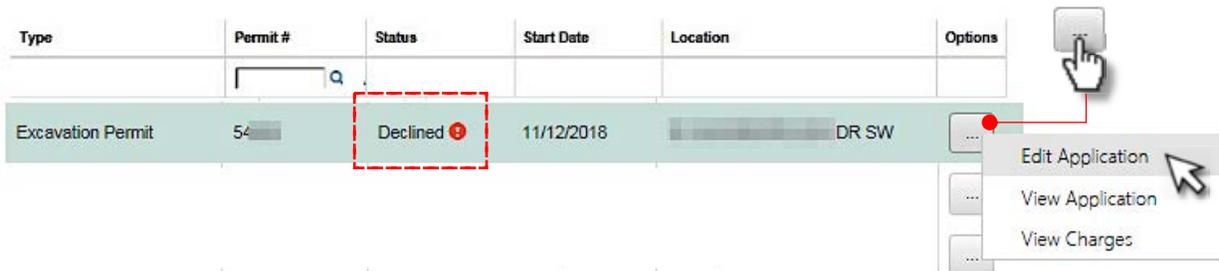
Alternatively, you may use the **Filtered By** box, selecting the Permit Status option and selecting Declined in the drop-down status list as shown below.

Upon submission, the permit status changes from "Declined" to "Submitted" and is sent to the EPO for review.
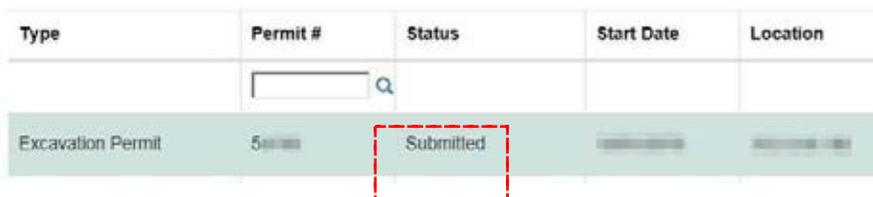
View Permit screen

The View Permit option displays the Excavation Permit View showing current permit information. It also shows Notifications, Comments and Permit History. On the My Permits and Applications Screen, find your permit from the list, click [...] then select **View Permit** as shown below.

Click to display the screen forward or back until you find your permit or use a filter.

Below and on the next page is a sample of the Excavation Permit View screen.

Click to go back to the previous screen
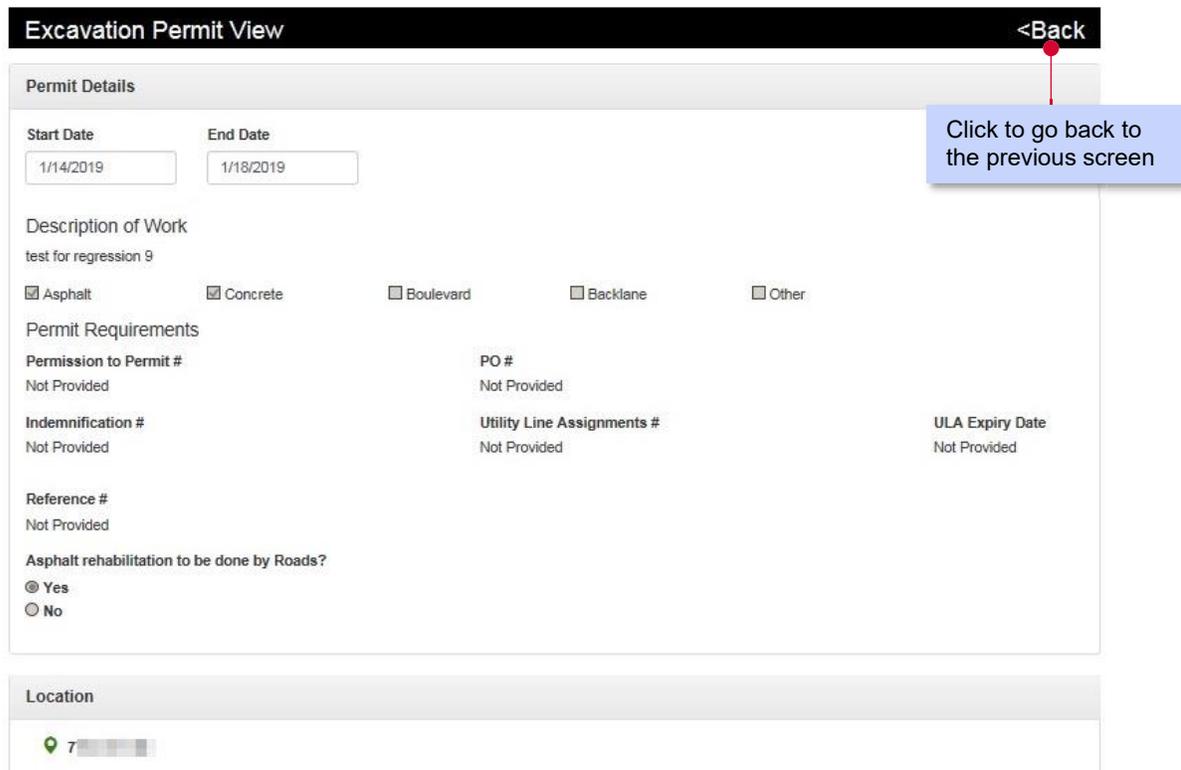
View Permit screen

Applicant Info

Mr [redacted]
[redacted]
calgary   Alberta   Canada
[redacted]
[redacted]
(999) 999-9999

Site Contact

[redacted]
[redacted]
(999) 999-9999

> Click to add an attachment (photo or document)

Attachments

new_image.png by Inspector on Tuesday, January 15, 2019 8:26:31 AM image1

> Click to add/send a Notification

Notifications

Type in this box....maximum 500 characters.

To: Excavation Staff ▾
Send

To:
Excavation Staff
Inspector
MySelf

43/500

Inspector — Tuesday, January 15, 2019 9:56:20 AM *for Citizen read on* Tuesday, January 15, 2019 10:15:48 AM
Inspection Failed. Inspection has failed due to 'Repair(s) not to standard'. Please see inspection for more detail

System — Monday, January 14, 2019 1:20:30 PM *for Citizen read on* Monday, January 14, 2019 1:20:39 PM
Permit is about to expire. : The permit expires on Friday, January 18, 2019

> These are your notifications.

Permit History

January 14, 2019 11:26 AM	Set To **Submitted** by **Citizen**
January 14, 2019 01:19 PM	Set To **Approved** by **Excavation Staff**
January 14, 2019 01:20 PM	**Permit certificate sent as an attachment** by **System**
January 14, 2019 03:44 PM	Set To **Repairs Returned** by **Citizen**
January 14, 2019 03:53 PM	Set To **Awaiting Inspection** by **Excavation Staff**

> This section displays the historical timeline of the permit from initial submission to archival.
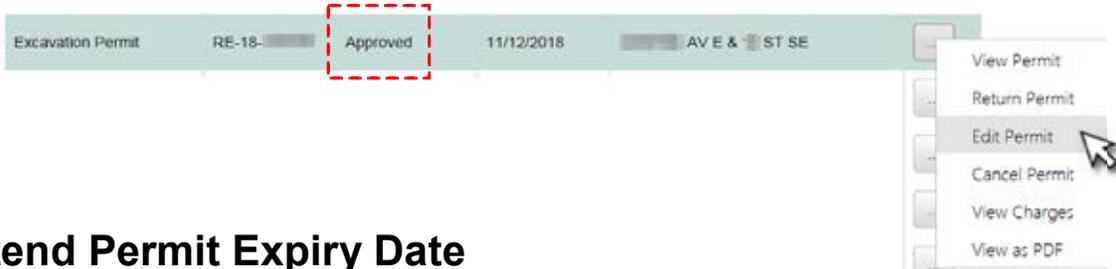
> Entries are time stamped and listed oldest on top.

> Brief description of each event

Edit Permit

After an application has been Approved, a permit holder uses the **Edit Permit** option to revise information previously entered into the system during the initial application process.

Click [...] and select **Edit Permit**. The Excavation Permit screen will then be displayed.

Extend Permit Expiry Date

On the Details screen, under Permit Date, use the calendar buttons to select new start/end dates for your excavation as necessary. Click Continue and ensure information within other tabs are still accurate then click Submit on the Review screen.
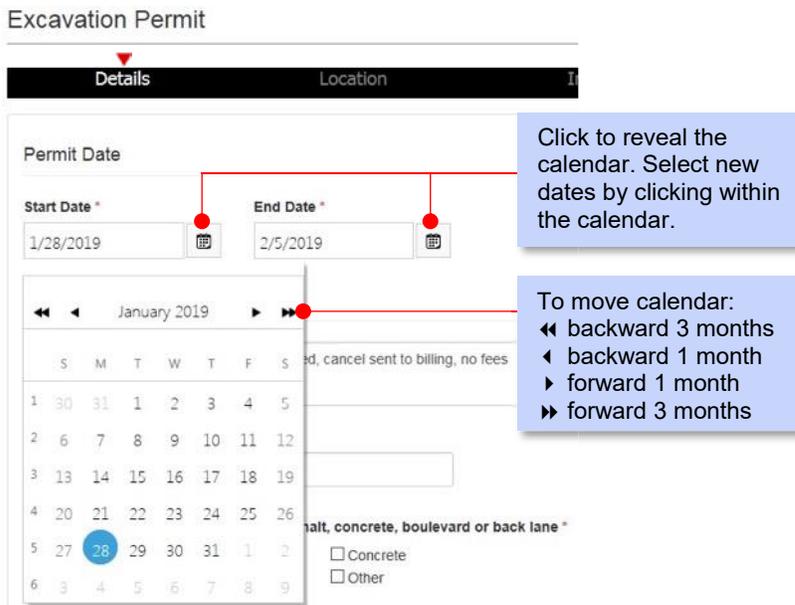

After editing information and resubmitting, the permit status will change from "Approved" to "Submitted for Change Approval" and is then sent to the EPO for review.

(*Refer to the Details screen section of this guide on pages 7-10, as needed, for more detail on the various sections and steps to complete.*)

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View as PDF

The View as PDF option is useful for displaying the permit as a print-ready pdf file on-screen or saving it to the user's computer.

On the My Permits and Applications Screen, find the permit you want to view from the list, click then select **View as PDF** as shown here.
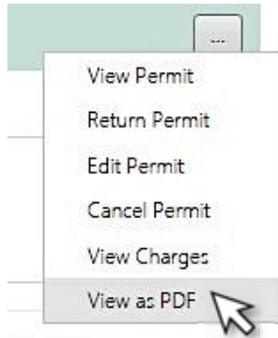
A pop-up then displays providing options to:

- **Open** – opens the document on your computer screen
- **Save** – saves the document on your computer with the current name (permit.pdf)
- **Save as** – gives the option to specify a name for the pdf file
- **Save and open** – saves the document on your computer as permit.pdf and displays the file onscreen

NOTE: For users with multiple permits in the system, the best option is to use **Save as** since it allows the user to specify a unique name for each permit to be downloaded.

View as PDF

Below is a sample **Excavation Permit** and an accompanying **Permit Return Worksheet**. Both pages make up the permit pdf file that is emailed to a permit holder after approval.

Excavation Permit Return Worksheet

Calgary

Permit Number
RE-19-

W : Width Required
L : Length Required

Sidewalks	L	4	Oiled Roads	W	L
Gutter (Std)	L	5	Gravel Lane	W	L
Gutter (Wide)	L	6	Boulevards	W	L
Roadways	W	L	E	Asphalt Saw Cutting		L
Walk	W	L	H	Temporary Asphalt Sidewalk Patch	W	L
Concrete	W	L	Q	Cold Mix	W	L
		R	Toplift Paving	W	L

Repair By Contractor (Y / N)	Width (Metres)	Length (Metres)

Official City Of Calgary Roads Permit.

Excavation Permit
For Construction or Maintenance
Within Public Rights of Way

Calgary

Permit Number
RE-19-

This permit is valid for 14 days from the approximate starting date provided. Excavation Permit Authorization Clerk must be notified of any revised dates, at the time of returning the permit via ePermits or by email at epo@calgary.ca. Street use permit must be obtained prior to commencing the proposed work. Please visit http://epermits.calgary.ca.

District	Section	Permission To Permit Number
DCE	14	
Tender Number	ULA Number	Indemnification Agreement Number

Business Unit	Fund	Activity	Account	DeptId	Reference	PO Number
					W12345689	

PERMISSION TO PROCEED WITH WORK IS HEREBY GIVEN PER STREET BY-LAW 20M88 TO:	Applicant Name NONE	Business Address
Applicant Representative's Name	Phone Number 1111111111	Email Address
Starting Date 2019/01/07	Completion Date 2019/01/11	

WORK SITE LOCATION

From: 904	To: 904	Street Name: 8	Type: AV	Quad: SE

Intersection Street Name:

PURPOSE OF WORK

Livelink RE-19-318207Job Description:Standard Permit – with adjustments

PERMIT IS LIMITED TO EXCAVATIONS WITHIN ONE CITY BLOCK (EXCEPTION - NEW MAIN LINES) DIMENSIONS OF SURFACE REQUIRED (MEASUREMENTS TO BE ONE DECIMAL PLACE)

Field worksheet information must be entered online through ePermits http://epermits.calgary.ca within ten business days after work completed. Field worksheet is a computer-generated printout of your Roads Excavations.

Permit Authorized by Director, Roads
Date Issued: 2019/01/16

The City Of Calgary | Calgary, AB, Canada | calgary.ca

Roads ePermit Printout

Return Permit

On the My Permits and Applications Screen, find the permit you want to view from the list, click
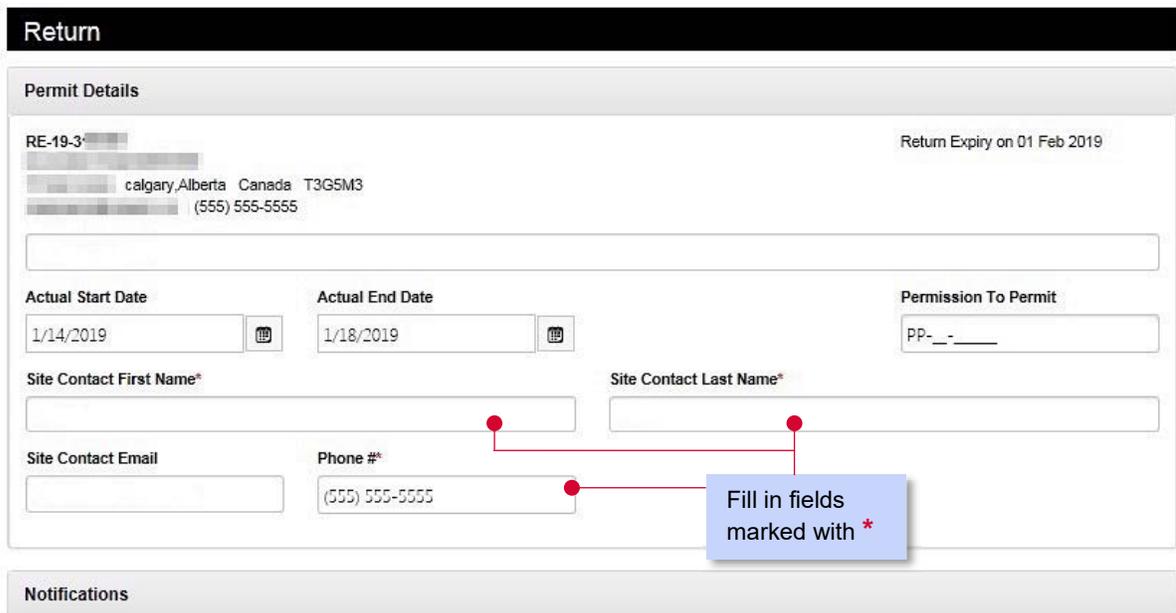then select **Return Permit** as shown below.

Below and on succeeding pages are examples of the various sections and functionality of the Return
Permit screen.

Permit Details & Notifications section

Notifications is discussed in its own section on pages 35-36.

Trench & Attachments section

Below are the **Trench Location** and **Attachments** sections of the Return Permit screen. Use the map to plot the exact location of the excavation(s) to be made. Attachments can be photos or documents related to excavation work. Repeat the steps below for multiple trenches.

To plot a trench, click on the map where the excavation should start. A marker (📍) will appear and a pop-up will ask you to confirm the Start of your trench. Click Yes to proceed or Cancel to replot.

Click to add an attachment (photo or document). You will then be prompted to locate the file on your computer. Repeat for multiple attachments.
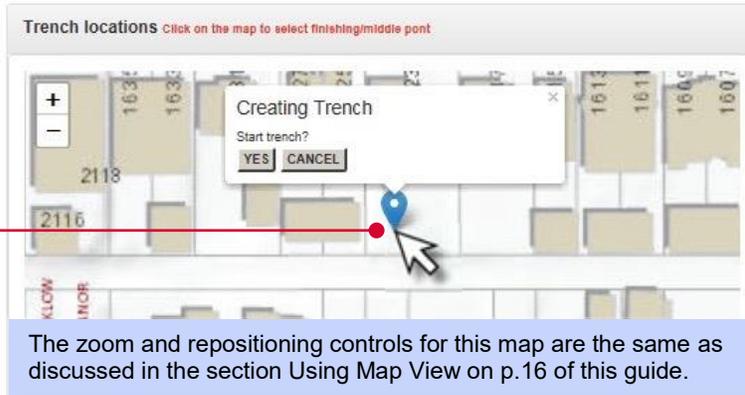
The zoom and repositioning controls for this map are the same as discussed in the section Using Map View on p.16 of this guide.

Next, click the point on the map where the excavation should end. To plot more points along the same trench (angled trench), click Continue, otherwise for straight trenches, click Done.

(*Note that the system only allows a maximum of 3 points to be plotted*.)
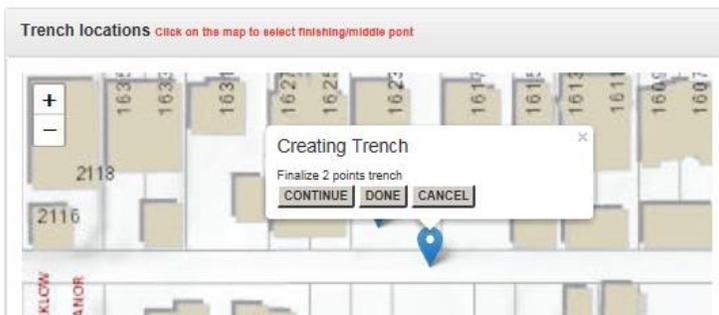
A completed trench is shown below.
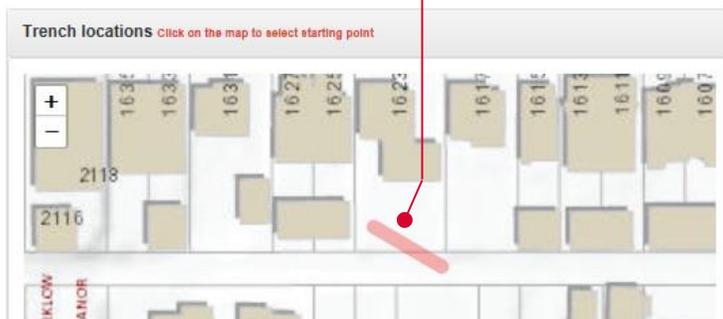
NOTE: Trenches may only be added or edited while in Return Permit mode.
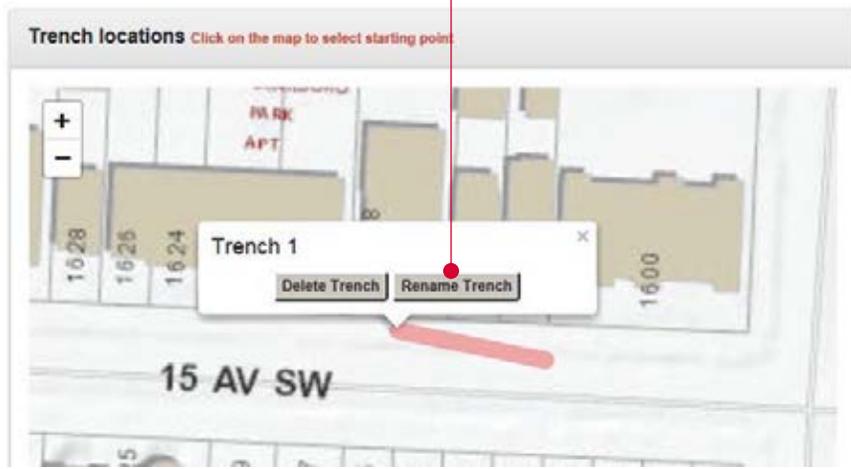
After a permit is Returned and/or Approved, only an inspector may edit a trench.

Attachments may be added anytime.

Rename / Delete a Trench

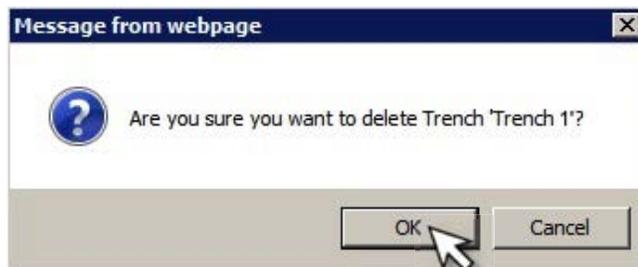After plotting a trench, you can **Rename** the trench by following these steps:

Click on the trench you want to edit. The pop-up dialog box appears asking if you want to **Delete** or **Rename**. Click Rename.

Type the new name for the trench and click **Proceed**.

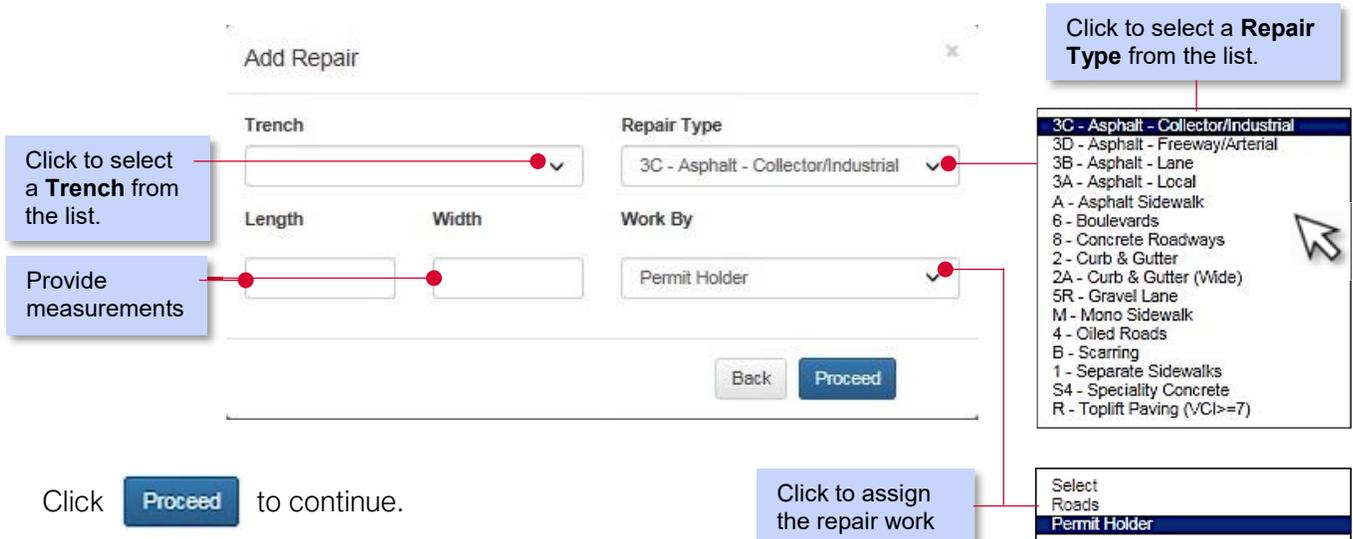To delete a trench click **Delete** and click **OK** in the confirmation pop-up.

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Repairs section

The Repairs section of the Return Permit screen allows a user to enter specific repair details to be performed after completion of excavation work. Users are able to specify repairs by Trench and provide measurements, assign repair codes and specify who is responsible to perform such repairs. Repeat the steps below for each trench and repair that needs to be completed.

Begin by clicking on ⊞

Repairs can be sorted by Trench or by Repair Type by clicking here.
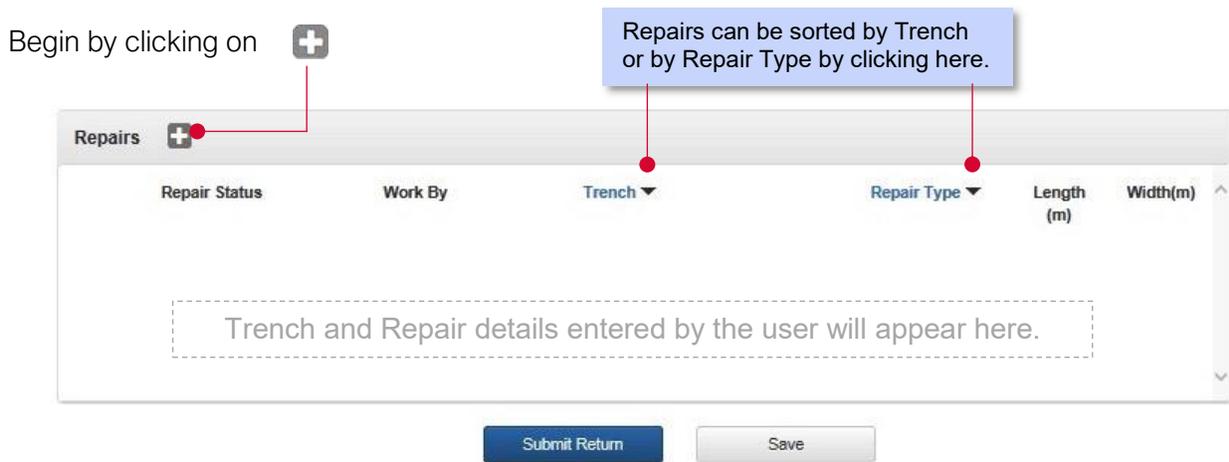
The **Add Repair** dialog box appears allowing you to specify repair details for each trench. Multiple repair types may be added.

Click to select a **Repair Type** from the list.

Click to select a **Trench** from the list.

Provide measurements

Click to assign the repair work

Click **Proceed** to continue.

Click **Submit Return** to complete the return.

After submission, the EPO will then review the submission. Check your Notifications for updates on your permit.

View Inspection

The Inspection View screen displays the results of any inspections done on your excavation repairs by a City inspector. It is a report showing permit details, inspector details, trench location(s) and repair details. When a permit has passed inspection with adjustments, use this option to dispute or accept those adjustments.

From the My Permits and Applications Screen, find the permit you want to view, click on the Option button then select **View Inspection** as shown below.

The Inspection View screen and its sections are displayed below and discussed on succeeding pages.

The Inspection Details section provides inspector contact information that a permit holder can use as needed to further discuss any rectifications required to pass the inspection.

View Inspection

Trench Location(s) section

The **Trench Location(s)** section shows the trench(es) that the permit holder specified when they completed the Return Permit screen.

The **Return Trench(es)** slider is deactivated (gray) by default. Click to activate (green).

When the switch is off, only the broken line is shown, and it represents the *actual* location of the trench as seen and "inspected" by the City inspector. Activating the Return Trench(es) switch will reveal the solid line which represents the trench *as entered* into the system and submitted (Return Permit) by the permit holder. The result should be a unified trench line (Returned trench overlaid onto Inspected trench) when both broken and solid lines are revealed. There are situations when this is not the case. This map and the switch are useful for showing that.

The map above functions in the exact same manner as others previously discussed in this guide.

For Attachments, it is a 2-step process:

1. Click [paperclip icon] to locate the file you want to submit on your computer.

2. Click [submit icon] to submit your attachment(s).

View Inspection

Repairs section

This section shows the trench(es), repair type(s), measurements and work assignment details returned by the permit holder, as well as a column indicating either a Pass or Fail as per the Inspector. Multiple examples are provided representing various inspection scenarios and screen elements.

Example 1

Repairs can be sorted by Trench or by Repair type by clicking ▼.

Activating this slider (green) will hide repairs that have been deleted.

Indicates repairs to be done by Roads

Any comments by the inspector will be displayed underneath the corresponding drop-down list boxes.

This is an example of a repair that has been adjusted by the inspector.

Example 2

Indicates repairs to be done by permit holder

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Accepting adjustments

Activating this slider (green) will display only repairs that have been adjusted by the inspector.

Example 3

To accept the inspector's adjustments, click **Accept** and then click **Submit Response**.

In this example, the inspector adjusted the measurements. Correct values in gray boxes, incorrect values beneath.

Disputing adjustments

Example 4

To dispute the inspector's adjustments, click **Dispute,** then select a reason from the list and type in any additional comments in the box.

Developer repair
Explanation Required
Explanation Required
Not To Code
Other
Repair Completed
Work Completed

Click **Submit Response** when ready. The permit status changes to Disputed Adjustments.

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View Latest Inspection PDF

This is an option to view the most recent Inspection details as a PDF on a user's screen or save it on the computer. It shows rectifications, adjustments, inspection notes and images, and is designed to allow the site supervisor to record their response to adjustments which can then be entered into ePermits using the View Inspection option.

Just like any previous options, this is accessible from the My Permits and Applications screen and clicking on the Options button then selecting **View Latest Inspection PDF**.

Selecting this option generates a multi-page PDF file of the latest findings and comments by the Inspector that identify additional requirements to bring the excavation repairs to compliance that will enable the work to "pass" the subsequent inspection.
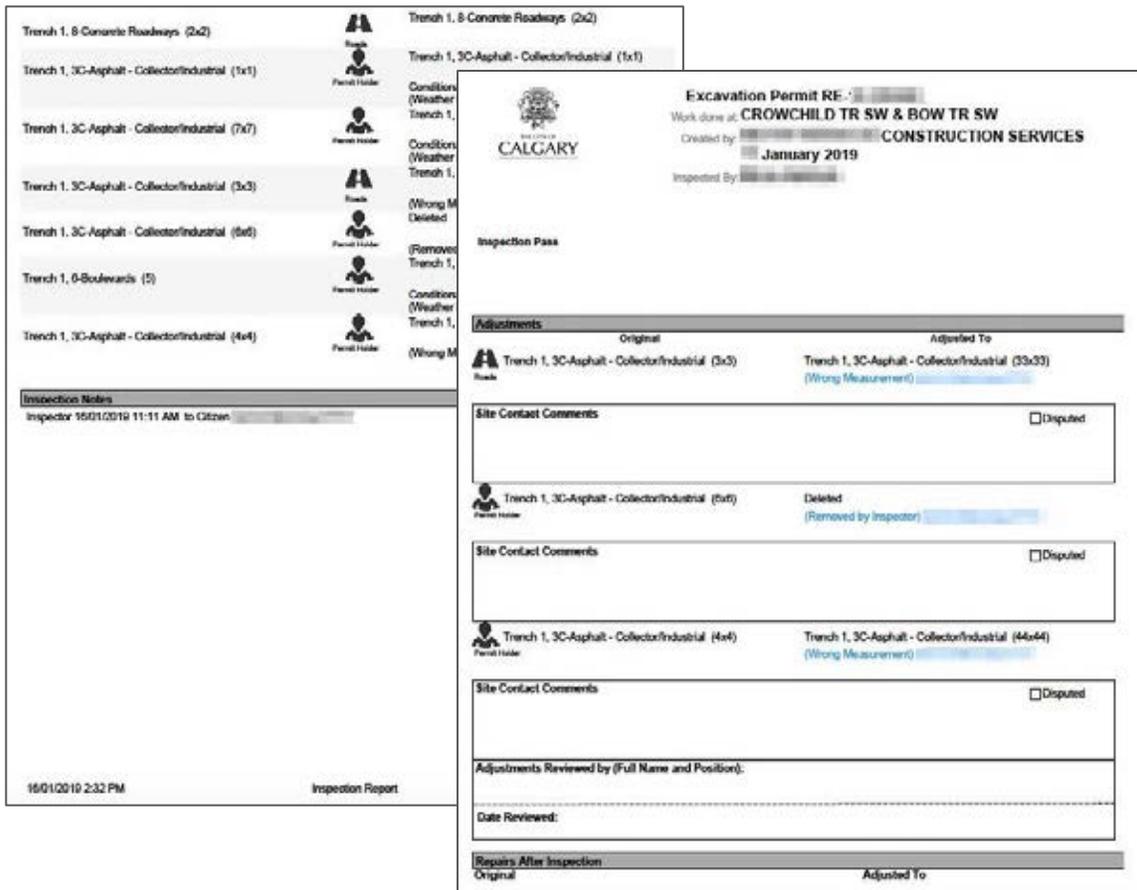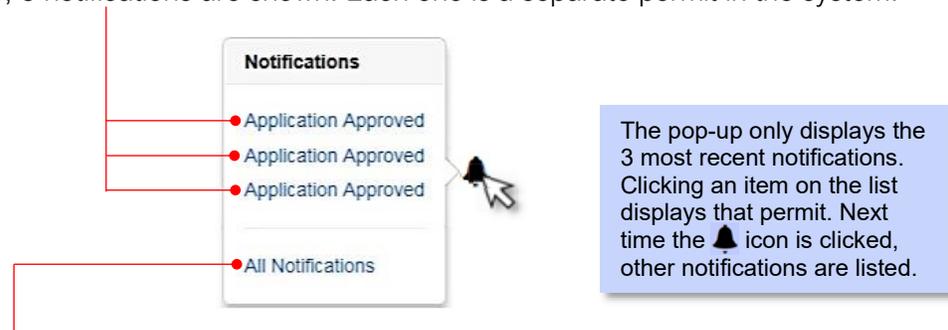
Notifications

Within the ePermits system, ongoing communication between permit applicants/holders and the Excavation Permits Office is accomplished through the Notifications feature.

After logging into the system, Notifications are found on the ePermits Home Screen (refer to p.5 of this guide).

Clicking on the Notifications icon (🔔) displays a small pop-up with links that, when clicked, opens a specific permit that requires attention. The message displayed in the pop-up will vary depending on the status of a permit and the corresponding action required.

In the example below, 3 notifications are shown. Each one is a separate permit in the system.

The pop-up only displays the 3 most recent notifications. Clicking an item on the list displays that permit. Next time the 🔔 icon is clicked, other notifications are listed.

The fourth item, All Notifications, will display the My Permits and Applications screen displaying all permits with related notifications requiring action at the top of the list and then all other permits a user has in the system appearing after that.

Notifications are also accessible from the My Permits and Applications screen. You can view and send notifications by clicking the (...) button under the Options column.

The Notifications feature can be found in the following options:

- View Application
- View Permit
- View Inspection
- Edit Permit
- Return Permit
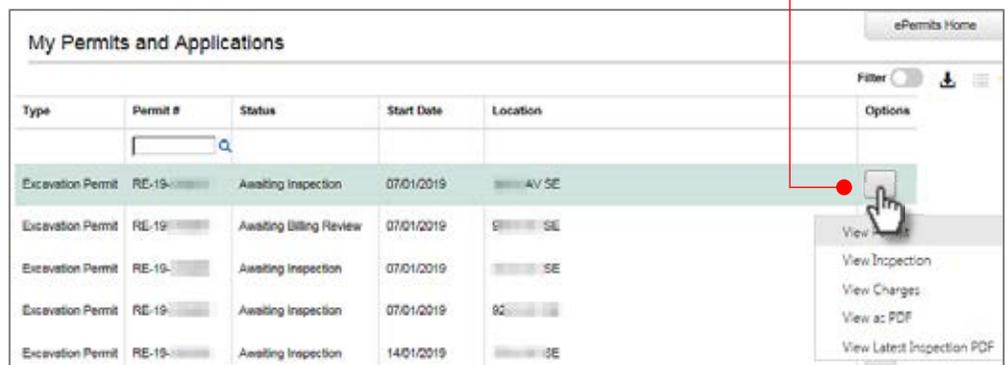
This feature works the same within the above listed options and is discussed in the next page.

Notifications section

When you select one of the five Permit options listed on the previous page, the Notifications section may appear as a gray bar as shown below. To use the feature, simply click **Notifications** to expand the section.

The dialogue box then expands. Type your message, then select a recipient. Click **Send** when ready.

Notifications are listed in chronological order with the most recent messages displayed on top. The time stamp line states who the message is for.

Icons to the left of each message identifies the sender of the message.

In addition to the above feature, the system sends out an automated once daily email to permit holders that summarizes unacknowledged or unread notifications in the ePermit system. If, while logged in to the system, you access your permits and view notifications within them, then you will not receive an email.
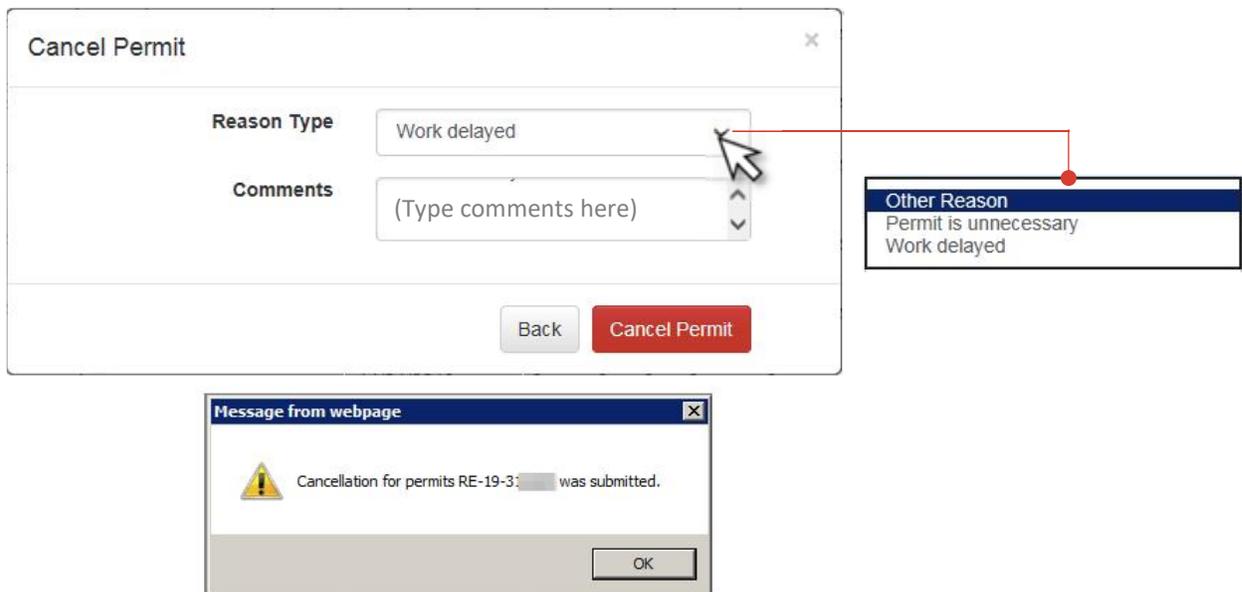
Cancel Permit

This option is only available when a permit is in "Approved" status. It allows a permit holder to Cancel a permit by selecting a Reason Type and/or providing additional comments.

As always, you begin by finding the permit you want cancelled from the My Permits and Applications screen, then clicking the ⋯ button and selecting Cancel Permit.

The Cancel Permit dialog box is then presented. Select a **Reason Type**, type in any comments in the Comments box and click **Cancel Permit**. A confirmation box appears, click **OK**.

The permit is sent to the EPO for review and with a status of "Submitted for Cancellation Review".

View Charges

This option displays the fees and charges expected based on reported and/or inspected repairs.

From the My Permits and Applications screen, click the ⋯ button and select **View Charges**.

The **Repair Fees** and **Permit Fees** sections are the basis for items that will be billed to the permit holder.

Since there is presently no print or save function within Charges View, you can use the print option from

View Charges

Currently, actual fee amounts are not shown within the Charges View screen. Permit holders may reference current Excavation Permit Rates on the City's Excavation Permit web page in order to calculate their total charges due. Below is the current Rate (2019) Sheet.

Calgary	**Excavation Permit Rates** **Effective January 1, 2019**		
Applicable to All Permits			
Application Fee		$51.05	per application
Works Inspection Fee – charged on all excavations		$101.60	per permit
Asphalt			
Rehabilitation Fees			
Minimum Charge		$643.25	per permit
PLUS All utilities – 0 to 100 m^2		$108.25	per m^2
PLUS Shallow - Variable rate –over 100 m^2, or		$86.80	per permit
Deep - Variable rate – over 100 m^2		$86.80	per m^2
Cold Mix			
Minimum Charge		$643.25	per permit
PLUS Variable rate		$ 83.75	per m^2
Asphalt Saw Cutting		$20.45	per m
Asphalt Curb		$105.20	per m
Asphalt Sidewalk		$105.20	per m^2
Degradation Fees – (classification rate) x (width+2) x (length+2)			
Arterial		$50.05	per m^2
Collector		$44.95	per m^2
Local		$40.85	per m^2
Top Lift Paving - (VCI >= 7)			
Top Lift – all road classifications		$50.05	per m^2
Permission to Permit – applicable for residential excavations under 100 m^2 only			
Top Lift Paving			
Arterial		$5,921.80	per address, per street
Collector		$4,900.80	per address, per street
Local		$3,879.80	per address, per street
Degradation – all road classifications		$1,939.90	per address, per street
Concrete			
Curb and Gutter – standard		$388.00	per m
Curb and Gutter – wide		$388.00	per m
Road Concrete		$275.70	per m^2
Minimum charge		$643.25	per permit
Sidewalk – Mono			
Up to 1.1 m wide		$459.45	per m
Portion over 1.1 m wide		$255.25	per m^2
Sidewalk – Separate		$255.25	per m^2
Specialty Concrete		$510.50	per m^2
Minimum charge		$765.75	per permit
Other			
Oiled Roads			
Minimum Charge		$643.25	per permit
PLUS Variable rate		$8.70	per m^2
Gravel Lane			
Minimum Charge		$81.70	per permit
PLUS Shallow utilities, or		$21.45	per excavation
Deep utilities		$1.05	per m^2
Boulevards			
Minimum charge		$102.10	per permit
PLUS Variable rate		$9.70	per m^2