



**ONE STOP  
ROC**

# **APPLYING FOR PLUMBING PERMITS**

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# WHAT IS CIVICS & ONE STOP ROC?



**Civics is a single account,  
connected with One Stop Roc  
that you will be able to use to  
access multiple  
City of Rochester  
services.**

To get started, visit  
<https://infor.cityofrochester.gov/>



Email Address \*

Password \*

Remember me

[Forgot Password?](#)


LOGIN

[Don't have an account? Sign up!](#)

# LOGGING IN

Once you have accessed the One Stop ROC webpage, click the  button.

Once you have successfully logged in, you will be welcomed to your personal homepage. On this screen, you will have a quick view of your contact information, fees due, pending applications, and records of submissions!

 [My Account](#)



[My Homepage](#)

[Submit New Application](#)

[Lookup Record](#)

Welcome, **Applicant**

**Address**  
30 Church St  
Rochester, NY 14614

**Contact**  
(585)428-6158

[My Profile](#)

MY FEES 0

Total Amount Due


\$0.00

[Make Payment](#)

[Go to my fees](#)

[Go to my payment history](#)

My Records

Filter By  0 [Clear All](#)

Map

There are no projects to display here.

# STARTING A NEW APPLICATION

At the top of your screen, you will see three options to choose from.

- My Homepage
- Submit New Application
- Lookup Record



**Click Here**



My Homepage

Submit New Application

Lookup Record


# Let's begin PLUMBING


In the “Applications” section, you will select “Electrical and Plumbing Permits”

Please proceed to select the requested plumbing application

## Applications

Select the desired application from the list below.

- › Generator, Solar, Geothermal, EV Charger, Energy Storage Permits
  - › **Electrical and Plumbing Permits**  
Including Electrical, Electrical Reconnect, and Plumbing Permits
  - › Licensed Trades  
Click here if you want to apply for an Electrical License, Plumbing License, or Stationary Engineer - Refrigeration Operator License.
  - › Building Owners  
Building Owner and Vacant Building Registry Applications
- 

- ▼ **Electrical and Plumbing Permits**  
Including Electrical, Electrical Reconnect, and Plumbing Permits
  - [Electrical Permit](#)
  - [Electrical Reconnect \(Safety Inspection\)](#)
  - [Plumbing Permit](#)
- 

Once selected, you will  
automatically be redirected  
to the application

# NECESSARY INFORMATION

Work Type \* ⓘ

Select

Select

Commercial

Mixed Use

Residential

Please note, any structure that has **THREE** or more dwelling units is considered **COMMERCIAL** building  
Mixed use structures consist of at least one commercial space and one or two dwelling units.



# WHO IS DOING THE WORK?

Owner Occupied

This is a single family residence. I am the owner and I occupy the residence. I will be doing the work.

This field indicates your responsibility for this request:  
Capacity \*

Property Owner

Applicant

Architect

Contractor

Engineer

Owner/Contractor

Property Owner

Tenant / Leasee

## OWNER OCCUPIED

Property owners are eligible to apply for their permits. However, specific conditions must be met, including but not limited to:

- The property must not have any open violations that mandate the presence of a licensed plumber
- Submission of a CE-200 form is required.
- The homeowner must currently reside at the property and perform the necessary work themselves.

This field indicates your responsibility for this request:  
Capacity \*

Select

This field indicates your responsibility for this request:  
Capacity \*

Select

Select

Applicant

Architect

Contractor

Engineer

Owner/Contractor

Property Owner

## PLUMBER

You are considered the  
"CONTRACTOR"

When ready, click here

Back

Save & Continue

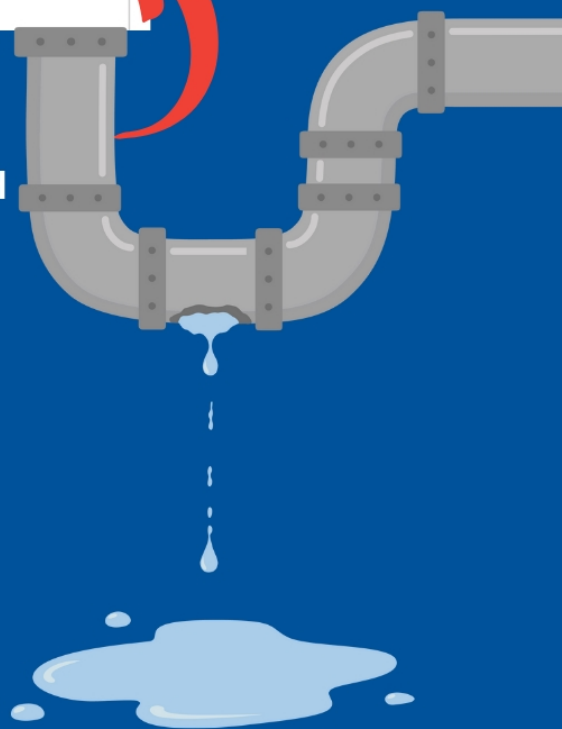




# WHERE IS THE WORK BEING DONE?

Addresses ⓘ Add Address

1. Click “Add Address”
2. Enter the address information in the designated boxes and SEARCH
3. If the address does not appear, clear the “street type” and “direction” box & search again.
4. Select the requested property from the list and click “Add Address”



✕

### Add Address

Address

Number ⓘ	Dir ⓘ
<input type="text"/>	<span>Select</span> ▼
Street Name ⓘ	Street Type ⓘ
<input type="text"/>	<span>Select</span> ▼

[Clear All](#) Search

When ready, click here

Back Save & Continue

Submitting an application has never been easier!

# WHAT KIND OF WORK?

After providing general project information, its now time to enter the TYPE OF WORK. Select whichever applies.



## Plumbing Proposed Work

CHECK ALL THAT APPLY

New Construction

Renovation

Fire Damage

Legalize

Other

Other (Description)

**Please specify the nature of the work that you require. Kindly check all applicable options from the following list.**

**There are a few different options for work types, these are:**

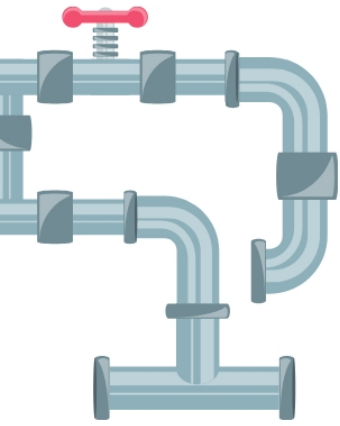
- **Site Work**
- **Water Service**
- **Fixtures and Interior Work (installation, removal, and capping)**
- **Gas supply, domestic water, storm, sanitary or vent piping (in feet!)**



# PROPOSED WORK

## CHECK ALL THAT APPLY!

As you review the different options of the online application, all you must do is enter the **QUANTITY** of each type of work to be performed.



Please note, that when doing any the following:

- gas supply
- domestic water
- storm
- sanitary
- or vent piping

You must provide the combined number in feet.

Repair or replacement of:

gas supply, domestic water, storm, sanitary or vent piping (in feet)

Future use openings

Water Closet



Double check and make sure you have marked all of the necessary boxes!



# I CERTIFY...

You're almost done!  
Please make sure you self certify your application!  
Without this, we cannot review and process an application.

## DON'T FORGET!

Certification

### I Certify (select all that apply)

I, the undersigned licensed Plumber/owner, submit this plumbing permit application to the Commissioner of Neighborhood and Business Development for issuance of a permit to perform plumbing work as described herein and in so doing acknowledge that all plumbing work will be performed in accordance with all applicable codes and regulations. I also certify that all work will be performed: (check one only)

By me personally

By an employee of my company

I certify the above is true

Date ⓘ

MM/DD/YYYY

You must select whether it is you or your employees doing the work.

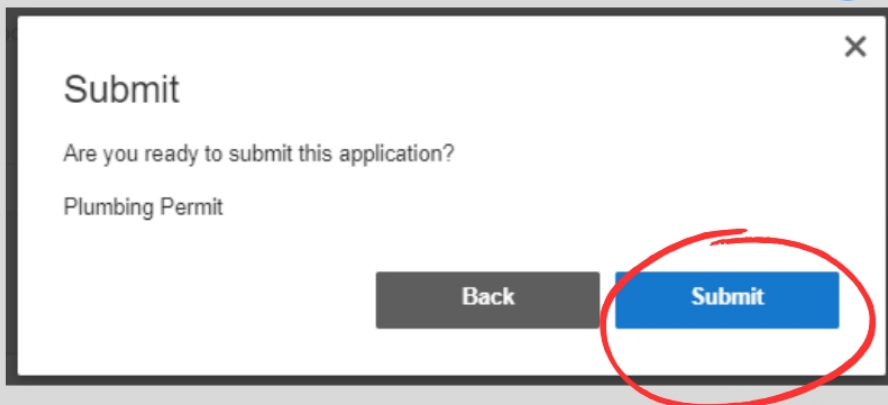
When ready, click here

Back

Save & Continue

# REVIEW & SUBMIT

If you are satisfied with your application and ready to submit, click the Submit button at the bottom of the page!



The screenshot shows a dialog box titled "Submit" with a close button (X) in the top right corner. The text inside the dialog asks, "Are you ready to submit this application?" and identifies the application as "Plumbing Permit". At the bottom of the dialog, there are two buttons: a grey "Back" button and a blue "Submit" button. The "Submit" button is circled in red.

Once you have submitted your application, it will be reviewed for completeness. If no further details or corrections are needed, the status of the pending permit will change to "Fee's Due" and a payment link will be automatically generated and sent to your email. Once the permit fees are paid, the permit will be emailed to you.

#### Confirmation

Thank You! Your application was submitted.

 [P-23-0315](#)