



**ONE STOP  
ROC**

**APPLYING  
FOR  
ELECTRICAL  
RECONNECTS**

# 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 have two options to choose from.

- My Homepage
- Submit New Application



**Click Here**

My Homepage

Submit New Application

Lookup Record



# LET'S BEGIN

1. Click "Electrical and Plumbing Permits"
2. Then, click "Electrical Reconnect"
3. Once you have selected the requested permit, you will be automatically be directed to the 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



## Applications

Apply for a license, or to update the City's records

› **Building Permits**

This includes all permits including Change of Use, etc

▼ **Plumbing, Electrical, and Conveyance Permits**

Including Electrical Reconnect

[Conveyance Permit](#)

[Electrical Permit](#)

[Electrical Reconnect](#)

[Plumbing Permit](#)

› **Licensed Trades**

Click here if you want to apply for an Electrical License, Plumbing License, or Stationary Engineer - Refrigeration Operator License.

› **Building Owners**

Building Owners Registry





Please note while filling out ANY application, any text box with a



requires a response.

# NECESSARY INFORMATION

Work Type \* 

Select 

Select

Commercial

Mixed Use

Residential

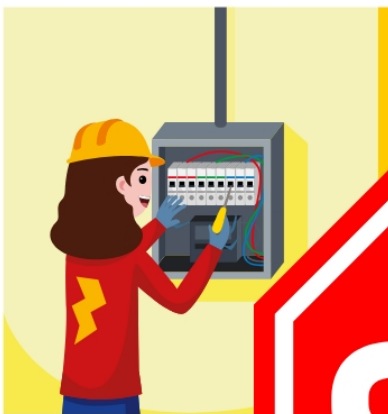
\*\*\* Please note, any dwelling unit that has **THREE** or more dwelling units is considered **COMMERCIAL** \*\*\*



# STOP & READ FIRST

**DO NOT COMPLETE THE PERMIT IF ANY OF THE FOLLOWING APPLY:**

- The unit has been fire damaged (a separate fire damage repair permit required).
- The electrical system has been tagged by RG&E (red or orange tag placed on meter).
- The service has been vandalized or damaged.



# Who is applying?

## Applicant Information:

Capacity \*

Select

Select

Contractor

Owner/Contractor

Property Owner

Tenant / Leasee

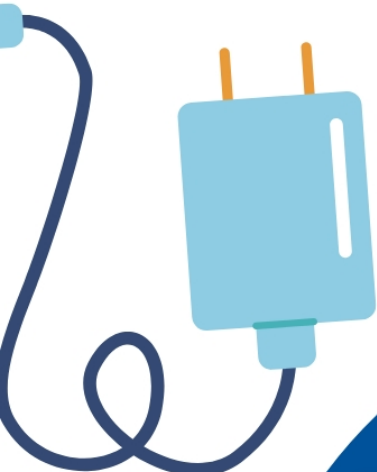
Electricians who are  
applying  
**MUST** select  
**CONTRACTOR**  
as their applicant type.



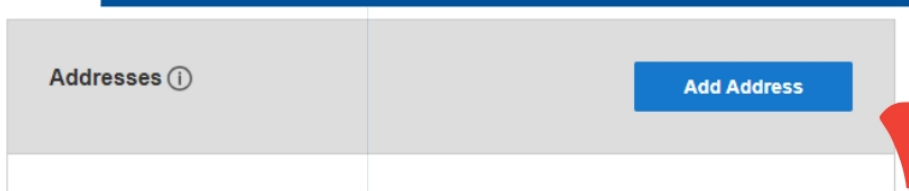
RG&E







# WHERE IS THE RECONNECT NEEDED?



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 ⓘ

Street Name ⓘ

Street Type ⓘ

[Clear All](#)

When ready, click here



# HOW MANY METERS?

It is necessary to provide the numbers of meters that require a reconnect!

## General Information

Number Of Meters \*

## DON'T FORGET!

### Electrical Reconnect Certification

I Certify

I understand that it is the responsibility of the owner/applicant to verify with RG&E that there are no known outstanding issues at the property that will prevent the City of Rochester from granting a reconnect inspection and approval. I further understand that no refunds will be given after an inspection has been performed.

Certification Date: ⓘ



MM/DD/YYYY

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

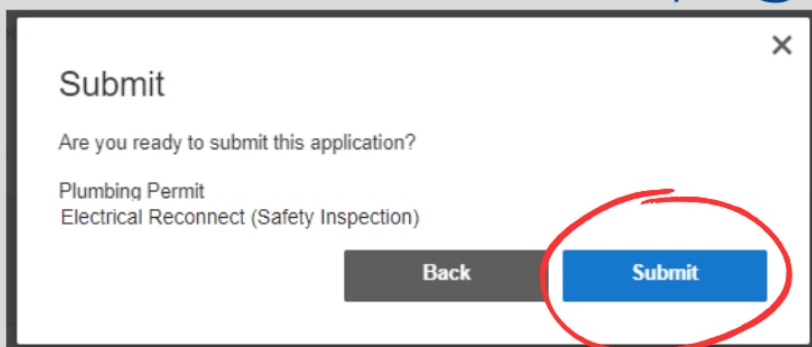
When ready, click here 

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 image shows a screenshot of a web application dialog box titled "Submit". The dialog box has a close button (X) in the top right corner. The text inside the dialog box reads: "Are you ready to submit this application?", "Plumbing Permit", and "Electrical Reconnect (Safety Inspection)". At the bottom of the dialog box, 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. If no further details or corrections are needed, the status of the pending permit will change from "Completeness Check" to "Fee's Due" and will be displayed on "My Homepage"

Once paid, you may access your issued permit by

1. Clicking on the permit number in "My Records"
2. Click on "My Forms & Documents"