

Building, Planning and Land Development Online Applications and Permits

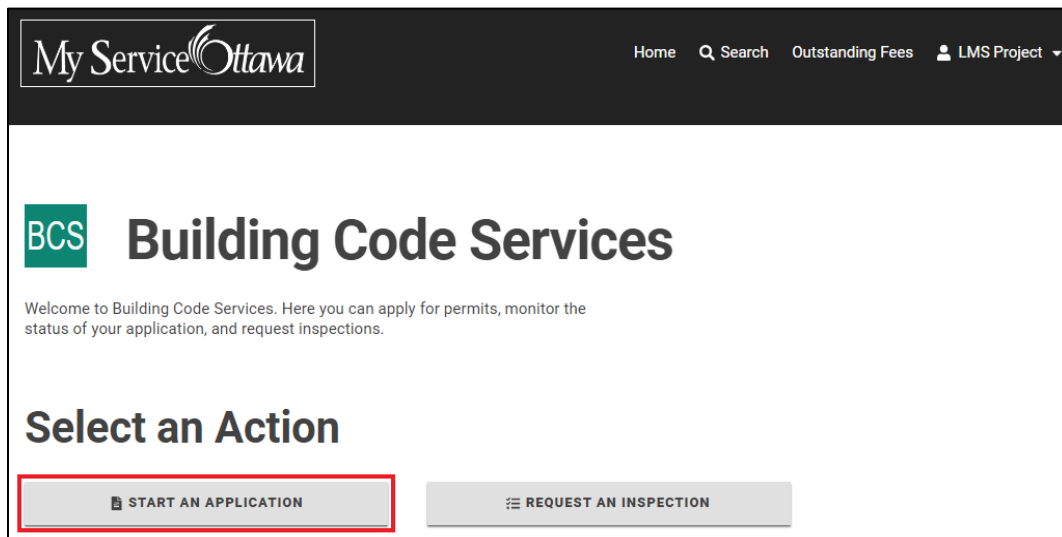
Online Customer Portal User-Guide

Submit a Septic System Permit through the Online Customer Portal

To apply for a Septic System permit through the Customer Portal, you must be in the **Building, planning and land development** service widget, located on the main dashboard in My ServiceOttawa.

For information on septic systems and the approval process please visit the Rideau Valley Conservation Authority (RVCA) website at www.rvca.ca/septic-approvals or contact the RVCA by email at septic@rvca.ca or by phone at 613-692-3571, press “4”.

1. From the Customer Portal Home page, under Select an Action, select the **Start an Application** button.



2. Select the **Septic Permit** application type under the Construction Related Permits category, to start the application process.

Start an Application

Construction Related Permits

Select one of the following permit types to begin your application or choose from other applications below for non-construction related requests.

CONSTRUCTION PERMIT	DEMOLITION PERMIT	POOL ENCLOSURE PERMIT
CHANGE OF USE	TEMPORARY PERMIT	SEPTIC PERMIT

3. The Getting Started page initiates the process for all application types. A status of “Draft” will be immediately generated once the application has started. Begin by completing the drop-down fields and selecting the available options.

Septic System Permit

File Number	Description	Location
-	Residential	-

Status
Draft

Getting Started

When a private property is not serviced by a municipal sewer, the wastewater is generally handled by a private onsite septic system. An approved Permits is required to make alterations, install, or replace a septic system. The Rideau Valley Conservation Authority (RVCA) is the City of Ottawa's delivery agent for the process accepting, reviewing, and approving septic system applications for all (residential and commercial) systems with daily flow rates of 10,000 litres per day or less. In the application process below, please specify the type of work you plan to carry out. For any non-residential structure, please select Commercial in the Application Description (refer to OBC Table 8.2.1.3.B). To install a new system on a vacant lot, select New work type. If you are replacing your existing system, select Replacement. If you require a Part 10/11 Septic Review for an existing system where structure is being changed or renovated, select Renovation. Lastly, if you are demolishing an existing system that is no longer in use, select Decommission. For all New and Replacement systems, please also select the type of system or alterations from the Primary Work Scope drop down and proceed through the application windows.

- For more information on septic systems and approval process please visit www.rvca.ca/septic-approvals or contact us my phone or email.
- Email: septic@rvca.ca
- Phone: 613.692.3571 Press "4"
- A red asterisk (*) indicates a mandatory field.

Application Description *
Residential

Select the option that best describes the application.

Work Type*
Replacement

Select the type of work.

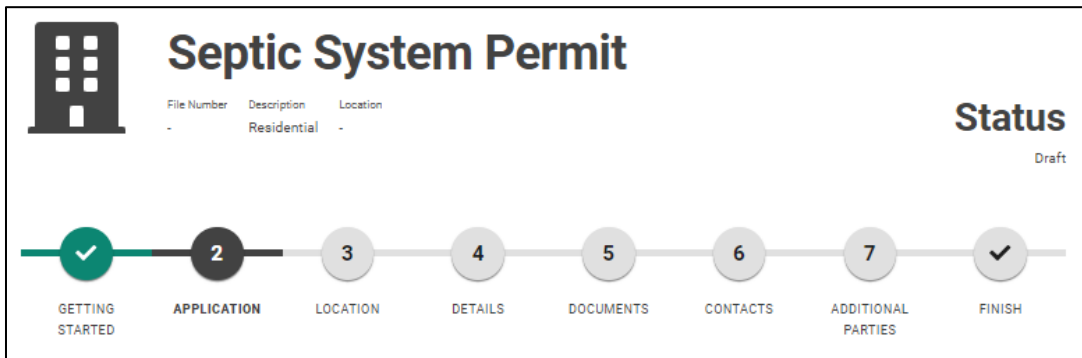
Primary Work Scope *
-

Select the primary work scope.

4. Select the **Next** button to move to the next step or, the **Save** button to save your application to come back to it later. Selecting the **Delete** button will delete the application.

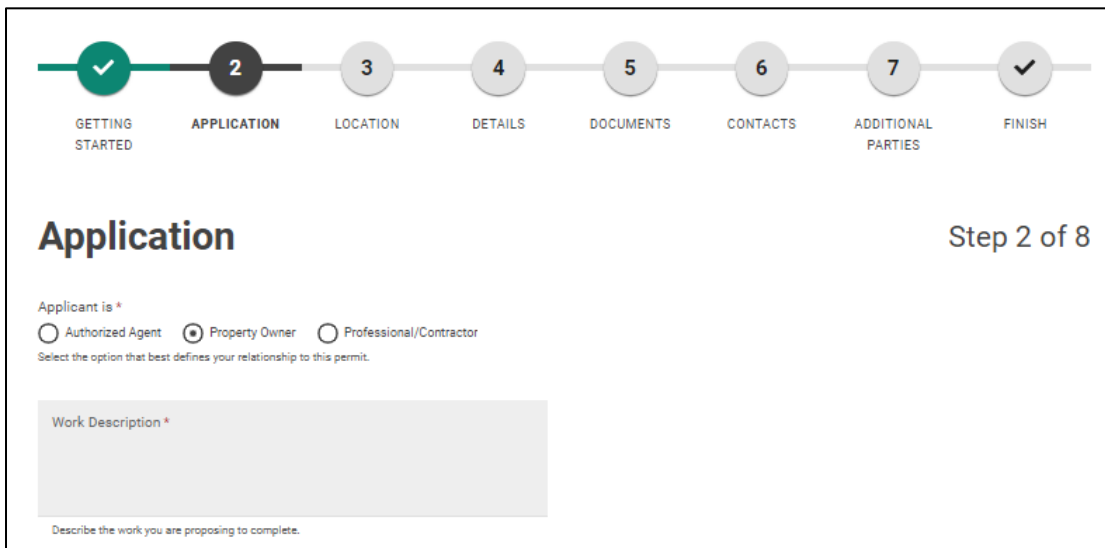


5. A series of steps will be outlined to take you through the submission process.



A green coloured step indicates a completed step, black indicates the current step and grey indicates an incomplete step.

6. Select the Applicant using the radio buttons available and provide a mandatory work description of the job on the Application step.



Select **Next** to continue.

7. Search for an address in the **Search for an Address** search field on the map on the Location step. One or more addresses can be selected.

✓
GETTING STARTED

✓
APPLICATION

3
LOCATION

4
DETAILS

5
DOCUMENTS

6
CONTACTS

7
ADDITIONAL PARTIES

✓
FINISH

Step 3 of 8

Location

Select a property

To locate the property, enter the address in the Address Bar and select the Search button.

Multiple properties can be selected on the map by using a mouse, zooming in, and selecting a property parcel. All selected parcels appear highlighted.

If you are a keyboard user: upon completing a search, Tab to the address card to verify the Primary Location. Then Tab to and select the Confirm Selection button to confirm the Primary Location.

Use the Additional Information field (located near the end of this page) to optionally add additional information you would like to include in your application. (Such as the addresses of additional properties).

If the property does not have an address assigned, please contact addressingandsigns@ottawa.ca.

8. Select the **Confirm Selection** button once an address has been selected to apply.

The screenshot shows a map interface with a green parcel highlighted. A pop-up window titled 'Parcel' displays the address '110 Laurier Ave W.' and a 'Zoom to' button. Below the map, the text 'Confirm selection' is followed by instructions: 'Select the Confirm Selection button to proceed. If multiple properties are selected, choose a Primary Address from the following dropdown list. A primary address must be selected.' A green button with a checkmark and the text 'CONFIRM SELECTION' is visible at the bottom.

If multiple addresses are available for the property selected, a primary address must be chosen from the drop-down list provided. A **Choose a Primary Address** section will generate if this is applicable. Select the drop-down arrow to choose a primary address from the list.

Selected Properties

- 110 LAURIER AVE OUEST/WEST, Ottawa, ON

! **Choose a Primary Address**

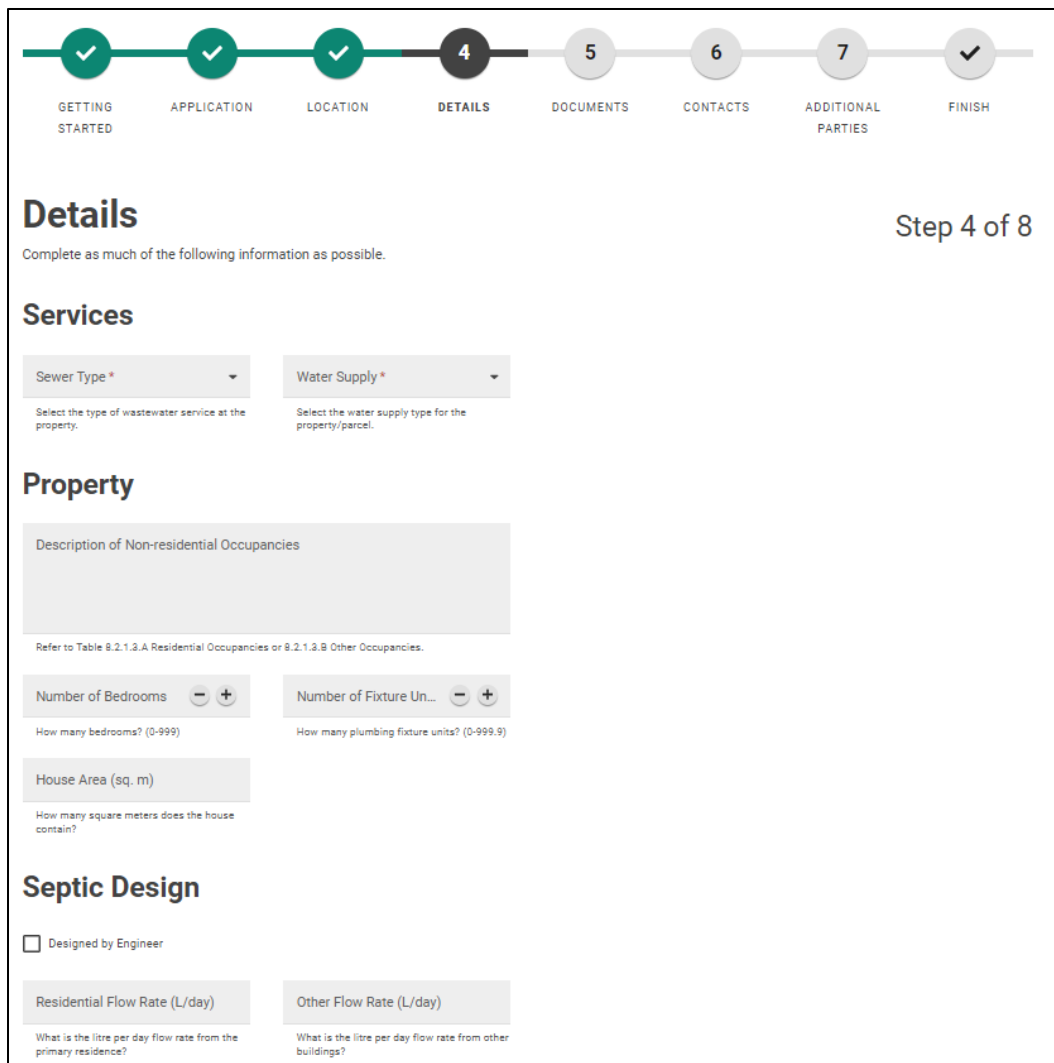
Because there are multiple addresses for the properties selected, you must choose a primary address for this location.

Primary Address *
110 LAURIER AVE OUEST/WEST, Ottawa, ON ▼

- (No selection)
- 110 LAURIER AVE OUEST/WEST, Ottawa, ON**
- 111 LISGAR ST, Ottawa, ON
- 114 LAURIER AVE OUEST/WEST, Ottawa, ON
- 193 ELGIN ST, Ottawa, ON
- 195 ELGIN ST, Ottawa, ON
- 99 LISGAR ST, Ottawa, ON

Select **Next** to continue.

9. Select the various fields to complete on the Details step to provide further information on the application.



Details Step 4 of 8

Complete as much of the following information as possible.

Services

Sewer Type* **Water Supply***

Select the type of wastewater service at the property. Select the water supply type for the property/parcel.

Property

Description of Non-residential Occupancies

Refer to Table 8.2.1.3.A Residential Occupancies or 8.2.1.3.B Other Occupancies.

Number of Bedrooms **Number of Fixture Un...**

How many bedrooms? (0-999) How many plumbing fixture units? (0-999.9)

House Area (sq. m)

How many square meters does the house contain?

Septic Design

Designed by Engineer

Residential Flow Rate (L/day) **Other Flow Rate (L/day)**

What is the litre per day flow rate from the primary residence? What is the litre per day flow rate from other buildings?

Select **Next** to continue.

10. Upload all required attachment types on the Documents step by selecting the **Upload** button. Required documents are noted by a checkmark in the “Required” column of the Attachment Types grid.

Documents Step 5 of 8

Please upload any relevant documentation below. Any documents required to complete this application will be marked with a checkmark in the far-left column.

Attachment Types
Attach electronic copies of the documents listed below. (Required documents must be attached before the application can be submitted.)

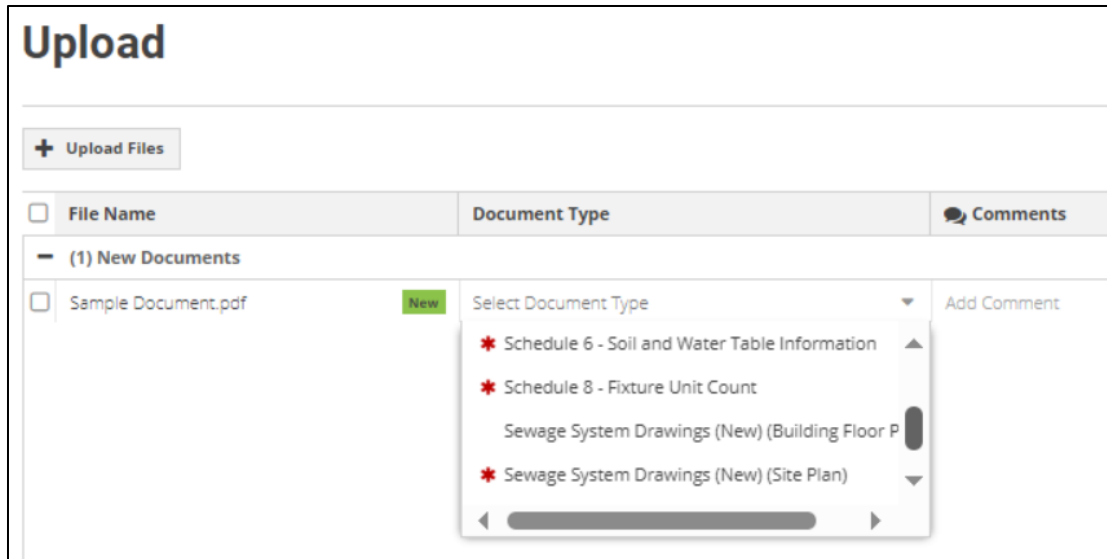
Required	Attachment Type	Description	Sample Form
✓	Schedule 8 - Fixture Unit Co...	Document used to describe the fixture unit count New	
✓	Sewage System Drawings (It...	Set of working drawings that accompany a new the sewage system application	
✓	Schedule 6 - Soil and Water ...	Document used to describe the soil and water table conditions	
✓	Schedule 2 - Sewage System...	Form used to communicate Sewage System Installer Information	
✓	Schedule 5 - Sewage System...	Document used to describe the sewage system details	
✓	Schedule 4 - Proposed Servi...	Document used to describe the proposed services	
✓	Schedule 1 - Designer Inform...	Form used to identify the designer and their qualifications for design of the proposed project	

Upload

<input type="checkbox"/> File Name	Document Type	Comments

Sample Forms provided can be downloaded and completed as required. Any forms that are completed, must then be uploaded as part of the submission.

11. Select the required **Document Type** field in the upload grid to select the document type that is being uploaded. Required types are noted by a red asterisk next to the type required. Do this for all uploaded documents. Optional comments can accompany the documents within the **Add Comment** field.



The screenshot shows a web interface titled "Upload". At the top left is a button labeled "+ Upload Files". Below this is a table with three columns: "File Name", "Document Type", and "Comments". The table contains one row for a document named "Sample Document.pdf", which has a green "New" tag. The "Document Type" dropdown menu is open, showing several options: "Schedule 6 - Soil and Water Table Information", "Schedule 8 - Fixture Unit Count", "Sewage System Drawings (New) (Building Floor P", and "Sewage System Drawings (New) (Site Plan)". The first three options have a red asterisk next to them, indicating they are required. The "Add Comment" field is visible to the right of the dropdown.

Select **Next** to continue.

12. Select the **Add Contact** button to add additional contacts to the job on the Contacts step. Any mandatory contacts, such as Property Owner, will be noted in the description.

Contacts Step 6 of 8

This section can be used to manage contacts and notifications related to this permit. We would recommend adding your contractor, designer, architect, or engineer, if applicable.

The following contact type(s) are required:

- Property Owner

Add Existing Contacts

Search for and select contacts from your list of contacts on your profile.

Search Contact Name

+ ADD CONTACT

<input type="checkbox"/>	Contact Type *	Name	<input type="button" value="New"/>
<input type="checkbox"/>	Applicant	LMS Project	<input type="button" value="New"/>

Select **Next** to continue.

13. Select an individual or business to be invited to partake in various steps of the submission process on the Additional Parties step. All invited parties must have a prior My ServiceOttawa account. Permissions can be granted to the individual or business through the permissions checkboxes.

Additional Parties Step 7 of 8

This section can be used to invite a party to your application. This section is only mandatory when inviting additional parties.

Add a Party

We would recommend adding the following types of contacts i.e. designer, architect, engineer, property owner, contractor etc.

Type of party: *

Individual Business

Acting as *

First Name * Last Name *

Email *

The individual must have a My Service Ottawa account with the same email address specified here.

Permissions

You will need to select the permissions you would like to grant each individual party.

Make Payments
Allow the party to pay for fees on this application.

Participate in Reviews
Allow the party to participate in the review process with the City. Often used for designers and architects involved in the development of plans.

Call for Inspections
Allow the party to request inspections. Often used for the building contractors.

14. Select the **Send Invite** button to send an email notification to the individual or business informing them they have permissions and access to the application.

Press the button below to invite the party to your application via email.

→ SEND INVITE

Select **Next** to continue.

15. Select the disclaimer acknowledgement checkbox to activate the **Submit** button on the Finish step. A unique file number will now be generated for the application.

File Number	Description	Location	Status
SSP-2024-000131	Residential	110 LAURIER AVE OUEST/WEST, Ottawa, ON	Draft

16. Select the **Submit** button to send the application to the City of Ottawa. A confirmation of the submission will appear at the top of the application's Activities page.

My Service Ottawa

Home Search Outstanding Fees LMS Project English

✔ Your application SSP-2024-000131 has been submitted.

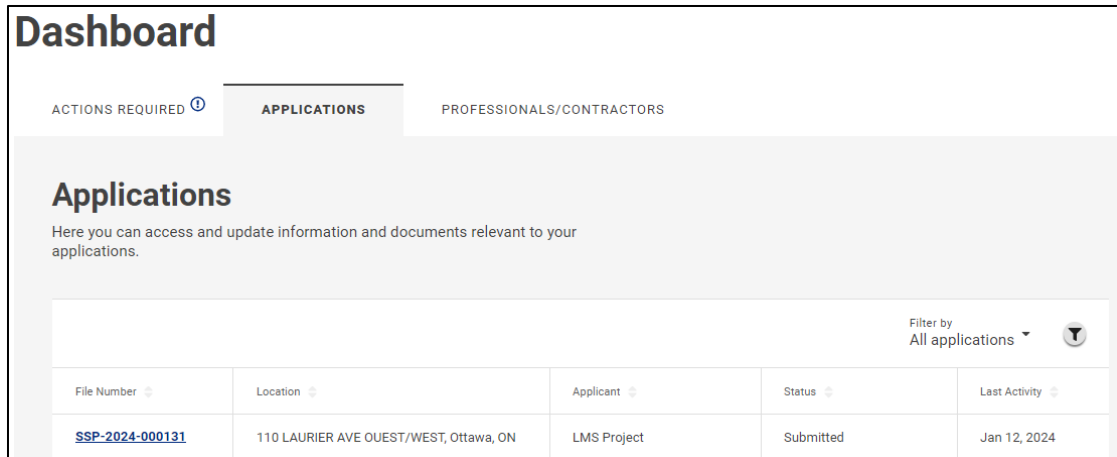
File Number	Description	Location	Status
SSP-2024-000131	Residential	110 LAURIER AVE OUEST/WEST, Ottawa, ON	Submitted

Activities

Outstanding Fees
Fees for this application are awaiting payment.

PAY **Request an inspection**
Request an inspection for this permit.

17. The newly submitted application can be found on the Applications tab on the main Building Code Services dashboard page when the Home menu is selected. A submission confirmation notification, if selected in your account profile, will also be sent to the email on file.



The screenshot shows a dashboard with three tabs: 'ACTIONS REQUIRED' (with a notification icon), 'APPLICATIONS' (selected), and 'PROFESSIONALS/CONTRACTORS'. Below the tabs is a section titled 'Applications' with a sub-header 'Here you can access and update information and documents relevant to your applications.' To the right of this section is a filter dropdown menu set to 'All applications'. Below the filter is a table with the following data:

File Number	Location	Applicant	Status	Last Activity
SSP-2024-000131	110 LAURIER AVE OUEST/WEST, Ottawa, ON	LMS Project	Submitted	Jan 12, 2024