



# ePermitting Policy Statement

---

## Payment and Delivery Statement

1. The applicant must submit a complete permit application. The application can be submitted:
  - In person, at the counter.
  - By mail.
  - By fax.
  - Over the Internet through ePermitting System - [BuildingPermits.Oregon.gov](http://BuildingPermits.Oregon.gov)
2. The permit application is reviewed for completeness.
3. When a permit cannot be issued, the applicant is notified by telephone, fax, mail, or e-mail that:
  - Additional information is needed.
  - A plan review is required.
  - Incorrect fees or no fees were submitted.
4. After receipt of the fee, the permit is issued:
  - In person, at the counter.
  - By mail.
  - By fax.
5. If the permit is purchased through the ePermitting System, the Authorization To Begin Work allows the contractor to begin work on the project, while at the same time allowing the building department to declare the Authorization null and void if the jurisdiction finds that issuance of a permit is in conflict with a local ordinance or land use laws. The permit purchaser must contact the regulating jurisdiction to resolve the issue:
  - In person, at the counter.
  - By mail.

Complete permit applications received in person at the counter will be processed while the customer waits. Permit applications received through the mail, fax or through the BuildingPermits.Oregon.gov ePermitting Web site that are complete and have the correct payment included will be processed within 1 business day of receipt. If there are minor omissions that can be provided over the telephone by the applicant, staff will complete the form and process the application.

.....

## **Refund Policy**

1. The jurisdiction may authorize the refunding of:
  - Any fee not duly authorized;
  - The fee paid for a permit under which no work is commenced, subject to the limitation of subsection 2 of this section; and,
  - No fee shall be refunded except on a written request by the applicant and received by the jurisdiction no later than 180 days after payment. Requests for waiver or refunding of all other permit fees shall be made to the jurisdiction.
  
2. The jurisdiction may retain part of the fee to cover administrative costs.