

Notice of Upcoming Change

Please note that on January 1st, 2021, we will begin using our upgraded Process Control System (PCS) for our plan reviews and permits. This is the system we had been using from 2005-2018. This will be accessed on our web at a new permit portal.

We understand that the Lama system we have used for the last two years has its merits, but it also has many faults. With this changeover you will still have all the same conveniences, just a different look and some different methods.

If your project started in Lama you will need to call in your inspections (as opposed to entering online)

A new benefit to you will be the added option of paying with an E-check when paying online. This is not available in Lama, but it is a very cost effective and easy method for paying larger sums, as it is a flat fee of \$1.25 per E-check. Credit card method will also be available at 2.75% of the transaction amount.

An excellent benefit to all of us will be that the inspection scheduling module in PCS actually puts your inspection on the inspectors' route as soon as you submit it. You can then confirm it by looking at the inspections scheduled for that day. The current system just comes to us as a request, whereby we still have to process and put it on the schedule.

The reconfigured PCS will now be sending email reports of inspection results, in real time, as in Lama. This will be enhanced by the added feature of being able to enter the specific email address of the person or persons who need and want these results.

We in fact will be using email for the majority of document sharing and communication. There will be upload buttons on our website primarily for plan sets, but also for support documents as well.

We know that change makes some of us uncomfortable, but some changes are good, we hope that you find this to be a good one.

Thank you,

All of us are wishing you Happy Holiday's and a safe and pleasant New Year!