

Wisconsin Department of Safety and Professional Services

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INDUSTRY SERVICES DIVISION

FREQUENTLY ASKED QUESTIONS

FOR REQUESTING ELECTRONIC BUILDING PERMITS (ONE & TWO FAMILY DWELLINGS)

Q: What do I need to complete the online building permit request process?

A: To complete the permit request process, you will need the following information where required by the Municipality:

1. Jurisdiction, Submitter, Project and Permit Type Information

- Jurisdiction: City, Township, Village, County.
- Submitter Name, Address, City, Zip-code, Phone and Email.
- New, Alteration, Addition, Repair, Raze, Other Project Types.
- Construction, HVAC, Electric, Plumbing, Erosion Control, Other Permit Types.

2. Owner and Contractors Information (If available)

- Dwelling Contractor Name, DSPS License Number, License Expiration Date, Address, City, Zip-code, Phone and Email.
- Dwelling Contractor Qualifier Name, DSPS License Number, License Expiration Date, Phone and Email.
- HVAC Contractor Name, DSPS License Number, License Expiration Date, Address, City, Zip-code, Phone and Email.
- Electrical Contractor Name, DSPS License Number, License Expiration Date, Address, City, Zip-code, Phone and Email.
- Plumbing Contractor Name, DSPS License Number, License Expiration Date, Address, City, Zip-code, Phone and Email.

3. Project Location Information (If available)

- Lot, Building and Zoning.

4. Project Information (If available)

- Area, Occupancy, Construction Type, Stories, Electric, Walls, Use, HVAC Equip., Sewer, Water, Energy Source, Heat Loss and Est. Building Cost w/o Land.

5. Electronic Signature

- Digitally sign, review and submit

NOTE: On the final screen you will be notified:

THIS IS NOT AN ACTUAL PERMIT. PERMIT WILL BE ISSUED BY THE MUNICIPALITY HAVING JURSDICTION UPON COMPLETION OF THE REVIEW AND APPROVAL PROCESS.

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Q: I am the homeowner and want to general my own project; do I have to fill out the Dwelling Contractor and Qualifier information?

A: You will leave those areas blank. At step five you will check the box above your electronic signature which states “I vouch that I am or will be an owner-occupant of this dwelling for which I am applying for an erosion control or construction permit without a Dwelling Contractor Certification and have read the cautionary statement regarding contractor responsibility on the reverse side of the last ply of this form.”

Q: How long does it take to process my permit once I have completed the electronic process?

A: Upon successfully completing the permit application on Online Building Permit System, the request is electronically been sent to the intended Municipality already. You must still submit your plans and required data to the municipality or its agent before they can start their review process. Incomplete permits will delay the review process. You will receive a confirmation email from Online Building Permit System upon Municipality approval. If you have any questions regarding the process of a building permit, please contact the Municipality or its agent directly.

Q: The Online Building Permit System cannot find my Municipality. What do I do?

A: Contact your Municipality, they may not be activated or may have utilized one of the different options which does not use the electronic online application.

Q: I am having trouble completing the permit application process through The Online Building Permit System. Who should I contact?

A: If you have any issues or questions regarding the permit application filing process, please contact the respective Municipality Building Inspector Office.

Q: I have questions about the permit I submitted, who do I contact?

A: If you have any questions regarding the permit, please contact the municipal Building Inspector Office or its agent. Please reference your Filing Number, which may be found in the email you received from the Online Building Permit System.

Q: I submitted permit request but have not received any emails?

A: Once permit request has been filed with the respective Municipality, you will receive a receipt email from the Online Building Permit System. Check your spam folder as emails may be automatically marked as spam or you may have entered your email incorrectly. If you cannot find you receipt email in your spam folder you may contact your Municipal Building Inspector Office or its agent for confirmation.

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Q: I started the permit request process, but stopped before completing. How do I complete the request?

A: To complete the permit request process, you must call the respective Municipality or its agent and ask for the filing link to be emailed to you. Please reference your Filing Number, which may be found in the email you received from the Online Building Permit System.

Q: Where can I find my Filing Number or Confirmation Number?

A: You may find your Filing Number in the Email you received and on Confirmation page from the Online Building Permit System.

Q: I have a religious waiver for a sanitary permit what do I do?

A: In the box where the sanitary permit number is entered you will put in Religious Waiver.

Q: I am filling out an online permit for an applicant; does this affect the online signature?

A: No, the municipality or its agent will need to create an in-house system for record keeping of those particular permits.

Q: Where can I find my Filing Number or Confirmation Number?

A: You may find your Filing Number in the Email you received and on Confirmation page from the Online Building Permit System.

Q: I haven't received any emails from the Online Building Permit System. What do I do?

A: Check your spam folder as emails may be automatically marked as spam. If you cannot find any emails from the Online Building Permit System, contact the Department of Safety and Professional Services at 608-266-2112 or DSPSSBUDCTech@wisconsin.gov. If possible, reference your Filing Number.

Q: I am a Municipality Clerk or Building Inspector and would like to connect to the Online Building Permit System. Where do I get more information?

A: For more information on how to connect to Online Building Permit System, please contact Division of Industry Services, at DSPSSBUDCTech@wisconsin.gov or (608) 266-2112.