

## **Frequently Asked Questions & Answers**

### **1. How do I obtain a password and login access to the Plumber's Website?**

The first step is to be sure your email address is on record with your plumber's license number at the Department of Licenses and Inspections. You can send an email to [l&ilica.permit@phila.gov](mailto:l&ilica.permit@phila.gov) with your license number, name and email address. L+I will update your information within two business days.

You should then receive an email from the Streets Department with the subject "City of Philadelphia – Website for Plumber Backfill Notification". The return address will be "noreply@phila.gov". This email will include your login and password.

Your login will be an eight digit (do not include dash) number which includes your current plumber license number. For example, if your license number is 54321, then your login will be 00054321. It will take 24 hours for you to receive your password once it is in L&I's database.

Please keep your login & password secure as the backfill notification is legal transfer of responsibility.

### **2. My email address has changed what should I do?**

You have to contact the Department of Licenses and Inspections and provide them with any changes to your email account. You can send an email to [l&ilica.permit@phila.gov](mailto:l&ilica.permit@phila.gov) with your license number, name and your updated email address. L+I will update your information. Your updated email address should appear within 3 business days.

### **3. Can I have more than one employee use this Website?**

Only one account can be set up per plumber license number. Please keep your login and password secure as the backfill notification is a legal transfer of responsibility.

### **4. Can I use the same email address for more than one plumber's license?**

Yes.

### **5. What do I do if my permit number is not recognized by the Website?**

You should first check the number to verify that you are entering it correctly in the Website. When entering your permit number, you must include all eight digits including the permit suffix (do not include the dash). For example: 81234501 is a complete permit number, not 812345. If you enter only the six digits you will see a message saying that the permit doesn't exist. If it is correct and it is still not recognized contact the Department of Licenses and Inspections to confirm the permit number.

## **6. What do I do if the address does not match the permit record?**

Each permit is issued for a specific address. Make sure you check the numbers on the permit are correct.

## **7. What do I do if the backfill notification is being registered after the permit has expired?**

According to the Streets Department "Regulations for Openings and Restoring Street Openings," plumbers are responsible for their ditch openings for a period of thirty (30) days after receipt of the notification. If the plumber uses the backfill Website [www.phila.gov/streets/backfill](http://www.phila.gov/streets/backfill) to notify the City, the notification date is taken as the date the information is entered into the Website. Note that permits expire in 30 days. If the City finds that the excavation was completed after that date, plumber may be liable for fines for use of an expired permit.

## **8. Where do I have to enter backfill date information on Website?**

You do not enter a date. The date of the notification is the date when you visit the site and submit the notification.

## **9. How long am I liable for the safety of the ditch?**

Thirty (30) days from receipt of backfill notification to the Streets Department.