



COMAL COUNTY ENGINEER'S OFFICE

ONLINE PERMIT PORTAL

Login

- If you have previously created a username and password for this site, you can log in using your email as your Username, and the password you created for the Password.
- If this is your first time accessing our Online Permit Portal, click the highlighted [Sign Up](#) link and continue on to the section **How to Sign Up** below.

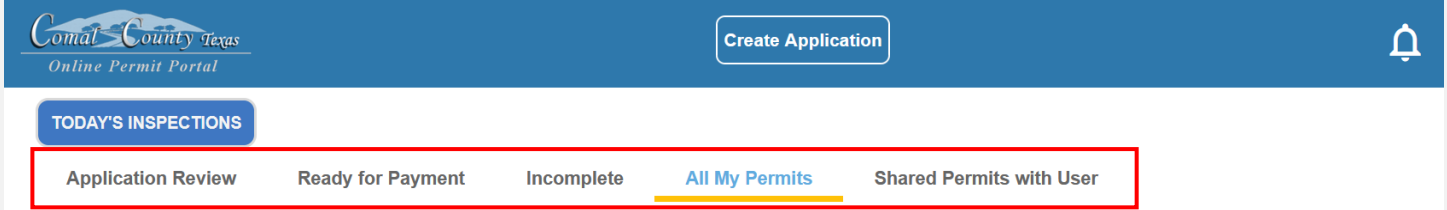
How to Sign Up

- All Fields are required
- Password Requirements are: Minimum of 8 characters and cannot match your email, first name or last name.
- Click Register once completed and the application will send you an email to verify your account
- Once verified within the sent email, you may log into the account
- Future communications you receive regarding your application(s) will come from ComalCountyEngineersOffice@co.comal.tx.us
- Please add this to your approved list within your email account.



Home Screen

- Once you log in, you will start on a page with tabs at the top.



Application Review

These are permits that are in the application review phase at the Comal County Engineer's Office.

Ready for Payment

Permits that have been administratively completed and are ready for payment.

Incomplete

Application is still in process and has not been submitted to the Comal County Engineer's Office yet.

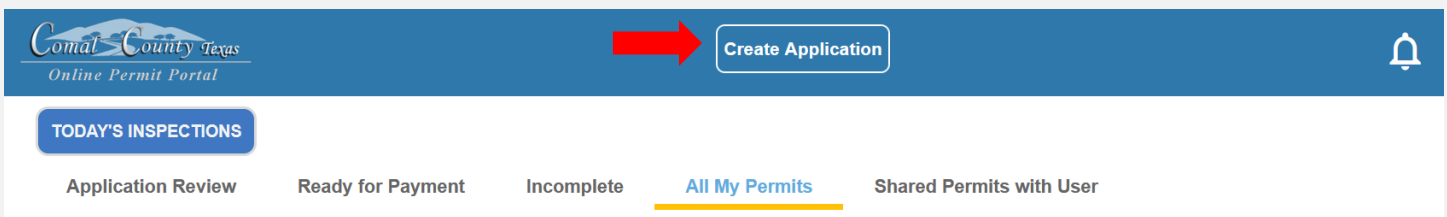
All My Permits

All Permits that have been submitted by you.

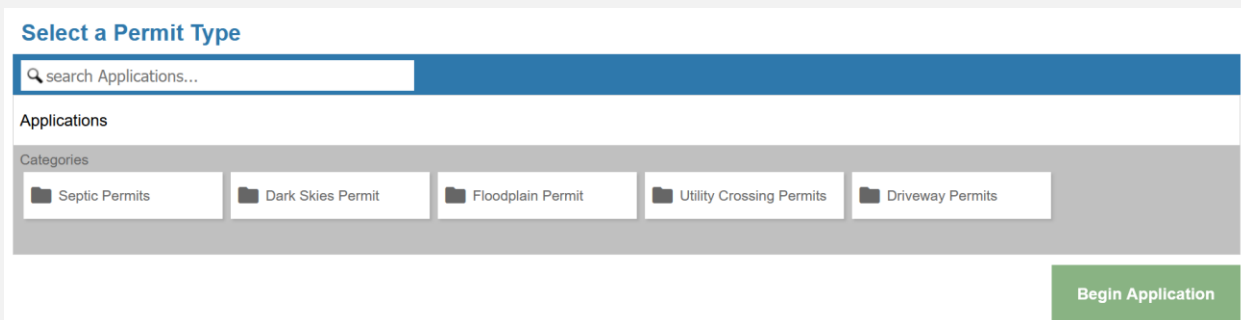
Shared Permits with User

All Permits that you are associated with in the People Role of the application.

Create an Application



- To start a new application, click on the Create Application button at the top of the page.
- Select a Permit Group which will display the applications within each group





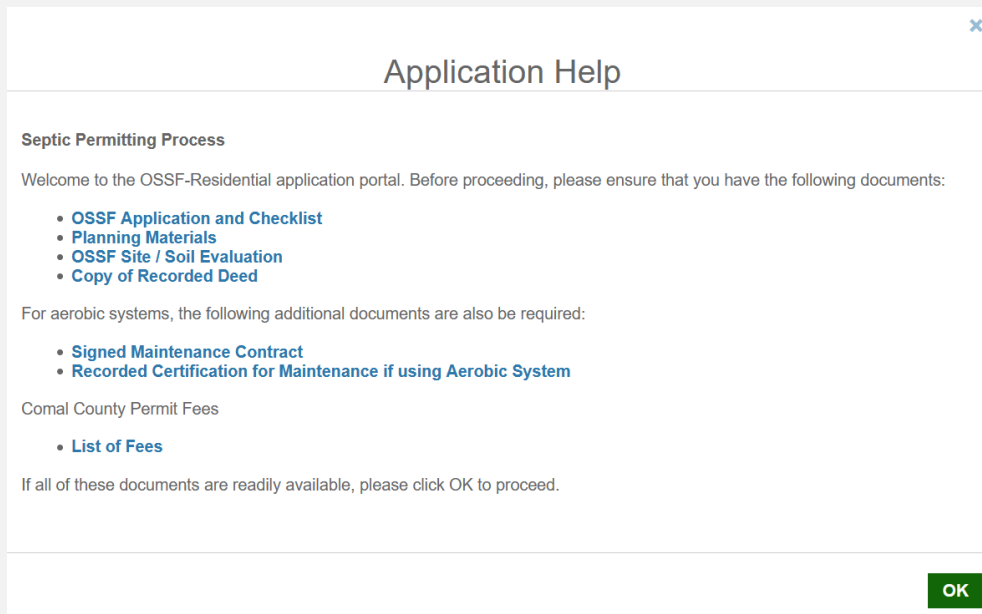
Select a Permit Type

- Click on Permit Type to review the application help information



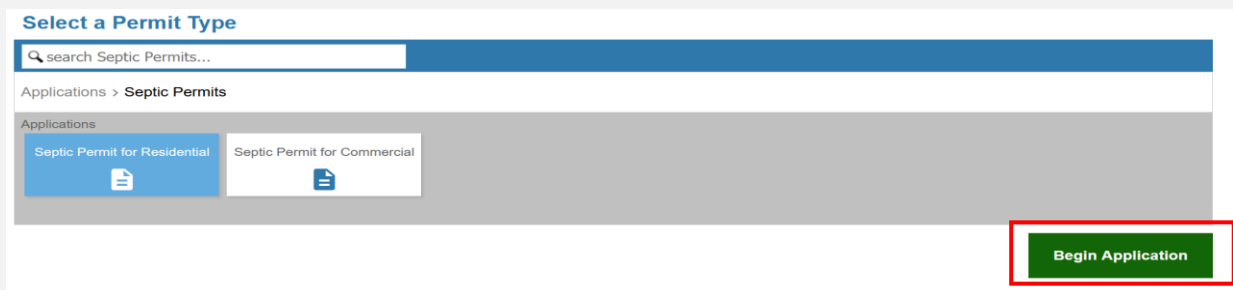
Application Help (Popup when selecting the Permit type)

- This popup will go over the required documents and fees associated with each permit once the permit is selected
- Example document links are provided in this popup



Begin Application

- Click "Ok" on Application Help and then click "Begin Application" to start the application process on highlighted application.





Location of Permit

- Utilize map to locate the permit address
- Type in the Address of Permit in the Address field
- Or use location tool to navigate to your location. You then will select your address

Application: Septic Permit for Residential Step 1 of 4

1 Main

User Initials (Example: John D Smith = JDS)

Address of Permit

Powered by Esri

[Cancel](#) [Clear](#) [Next](#)

People

- **Red*** are required fields
- Email for each role is used for communication regarding the application
- Use My Information button to autofill your account information from your account

2 People

<p>Applicant more.... Use My Information</p> <p>Name*</p> <p>Current Mailing Address*</p> <p>City Name* State* Zip Code*</p> <p>Phone (Home) Phone (Mobile)</p> <p>Email (Provide valid email for notifications on permit)*</p> <p>Comment</p>	<p>Owner more.... Use My Information</p> <p>Name*</p> <p>Current Mailing Address*</p> <p>City Name* State* Zip Code*</p> <p>Phone (Home) Phone (Mobile)</p> <p>Email (Provide valid email for notifications on permit)*</p> <p>Comment</p>	<p>Agent more.... Use My Information</p> <p>Name*</p> <p>Current Mailing Address*</p> <p>City Name* State* Zip Code*</p> <p>Phone (Home) Phone (Mobile)</p> <p>Email (Provide valid email for notifications on permit)*</p> <p>Comment</p>
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Designer [more....](#) [Use My Information](#)

Name*

Current Mailing Address*



Data Group

- Required Fields are indicated by a colored background and a '!' at beginning of the question
- Grey sections are not required
- Click on '?' to view more information on the question

! If there is no existing WPAP, does the proposed development activity require a TCEQ approved WPAP? ? <input type="radio"/> Yes <input type="radio"/> No
! Is the property located over the Edwards Contributing Zone? <input type="radio"/> Yes <input type="radio"/> No
! Is there an existing TCEQ approval CZP for this property? ? <input type="radio"/> Yes <input type="radio"/> No
! If not, does the proposed development activity require a TCEQ approved CZP? <input type="radio"/> Yes <input type="radio"/> No
! Is this property located within an incorporated city? <input type="radio"/> Yes <input type="radio"/> No
! Number of Tracts Quantity <input type="text"/>
! Is this permit a renewal? <input type="radio"/> Yes <input type="radio"/> No
! Is this permit a remodel? <input type="radio"/> Yes <input type="radio"/> No
If so, what was the old permit number? Text <input type="text"/>
Months since Septic tank renewal? Quantity <input type="text"/>



Documents

- Each permit will have a Signed Completed Application that must be submitted with application
- Each permit varies on what documents are needed so please read the Application Help section at the Application Create page.
- Required Document will have a ‘*’ which should include the signed application along with all other recommended documents

4 Rel Docs

Click here to see required documents*

Completed Checklist
Site Soil Evaluation
Planning Materials
Copy of Recorded Deed
Signed Maintenance Contract if utilizing an Aerobic System
Recorded Certification for Maintenance if utilizing an Aerobic System
Signed Completed Application *

- Once you add the document(s), click on “Label” to assign which document you are adding

4 Rel Docs

Click here to see required documents*

07_31 100038.pdf Attached By: travis	<input type="text" value="Label"/>	638.92 KB 10/6/2020	
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4 Rel Docs

Click here to see required documents*

07_31 100038.pdf Attached By: travis	<input type="text" value="Signed Completed Applic."/>	638.92 KB 10/6/2020	
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Submit Application

- Once you are completed with your application and are ready to submit, click on the Submit Button

4 Rel Docs

Add Delete all Click here to see required documents*

07_31 100038.pdf Attached By: travis Signed Completed Applic: 638.92 KB 10/6/2020

Cancel Clear Previous Submit

Application: Septic Step 4 of 4

Terms and Conditions

Permit will be submitted once you press the ACCEPT button and the permit will be under administrative review. Once it is confirmed to be administratively complete, you will receive an e-mail that will allow you to submit payment for permit.

List of applicable Fees

- Sewerage Facility Permit (<500 gallons per day) - \$300.00
- Sewerage Facility Permit (>500 gallons per day) - \$500.00
- Permit Renewal within 12 months - \$80.00
- Permit Renewal after 12 months - \$150.00
- Remodel Permit - \$100.00
- Re-inspection Fee - \$40.00
- Holding Tank Permit - \$150.00
- House Bill 32 Fee - \$10.00

Technology Fee

- Credit Card Convenience Fee at 2.9% of Fees
- Credit Card Transaction Fee at \$0.30

Decline Accept

- Click Accept or Decline to move forward with the application. By clicking Accept, the application will be submitted to CCEO.
- Terms and Conditions will list out applicable fees. Fee(s) will be added to application once the permit is administratively complete. Once Fee(s) are paid, the permit will enter into the technical review process.



Pay Fee

- Once Permit is administratively complete an email will be sent that will prompt you to please sign in to CCEO Permit Site to pay fees. Once Fees are paid, the permit will enter into the technical review process.
- Pay Fee is done on the Action Drop down menu for the permits. Click on Actions, then click on Pay Fees

The screenshot shows the 'Application' page in the Comal County Online Permit Portal. The application is for 'Private Improvement within Public ROW' with ID 105458. A dropdown menu is open under 'Pay Fee(s)', showing options: 'Actions...', 'Check Case Status', and 'Pay Fees'. The 'Created' date is 11/30/2020 and 'Expires' is 12/5/2020. Below the application details are sections for 'Addresses' and 'People'.

- Click the checkmark Payment Terms and Conditions after reading and accepting the Payment Terms and Conditions

The screenshot shows the 'Deposits' page with a table of fees and a modal window for 'Payment Terms and Conditions'. The table lists fees for PIPROW Application, Credit Card Convenience, and Credit Card Transaction. The modal window contains the following text:

I authorize Comal County to charge the credit card indicated in this web form for the noted amount on today's date. This payment is for the permit application fee with an additional fee for processing the credit card. This processing fee will include a 2.9% Credit Card Convenience Fee along with a \$0.30 Credit Card Transaction Fee. I understand that returns, refunds, and cancellations, if applicable, will be issued through a check by Comal County. I certify that I am an authorized user of this credit card and that I will not dispute the payment with my credit card company, so long as the transaction corresponds to the terms indicated in this web form. PayPal is the payment platform for the Comal County Permit portal. PayPal guest checkout has a limit of \$4,000 dollar or 15 times usage of the same credit or debit card. After reaching either of these limits, the end user will be required to open a PayPal account on www.PayPal.com.

- Click on Pay Now once you have accepted the Terms and Conditions. This will open up a new window that will redirect you to PayPal

This screenshot is identical to the previous one, but the 'Payment Terms and Conditions' checkbox is now checked, and the 'Pay Now' button is highlighted in green, indicating that the user has accepted the terms.

Please follow the PayPal process to complete the payment. Once paid, the permit will enter the Technical Review process.