

County of Monterey

Resource Management Agency

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Online Services

How to Apply Online for a Water Heater Replacement Permit

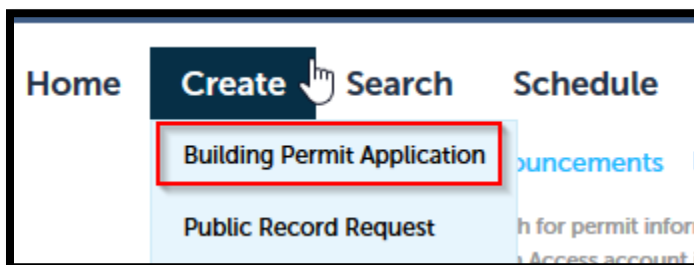
This document provides step-by-step instructions on how to apply for a water heater replacement permit via the Resource Management Agency’s citizen access portal. Visit our [online services webpage](#) to see what other types of permits can be applied for online.

Preliminary Steps: Register and check for open permits/code cases

- ✓ Go to <https://aca.accela.com/monterey/Default.aspx> (or just search for “Monterey County Citizen Access”) and register for a Citizen Access Account. Instructions for registering can be found in the document “[How to Register for a Citizen Access Account](#)”.
- ✓ Check if there are any open code enforcement cases or expired permits on the property. Instructions for researching this information can be found in the document “[How to Search for Expired Permits and Open Code Cases](#)”. NO NEW PERMITS CAN BE ISSUED ON THE PROPERTY UNTIL THESE ISSUES ARE RESOLVED.

Once you’ve registered for an account and verified that there are no outstanding issues on the property, you are ready to begin the application process.

- 1) Go to <https://aca.accela.com/monterey/Default.aspx> (or just search for “Monterey County Citizen Access”) and log into your Citizen Access account.
- 2) When you login you will see a list of any permit “collections” you may have created during past sessions and any unfinished applications that you started.
- 3) To apply for a new permit, hover over the “Create” button and select “Building Permit Application” from the drop-down list. This will take you to the first screen of the application.



- 4) During the application process, you will be prompted to step through several screens and provide the following information:
 - a. **Accept a General Disclaimer.**
 - b. **Select a Contractor's License** (If you're a contractor, your Contractor's license should already be associated with your Citizen Access account. If not, instructions to can be found in the document "[How to Register for a Citizen Access Account](#)"). You can also add your contractor information for this application in step "f" below.
 - c. **Select the permit type for which you are applying** (in this case, "Water Heater Replacement").
 - d. **Select the address or parcel on which the permit is to be located** (remember, applications can only be submitted for projects located in the unincorporated area of Monterey County).
 - e. **Provide Contact information.** The primary contact associated with your Citizen Access account will be automatically added to your application. You can also select additional contacts associated with your account or you can manually enter new contact information by clicking the "Add New" button.
 - f. **Licensed Professional (Contractor) information**
If your contractor's license did not appear in step "b" above, you can search for it in this section by clicking the "Look Up" button.
 - g. You will then be prompted for several pieces of information related specifically to the water heater application:
 - Job Value
 - Number of Buildings
 - Permit Type (Residential or Commercial)
 - Existing Tank Type
 - Proposed Tank Type
 - New Tank Manufacturer
 - New Tank Model Name/Number
 - Existing Fuel Source
 - Proposed Fuel Source
 - Existing BTUs/Watts
 - Proposed BTUs/Watts
 - Proposed Tank Size
 - **Attachment:** If you are submitting for a tankless water heater please upload a diagram in PDF format showing: 1) location of tankless water heater, 2) method of ventilation and exhaust, and 3) new branch circuit size (with load calculations to justify that the existing panel is adequately sized).

After entering the requested information, you will be taken to a Review page showing a summary of all the information you have entered. On this page, you can review and edit your entries if needed.

- 5) When you are sure the information you have entered is correct and accurate, click the “Continue Application” button at the bottom of the Review page. This will take you to a page listing fees due for the application:

Step 5: Pay Fees

Listed below are fees due now. Click the “Continue Application” button to proceed to the payment screen.

Application Fees

Fees	Qty.	Amount
Technology Fee (4%)-Building	1	\$10.80
Issuance-Simple Permit	1	\$90.00
Inspection-Simple Permit-Minor	1	\$180.00
California Bldg Standards Commission Surcharge	1	\$1.00
Strong Motion - Residential	1	\$0.65

TOTAL FEES: \$282.45

Review fees and click “Continue Application” when ready to pay

[Continue Application »](#)

You will then be taken to the “Payment Options” screen where you can select your method of

payment.

- 6) After completing your payment via the “Official Payments” web site, you will receive 2 emails: 1) A notice from Official Payments indicating that your payment has been processed, and 2) a notice from RMA Permit Center providing you with your permit number. Remember this number for future correspondence.

What Happens After Application Submittal?

- A permit technician will review your application for compliance with the Building Code.
- You will receive an email from the electronic signature service DocuSign directing you to electronically sign several declarations and acknowledgements related to your permit.
- When the permit is ready to issue, you will receive an email notifying you that the permit/job card has been issued and uploaded to the “Attachments” section of the permit on Citizen Access.
- Once you receive this notification, you can log in to your Citizen Access account and print out the permit/job card. Make sure the permit/job card is available on the construction site. The inspector will need access to sign off on inspections.
- You can check the status of your application at any time by viewing the “Processing Status” section of your permit on the Citizen Access site.