


How to Apply for Water Connection on the Pender Online Resource Tool (PORT)

The PORT is an online portal that allows citizens of Pender County to apply for permits, see the status of current permits, and even pay fees online. In order to obtain permits online, citizens must apply for permits through their PORT account, which is what this How To was made for!

1. Navigate to the Pender Online Resource Tool homepage (The current version as of April 2019 is displayed below).




Pender Online Resource Tool - Citizen Self Service

Apply, Build and Review

Good Afternoon, [Guest](#)


HomeMapSearchHelpCalendar

Welcome to the PORT!




Search Permits

This tool can be used to search for existing permits.



Search Plans

This tool can be used to search for existing plans.



Search Inspections

This tool can be used to search for inspections associated with permits.

Not a Member? Register.

Create a new account now - click Sign Up to get started.

Sign Up

Today's Inspections

View the jurisdictions' scheduled inspections by date.

View

Log In

Log in with an existing account.

Log In

[Need Help? Email](#)


© 2019 - Pender County NC Production | [Terms of use](#) | [Privacy](#) | [Accessibility](#)

Page 1 of 24


2. To Log In, click the Log In button under the Welcome portion of the page.

Welcome


Welcome to Self Service!



Search Permits
This tool can be used to search for existing permits.



Search Plans
This tool can be used to search for existing plans.



Search Inspections
This tool can be used to search for inspections associated with permits.

Not a Member? Register.
Create a new account now - click Sign Up to get started.

[Sign Up](#)

Today's Inspections
View the jurisdictions' scheduled inspections by date.

[View](#)

Log In
Log in with an existing account.

[Log In](#)

3. Put the Email Address and Password that you used to register on the PORT and click the Log In button.

Log In

* Email Address

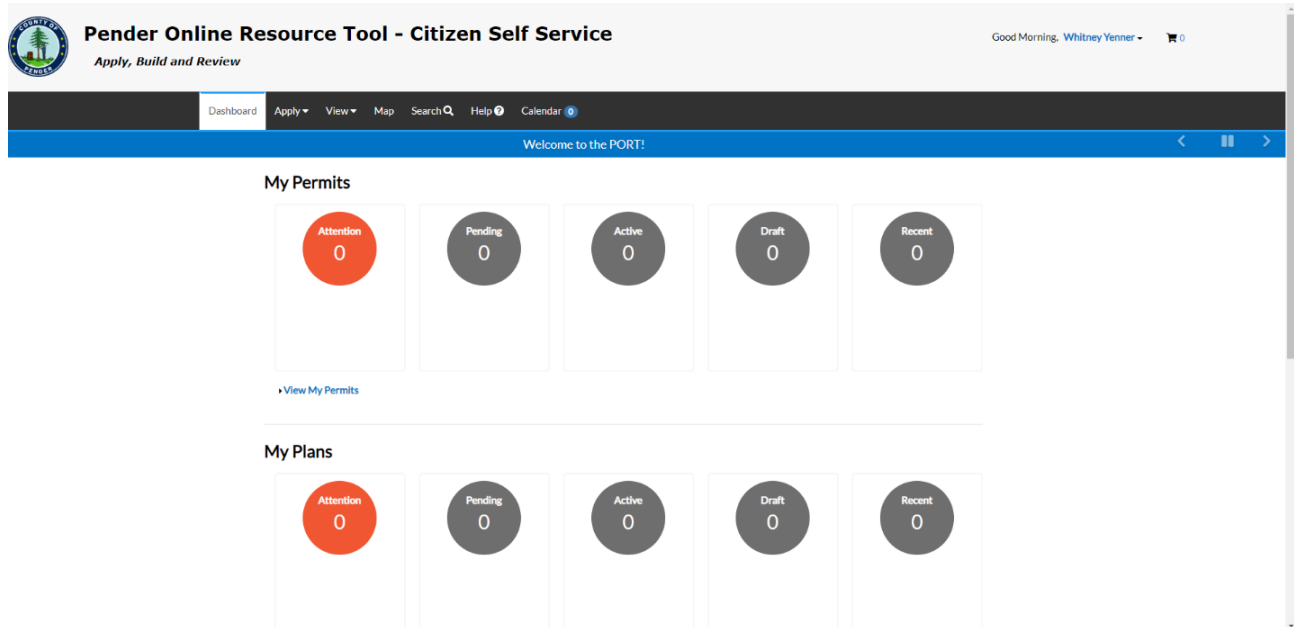
* Password

Remember Me ☐

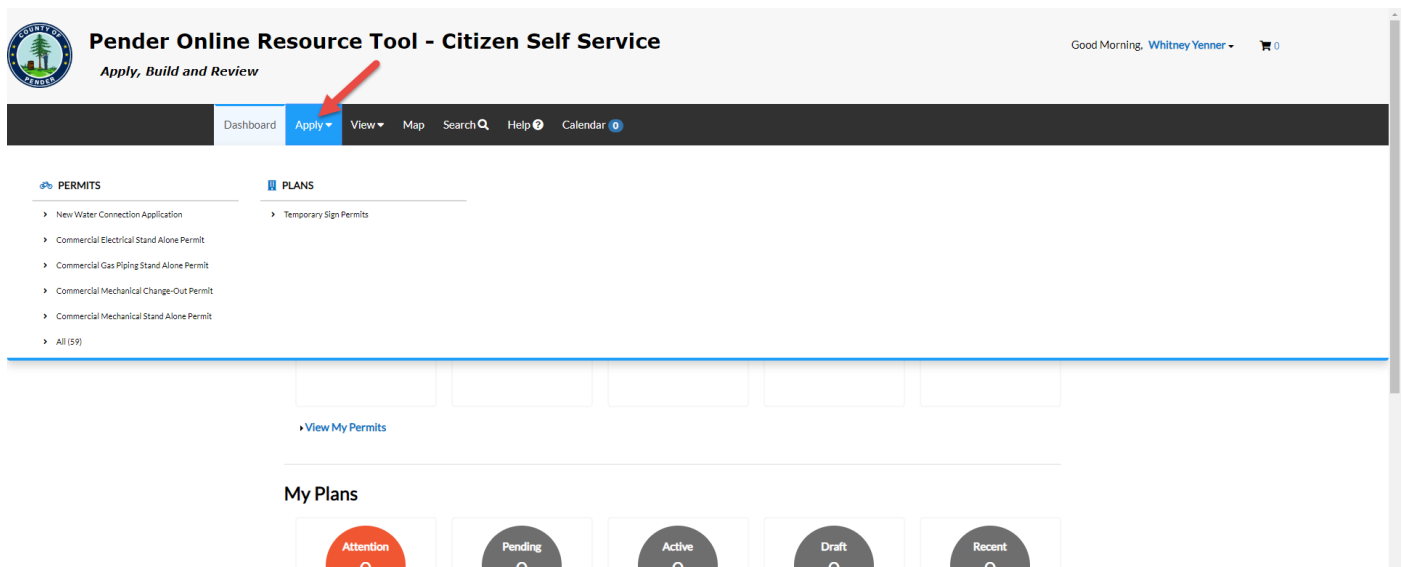
[Log In](#) [Register](#)

[Forgot your password?](#)
[Switch jurisdiction?](#)

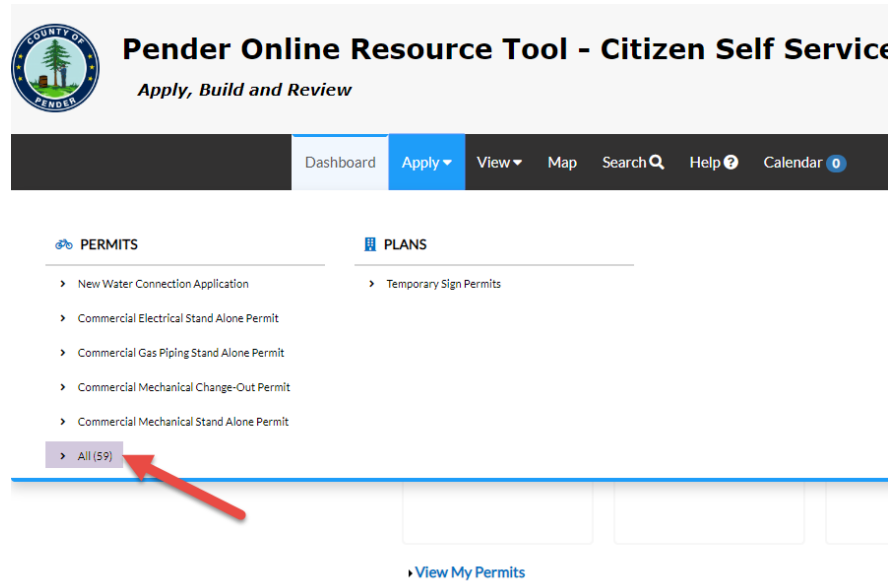
4. After a successful login, you will be redirected to the Dashboard.



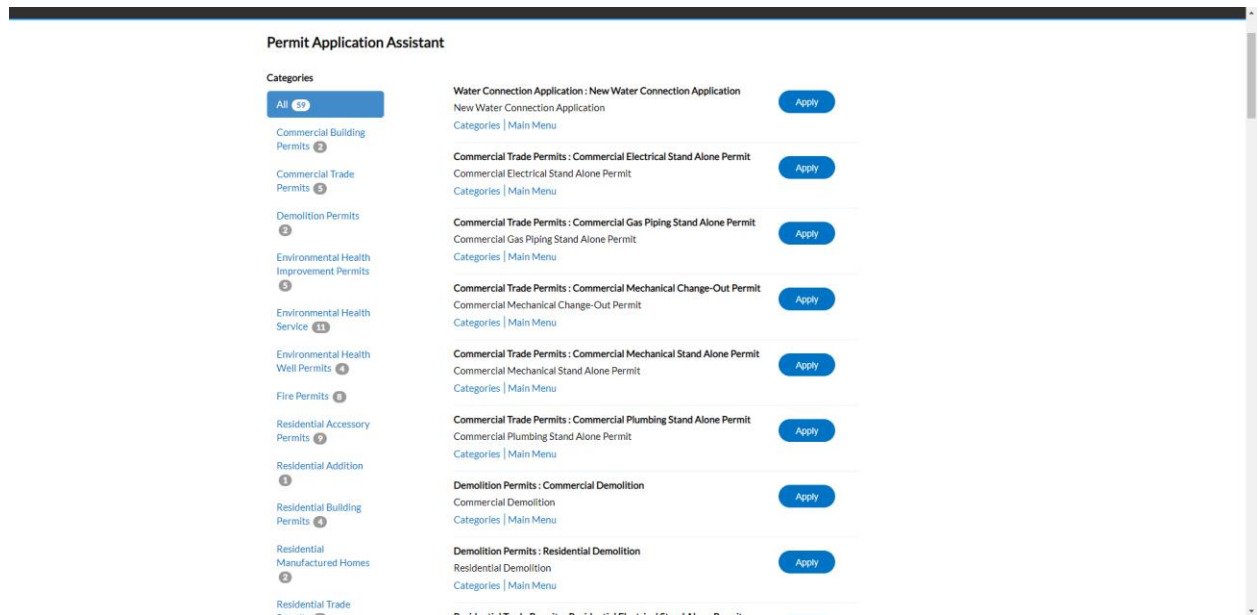
5. Click on the Apply Button. This will display permit categories.



6. This will display available permits; if you do not see the permit you desire, click the All button. This will display all permits available in PORT.



7. Clicking All will open the Permit Application Assistant section of the page.



8. Scroll through to find the permit that you desire. You can also click the specific categories provided to further define your search. Once you’ve found the permit you want to apply for, click the Apply button. In this example, we will be applying for a Residential Electrical Stand Alone Permit.

Improvement Permits

Environmental Health Service

Environmental Health Well Permits

Fire Permits

Residential Accessory Permits

Residential Addition

Residential Building Permits

Residential Manufactured Homes

Residential Trade Permits

Water Connection Application

Commercial Trade Permits : Commercial Mechanical Stand Alone Permit

Commercial Trade Permits : Commercial Plumbing Stand Alone Permit

Demolition Permits : Commercial Demolition

Demolition Permits : Residential Demolition

Environmental Health Well Permits : Well Abandonment Permit

Environmental Health Well Permits : Well Repair Permit

Residential Manufactured Homes : Double Wide Home

Residential Manufactured Homes : Single Wide Home

Residential Trade Permits : Residential Electrical Stand Alone Permit

Apply

Apply

Apply

Apply

Apply

Apply

Apply

Apply

Apply

9. This will start the permit application process and take you to a page like the one below.

Dashboard
Apply
View
Map
Report
Search
Help
Calendar

1
2
3
4
5
6

Locations
Type
Contacts
More Info
Attachments
Summary

Location

Add Location

+

REQUIRED

Save Draft
Next

Page 5 of 24

10. Click the + Add Location button.

DashboardApplyViewMapReportSearchHelpCalendar

Apply for Permit - New Water Connection Application

REQUIRED

1Locations

2Type

3Contacts

4More Info

5Attachments

6Summary

LOCATIONS

Location

Add Location

+

REQUIRED

Save Draft

Next

11. This will take you to the Add Location page. Here you will add the location that needs a new water connection.

DashboardApplyViewMapReportSearchHelpCalendar

[Back to Application](#)

Add Location

Address

Parcel

Add Address AsLocation

Search

Enter Manually

Address Information

SearchSearch Addresses

12. Search to see if your Address Information is on file by entering information in the Search Addresses section. In the example below, we will search for 1234.

[Back to Application](#)

Add Location

Address

Parcel


Add Address As

Location

Search

Enter Manually

Address Information

Search 1234 

13. Click the Magnifying Glass button.

[Back to Application](#)

Add Location

Address

Parcel


Add Address As

Location

Search

Enter Manually

Address Information

Search 1234 

14. The Search will populate addresses below the Search Bar.

[Back to Application](#)

Add Location

Address

Parcel

Add Address As

Location

Search

Enter Manually

Address Information

Search
1234

Address	Action
11234 US HWY 17 NC 28411	<div>Add</div>
1234 PENDERLEA HWY BUR NC 28425	<div>Add</div>
12340 US HWY 117 NC 28457	<div>Add</div>
12345 A&B LITERACY LN SUR NC 28443	<div>Add</div>

Results per page
10
1 - 4 of 4
<<
<
1
>
>>

15. There are times when addresses will not be in the search. Please see below for the two ways to fulfill the requirements for this step.

If you DO see your address in the search:

1. Click the Add button.

Action
<div>Add</div>
<div>Add</div>
<div>Add</div>
<div>Add</div>

If you DO NOT see your address in the search:

1. Click the Enter Manually button.

Add Address As

Location

Search

Enter Manually

- This will take you to the Locations page and autofill the Location section for you.

1

Locations

LOCATIONS

Type: Location

11234 US HWY 17 , , NC , , 28411

Main Address ☒

Parcel Number

3271-63-8629-0000

Main Parcel ☒

Remove

- Fill out the required information in the form that appears. (everything with a red asterisk)

Search

Enter Manually

Enter Manually

Country Type

Enter Address

* Street Number

Pre Direction

* Street Name

Post Direction

* City

State

* Postal Code

County

- Click the Submit button.

County

Submit

- This will take you to the Locations page and autofill the Location section for you.

16. Click the Next button.

Apply for Permit - Residential Electrical Stand Alone Permit

*REQUIRED

1

2

3

4

5

6

Locations

Type

Contacts

More Info

Attachments

Summary

LOCATIONS

Type: Location

11234 US HWY 17 , , NC., 28411

Main Address ☒

Parcel Number

3271-63-8629-0000

Main Parcel ☒

Remove

Location

Add Location

+

Save Draft

Next

17. Notice the required fields. Fill them in.

Apply for Permit - Residential Electrical Stand Alone Permit

*REQUIRED

✓

2

3

4

5

6

Locations

Type

Contacts

More Info

Attachments

Summary

PERMIT DETAILS

* Permit Type

Residential Electrical Stand Alone Pe

Description

* Square Feet

* Valuation

Back

Save Draft

Next

18. Click Next.

Apply for Permit - Residential Electrical Stand Alone Permit

*REQUIRED

✓

2

3

4

5

6

LocationsTypeContactsMore InfoAttachmentsSummary

PERMIT DETAILS

* Permit Type

Residential Electrical Stand Alone Pe

Description

* Square Feet

4000

* Valuation

20000

Back

Save Draft

Next

19. Ensure that your Information in the Applicant tile is correct.

Apply for Permit - Residential Electrical Stand Alone Permit

*REQUIRED

✓

✓

3

4


5

6

LocationsTypeContactsMore InfoAttachmentsSummary

CONTACTS

Applicant



Whitney Yenner (You)

805 S. Walker Street, Burgaw,
NC., 28425

Electrical Contractor

Add
Contact

+

REQUIRED

Owner

Add
Contact

+

REQUIRED

Applicant

Add
Contact

+

Back

Save Draft

Next

20. Notice that the Electrical Contractor and Owner tiles are required. Click the + Add Contact for the Electrical Contractor.

Apply for Permit - Residential Electrical Stand Alone Permit

*REQUIRED

✓

Locations

✓

Type

3

Contacts

4

More Info

5


Attachments

6

Summary

CONTACTS

Applicant




Whitney Yenner (You)

805 S. Walker Street, Burgaw,
NC., 28425

Electrical Contractor

Add Contact



+

REQUIRED

Owner

Add Contact

+

REQUIRED

Applicant

Add Contact

+

Back

Save Draft

Next

21. This brings you to the Add Contact page.

Add Contact


Add Contact As : Electrical Contractor

Search

Enter Manually

My Favorites

Search



22. Search to see if your Contact is on file by entering information in the Search Name, E-mail, or Company section. In the example below, we will search for Miguel.

Add Contact

Add Contact As : Electrical Contractor


Search

Enter Manually

My Favorites

Search

Miguel



23. Click the Magnifying Glass button.

Add Contact

Add Contact As : Electrical Contractor


Search

Enter Manually

My Favorites

Search

Miguel



24. The search will populate Contacts below the Search Bar. **NOTE: Sometimes a Contact will not be displayed. If this is the case, please contact Gracie Thomas, Inspections & Permitting at gthomas@pendercountync.gov or call 910-259-1518.**

Add Contact As : Electrical Contractor

SearchEnter ManuallyMy Favorites

SearchMiguel

SortRelevance

Favorite	First Name	Last Name	Address	Company	Email	Action
	Miguel	Castro				Add
				Miguel's Building		Add
	Miguel	Aleman				Add

Results per page101 - 3 of 3<<<1>>>

25. Click Add.

Add Contact As : Electrical Contractor

SearchEnter ManuallyMy Favorites

SearchMiguel

SortRelevance

Favorite	First Name	Last Name	Address	Company	Email	Action
	Miguel	Castro				Add
				Miguel's Building		Add
	Miguel	Aleman				Add

Results per page101 - 3 of 3<<<1>>>

26. Clicking Add will take you to the Contact tiles. Notice that Owner is still required.

Apply for Permit - Residential Electrical Stand Alone Permit *REQUIRED

✓

Locations

✓

Type

3

Contacts

4

More Info

5


Attachments

6

Summary

CONTACTS


Applicant




Whitney Yenner (You)

805 S. Walker Street, Burgaw,
NC., 28425

Electrical Contractor




Miguel Aleman



Remove

Owner


Add Contact



REQUIRED

Applicant

Add Contact



Back

Save Draft

Next

27. If you are the Owner and the Applicant, you can add yourself as the Owner. Click + Add Contact under the Owner tile.

Apply for Permit - Residential Electrical Stand Alone Permit *REQUIRED

✓

Locations

✓

Type

3

Contacts

4

More Info

5


Attachments

6

Summary

CONTACTS


Applicant




Whitney Yenner (You)

805 S. Walker Street, Burgaw,
NC., 28425

Electrical Contractor




Miguel Aleman



Remove

Owner


Add Contact



REQUIRED

Applicant

Add Contact



Back

Save Draft

Next

28. This brings you to the Add Contact page.

Add Contact

Add Contact As : Owner

Search

Enter Manually

My Favorites

Search



29. Type your name into the search bar.

Add Contact As : Owner

Search

Enter Manually

My Favorites

Search



30. Click the magnifying glass.

Add Contact As : Owner

Search Enter Manually My Favorites

Search whitney



31. Look for your name in the search. **If there are multiples, select the name that has the most correct information attached to it.**


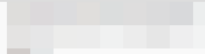

Add Contact As : Owner

Search Enter Manually My Favorites

Search whitney



Sort Relevance

Favorite	First Name	Last Name	Address	Company	Email	Action
	Whitney	Yenner	805 S. Walker Street Burgaw NC 28425			Add
	Whitney	Yenner				Add

Results per page 10 1 - 2 of 2 << < 1 > >>

32. Click Add.

Add Contact As : Owner

Search

Enter Manually

My Favorites

Search

Sort

Relevance

Favorite	First Name	Last Name	Address	Company	Email	Action
	Whitney	Yenner	805 S. Walker Street Burgaw NC 28425			<div>Add</div>
	Whitney	Yenner				<div>Add</div>

Results per page

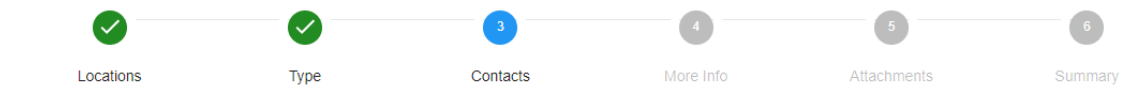
10

 1 - 2 of 2 << < 1 > >>

33. You have now been added as the applicant and the owner.

Apply for Permit - Residential Electrical Stand Alone Permit

*REQUIRED



CONTACTS

Applicant

Whitney Yenner (You)

805 S. Walker Street, Burgaw,
NC,, 28425

Electrical Contractor

Miguel Aleman

Remove

Owner

Whitney Yenner(You)

805 S. Walker Street, Burgaw...

Remove

Applicant

Add Contact

+

Back

Save Draft

Next

34. Click Next.

Apply for Permit - Residential Electrical Stand Alone Permit

*REQUIRED

✓

✓

3

4

5

6

Locations

Type

Contacts


More Info

Attachments

Summary

CONTACTS


Applicant




Whitney Yenner (You)

805 S. Walker Street, Burgaw,
NC,, 28425

Electrical Contractor




Miguel Aleman



Remove

Owner



Whitney Yenner(You)

805 S. Walker Street, Burgaw...

Remove

Applicant

Add
Contact

+

Back

Save Draft

Next

35. Fill out the following information, paying close attention to the required fields. In this case, it is the Project Description.

Apply for Permit - Residential Electrical Stand Alone Permit

*REQUIRED

✓

✓

✓

4

5

6

Locations

Type

Contacts

More Info

Attachments

Summary

MORE INFO

Number of Elec Fixtures

AMPS

*Project Description:

Project Description: is required.

Back

Save Draft

Next

Page 19 of 24

36. Click Next.

Apply for Permit - Residential Electrical Stand Alone Permit

*REQUIRED



MORE INFO

[Top](#) | [Main Menu](#)

Number of Elec Fixtures

AMPS

*Project Description:

[Back](#)

[Save Draft](#)

[Next](#)

37. This brings you to the Attachments section. These documents need to be uploaded before the Permit can be submitted. In this case, it's a copy of a Workman's Compensation form.

Apply for Permit - Residential Electrical Stand Alone Permit


*REQUIRED



Attachments

Copy of Workman's Compensation

Add Attachment




Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf, dwf, dwfx

REQUIRED

Copy of Workman's Cor

Add Attachment



Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf, dwf, dwfx

[Back](#)

[Save Draft](#)

[Next](#)

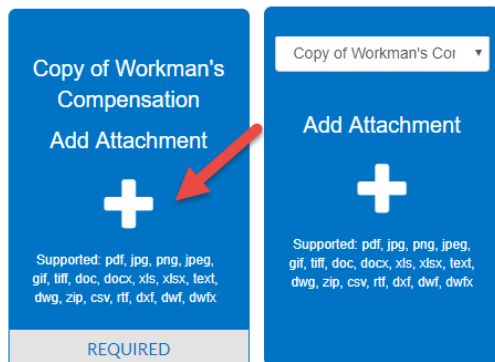
38. Click + Add Attachment to add a copy of Workman’s Compensation. (This may have to be scanned into your computer or filled out.)

Apply for Permit - Residential Electrical Stand Alone Permit

REQUIRED



Attachments

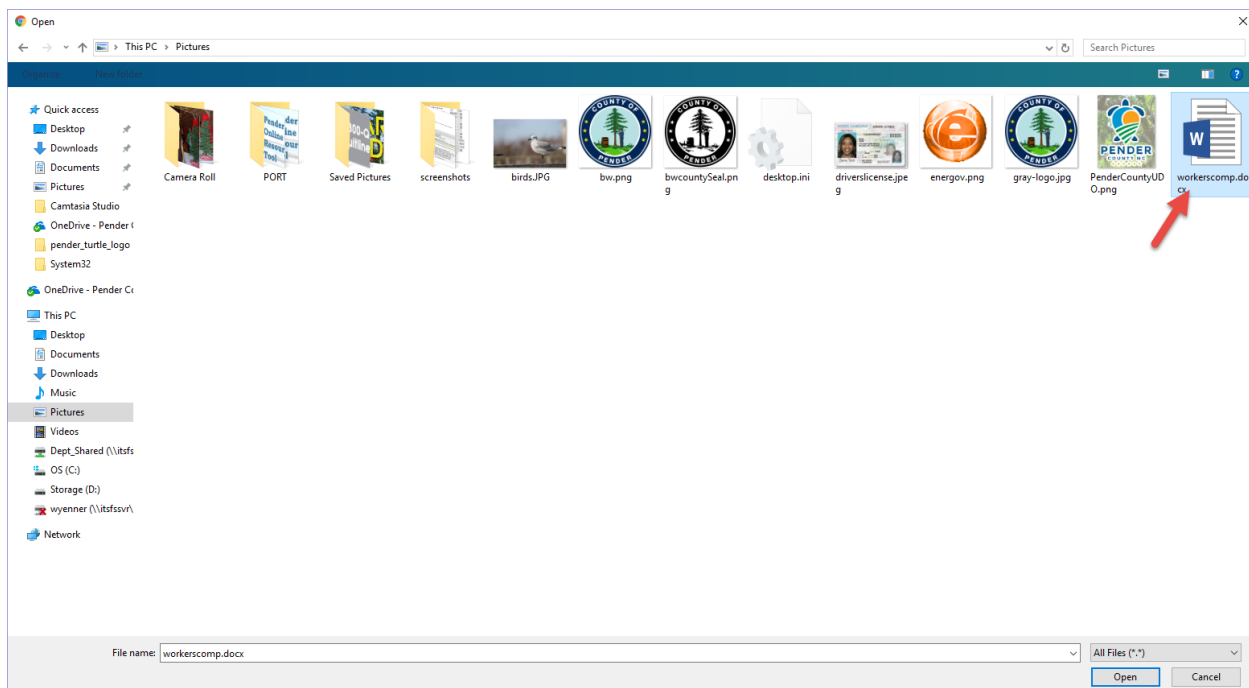


Back

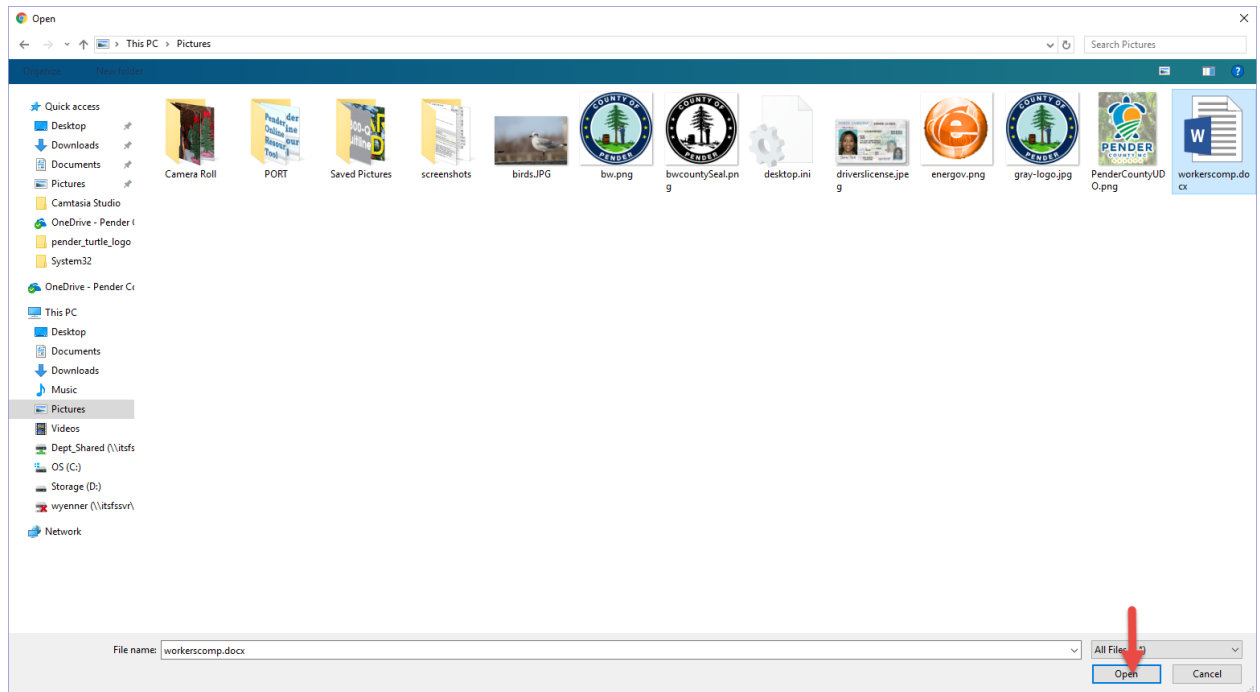
Save Draft

Next

39. In the window that opens, select your attachment.



40. Click Open.




41. Click Next.

Apply for Permit - Residential Electrical Stand Alone Permit

*REQUIRED



Attachments




Copy of Workman's Compensation
workerscomp.docx
Size: 11.65 KB

Remove

Copy of Workman's Cor

Add Attachment



Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf, dwf, dwfx

42. On the Summary step, scroll through the page and verify all of your information is correct.

Apply for Permit - Residential Electrical Stand Alone Permit

*REQUIRED

✓

Locations

✓

Type

✓

Contacts

✓

More Info

✓

Attachments

6

Summary

Locations

Location 1

11234 US HWY 17 , , NC., 28411

Location 2

3271-63-8629-0000

Basic Info

Type

Residential Electrical Stand Alone Permit

Description

Square Feet

5000

Valuation

12000

Applied Date

05/01/2019

Contacts

Contact 1

Whitney Yenner
805 S. Walker Street , Burgaw, NC., 28425

43. After reviewing everything, scroll to the bottom of the page and click Submit.

The following is a fee estimate and totals are subject to change. Additional fees may apply.

Estimated Fees

Fee	Amount
PC Building Residential Electrical	\$75.00

Total: \$75.00

More Info

Number of Elec Fixtures

5

AMPS

140

Project Description:

rewiring old kitchen

Attachments

Attachment 1

workerscomp.docx

Back

Save Draft

Submit

44. You have successfully submitted a Residential Electrical Stand Alone Permit!

✓ Your permit application was submitted successfully. No fees are due at this time; we will review your application, and we will be in touch with you shortly. ✕

Permit Number: RELE-00022-2019

• Permit cannot be printed at this time. Permit has not been issued.

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Residential Electrical Stand Alone Permit	IVR Number:	103096	Applied Date:	05/01/2019
Status:	Submitted - Online	Project Name:		Issue Date:	
District:	Burgaw	Assigned To:		Expire Date:	
Square Feet:	5,000.00	Valuation:	\$12,000.00	Finalized Date:	
Description:					

- Locations
- Fees
- Reviews
- Inspections
- Attachments
- Contacts
- Sub-Records
- Holds
- Meetings
- More Info

[Locations](#) | [Parcels](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Locations

Main	Address
<input checked="" type="checkbox"/>	11234 US HWY 17 NC 28411