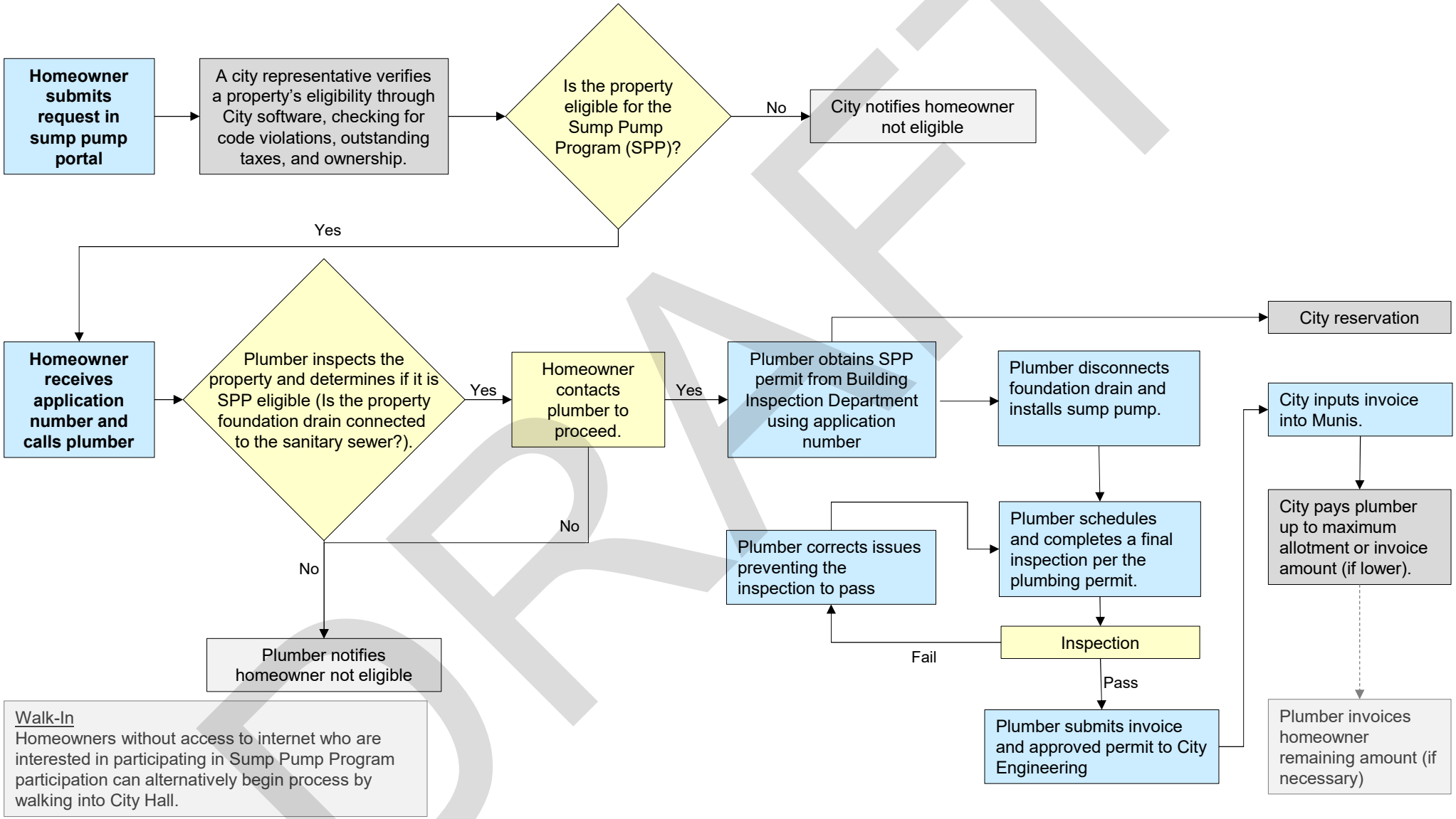
Homeowner submits request in sump pump portal
A city representative verifies a property's eligibility through City software, checking for code violations, outstanding taxes, and ownership.
Is the property eligible for the Sump Pump Program (SPP)?
No
City notifies homeowner not eligible
Yes
Homeowner receives application number and calls plumber
Plumber inspects the property and determines if it is SPP eligible (Is the property foundation drain connected to the sanitary sewer?).
Yes
Homeowner contacts plumber to proceed.
Yes
Plumber obtains SPP permit from Building Inspection Department using application number
City reservation
Plumber disconnects foundation drain and installs sump pump.
Plumber schedules and completes a final inspection per the plumbing permit.
Plumber corrects issues preventing the inspection to pass
Inspection
Fail
Pass
Plumber submits invoice and approved permit to City Engineering
City inputs invoice into Munis.
City pays plumber up to maximum allotment or invoice amount (if lower).
Plumber invoices homeowner remaining amount (if necessary)
No
No
Plumber notifies homeowner not eligible
Walk-In
Homeowners without access to internet who are interested in participating in Sump Pump Program participation can alternatively begin process by walking into City Hall.

DRAFT