

How to Apply for a Utility Permit

Tips and Guidelines

This document helps designers and applicants submit a complete utility construction permit application.

Setting up an account

Utility permit applications must be submitted through our [online application system](#). You will need to establish an account before applying for the first time.

Your account will enable you to upload revised documents, track your permit application progress and upload pictures after the work is completed.

Your organization can choose to set up an account that is shared among multiple staff or individual accounts for different employees. You are responsible for managing shared passwords.

If you have problems activating your account, email eng-UP-Applications@victoria.ca.

Applying for a utility permit

The option “Contractors only: Apply for utility permits” also include designers and applicants who are applying on behalf of the utility provider like Hydro, Telus, Fortis, etc.

In your application, under Contacts, please list contact information for all people that you want to receive the approved permit and updates about the permit application.

General Tips for a Successful Application

- Make sure to show everything you are planning to do on your drawing (pole replacement, anchor replacement, overhead line installation, new pole, new duct, etc.).
- Please use terms that the municipal reviewer can understand. Avoid using abbreviations.
- Provide pictures of the site and work areas with your application. This will improve the review process.
- If you are applying to install temporary infrastructure (e.g., to service a construction site), please make a note on the plan and include the estimated time it will be in place.
- Mark your design drawing with the word URGENT if the work is emergent and needs to be done as soon as possible.

Utility Permits Related to Building Permits

If you are applying for a utility permit that is related to a building permit, please make sure that your proposed utility design matches what has been provided to the City as part of the building permit and the site servicing plan for that development site.

Note: The City cannot issue a utility permit for a site which is in the development process unless the City has received and considered a site servicing plan. This ensures that all services are coordinated and reduces the possibility of a conflict between utilities.

DESIGN: Minimum Distances from Municipal Infrastructure

Refer to the following **minimum required clearances** from municipal infrastructure when working on your utility design.

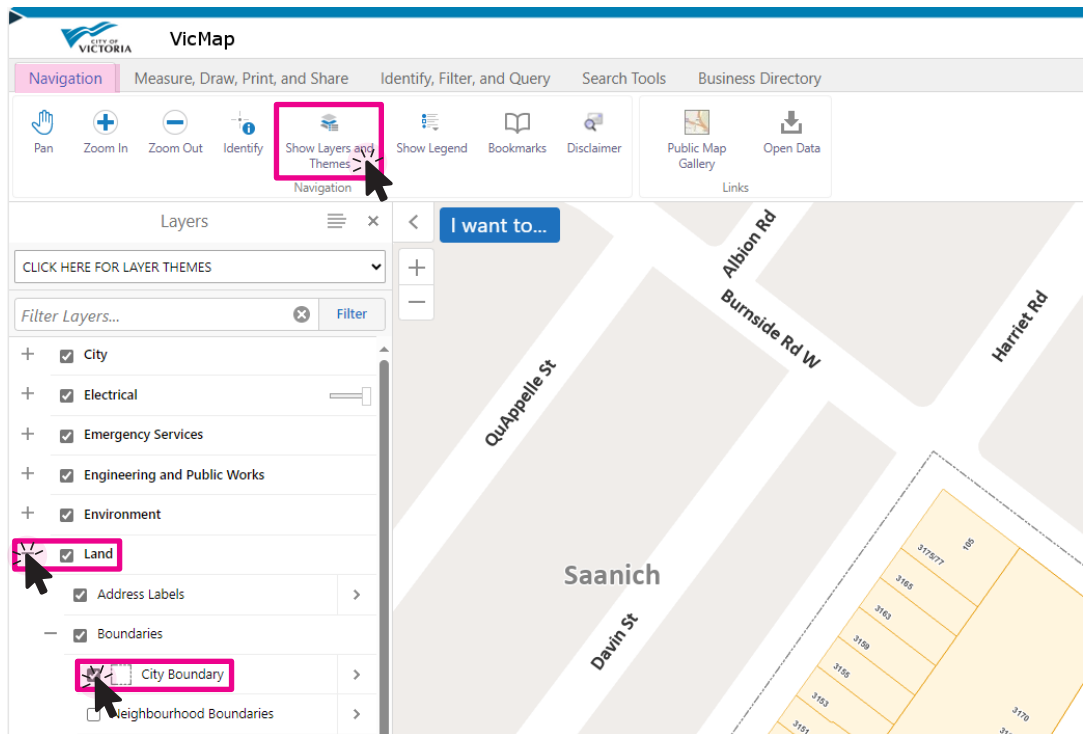
Horizontal clearance between sanitary sewer and/or storm drain infrastructure	1 m
Horizontal clearance between waterworks and any other utilities	1.5 m
Vertical clearance between any sanitary sewer, storm drain or waterworks	300 mm
Distance between proposed services (pole, anchor, etc.) and an existing driveway crossing	1.2 m
Minimum pedestrian clearance for new pole installations on City sidewalks (in constrained conditions, work with City staff to explore options)	1.8 m
Minimum distance from survey monuments (avoid survey monuments as much as possible)	0.5 m*
<i>*Work within 0.5m of a survey monument requires a \$2,000 non-refundable fee before the permit is issued</i>	
If you are working around municipal trees, keep a sufficient distance from the critical root zone (the further the better). Parks staff will review and might ask for design revisions to increase distance from trees based on the species, age, diameter and other factors.	Variable

DESIGN: Using VicMap

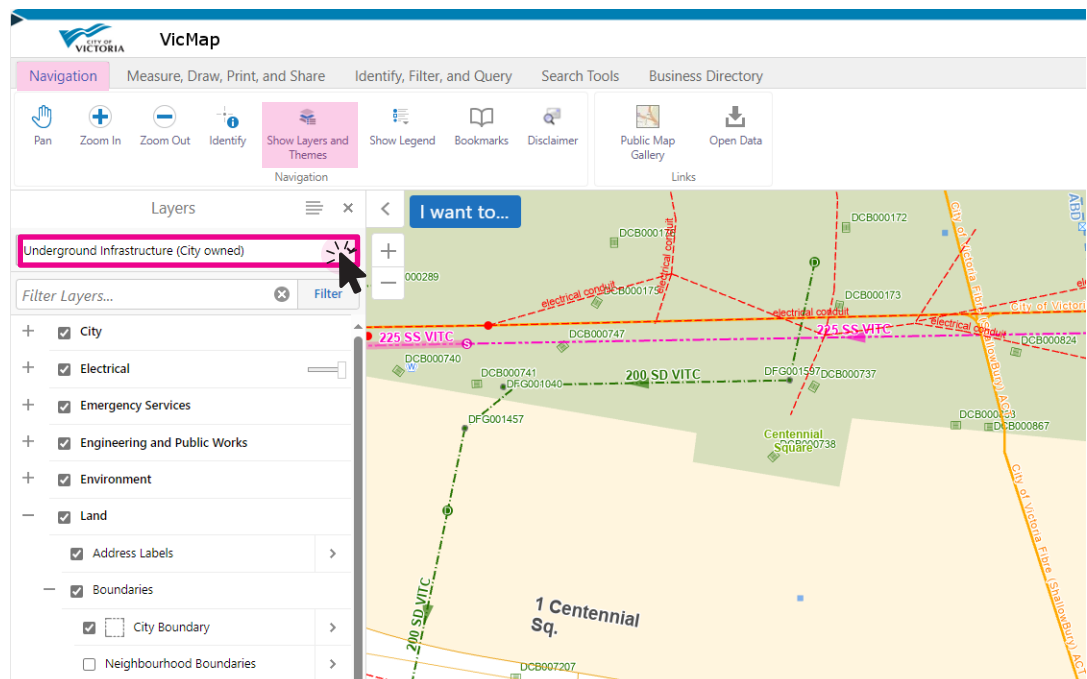
To help you navigate around municipal infrastructure (water, sewer, storm drain or other utilities) when working on your design and submission, please refer to **VicMap**, the City's public mapping tool. This will help staff process your application.

Note: The City is unable to provide details pertaining to other utility providers (e.g., Fortis gas lines, telecommunication lines, etc.). For information about other utilities, contact the utility provider directly.

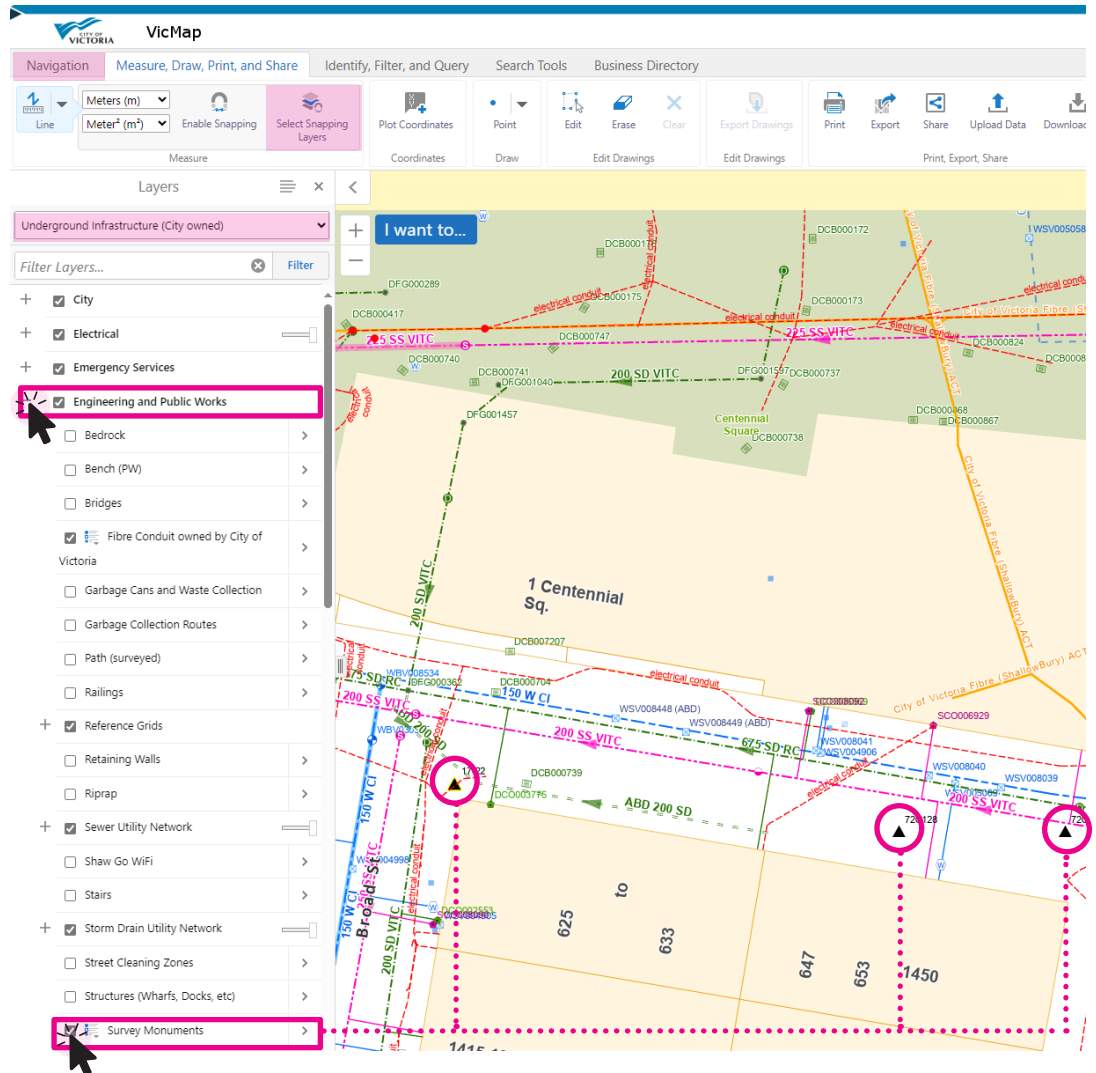
1. Find your project site on VicMap and use the City Boundary layer to confirm that your proposed work is within the City of Victoria border. See below.



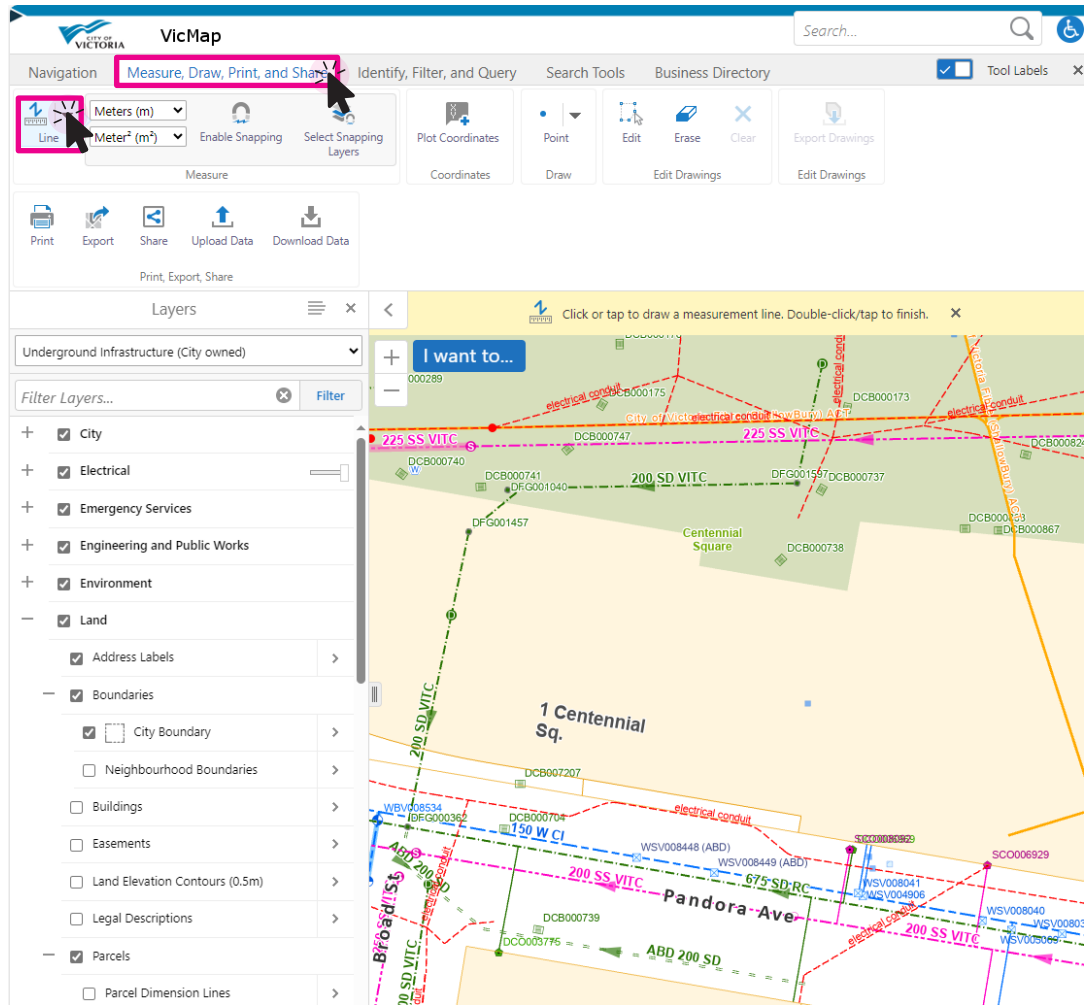
2. Select the Underground Infrastructure theme from the Layer Themes drop-down to view City-owned infrastructure. See below.



3. Identify survey monuments found in the Engineering and Public Works layers.



4. Measure the distance between your proposed utility and existing municipal infrastructure using the Measure tool. See below.



Application Review Process

After receiving the application, City staff will:

- Conduct an initial review to ensure completeness
- Distribute your application to applicable departments for further review and sign-off
- Send you comments as collected

Note: There may be a need to revise the design due to a conflict or provide more information to assist us in completing the review. In such cases, there is no need to submit a new application, just send us the revised design/info via email at Eng-UP-Applications@victoria.ca. Please ensure that you mention your application number in the headline of your email.

Once there are no questions or matters for revision, the City will issue your utility permit.

After Receiving a Utility Permit

- Your utility permit will expire one year after issuance.
- Once you're ready to complete the utility work, apply for a Street Occupancy Permit, required to work on a City sidewalk, boulevard or roadway.
- Complete the restoration as soon as possible.
- Notify the City once the required restoration is complete by emailing Eng-UP-Applications@victoria.ca. Please ensure that you **mention your application number** in the email subject line.
- City staff will inspect the work and close the file if restoration was done according to City standards.
- Please provide pictures when the work is complete. This can be done by accessing the same permit information or emailing Eng-UP-Applications@victoria.ca and providing the permit number.

CONTACT INFORMATION

If you have any questions about the information provided in this document, please contact us.

Engineering Front Counter
Second floor, City Hall
1 Centennial Square
Victoria, BC V8W 1P6

Email the utility permits team: Eng-UP-Applications@victoria.ca

Email the Engineering front counter: eng@victoria.ca

Phone the Engineering front counter: 250.361.0300