

Dear Customer,

This is to inform you that the process to obtain a written authorization that is currently in place and can be found on Calgary.ca will be amended (July 2, 2015).

As you know, the [Drainage Bylaw](#) is in place to ensure a proper written authorization is obtained prior to release of any substance other than storm drainage into a storm drainage collection system.

Starting from July 2, 2015 you will be required to complete a self-assessment by answering a pre-determined set of questions listed in a simple yes/no questionnaire.

Previously each permit request was processed in a similar manner regardless of its risk, the new process separates your permit requests to standard vs non-standard.

If you answer "yes" to any question, you will be determined as having a *non-standard* site and will need to submit further information (water quality, photos, ESA documents) along with the self-assessment and application document. You will be contacted to discuss any further information that may be required. Once all supplemental information has been received, and risks have been mitigated you will receive an approval letter which may contain additional conditions.

If you answer "no" to all the questions, you will be determined as having a *standard* site. In this case your site will require no further approvals from ESC. You will simply need to submit the completed self-assessment and application document as a written notice by mail, email, fax, or in person. Standard sites will still need to follow a list of standard conditions set out in the Code of Practice For Drainage Activities which is the legal document allowing us to process permits in this way. These delivery options are the same for non-standard sites.

Taking into consideration the above changes, in order to obtain a drainage permit after July 1, 2015, please follow the steps below, or follow the permit application guideline located [here](#):

1. Call 3-1-1 to request a drainage permit (be sure to make note of your SR number to be included with you application)
2. Complete the Site Drainage Self-Assessment and application form located [here](#).
3. The completed application can be submitted by
 - a. mail(P.O. Box 2100, Stn M, #413 Calgary, AB T2P 2M5)
 - b. email (to ESC@calgary.ca)
 - c. fax (to 403-268-4557)
 - d. In person at (Monitoring and Compliance, 1st floor Manchester - Building U, 677 - 25th Ave SE)

These changes to the process have been made to improve your customer service experience by reducing the amount of time spent on low risk permits. If you have any further questions, please contact 311 or visit Calgary.ca. Thank you for collaboration.

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