



# Santa Cruz County Department of Community Development and Infrastructure



**Solar APP+**

ONLINE PERMITTING (ePermit) MANUAL



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## What is SolarAPP+?

Contractors can use SolarAPP+ for faster rooftop solar permits. SolarAPP+ is a streamlined permitting process for solar contractors who have received their Approval ID from Solar APP+. Contractors submit a project to SolarAPP+ which uses software to automate the plan review process. Once a project is approved by SolarAPP+, contractors can submit the approval to the County's ePermit system and instantly receive a permit. Installation practices, workmanship, and adherence to the approved design are verified in the inspection process.

## Who Can Use SolarAPP+?

If you are a licensed B-General, C-10 Electrical, or C-46 Solar Photovoltaic contractor, you are eligible to use SolarAPP+. Contractors must register and become certified by SolarAPP+ before submitting applications for plan review.

## What Projects are Eligible for SolarAPP+?

- Only new rooftop solar photovoltaic on detached one- and two-family dwellings and townhomes and related accessory structures (e.g., a garage or ADU).
- Systems must be 10 kW in size or smaller and may include related energy storage systems and service panel upgrades.
- Properties with code cases, service requests (an unverified code complaint), voided permits, or a location in a flood zone may NOT participate in this system.
- For a full list of eligibility requirements, please click [here](#).

**\*TIP:** To find parcel and permit information, use the County [GISWeb](#). Enter the parcel APN or address in the top left field and hit "enter." You can find flood information in the table at the bottom of the screen by clicking the "Hazards and Geophysical" tab. For permit data, click on the "Parcel Info" tab and then click on "Permit Data". To determine whether your property has an open code case or service request, on the "Parcel Info" tab, click on "Planning Data." For additional information, you may contact the building counter staff [Planning.BuildingInfo@santacruzcountyca.gov](mailto:Planning.BuildingInfo@santacruzcountyca.gov)

## What are the Steps for Using SolarAPP+?

The first step is to get your SolarAPP+ approval through the SolarAPP+ website. Detailed information about that process is available here [SolarAPP \(sccoplanning.com\)](http://sccoplanning.com)

1. **Register for a SolarAPP+** account and complete the certification process. You will need to provide your contractor license information for each jurisdiction in you which you operate.
2. **Submit your project to SolarAPP+** for approval. Once approved, you will receive your Approval Document and SolarAPP+ approval ID which you then submit to the County's ePermit system.
3. **Submit your approved SolarAPP+ project through ePermit** using your SolarAPP+ Approval Document and ID. The following pages detail this process.
4. **Once your project is installed, [schedule your inspection](#).**



## ePermit Customer Registration

A contractor who wants to submit approved SolarAPP+ applications must have a Santa Cruz County ePermit account. If you already have an account, go to the ePermit website (<http://eplanningpermit.santacruzcounty.us/>), select **Contractor**, and then click **Submit**. Skip to “Apply for Your Permit” (page 6 of this document).

If you do not have an account, go to the ePermit website (<http://eplanningpermit.santacruzcounty.us/>), and click the **Need Account** button. Please allow 7-10 days for a new account.

### Login or Create Account Screen

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Building & Safety Code Compliance Housing Sustainability Planning Zoning & Development Environmental Handouts & Forms

**eP Login Request**

Services Have Account Need Account

To utilize our Online Services portal, you must have an Online Services account with the County. If you do not currently have an online services account, please follow the steps below to create a new account:

- Complete the Online Services Account Enrollment Form
- Response times are slower than usual due to COVID, wildfires and reduced staffing. Please allow 7-10 working days for a new account number and password.

Once your form is reviewed, you will receive a notification email with your user name and password for the online system. If you have questions regarding our online services, please click [HERE](#) to email the Building Division.

**The County is currently in the process of hiring consultant assistance for permit processing of activities within the CZU Burn Zone, and the Planning Department anticipates that the public and applicants will have access to those increased resources in mid-November. At that time, we hope to resume more standard response times. Thank you for your patience.**

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## Contractor Information Screen

Fill in all required fields and click **Submit**.

**Contractor Form**

Please complete the contractor registration information below. Once submitted, the County Staff will be notified and your account will be created. Please allow 7-10 working days for a new account number and password.

Your login information will be emailed to you at the address you provide below.

\* Indicates required field.

<p>* Business Name <input style="width: 90%;" type="text"/></p>	<p>* Contact Name <input style="width: 90%;" type="text"/></p>
---	--

**Corporate Address**

<p>* Street Address <input style="width: 90%;" type="text"/></p> <p>* City <input style="width: 90%;" type="text"/></p> <p>* Zip Code <input style="width: 90%;" type="text"/></p>	<p>Address Line 2 <input style="width: 90%;" type="text"/></p> <p>* State   <input style="width: 90%; background-color: #f2f2f2;" type="text" value="California"/></p>
--	--

Check this box if Corporate Address and Mailing Address are the same.

**Mailing Address**

<p>* Street Address <input style="width: 90%;" type="text"/></p> <p>* City <input style="width: 90%;" type="text"/></p> <p>* Zip Code <input style="width: 90%;" type="text"/></p>	<p>Address Line 2 <input style="width: 90%;" type="text"/></p> <p>* State   <input style="width: 90%; background-color: #f2f2f2;" type="text" value="California"/></p>
--	--

**Contact Information**

<p>* Phone Number (ex: xxx xxx-xxxx) <input style="width: 90%;" type="text"/></p>	<p>* Email <input style="width: 90%;" type="text"/></p>
---	---

**Contractor License Information**

<p>* License Number <input style="width: 90%;" type="text"/></p> <p>* License Expiration Date (ex: mm/dd/yyyy)   <input style="width: 90%; background-color: #f2f2f2;" type="text" value="mm/dd/yyyy"/> </p>	<p>* License Type <input style="width: 90%;" type="text"/></p>
--	--

I'm not a robot



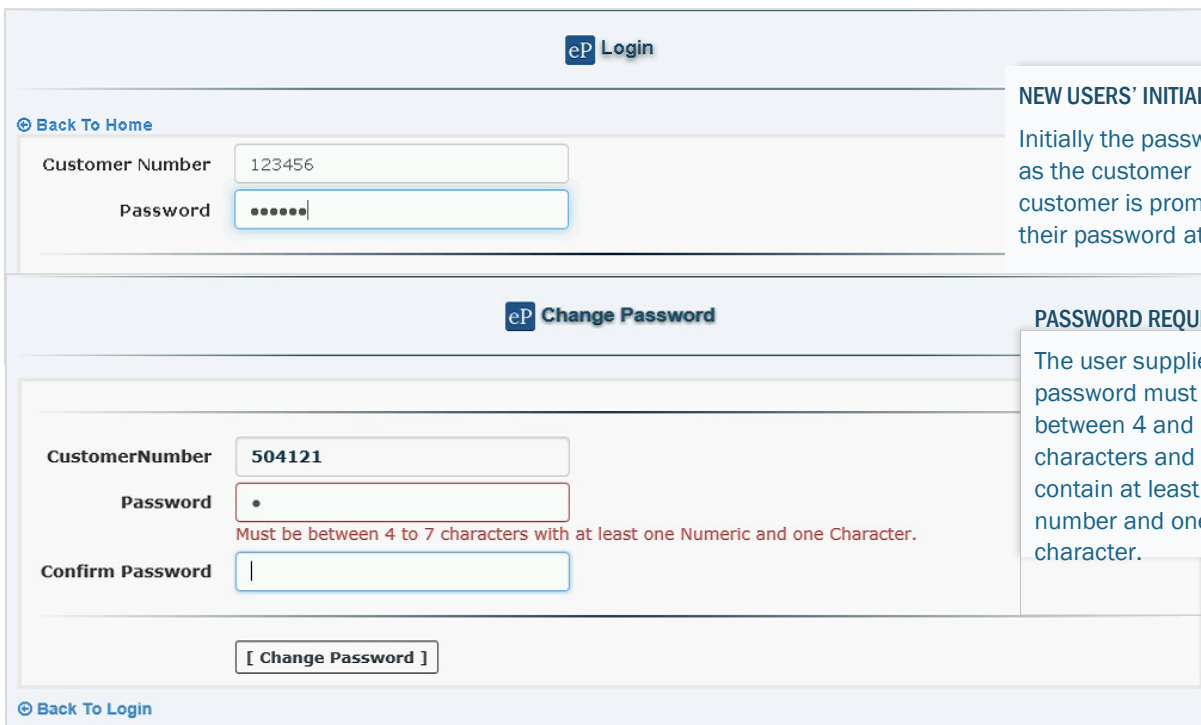
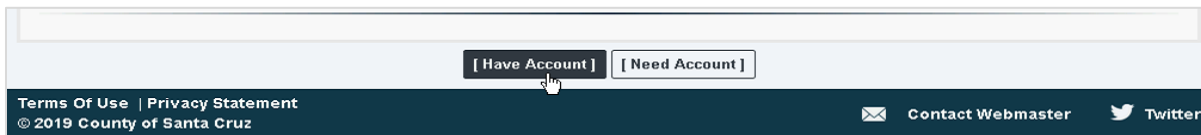
## Customer Notification of ePermit Account Activation

An email is sent to you notifying you of your account activation. Your **Username** and **Password** are both your **Customer** number.



## ePermit Customer Login

Log into the online permitting website by clicking the **Have Account** button on the ePermit website (<http://eplanningpermit.santacruzcounty.us/>). Enter your user ID and password, you will be prompted to change the password at first login.



**NEW USERS' INITIAL PASSWORD**  
Initially the password is the same as the customer number. The customer is prompted to change their password at first login.

**PASSWORD REQUIREMENTS**  
The user supplied password must be between 4 and 7 characters and must contain at least one number and one character.



## Apply for Your Permit

Once logged in, the **Apply** link shows a list of available categories. Select the correct **SolarAPP+ type**.

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**Planning Department**

Building & Safety Code Compliance Housing Sustainability Planning Zoning & Development Environmental Handouts & Forms

eP Online Services

Log Out

Apply Pay Print Permit

Customer No.: 1841092 Account Type: Contractor

Please make a selection above from the following options:

- To apply for a permit, click the 'Apply' button  
The solar application requires approved SolarApp+ documents.
- To view or print your permit, click the 'Print Permit' button
- To pay your permit fees, click the 'Pay' button.  
The 'Pay' link will redirect you to our Online Planning Application Payment portal where you can pay your fees.  
(When paying for fees online, there is a 2.29% convenience fee charged by the credit card processor. This is not a Santa Cruz County fee.)

eP Apply

Back to Online Services Log Out

Application Type: BLD

Last Name:

Work Type: Select Category

Do you have employees?

Parcel Number

- Plmb Fixtures/Water/Gas Lines
- Plmb <5 Fixtures
- Plmb Install Hot Water Heater
- Reroof > 600 Sq Ft
- Reroof <600 Sq Ft
- Replace 1 Window
- Replace 2-5 Windows
- Replace 6-10 Windows
- Replace 11-20 Windows
- Sheetrock <2000 Sq Ft
- Sheetrock 2001-5000 Sq Ft
- Sheetrock >5000 Sq Ft
- Siding/Stucco <2000 Sq Ft
- Siding/Stucco 2001-5000 Sq Ft
- Siding/Stucco >5000 Sq Ft
- SolarApp+/SPV
- SolarApp+/SPV with Batteries
- SolarApp+/SPV with SP Change
- SolarApp+/SPV Combo
- SolarApp+/Change Order

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## Enter the SolarAPP+ Project Details

Enter your SolarAPP+ Project Details and your **SolarAPP+ Approval ID**

⌂ Back to Online Services
🔒 Log Out

**Application Type: BLD**

**Work Type**

**# of Modules?**

**Inverter Type?**

**# of Inverters?**

**# of kW?**

**# of Batteries?**

**# of kW?**

**General Service Panel Replacement**

**# of Stories?**

**Description of work (100 characters max).**

**SolarApp+ Approval ID**

**I certify the existing structure is permitted and has completed permit conditions.**

**Do you have employees?**

**Parcel Number** (8 to 11 digit number without a hyphen)  
  
[CLICK HERE](#) to find your parcel number information.

If you don't know the parcel number, you can find it here ([Home Page \(santa-cruz.ca.us\)](http://Home Page (santa-cruz.ca.us)).)

Contractors may apply for permits on any property. Additional stop messages may apply for various validations (e.g., parcel must be a Santa Cruz County parcel; land use cannot be a mobile home; there can be no open cases at the property; contractors must have a valid Contractor License; etc.)





## Contractor's Declaration

The declarations page must be filled out online prior to submitting the application.

**cP Contractor's Declaration**

[Back to Apply](#) [Log Out](#)

\* Indicates required field.

**\* California Licensed Contractor's Declaration**

I hereby affirm under penalty of perjury that I am licensed under provisions of Chapter 9 (commencing with Section 7000) of Division 3 of the Business and Professions Code, my license is in full force and effect, and I have the authority of the property owner to obtain this permit. Please be aware that the status of your license will be verified by County staff.

**Identify Lending Agency**

I hereby affirm under penalty of perjury that there is a construction lending agency for the performance of the work for which this permit is issued. (3097 Civil Code)

Lender's Name	Email
<input type="text"/>	<input type="text"/>
Street Address	Phone
<input type="text"/>	<input type="text"/>
City	(ex: ###-###-####) State
<input type="text"/>	California <input type="text"/>
Zip	
<input type="text"/>	

**\* Identify Workers' Compensation Coverage (Please select one.)**

**Warning:** Failure to secure workers' compensation coverage is unlawful, and shall subject an employer to criminal penalties and civil fines up to one hundred thousand dollars (\$100,000). In addition to the cost of compensation, damages as provided for in Section 3706 of the Labor Code, interest, and attorney's fees.

I have and will maintain a certificate of consent to self-insure for workers' compensation, issued by the Director of Industrial Relations as provided for by Section 3700 of the Labor Code, for the performance of the work for which this permit is issued.

I have and will maintain workers' compensation insurance, as required by Section 3700 of the Labor Code, for the performance of the work for which this permit is issued.

I certify that, in the performance of the work for which this permit is issued, I shall not employ any person in any manner so as to become subject to the workers' compensation laws of California, and agree that, if I should become subject to the workers' compensation provisions of Section 3700 of the Labor Code, I shall forthwith comply with those provisions.

**\* Declaration by Building Permit Applicant**

By my signature below, I certify to each of the following:

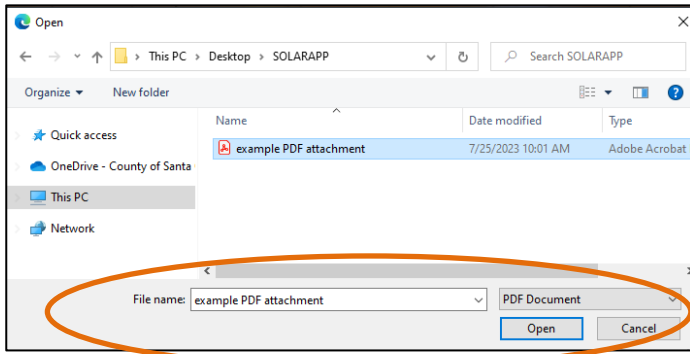
I am a California Licensed Contractor.

Signature Verification (I declare under penalty of perjury that I am the licensed contractor or property owner for the property listed at the above project address. I have filled out this section, and I certify the accuracy of the information provided.)



## Upload your SolarAPP+ Approval Document AND Submit or Correct

Upload your SolarAPP+ approval document by clicking **Choose File** and navigating to your file and double clicking or clicking **Open**.



The online permitting system displays a summary of the application information. You may click the **Cancel** button to make corrections or click the **Submit** button to continue submitting the application.

⌂ Back to Online Services
🚪 Log Out

**Permit Type Information**

If the following information is correct, click the [ **Submit** ] button to continue. If the information is incorrect, click the [ **Cancel** ] button to change your selection.

Customer No.: 443315	Application Type: Building	Parcel No.: 04302226
Applying as: Contractor		Situs Address: 205 ELVA DR APTOS
Work Type: SolarApp +/- SPV		
Do you have employees: No		

SolarApp+ Approval ID: SA20220701-69-50-6-A

Description of work: test

Number of Modules: 2

Micro Inverters: 1

# of kW: 1.00

Number of Stories: 1

**Upload SolarApp+ Approval Document - PDF format only**

\* Choose File example PD...achment.pdf

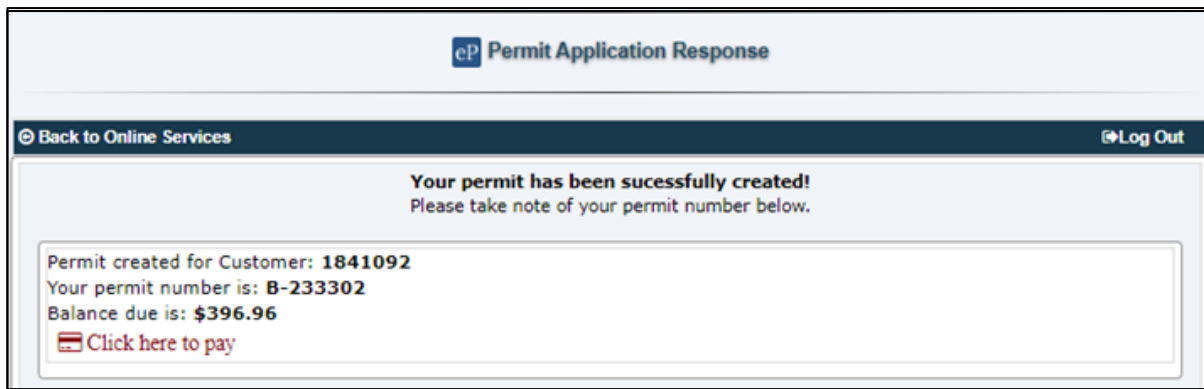
Select 'Submit' to continue with your Permit application,  
or 'Cancel' to apply again.

[ Back ] [ Submit ] [ Cancel ]



If the application submission is successful, the online permitting system displays confirmation of the permit number created and the balance due. You can pay the permitting fees immediately online by clicking the **Click here to pay** link, which takes you to the online payment page.

Alternatively, you may pay fees later by clicking the **Print Permit** link or the **Pay** link on the Online Services main page. Use the **Back to Online Services** link to go back to the main form to apply for additional application(s).



If the application submission is not successful, this error message is displayed:

We are sorry we were unable to create the application. Please contact the Building Department at (831) 454-2580.



## Pay

The **Pay** link on the main page takes you to the online payment page. Enter the application number in the **Application No** form field and click the **Add** button; multiple permits may be paid for at the same time by repeating these steps.

Next select the payment method (electronic check or credit/debit card) and click the **Pay** button, which takes you to the **Point & Pay** secured web site where the transaction is processed.

To view and/or pay your application(s), enter the application number below and click the ADD button to confirm the application is available for online payment.

Application No

Application No.	Amt. Paid	Last Paid Date	Amt. Due		
B-191337			\$4.00	<input type="button" value="SEE DETAILS"/>	<input type="button" value="REMOVE"/>

Total Due: \$4.00

Pay By Electronic Check (NO FEE)  
 Pay By Credit Card/Debit Card

Total Amount: \$4.00

**Online Application Payments**

You may pay your application(s) by Electronic Check, MasterCard/Visa debit card, or by MasterCard, Visa, Discover or America Express credit card. This is an internet payment fee (convenience fee) charged in addition to the application amount you pay. **The fee for internet payments is not a County of Santa Cruz fee.** It is charged by Elavon (internet payment service provider) for providing the ability to perform real-time internet transactions in an easy, secure and reliable manner.

[Click here](#) for general questions about electronic checks.

Convenience Fee Schedule	
Credit Card or Debit Card	2.29%
Electronic Check	\$0

**DISCLAIMER**

Online payments will be accepted as current day up until 8:00 pm / After 8:00 pm online payments will receive next day credit.

All information provided by Santa Cruz County through this internet service is provided "as is", with no warranties, express or implied, including the implied warranty of fitness for a particular purpose. Santa Cruz County, furthermore, does not guarantee or warrant the correctness, completeness or utility for any general or specific purpose of the data available through the access of this site. In no event shall Santa Cruz County be liable for any damages, of any nature whatsoever, arising out of the use of, or the inability to use this internet service.

Refund Policy: [Click Here.](#)

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You are leaving Santa Cruz County's web site and being directed to the Point & Pay secured web site, where your credit card or electronic check transaction will be processed.



## Print Permit from Permit History

The **Print Permit** link provides information to **pay permitting fees** online or print a permit that has been issued. This page displays a list of permits associated with the customer, and links to either pay fees or print the permit after it has been issued.

eP Permit History								
Online Services								Log Out
Permit	Work Type	Parcel No.	Issue Date	Amt Due	Address Info	Owner/Contractor	SRA Info	Pay/Print Permit
B-191212	Reroof > 600 Sq Ft	03804104	05/24/2019	\$ 0	NEW BRIGHTON SB	Sandy Baker, this is the mailing address, here, ,	LRA	<a href="#">CLICK TO PRINT</a>
B-191212	Reroof > 600 Sq Ft	03804104	05/24/2019	\$ 0	0 NEW BRIGHTON SB	Sandy Baker, this is the mailing address, here, ,	LRA	<a href="#">CLICK TO PRINT</a>
B-191213	Reroof > 600 Sq Ft	03804104		\$ 4	NEW BRIGHTON SB	Sandy Baker, this is the mailing address, here, ,	LRA	<a href="#">PAY FEE</a>
B-191213	Reroof > 600 Sq Ft	03804104		\$ 4	0 NEW BRIGHTON SB	Sandy Baker, this is the mailing address, here, ,	LRA	<a href="#">PAY FEE</a>
B-191214	Reroof > 600 Sq Ft	03804104		\$ 4.4	NEW BRIGHTON SB	Sandy Baker, this is the mailing address, here, ,	LRA	<a href="#">PAY FEE</a>

### Sorting the Permit History

The history grid can be sorted by clicking the heading for the desired column. Click once to sort in ascending order (A>Z); click a second time to sort in descending order (Z>A).

### Paying Fees

Click the **PAY FEE** link in the right-most column to open the **online payment** page. It opens in a new window, so you may swap back to the **Permit History** page when paying multiple applications at one time.

### Printing Permits

Once a permit has been issued, you may print a copy by clicking the **CLICK TO PRINT** link in the right column. You can choose to open or save the PDF file.

## Questions?

If you have questions about any aspect of this process, please email our building staff at [Planning.BuildingInfo@santacruzcountyca.gov](mailto:Planning.BuildingInfo@santacruzcountyca.gov)