LOCATION LAUNCH · OPERATIONS GUIDE

SUNWAVE

Raising the Standard

Understanding Permits and Local Requirements

Great plumbing service starts long before we pull into a customer's driveway. Strong relationships with local permitting offices and inspectors let us move faster, avoid surprises, and earn the trust our customers expect. It's how we build credibility in a new market and become the company inspectors are glad to see on their schedule.

PHASE 1

Before the location launches

Do this groundwork while you wait for launch, so your first permitted job isn't held up by paperwork.

1 Set up every permit account now

As soon as licenses are in hand, create your accounts on each permitting portal. Don't wait until the first job needs a permit.

Heads up: each city and county in your service radius usually has its own portal and login. List every jurisdiction you'll cover and make sure you have an account for each one.

2 Call each permitting office

Find out how long things take so you can set honest expectations with customers. Ask:

- **How long does a permit usually take to approve once it's submitted?**
- **How much notice do you need to schedule an inspection after the job is done?**
  Most offices set a cutoff between noon and 3 pm the day before for next-day inspections.
- **Do any plumbing jobs need a permit beyond water and sewer replacements and new construction?**
  Many jurisdictions require a permit for any gas-fired appliance, including water heaters.

3 Get an inspector's name and number

Before you hang up, ask for a direct contact for one of the plumbing inspectors. You'll use it once the location is up and running.

PHASE 2

Once the location is live

Now reach out to your local inspector. A short, friendly conversation up front makes every inspection after it go smoother. Cover these points:

1 Introduce yourself and Sunwave

Give your name, your role, and let them know Sunwave Plumbing is now serving their area.

2 Explain the work they'll see from us

Let them know which of our services will come through their office, mainly water and sewer line replacements and water heater installs.

3 Talk through testing procedures

Share how you normally test your work, then ask whether they prefer anything different. Getting this right the first time saves failed inspections later.

4 Confirm the local frost depth

You need this to bury water lines at the correct depth.

Rule of thumb: code requires water lines to sit at least 6" below the frost line. In most of Virginia the frost line is 24", which puts lines at 30" or deeper. Always confirm the local number with the inspector.

5 Ask about water heater inspections

Find out whether water heaters need an inspection in their jurisdiction, and what they look for most in an install.

TIP Meeting in person can go a long way if the inspector has time for it. They're often busy, though, and a phone call works just as well.