



Building Division – Online Services

The following online services are currently available to help streamline the development review process or provide services related to energy savings in the City of Concord:

- [Concord Connect](#)
- [Citizen Access Portal](#)
- [Online Permitting](#)
- [Permit Fee Estimator](#)
- [Email/Fax-Back Permitting Process](#)
- [Solar PV Permit Application](#)
- [EV Charging Permit Application Checklist](#)
- [Concord Waste Tracking](#)

*See below for more information:

Concord Connect

This tool makes it easy to submit non-emergency **requests for service**. Residents can submit, track and view nearby service requests through their smartphones as well as online.

The Concord Connect mobile app, which is available in the Apple iTunes app store and the Android Google Play store, is full of features allowing citizens to **report such things as work without permits, unsafe building conditions, potholes, illegal dumping, abandoned vehicles, graffiti, malfunctioning streetlights or signals, and other neighborhood issues**. The reports are sent directly to the appropriate City department. Residents can see a map of all requests and the status of each one.

The new mobile app is an improvement over the City's former Civic Hero app. It includes information about City facilities, access to the City website and a link called "City News" to access the latest news releases sent out by the City.

Requests can also be submitted online at

<http://www.cityofconcord.org/projects/concordconnect>. For more information, call the City's information line at (925) 671-CITY or email Cityinfo@cityofconcord.org.

Citizen Access Portal

The online Citizen Access Portal allows citizens and applicants to search record **history and permit status** 24/7.

Online Permitting

Licensed contractors may obtain minor permits online.

[Permit Fee Estimator](#)

This is an Excel Spreadsheet providing Building Division permit fee estimators for the various project types. It requires Microsoft Excel and you must enable scripting once it is loaded.

[Email/Fax-Back Permitting Process](#)

The City offers an email/fax-back permitting process to applicants for simple over-the-counter permits that typically require very little plan review effort. The steps to follow to take advantage of this process are outlined in the linked document.

[Solar PV Permit Application](#)

This is a process that allows small residential and commercial roof-top solar systems to be submitted electronically (email) for plan review and payment of permit fees.

[EV Charging Permit Application Checklist](#)

Fill out the EV Charging Permit Application Checklist and associated documents and submit through email/fax-back permitting process.

[Concord.WasteTracking.com](#)

This web site is the portal into the City's C&D Waste Management system to track and report waste management compliance on permitted construction. It utilizes Green Halo System's waste tracking software.

Property Assessment Clean Energy (PACE) Programs

Concord property owners can get financing for energy upgrades through the following two Property Assessment Clean Energy (PACE) programs:

Figtree: <http://www.figtreefinancing.com>

HERO: <https://www.heroprogram.com/>

Note that the Figtree program provides financing for only commercial and multifamily residential properties and the HERO program provides financing for both residential and commercial properties, including single family residences and multifamily. Concord property owners may choose either program.

These programs are administered by the respective program administrators, not by the City. Please contact the program administrators at the above links if you have any questions about the program.