

PIPER Permit Application Instructions:

1. In order to apply for a permit using the online portal, you need to first create an account with a username and a password. The portal can be accessed here:

<https://piper.townofcarrboro.org/EnerGovProd/SelfService/Home#/dashboard>

2. Once you've created an account you will receive an email instructing you to wait to receive a *second* email **account confirmation**. Account confirmation allows staff to check your information to make sure there are no duplicates in the system.
3. Once your account is confirmed (and not before) you can login to PIPER and the following screen will appear.

Dashboard Apply View Map Search Calendar Help

For fee information please visit the **Town of Carrboro Fee Schedule**.

My Permits

Attention 0	Pending 0	Active 0	Draft 0	Recent 0
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[View My Permits](#)

My Plans

Attention 0	Pending 0	Active 0	Draft 0	Recent 0
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[View My Plans](#)

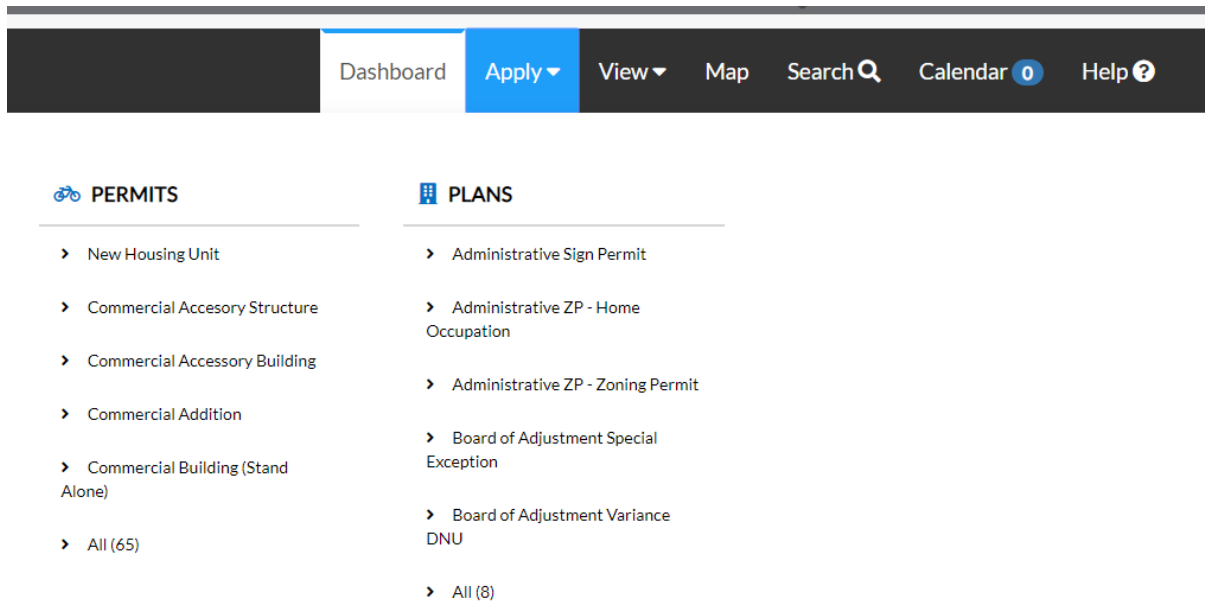
My Inspections

Requested 0	Scheduled 0	Closed 0
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My Invoices

Current 0	\$0.00	Add To Cart
Past Due 0	\$0.00	Add To Cart
Total 0	\$0.00	Add To Cart

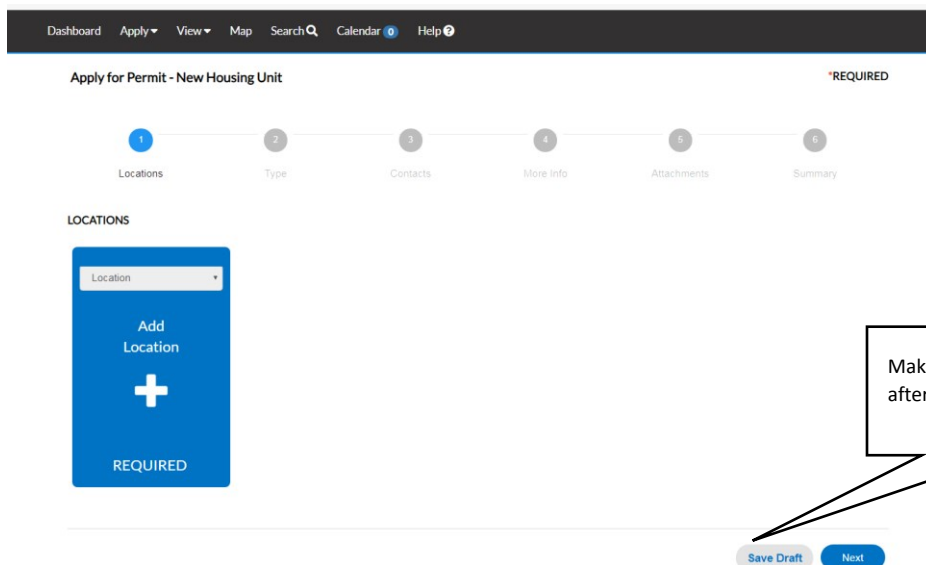
4. Now, go to the “Apply” drop-down menu on the upper left part of the menu bar and select the kind of permit you are seeking. The permits are divided into two sections, those required for Building permits (PERMITS) and those required for Zoning permits (PLANS).
 - a. If your project involves a noticeable change in the structure (i.e. change in the building footprint), the site, or, the permitted use category, you will need to apply for *both* a Zoning Permit *and* Building Permit.



5. Once you’ve selected your permit type. The following screen will show up identifying the six (6) steps that will be required in the application process:

1. Locations, 2. Type, 3. Contacts, 4. More information, 5. Attachments, and 6. Summary.

- a. Important: If you’ve done business with the Town before it is likely that your contact information is in our database. Make sure you search this first before manually adding new contact information.



6. As you proceed through the steps make sure you “Save Draft” as you go along so as not to lose your application. Answer required questions in the “More Information” section, add required attachments in the “Attachments” section. When you are done, review your information in the “Summary” section and if it’s correct, push the “Submit” button at the bottom right hand corner of the page.
7. After you have submitted, your project will be in the review queue. Issuance of a Zoning Permit typically takes up to a week with an additional week for the Building permit. Some projects, due to unique conditions may require additional time.
8. Note that “One-Shot” permits, those that just involve, for example, a change-out of a water heater or an HVAC pump, do not require Zoning approval.