

Permitting Frequently Asked Questions

I have a development or a lot I want to build on. How do I get a wastewater permit?

Please call the permitting department at (888) 758-7471, Option 4 or email permitting@plurisusa.com and have your location as well as your site and floor plan ready so we can determine the cost and availability for your area.

How do I get a Certificate of Completion (COC)/Authorization to Connect for my residence?

You can obtain the COC Inspection Checklist by selecting "Permitting" under the "Resources" tab and review the COC Inspection Policy pertaining to your project utility/location. You may also call the permitting department at (888) 758-7471, Option 4. All forms, photos and other required documentation must be received for an inspection to be scheduled. Please note that turnaround time varies depending on the utility.

I want to build a shed/pool/deck on my property and need a sewer authorization letter. How can I get this?

Please email the plans to show the project location in relation to the home along with a narrative of the project to permitting@plurisusa.com and/or customercare@plurisusa.com. You may also reach permitting with questions by calling (888) 758-7471, Option 4.

I need a C & N Letter to show the lender a property is connected to the sewer system. How can I get this?

Please email the property address to permitting@plurisusa.com and/or customercare@plurisusa.com. You may also reach permitting with questions by calling (888) 758-7471, Option 4. Please allow up to one week turnaround time for processing C & N requests.

How do I pay for the sewer capacity reservation fees?

Once the fees have been determined, payment must be made via check and can either be hand delivered or mailed to our office at Pluris, LLC; Attn: Permitting, 1095 NC Hwy 210, Sneads Ferry, NC 28460. We are unable to accept payments electronically or via credit card. Please note payments will not be processed without a permit application being received.

Where are your service areas?

Please contact the permitting department at (888) 758-7471, Option 4 and provide a property address, parcel ID or Map ID number to determine whether the project is within our service area. Inquiries can also be emailed to permitting@plurisusa.com and/or customercare@plurisusa.com.

How can I obtain a copy of a permit for an existing property to confirm the number of bedrooms for which the property is permitted?

Please email your request with property address to permitting@plurisusa.com and/or customercare@plurisusa.com. Information regarding the property will be emailed back to you.