

Frequently Asked Questions

My permit has expired, will I need to repay the permit fee?

Yes, a permit is only valid for 90 days, unless an extension is granted by DPW. After that time the permit does expire and you will need to apply for a new permit, unless otherwise stated

Where can I check the status of a permit application?

Permit status can be accessed anytime by logging into your account and clicking on "My Cases". This section of the website will provide you with a list of all permits you have submitted and their status.

I forgot my password, how can I get it reset?

On the login page there is a link called "Forgot your Login ID or Password". Click on this link and enter your login ID, Security Question, and Answer; your password will be emailed to you.

How do I find out if there is existing permit work on a street?

By contacting the Department of Public Works at (302) 576-3060.

I am ready for an inspector to inspect my job site, how do I request an inspection?

By contacting the Department of Public Works Roadway Cut Inspector at (302) 576-3099 or (302) 576-3060.

What are the steps in the permit application process?

Look for the link on the site homepage called "Application Process". This will take you to a detailed description of the application process.

How long does the permit application process take?

Generally, all reviews occur within 7 business days but the process including pre-inspections and payment of fees may extend the length of the application.

What do I do if it is an emergency repair?

A utility may conduct an emergency excavation without first obtaining a Roadway Cut Permit if the work is necessary for the preservation of life, health, or property or for the restoration of interrupted service. In the case of an emergency, the utility must notify the City within 24 hours by calling 302-576-3060 or emailing RCMS@WilmingtonDE.gov. If calling outside the regular business hours, please leave a detailed message. The utility will then have 3 business days to apply for the permit that would otherwise have been necessary for the activity.

Why do coring permits only require the \$35 administration fee?

The City would like to provide an incentive to contractors to begin utilizing this technology. For more information, click on the "City Approved Coring Technology" link under the "Related Links" section of the website.

What is the file size limit for an attachment?

Attached files can be no larger than 10Mb. If a file larger than this needs to be attached, please contact the DPW by email at RCMS@WilmingtonDE.gov or phone at 302-576-3060 to coordinate the file transfer.

How do I find out if my street is a City or DeIDOT Maintained street?

Please review the map provided under the links section to verify if your street is maintained by the City or by DeIDOT.