

## **How to Submit a Permit to Install or Modify Equipment through the CitizenServe Web Portal**

1. Go to [www.citizenserve.com/Philadelphia](http://www.citizenserve.com/Philadelphia).
2. Click on the Apply for a Permit link.
3. The system will ask you to login or, if you are new to the portal, register. Once you are logged in, it will take you to the Apply for a Permit screen.
4. For Application Type, select Permit to Construct or Modify an air pollution source.
5. For Sub Type, select the appropriate one for your application. Here is what to select for some common applications:
  - a. For Emergency Generators and Fire Pumps, select Internal Combustion Engine IP.
  - b. For Boilers, Warm Air Furnaces and Hot Water Heaters (Combustion Units) rated less than 10 MMBTU/hr heat input, select Boiler, Warm Air Furnace.
  - c. For Combustion Units rated at least 10 MMBTU/hr but less than 50 MMBTU/hr heat input and a fuel type of No. 2 oil and/or natural gas, select Combustion Unit GP.
  - d. For other Combustion Units, select Plan Approval.
  - e. For small Spray Booths, such as those found at an auto body shop, select Process IP. Only complete the items in the application that are relevant for a Spray Booth. AMS plans to create a special application for Spray Booths in the future.
  - f. For a Portable Crusher, select Portable Nonmetal Processing Plant GP for a new unit. To relocate a Portable Crusher with an existing general permit, select the Sub Type for a plant relocation.
  - g. For a new Gas Station or the replacement of pumps at an existing Gas Station, select Gasoline Dispensing Facilities IP.
6. For 'Is this application for a new or existing project?', select "A new project" unless you are updating a previously submitted application.
7. For Address or Parcel #, enter the Plant ID (equivalent to Parcel #) for your facility if you know it. This will make sure the application goes into our database under your facility.
8. Complete the fields as best as you can.
9. After you submit the application, you will be able to pay the application fee by credit card. There is a small processing fee. You will receive an e-mail confirmation that your application was received.

If you prefer to pay by check, mention that you will submit a check by mail in the Application Notes field. You can mail the application fee to:

Source Registration  
Air Management Services  
321 University Avenue  
Philadelphia, PA 19104

Please include a cover letter or copy of your e-mail receipt along with the check so AMS knows what it is for.

10. If you have any questions about using the web portal, please contact the Source Registration Unit of AMS at [dphams\\_service\\_requests@phila.gov](mailto:dphams_service_requests@phila.gov) or 215-685-7572.