

## **How to Submit an Operating Permit Application 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 Operating Permit.
5. For Sub Type, select the appropriate one for your application. This will almost always be Title V, Synthetic Minor, or Natural Minor. If it is the first operating permit for your facility, AMS will typically have told you which type to submit in your pre-construction permit or correspondence.
  - a. MACT operating permit applications occur under very rare circumstances. Do not select this sub type unless you have been told to submit one of these applications by AMS.
  - b. Natural Minor – Exempt is a form AMS that allowed facilities to use in the past to accept emission limits below Natural Minor operating permit requirements. AMS now requires a pre-construction permit to accept these limits. AMS must keep this sub type in our database, but facilities should not select it.
6. For Work Description, list a basic description of your facility, such as “Hospital” or “University”.
7. For ‘Is this application for a new or existing project?’, select “New” unless you are submitting information for an already submitted application.
8. 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.
9. Complete the fields as best as you can.
10. The Permit Contact is the person that will receive draft permits to review, the final issued permit, and reminders when annual fees are due. You can include a Secondary Permit Contact if you want two people to receive these reminders.
11. 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