



## *Try – Learn – Go Online*

Get started with online permitting without any out-of-pocket expenses and minimal investment of time

### Get started today

- No long-term, contractual commitments
- Rapid return on staff time investment
- Improve customer service without a significant fiscal investment

Sunrun and Clean Power Research are partners on a [DOE SunShot Incubator award](#) to reduce costs and streamline permitting for jurisdictions and contractors. Clean Power Research and Sunrun are seeking to partner with jurisdictions to provide online permits (not just solar) with [proven software](#).

PowerClerk is a flexible platform which can be configured by each jurisdiction to provide online permitting and permit status. The application is web-based and gives each jurisdiction full control over the development and implementation of individual permit types. Clean Power Research provides hands-on support

and mentoring for each customer as they're designing and implementing online permits.

*By taking permitting online with PowerClerk jurisdictions benefit by:*

- Automating routine work
- Reducing the amount of time and effort needed to serve applicants
- Improving customer satisfaction
- Reducing IT support costs and risks
- Making jurisdiction data available for download 24/7/365
- Enabling electronic payment transaction fee options

This opportunity to try, learn and go online is sponsored and funded by the Department of Energy (DOE) [SunShot Initiative](#).

### *PowerClerk's Key Features and Functionality*

1. Jurisdiction branding
2. Payment service is PCI compliant
3. Drag-and-drop permit creation editor
4. Full administrative control by permit business staff
5. Permit fee calculation and logic functions
6. Optional implementation of digital signatures (eSignatures)



## PowerClerk FAQ

### *How much will PowerClerk cost?*

The first year, PowerClerk base licensing is without cost to the jurisdiction (covered by the DOE).

Beyond the first year, jurisdictions would have a range of options including:

- Directly pay the annual licensing fees
- Elect to have Clean Power Research collect an application fee from the applicant
- Split application fees with the applicant, where the jurisdiction determines the fee portion paid by both parties

Additional licensing and setup pricing information available from Clean Power Research upon request.

### *Would contractors be willing to pay more for online services when they could drive to city hall and pay a lower total amount?*

Clean Power Research is shouldering the risk in this case. For contractors and developers, time is money and in many cases the professional community is already paying for 3<sup>rd</sup> party permit runners.

Paying at city hall or mailing a check could still be an option.

### *What about credit card transaction fees?*

Jurisdictions will have a several options:

- Absorb transaction fees
- Enable Service Fees through the payment provider
- Authorize Clean Power Research to cover the transaction fees

### *Adding credit card payments for permits has not been possible in the past*

Clean Power Research can explore a number of payment options depending on the jurisdiction's particular needs. We understand the unique fee-setting challenges faced by jurisdictions regarding costs associated with electronic payment options. CPR will work with the jurisdiction to craft a solution that best meets local policy requirements and operational needs.

In the end, it is in everyone's interest to help manage operational costs but also provide applicants with the convenience and flexibility of a range of payment options.

### *What about refunds, how are they handled?*

Jurisdictions can manage refunds either by using the online tools provided by the chosen payment provider (independent from PowerClerk), or manually, through a mailed check process. In the case of the online tools, there are administrative privilege controls available to ensure that established accounting policies are followed.



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*We are planning to use our permit system vendor's online portal and/or we are already using our vendor's portal.*

Vendor portals can easily exist alongside PowerClerk. The huge advantage of PowerClerk is the ease of which an online permit can be configured and implemented. Compared to traditional vendor solutions PowerClerk is far easier and faster to implement.

*Implementing online services will require a significant investment of staff resources.*

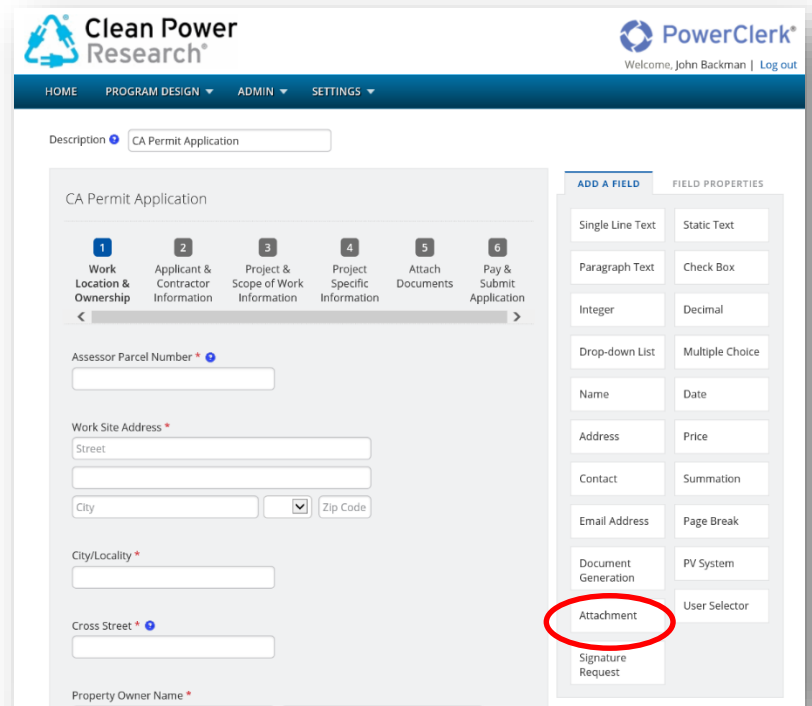
Yes, resources are needed in the sense that each jurisdiction must coordinate and organize application materials and processes for online services. However, configuration and implementation of PowerClerk does not require any specialized IT services or support, therefore, implementations of PowerClerk typically require far fewer resources than a traditional vendor or in-house solution.

Knowledgeable **business** staff can, in a matter of days, begin configuring a permit in a safe test environment. Business staff have full control over what the customer can do and see online. This also means that each jurisdiction can build out its online permits on its own schedule (not impacted by IT or consultant availability).

*What makes PowerClerk different or better than the vendor portals?*

PowerClerk allows each jurisdiction to configure the applicant permit process in the order and process that best meets their needs. For example, it may be desirable to ask the applicant to verify the work location at the very beginning of the application process to ensure that the work location is actually in the correct jurisdiction. PowerClerk could easily be configured to ask for and confirm this information at the beginning of the application process.

Administrators can use a simple drag-and-drop editor to configure Forms and Workflows in PowerClerk. There is no need to learn how to code or write complicated scripts. Need to add a place for the applicant to attach a new document? Just grab the "Attachment" button and drag in onto the application Form.



*PowerClerk Forms Editor*



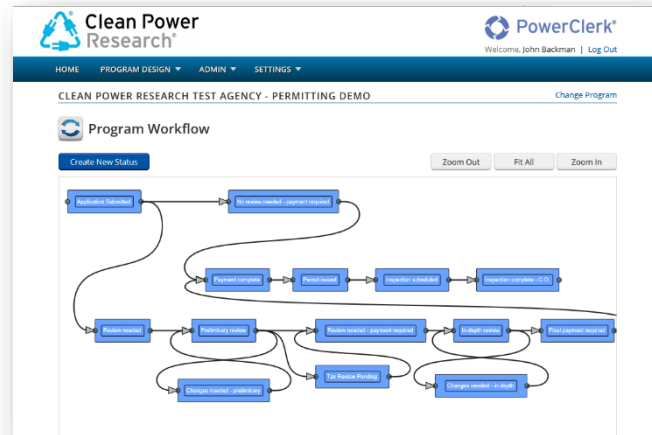
There is no doubt that permit fees are not only complex, but can also require a number of payments over time. Clean Power Research can provide guidance and insight to best practices for online fee policy and practices.

In a very general sense, CPR would recommend that only simple fees for online, no review permits be programmed into PowerClerk. The fees for permits requiring review would typically be assessed by jurisdiction staff and invoiced through PowerClerk only after the permit application is ready to be accepted for review.

### *Permitting is too complex to put online*

Unlike many online permitting solutions, the barriers to begin using PowerClerk are very low. This means that the jurisdiction is in the driver's seat in terms of the configuration and roll-out of online permits. Most often a major system implementation will require that the entire spectrum of services be configured for implementation. The use of PowerClerk makes it possible to roll out individual permit types over time.

Furthermore, it is possible to turn permit on or off and/or make updates and modifications to online permits on an as-needed basis.



*PowerClerk Workflow*

### *How would a cloud-based service work with our self-hosted permit system?*

There are a range of options for implementing PowerClerk, including full integration with backend permitting systems. PowerClerk offers a robust library of interface API's and will work with jurisdictions and permit system vendors to implement interfaces.

It is worth noting that due to PowerClerk's design, tight integration with the backend permit system is not required. It is quite possible to launch PowerClerk with no backend integration. Just as it is today, the online permit applications and data could be manually managed.

### *We must have "signed" and/or professional "wet-stamped" documents*

PowerClerk does offer the option for adding digitally authenticated signatures to documents using DocuSign's eSignatures. eSignatures are an optional feature, but if implemented, would add a cost of approximately \$4/envelope (1 envelope = 1 instance of routing signature requests). It would be possible to pass this and other similar costs along to the applicant as service fees at the time of online payment.



Clean Power Research will also work with the jurisdiction to examine “signature” requirements and provide optimal online solutions. Many states have enacted specific legislation to address the use of electronic engineering plan stamps and other digitally authenticated documents. State building code councils often have researched and developed the necessary protocols for digital authentication.

## *Try – Learn – Go Online*

We all know that applying for and issuing permits online is nothing like the experience of online shopping. The sheer complexity can be overwhelming. However, PowerClerk equips administrators with the tools needed to manage their own online permitting solution, which is configurable, intuitive, and secure. Not only is this offer to use PowerClerk free, but it gives jurisdictions a no risk means to analyze existing application processes and experiment with changes to processes.

## *IT does not have the time or resources to support a new, online service*

Because PowerClerk is a hosted service the need for hands-on IT support and service are greatly reduced. Nonetheless, IT does have a role in ensuring that external services, such as PowerClerk, meet jurisdiction standards for security, data management, interfaces and performance. IT services and support may also be needed to enable an interface to PowerClerk.

## *Technical Details*

- PowerClerk is web-based and highly reliable
  - Hosted on AWS (Amazon Web Services) with 99.9% uptime
- Meets or exceeds PCI and other requirements
  - [Praetorian](#) security assessment rating of “A”
  - WCAG 2.0 AA compliant for customer-facing pages
- Supported browsers
  - PowerClerk supports the current major version and one previous major version of the following browsers: Google Chrome, Firefox, Internet Explorer, and Edge.
- Backup and fail-over
- Software updates released weekly (no service interruption)
- Extensive API library for optional integration to back end permitting and other systems
- Integrations to PowerClerk can be loosely coupled (the failure of an integration point will not necessarily take down or eliminate PowerClerk functionality)
- Other integration options:
  - Jurisdiction’s electronic payment provider
  - GIS for parcel and address data
  - State contractor licensing verification (California CSLB implemented)



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