Penrith City Council (PCC) is now accepting Road Reserve Opening permit applications online through the PermitAccess platform. Starting at Dial Before You Dig (DBYD), you will be guided through the online permit application and see the status of all your requests all in one place.

**APPLICANT PROCESS OVERVIEW**

1. Make an enquiry with DBYD
2. Open Permit Monitor and select application
3. Enter additional information
4. View and upload documents
5. Send payment to Council
6. Traffic lights turn to green as Council approves the details of the works
7. Permit approved by Council and sent to applicant
8. Applicant informs Council that works are in progress and then completed
9. The permit is placed under a 1 year warranty period
1. MAKE AN ENQUIRY WITH DBYD

- Login to 1100.com.au (DBYD) with your account details.
- Click the ‘New Enquiry’ button to make your enquiry.

- Penrith City Council will now appear in the list of authorities.
- Penrith City Council gets notified of every enquiry made.
2. OPEN PERMIT MONITOR AND SELECT APPLICATION

- Click on the View Permits button.
- Be sure to allow pop-ups for this website.
- Click on the application you need to submit.
In the Details section, you will need to enter additional information about your works.

In the Documents section, you will be required to view and upload documents.

In the Messages section, you can contact PCC at any time about your application.

These are the details from your DBYD enquiry.
3. ENTER ADDITIONAL INFORMATION

In the Details section, you need to:

- Enter traffic management details
- Ensure date of works are correct
- Enter contact details of person responsible for the works

4. VIEW AND UPLOAD DOCUMENTS

- In the Documents section, you will be required to view and upload documents.
- Download documents using this button:

- You will also access your Conditions, Payment and Permit documents.
- Accept your conditions document using this button:
5. SEND PAYMENT TO COUNCIL

- In the Documents section, you will receive a payment form.
- You can bring this form into the Council offices or you can email it to council@penrith.city
- Once receipted, it will be noted in the Permit Access system.
6. TRAFFIC LIGHTS TURN TO GREEN AS COUNCIL APPROVES THE DETAILS OF THE WORKS

- Penrith City Council will assess all the details that you provide and ensure they meet the requirements for a permit.
- As each section is approved, the traffic light will turn to green. This can be seen by clicking this button.

You can click the button at any time to view the progress of your application.
7. PERMIT APPROVED BY COUNCIL AND SENT TO APPLICANT

- Once all details have been approved, a Permit can be issued by Council.
- The status of your application will change to Approved.
- Click on Approved to change the status to Works Pending

- You will receive a Permit document which can be viewed in the Documents section.
8. APPLICANT INFORMS COUNCIL THAT WORKS ARE IN PROGRESS AND THEN COMPLETED

- When the works begin, you will need to inform Council through Permit Monitor.
- Click on Works Pending to change the status to Works in Progress.
- You will need to enter the start date of works.

![Image showing status options: Works Pending, Works In Progress, Works Cancelled]

- When the works are completed, you will need to inform Council through Permit Monitor.
- Click on Works in Progress to change the status to Works Completed.
- You will need to enter the end date of works.

![Image showing status options: Works In Progress, Works Abandoned, Works Completed]
9. THE PERMIT IS PLACED UNDER A 1 YEAR WARRANTY PERIOD

- The status of the permit is then changed to Works Completed.

- At this stage, Council will complete an inspection of the site.
- If the inspection does not pass, Remedial Action may be requested.

- If the inspection passes, the Permit is placed under a 1 year warranty period.
THE HELP BUTTON

- If at any time you need assistance with Permit Monitor, you can click the Help button.
- This will open up a search bar where you can search for your enquiry.

- There is also a Live Chat button, which will connect you to the DBYD support team during business hours, if you require further assistance.
WHAT DOES THE TEAM AT COUNCIL SEE?

Council has a view that is similar to what you see.

We also have traffic lights that will update for each application.

For more information on this topic phone the Road Reserve Opening Team on 4732 8010.