



Andy Beshear
Governor

Kerry B. Harvey
Secretary

Ray Perry
Deputy Secretary

PUBLIC PROTECTION CABINET
Department of Housing, Buildings and Construction

Division of Plumbing
500 Mero Street, Floor 1
Frankfort, Kentucky 40601
Phone: 502-573-0397
Fax: 502-573-1058
www.dhbc.ky.gov

Rick Rand
Commissioner

Max Fuller
Deputy Commissioner

MEMORANDUM

DATE: November 2020

TO: All Plumbing Portal Account Holders

FROM: David Moore, Director

RE: Plumbing Permit Portal

We are pleased to announce our forthcoming transition to SmartGov, an enterprise system for permits, project review, and licensing. **The transition scheduled for the week of November 9, 2020, has been rescheduled to December 7, 2020.** When we transition, you will begin using the SmartGov Online Portal for your permit purchases. From the Department's website, www.dhbc.ky.gov, you will find a link under E-Services for the SmartGov Online Portal. As you prepare for this migration, please utilize the tips below to ensure a smooth transition. If you have questions on the transition please call us at 502-573-0397.

- You must have a KOGS (Kentucky Online Gateway System) account to be able to access the SmartGov Online Portal. If you don't already have a KOGS account, you are able to create one now. You will use your KOGS account to access the SmartGov Portal when it is made available.
- **You must create your account using the exact same email address and password currently assigned to your JO Plumbing Portal account. If your JO portal account password is less than 8 characters, please update your password in the JO Portal to meet the new requirement which requires one capital letter, one lower case letter and one number.**
- **Please enter the Master Plumber's name exactly as it appears on the license card or a recent permit.**
- When you are no longer able to access the current JO Plumbing Portal for permit entry, the SmartGov Portal will be available for you to create your plumbing permit.