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**Max Fuller**  
Deputy Commissioner

**Ray Perry**  
Deputy Secretary

**MEMORANDUM**

DATE: October 2020

TO: All Plumbing Portal Account Holders

FROM: David Moore, Director

RE: Plumbing Permit Portal

We are pleased to announce our forthcoming transition to Smart-Gov, an enterprise system for permits, project review, and licensing. **The transition originally scheduled for the week of October 5, 2020, has been rescheduled to November 9, 2020.** When we transition, you will begin using the Smart-Gov Online Portal for your permit purchases. From the Department's website, [www.dhbc.ky.gov](http://www.dhbc.ky.gov), you will find a link under E-Services for the Smart-Gov Online Portal. As you prepare for this migration, please utilize the tips below to ensure a smooth transition.

- You must have a KOGS (Kentucky Online Gateway System) account to be able to access the Smart Gov 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 Smart-Gov 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.**
- **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 Smart-Gov Portal will be available for you to create your plumbing permit.

If you have questions, please don't hesitate to contact us at 502-573-0397.