



OBTAINING A KITCHEN/BATH REMODEL INSTANT PERMIT

EFFECTIVE: July 1, 2024

The information provided in this document is general and intended as a guide only. Each project is unique and additional requirements may apply.

INSTANT PERMIT

Instant Permits can be filed online through Palo Alto's Accela Citizen Access (ACA) portal link, however, the applicant must have a valid California State License Board (CSLB) license number. Please paste this link into your internet browser to access the portal: <https://aca.accela.com/PALOALTO>.

CREATING AN INSTANT PERMIT

1. Open your web browser and go to <https://aca-prod.accela.com/PALOALTO/> and sign into your ACA account. If you do not yet have an account, please [create an account](#).

A screenshot of the City of Palo Alto Online Permitting Services homepage. The page has a green header bar with navigation links: Home, Pre-Application, Building, Fire, Planning, Public Works, and Misc Services. Below the header is a green bar with "Advanced Search" and a dropdown arrow. The main content area is white. On the left, it says "Welcome to the City of Palo Alto Online Permitting Services" and "Before you begin, please visit our website for the submittal documents checklists." Below that, it says "Register and log in to submit:" and "1) Permits issued online (Instant Permits for Minor Projects) for Licensed contractors only. Apply for the following permits online by logging in and creating an application in the Building tab:". A list of permit types is shown, including Boiler Replacement, Heat Pump Water Heating, Re-Pipe water piping (sewer), Residential Solar with Solar PV (grid-tied program), Water Backflow, Water Heater (standard gas only-no tankless), and Window and sliding door retrofit (residential only). A red box highlights the text "Sign in to your account to start the instant permit process." with an arrow pointing to the "Sign In" button in the "Sign In" section on the right. The "Sign In" section has fields for "USER NAME OR E-MAIL:" (containing "PaloAltoUser") and "PASSWORD:" (containing "*****"). There is a "Forgot Password?" link and a "Sign In" button. Below the list of permit types, it says "ITEMS NOT LISTED ABOVE WILL NEED TO SUBMIT A PRE-APPLICATION - LOGIN AND SELECT THE PRE-APPLICATION TAB TO CREATE ONE".

2. When the homepage loads, click on the "Building" button, located above the green bar. After the Building page loads, click "Create Application" on the green bar.

A screenshot of the City of Palo Alto Building page. The page has a green header bar with navigation links: Home, Pre-Application, Building, Fire, Planning, Public Works, and Misc Services. The "Building" link is highlighted. Below the header is a green bar with a search icon and "Search Records", a checkmark icon and "Create Application" (highlighted with a red box), and a calendar icon and "Search for Permit and Schedule an Inspection".

3. Read through the disclaimer and agree to the terms by checking the box. Then click "Continue Application".

Home Pre-Application **Building** Fire Planning Public Works Misc Services

Search Records **Create Application** Search for Permit and Schedule an Inspection

Online Application

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer

While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

☒ I have read and accepted the above terms.

Continue Application »

Read the disclaimer and check the box to agree to the terms.

4. Select the permit type for your project. Each permit type will have different requirements and different fees. When you have made your selection, click "Continue Application".

Select a Record Type

Choose one of the following available permit types.

ITEMS NOT LISTED BELOW WILL NEED TO SUBMIT A PRE-APPLICATION

Note: NO AC/Heat Pump PERMITS - Please submit a preapplication for AC Permits.

Search

Building

- ☐ Backflow Device
- ☐ Boiler Replacement (same location less than 400k BTU)
- ☐ Furnace / Wall Heater Replacement (residential, same location, 1 permit per appliance)
- ☐ Gas Water Heater Replacement (No Tankless, direct replacement)
- ☒ Kitchen or Bath Remodel (Residential, Single-family detached only)
- ☐ Repair Gas Leak
- ☐ Repipe-Water Piping System (no sewer or building drain, 1 permit per unit)
- ☐ Re-roof (direct or in-kind replacement)
- ☐ Residential Heat Pump Water Heater (No Gas)
- ☐ SolarAPP+
- ☐ Window and Sliding Door Retrofit (Residential Only)

Continue Application »

5. Complete the project qualification questionnaire to see if you qualify for a kitchen/bath instant permit and answer all required fields. If your project does not qualify for an instant permit, please submit a [Pre-Application](#). When complete, click "Continue Application".

Kitchen or Bath Remodel (Residential, Single-family detached only)

1 Qualification	2 Location	3 Contacts	4 Permit Info	5 California Energy Code	6	7	8	9
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Step 1: Qualification > Qualification

This instant permit process is intended for kitchen or bath remodels within the existing footprint and that do not involve additions to fixture count or equipment. Changes in placement of fixtures, equipment, and number of outlets is allowed; however, projects involving changes to walls, windows, doors or structure would need to through the [Pre-Application Process](#).

* indicates a required field.

Custom Fields

QUALIFICATION

* Is the project property a residential single family home or duplex?: ☐ Yes ☐ No

* Does this project involve changes to walls, windows, doors or structure?: ☐ Yes ☐ No

* Will this replacement require a service panel upgrade and / or a subpanel upgrade?: ☐ Yes ☐ No

* I acknowledge that this project will be held to currently adopted codes under Palo Alto Municipal Code Chapter 16 and 15.04: ☐

* Please download and complete the City's Residential Load Calculator to determine if a service panel upgrade is needed. Save the results of the completed calculator which must be uploaded in the documents tab: ☐

* Please note that you will be required to upload the following items later in this application: (1) Residential Load Calculation, (2) Equipment Specifications: ☐

* I certify that I have reviewed the fields above and state that the above information is correct. By signing below, I also acknowledge the required documentation for this permit: ☐

* Digitally Signed by: (Enter first and last name):

Save and resume up to 3 days later

Continue Application »

You can save your application for up to 3 days and continue later if you need more time to gather information or documents.

6. Enter the project address. You only need to enter the street number and first few letters of the street name, then click "Search". The search function should automatically populate the Parcel and Ownership information by default.

Please note: If the address you are searching for has ADU unit numbers, you will need to select the correct address from a pop-up window that will appear. Also note that you will likely need to add homeowner contact information for this permit.

The screenshot shows the 'Address' and 'Parcel' sections of a form. The 'Address' section has fields for Street No. (250), Street Name (HAMILTON), Street Type (AV), Direction (--Select--), Unit Type (--Select--), and Unit No. (empty). Below these are 'Search' and 'Clear' buttons. The 'Parcel' section has fields for Parcel Number (120-27-011) and Year Built (empty), with a 'Zoning' dropdown set to 'PF'. A red box highlights the 'Search' button in the Address section, with an arrow pointing to it from a text box that says: 'Enter the street number and street name, then click search. Parcel and Property Owner information should automatically appear. Then click "Search".' Below the form, there are fields for Phone and E-mail, each with a red arrow pointing to it from a text box that says: 'Add any missing information for the Property Owner.' At the bottom, there are 'Save and resume later' and 'Continue Application »' buttons.

7. Add a contact for this application. Click the "Select from Account" button to pull your information from your ACA account for this permit. When complete, add your Contractor information. You can search for them using the "Lookup from CA State License Board" function or by "Look Up from Palo Alto Database" if your contractor is already in our system.

The screenshot shows the 'Applicant' section of a form. It has a 'Select from Account' button highlighted with a red box. Below this is the 'Licensed Professional' section, which has a note: 'You must be registered as a Licensed Professional in the Palo Alto contractors database. As a registered user your license information should appear below. To find a Licensed Professional, enter the search criteria and click the Search button.' Below this note are two buttons: 'Lookup from CA State License Board (CSLB)' and 'Look Up from Palo Alto Database', both highlighted with a red box. A red arrow points from a text box that says: 'Search for your contractor using their license number through either of these search options.' At the bottom, there are 'Save and resume later' and 'Continue Application »' buttons.

- a. Selecting either option will open a pop-up window where you will enter the state license number, scroll down then click "Look up".

Look Up License

License Type: --Select--

State License Number: 6506173123

First: Middle: Last:

Name of Business:

Business License #:

Country: --Select--

Address Line 1:

City:

State:

Zip:

Enter the license number, then scroll down and click "Look Up".

If your CSLB license does not appear to be in our database, please contact PDSDData@CityofPaloAlto.org.

- b. The pop-up window will close and you will receive a notification that the licensed professional was added successfully. When complete, click "Continue Application".

Licensed Professional

You must be registered as a Licensed Professional in the Palo Alto contractors database. As a registered user your license information will be stored in the database. You can click the Search button.

✓ Licensed professional added successfully.

Carlos Ruiz
CARLOS CO.
License Type: CONTRACTOR
License Number: 6506173123
Address: PALO ALTO 94301
Edit Remove

Your contact information and the Licensed Profession information should now appear.

Save and resume later

Continue Application »

8. Provide details related to the project on this page. Make sure to read everything thoroughly and provide accurate details for a smooth inspection process.

Kitchen or Bath Remodel (Residential, Single-family detached only)

1	2 Location	3 Contacts	4 Permit Info	5 California Energy Code	6 Documents	7	8	9
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Step 4: Permit Info > Permit Info * indicates a required field.

Custom Fields

Permit Info

* How many bathrooms are you remodeling with this permit? (max 5):

* How many kitchens are you remodeling with this permit? (max 3):

* Will this project add any new electrical circuits to the existing bathroom or kitchen?: ☐ Yes ☐ No

* Given valuation (include labor and materials):

* This permit will require recycling of construction materials. Please enter the email address of the person responsible for recycling materials for this permit. If you already have an existing Green Halo Systems account, please enter that email address. You will receive an email from Green Halo Systems with further instructions.:

* I acknowledge that once this permit is issued, it is required to comply with the City's construction and demolition debris diversion requirements managed through Green Halo Systems. Step 1: Prior to starting work on the site, the responsible person shall log into the website to access the projects Waste Management Plan and complete the set-up process. Step 2: Recycle what can't be salvaged and ensure that the weight tags list the "City of Origin" for the debris is Palo Alto as well as the correct material type. Tags with other City of Origin or none listed will NOT be accepted. Step 3: Prior to scheduling the final inspection of your project, upload all debris weight tags, salvage documentation, etc. to Green Halo Systems. Reference the City's construction & demolition debris diversion requirements for further details. : ☐

* I certify that I have reviewed the fields above and state that the above information is correct. I agree to comply with all city and county ordinances and state laws relating to building construction, and hereby authorize representatives of this county to enter upon the mentioned property for inspection purposes: ☐

* By checking the box, I agree to use electronic records and signatures: ☐

* Digital signed by: (Enter first and last name):

[Save and resume up to 3 days later](#) [Continue Application »](#)

9. On the next page answer some questions for the California Energy Code that will determine if any additional documentation is required to be uploaded prior to final inspection.

Kitchen or Bath Remodel (Residential, Single-family detached only)

1	2	3 Contacts	4 Permit Info	5 California Energy Code	6 Documents	7 Review	8	9
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Step 5: California Energy Code > California Energy Code * indicates a required field.

Custom Fields

CALIFORNIA ENERGY CODE

* Is lighting being replaced: ☐ Yes ☐ No

* Is a kitchen hood being replaced or added or is a bathroom exhaust system altered or added?: ☐ Yes ☐ No

* Is a kitchen hood being used for continuous local kitchen exhaust?: ☐ Yes ☐ No

[Save and resume up to 3 days later](#) [Continue Application »](#)

10. Upload the required documents by clicking the “Add” button. For Kitchen/Bath Remodel instant permits, applicants are required to upload equipment specifications at minimum. If a circuit is being added, applicants are also required to upload the residential load calculations document.

Attachment

****IMPORTANT****

- If you are **re-submitting** plans in response to a corrections report, you must use corresponding red resubmit button on that specific corrections report. Failure to do so may cause a delay in our response. If you resubmit plans using the Add button by mistake, please notify your coordinator directly as they will not know you have re-submitted.
- If you are applying for a **revision** to an existing issued permit, please create a new pre-application to start the revision process.

When re-submitting multiple documents in response to a corrections report, it is important that you add all the files required before selecting Save.

The maximum file size allowed is 400 MB.
When uploading multiple documents add all before saving
This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval.
Residential Load Calcs, Manufacturer Installation Instructions

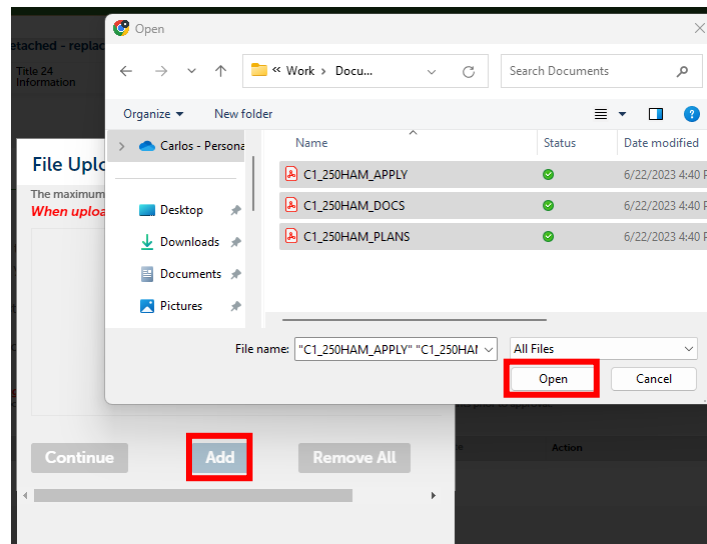
Name	Type	Size	Latest Update	Document Status	Status Date	Action
No records found.						

Add

Save and resume later

[Continue Application »](#)

- a. A pop-up window will appear. Click on the “Add” button again and a file selection window will now appear. Select your required files, then click “Open”.



- b. Wait until the files reach 100%. When done, click “Continue”.

File Upload

The maximum file size allowed is 400 MB.
When uploading multiple documents add all before saving

C1_250HAM_APPLY.pdf	100%
C1_250HAM_DOCS.pdf	100%
C1_250HAM_PLANS.pdf	100%

Continue **Add** **Remove All**

- c. Select the document type and provide a brief document description. When complete, click “Save”.

Type: CF2R **File:** C1_250HAM_APPLY.pdf **100%** **Remove**

Description: CF2R

Type: Residential Load Calcs **File:** C1_250HAM_DOCS.pdf **100%** **Remove**

Description: Res Load Calculations

Type: Manufacturer Installation Instructions **File:** C1_250HAM_PLANS.pdf **100%** **Remove**

Description: Installation Instructions

Save **Add** **Remove All**

Provide the document type and a description of the documents, then click “Save”.

- d. Your files will now officially be uploaded and shown in the documents list. When complete, click “Continue Application”.

Name	Type	Size	Latest Update	Document Status	Status Date	Action
C1_250HAM_APPLY.pdf	CF2R	575.19 KB	06/22/2023	Uploaded	06/22/2023	Actions
C1_250HAM_DOCS.pdf	Residential Load Calcs	2.22 MB	06/22/2023	Uploaded	06/22/2023	Actions
C1_250HAM_PLANS.pdf	Manufacturer Installation Instructions	362.82 KB	06/22/2023	Uploaded	06/22/2023	Actions

Add

Save and resume later **Continue Application »**

11. Review all the information you provided, if you need to make any changes, click on the “Edit” buttons on the right side of the webpage. If complete, click “Continue Application”.

Step 7: Review

[Save and resume later](#) [Continue Application »](#)

Please review all information below. Click the “Edit” buttons to make changes to sections or “Continue Application” to move on.

Record Type

Heat Pump Water Heater (Residential, Single-family detached - replacement only)

Custom Fields

Project Qualification

Is this a standalone water heater conversion?: Yes

Will this water heater be in the same location?: Yes

Where will the heat pump water heater be installed?: Garage

I acknowledge that I must upload the following documents on the documents page of this application process: 1) Manufacturer Installation Instructions 2) A completed/results of the City's Residential Electric Load Docs calculation (Please click on the Help/question mark icon for a link to download the calculator): Yes

Will this replacement require an electrical service panel upgrade?: No

I certify that I have reviewed the fields above and state that the above information is correct: Yes

Address [Edit](#)

250 HAMILTON AV

If you need to make any changes to the information you provided, click on the “Edit” button for the field.

12. The portal will now show you the itemized fees for the project. Once finished reviewing the fees, click “Continue Application”.

Step 8: Pay Fees

Listed below are preliminary fees based upon the information you've provided.

Application Fees

Fees	Qty.	Amount
SB 1473 Mandated Fee	1	\$1.00
ACA Pibg Base Fee	1	\$141.26
ACA Water Heater	1	\$104.02

TOTAL FEES: \$246.28
Note: Select “Continue Application” to proceed to the payment screen.

[Continue Application »](#)

13. Finally, the portal will bring you to the payment webpage. Enter the required information and click "Submit Payment". There is no fee when using a credit card.

Payment Options

Amount to be charged: \$246.28

☒ Pay with Credit Card
☐ Pay with Bank Account

Credit Card Information:

* Card Type: * Card Number: * Security Code:

* Name on Card: * Exp. Date:

Credit Card Holder Information:

☐ Auto-fill with

Country:

* Street Address:


* City: * State: * Zip:

* Phone:

E-mail:

Submit Payment »

If the payment was successful, you will receive a notification on how to download your permit packet. **Please make sure to review the permit issuance email and permit packet thoroughly for next steps.** If you require any additional assistance, please contact PDSDData@CityofPaloAlto.org.

 Your application has been successfully issued.
To view and download your permit packet please:

1. Open your record summary using the "View Record Details" button below
2. Click on the "Record Info" dropdown at the top of the record
3. Select the "Attachments" option in the dropdown

Thank you for using our online services.
Your Record Number is 23BLD-00053.

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.

Print/View Receipt

A licensed professional is now authorized to proceed with work at the designated location.

Your record type requires a follow-up inspection once work is completed. You may schedule the inspection now or return to schedule the inspection upon completion of the work. Choose "View Record Details" to Schedule Inspections, check status, or make other updates.

View Record Details » (You must post the record in the work area.)