



# NEW HANOVER COUNTY

## PUBLIC HEALTH

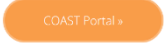



### ENVIRONMENTAL HEALTH SERVICES


230 Government Center Drive, Suite 140, Wilmington, NC 28403

P: (910) 798-6667 | F: (910) 798-7815 | NHCgov.com

David G. Howard, MPH, Interim Director


## Applying for an Environmental Health Public Swimming Pool Permit on NHC COAST Portal

- A. Open the **Customer Online Access Services Tool (COAST)** main page at: <https://www.NHCgov.com/coast>. This page is the main resource page for COAST and includes tabs for **COAST Help Videos, FAQs and Forms**. Please click on the buttons to find additional information and resources. The **Forms** tab provides a list of forms which may be required to complete and attach as part of the application process. The **COAST Help Videos** tab provides videos with step by step guidance on registering for COAST, applying for a permit and paying fees.
- B. Click on the orange COAST Portal button  to open the COAST Self Service page.
- C. Click on  **Login or Register**.
- D. 1. If this is your first time applying for a permit, you will need to Register for a new account. Click on **Register Here** at the bottom of the log in window. A valid email address is required.  
2. Or if you have a COAST account, enter your username and password and click on  to log in to your COAST account.
- E. Once you log in to COAST, the Home Self Service page will open.
- F. Click on the box with  **Apply**. The Application Assistant window will open. Search for the permit by typing in **Public Swimming Pool** in the application search box. Select the **NHC Public Swimming Pool** permit.
- G. Review the permit descriptions to ensure you are selecting the correct permit.

**NHC Public Swimming Pool** 



Category Name: NHC Environmental Health Food, Lodging and Institution Permits


Description: A swimming pool permit allows pools to operate on a seasonal (April 1 – October 31) or year-round basis (per 15A NCAC 18A.2500.) If you are planning on opening a seasonal swimming pool, wading, spa or water attraction (April 1-October 31), or renewing a year around swimming pool, wading, spa or water attraction permit, you will need to complete a public swimming pool application.

- H. Click on  next to the **NHC Public Swimming Pool** permit.
- I. The Application page will open. There are six windows of information to be entered in order to submit the permit application, as tracked on the top of the page.



Information to be entered/submitted on each of the Six windows.

1. **Locations:** Click on **Add Location** in Project Location blue box. Under **Address Information**, enter the pool address and Search. Click  next to the Public Swimming Pool address to select.  
*Hint: If the pool address doesn't appear, reduce the amount of the address entered and re-search.*
2. **Type:**
  - a. Permit Type= **Public Swimming Pool**
  - b. Description= Brief description about the Pool type/permit
3. **Contacts: Applicant** is required, may add additional contacts such as Property Owner, Pool Operator, Management Company. Contact(s) responsible for payment, need to have an active COAST account and be added as a Contact on the permit.
4. **More Info:** All fields are required. Please read additional information provided on this tab.
  - a. **Name of Establishment-** Enter name of Public Swimming Pool. This name is what will be used on the operating permit.
  - b. **Type of Pool-** click box next to type of Pool from the list provided.
  - c. **Type of Pool Disinfection-** Select one: Biguanide, Bromine, Chlorine, Salt System
  - d. **Water Provider-** Select one: CFPUA, Community, Private Well, Aqua
  - e. **Sewer Provider-** Select one: CFPUA, Community, Private Septic, Aqua
  - f. **Date Constructed-** Select one: **Before May, 1, 1993** or **After May 1, 1993.**
  - g. **Dates of Operation-** Select one: **Seasonal (April 1-October 31)** or **Year Round (January 1-December 31)**
  - h. **Pool Operator (On-site Manager) Information**
    - i. **Pool Operator-** enter Pool Operator name
    - ii. **Pool Operator Address-** enter full address of Pool Operator
    - iii. **Pool Operator Phone Number-** enter contact phone number of Pool Operator
    - iv. **Pool Operator Email Address-** enter valid email of Pool Operator
    - v. **Pool Operator CPO Cert#-** enter certificate number on CPO certificate
  - i. **Owner Information**
    - i. **Stated Property Owner-** enter name of Property Owner
    - ii. **Property Owner Address-** enter full address of Property Owner
    - iii. **Property Owner Phone Number-** enter phone number of Property Owner
    - iv. **Property Owner Email Address-** enter valid email of Property Owner
  - j. **Management Company Information-** fields optional
    - i. **Management Company Name-** enter name of Management Company
    - ii. **Management Company Address-** enter full address of Management Company
    - iii. **Management Company Phone Number-** enter phone number of Management Company
    - iv. **Management Company Email Address-** enter valid email of Management Company
  - k. **Disclaimer Acknowledgement-** Select **Yes** and enter Full name.
5. **Attachments:** Click on **Add Attachment** in the blue box matching the type of file to be attached. Browse to the file location and attach. Documents must be submitted as pdfs.
  - a. **Required- CPO Certificate**
    - i. Certified Pool Operator Training Certificate for Pool Operator
  - b. **Required- Pool Drain Safety Compliance Form**
    - i. A separate **Pool Drain Safety Compliance Form** is required for each pump.
    - ii. Click  on top tool bar to go to the COAST main page (may open in a second tab or window). Click on the **Forms** tab and scroll down to **NHC Environmental Health- Public Swimming Pools** section for the **Pool Drain Safety Compliance Form (VGB Sheet).**
  - c. **Required- Drain Cover Spec Sheet**
    - i. Specification sheet for Drain Cover(s). If pool has more than one model of drain cover installed, a specification sheet for each drain model will need to be attached.
  - d. **Required- Pump Curve Sheet**

- i. Specification sheet for the Pump with the associated pump curve. If pool has more than one model of a pump installed, a specification sheet for each pump will need to be attached.
  - e. **Drain or Equalizer Invoices**
    - i. Invoices are required to document installed of new/replacement Drain or Equalizer covers.
  - f. **Equalizer Line Covers**
    - i. Specification sheet for Equalizer Line Cover(s). If pool has more than one model of equalizer covers installed, a specification sheet for each equalizer cover model will need to be attached.
  - g. **Sump Spec Sheet**
    - i. Specification sheet for sumps.
  - h. **Other**
    - i. Other supporting documents as needed to submit complete application.
6. **Summary:** Review entered information and documents for permit application.
- J. At the bottom of the Summary tab, once you have reviewed your application and are ready to submit your application, click  .
- K. After submittal, NHC Environmental Health staff will review your application. If additional information is needed for your application, they will contact the applicant(s). Once the application is received, fees will be invoiced and the applicant(s) will receive notification by email from COAST for payment.
- L. During the application and permitting process, logging in to your COAST account will allow you to track the permit status, pay fees, resubmit documents, request inspections and view your permit once issued.

**For questions about the COAST Website, please email [COAST@NHCgov.com](mailto:COAST@NHCgov.com) or call (910) 798-7308.** Please do not submit applications or plans to this email address. Please go to our COAST Portal at [NHCgov.com/COAST](https://NHCgov.com/COAST) or apply in person.

**For questions about Environmental Health, please call (910) 798-6667.**

**Hints:**

- Navigate between the screens by clicking on the **Next** or **Back** buttons by scrolling to the bottom of the screen.
- A draft of the permit may be saved as any time before submittal by clicking on **Save Draft**. This will place the permit in the Draft group on the Dashboard page. Select the draft permit to continue completing and submitting the application.
- When submitting documents, the system will not take the same file name twice. Please add a version number or date submitted to the file name to show it is a different document.