

## Steps for a Certificate of Occupancy

Please apply for the Certificate of Occupancy at [www.mgoconnect.org](http://www.mgoconnect.org)

Documents needed at time of submittal:

- Completed Certificate of Occupancy Application
- A labeled floor plan with overall dimensions, dimensions & label of each space, location/size of all exits, layout of spaces including kitchen equipment, tables, chairs, display racks, and any other applicable equipment or fixture.

Upload all completed forms and floor plan, in PDF format to your application created at [www.mgoconnect.org](http://www.mgoconnect.org).

Once your application is accepted, please allow ten (10) business days for planning, zoning, fire, and building plan review. When the Certificate of Occupancy application is approved, notification will be sent to the applicant to request the required inspections. Inspections must be scheduled online at [www.mgoconnect.org](http://www.mgoconnect.org). If you do not receive notification via email to schedule CO inspections after ten (10) business days, please email [permits@georgetown.org](mailto:permits@georgetown.org) with project number and address to check the status.

### **Approved Certificate of Occupancy Application – No Power is on:**

After the Certificate of Occupancy application is approved and there is no power to the space/building, the applicant will request a temporary power inspection online at [www.mgoconnect.org](http://www.mgoconnect.org). The building inspection department will complete a safety inspection to confirm the space is safe to restore power. When the temporary power inspection is passed, the applicant will need to provide a copy of the completed temporary power inspection report to [css.georgetown.org](http://css.georgetown.org) (Utility Billing/Customer Care) to establish thirty-day temporary power. The inspection report can be printed from the permit files at [www.mgoconnect.org](http://www.mgoconnect.org)

When power is restored, the applicant will have thirty days to request and complete the required fire final inspection and building final inspection to receive a Certificate of Occupancy or temporary power will be disconnected. The applicant is responsible to upload a copy of the issued Certificate of Occupancy to [css.georgetown.org](http://css.georgetown.org) (Utility Billing Account/Customer Care) before the expiration of temporary power to establish permanent power and to occupy space and or open business to the public.

The Fire and Building Inspections are conducted Monday-Friday between 8:00am-3:30p.m. If the Fire Department cannot make it during this time, they will contact you to schedule. After the fire final and building inspections have passed, a Certificate of Occupancy will be uploaded to the project files of your permit and emailed as well. It is the applicant's responsibility to upload a copy of the issued Certificate of Occupancy to [css.georgetown.org](http://css.georgetown.org) (Utility Billing/Customer Care)

### **Approved Certificate of Occupancy Application - Power is on:**

After the Certificate of Occupancy application is approved, the applicant will request the required fire final inspection and building final inspection online at [www.mgoconnect.org](http://www.mgoconnect.org). Once the fire final inspection and building final inspection passes, a Certificate of Occupancy will be uploaded to the project files of the permit and emailed to the applicant as well. It is the applicant's responsibility to upload a copy of the issued Certificate of Occupancy to [css.georgetown.org](http://css.georgetown.org) (Utility Billing/Customer Care)

### **Failed Inspections:**

The required inspections are the applicant's responsibility to request and make any corrections to failed items. It is the applicant's responsibility to re-request the failed inspection through [www.mgoconnect.org](http://www.mgoconnect.org) before the thirty-day temporary power expires or cause a delay in occupying the space or open business to the public.



# Customer Care /Utility Billing

Once the Certificate of Occupancy Application has been submitted online at [www.mgoconnect.org](http://www.mgoconnect.org), the applicant will need to complete the following:



- Once you have applied for and received your Certificate of Occupancy or Temporary Power Authorization, you will navigate to [css.georgetown.org](http://css.georgetown.org)

**GEORGETOWN**  
TEXAS

## Sign in

Sign in with existing account

Email Address

Password [Forgot your password?](#)

Keep me signed in

**Sign in**

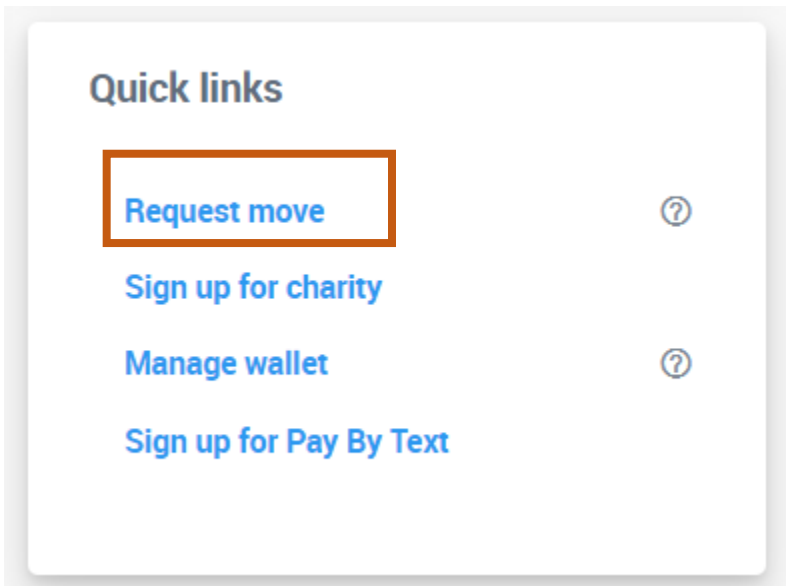
Don't have an account? [Sign up now](#)

**Quickpay**  
Make a payment without logging in.

**Lookup account balance**  
Easily view an account balance.

**Move in request**  
Make a move in request

- Fill out the application and attach your Certificate of Occupancy or Temporary Power certificate.
- If you already have a CSS portal account, then log in and click on



- There you can request a **Move Out** or a **Move In**. All Commercial Move In's will require either a Certificate of Occupancy or a Temporary Power Authorization supplied by the Permitting Department.
  - All Move Out's are required to be done through the CSS portal.
  - Any Move In Requests without the attachment will not be eligible for processing.



## CERTIFICATE OF OCCUPANCY FREQUENTLY ASKED QUESTIONS

This document has been created as a guide to assist a business owner through the process of obtaining a certificate of occupancy from the City of Georgetown by answering some of the most common questions asked during the process.

### **When do I need a certificate of occupancy for my business?**

All businesses in the City of Georgetown require a valid certificate of occupancy prior to occupying the business space or opening to the general public. This applies to all stand-alone buildings as well as leasable tenant space in multi-tenant buildings. In addition, a certificate of occupancy is not transferrable. Anytime the business owner, business address or business name changes, a new certificate of occupancy is required.

### **How do I apply for a certificate of occupancy?**

Complete the attached certificate of occupancy application. Please allow up to seven (7) business days for processing before attempting to schedule initial inspections while zoning and other factors are evaluated.

### **Why do I need to provide a floor plan?**

A basic floor/space plan shall be provided to ensure we understand what you are proposing to occupy and the use of each area within that space

### **What if I plan on remodeling before I open for business?**

Building remodels typically require separate permits depending on the type of work involved. This process is separate from the certificate of occupancy process and would generally take place before the certificate of occupancy can be issued.

### **Will the electricity need to be turned on for the certificate of occupancy inspections to take place?**

Electricity will be required before certain inspections can take place. If electricity is not currently connected, a "temporary connection of utilities" inspection will be required. After inspection passes, temporary power will be granted for a max of thirty days. All building and fire inspections must be scheduled and passed within thirty days.

### **Who do I need to contact for inspections?**

Once the certificate of occupancy application has been evaluated for proper zoning and the electricity is turned on to the property, building and fire inspections can be scheduled online at [www.mygovernmentonline.org](http://www.mygovernmentonline.org) . Additional inspections from the health department and/or code enforcement may be required depending on the type of business. It is your responsibility as the business owner to schedule each of the required inspections and subsequent re-inspections.

Building Inspections- [www.mygovernmentonline.org](http://www.mygovernmentonline.org)

Health Inspections- (512)943-3620

### **What happens after all required inspections take place?**

When each of the required inspections has taken place and any violations found have been corrected and re-inspected, we will call you to pick up the certificate of occupancy . The certificate of occupancy is required to be clearly displayed on site in a conspicuous location.

**If you have any other questions about the certificate of occupancy process email [permits@georgetown.org](mailto:permits@georgetown.org)**



## Certificate of Occupancy and Change of Ownership Inspection Check List

**Commercial Business Locations:** A (C.O.) Certificate of Occupancy is required for change of ownership, change of tenant, and name change.

A Certificate of Occupancy requires inspections. The following inspections are typical examples and do not represent all inspections required to obtain a Certificate of Occupancy:

- Suite number on front and back doors of suite, building address numbers on front and back of building in contrasting colors.
- Address on electrical service meter.
- Hot water when required (Food Related Occupancy).
- Restrooms must be in working order.
- Trap primers at floor drains or trap seals.
- Backflow protection (vacuum breakers on hose bibs, ice makers, soda machines, etc.) & Test Results if Backflow has not been tested within last 12 months. Backflow Test Reports to be completed at [vepoll.com](http://vepoll.com) by licensed backflow tester. *\*This information is only needed if a backflow device is required\*.*
- Electrical cords not allowed (Extension cords).
- Post occupant load signs (assembly uses only).
- Electrical panel breakers must be full, no open slots. Dead fronts must be secure. Must have clear 3' path for access.
- GFCI protection on outlets within 6' of water source.
- Exit lights must be operational - If required, Emergency backup lights must be operational under ac and dc power.
- Provide a portable fire extinguisher of at least 24-10BC rating for each 3,000 square feet area or portion thereof, accessible within 75 feet of travel and inspected by a Texas licensed fire extinguisher company. Additional portable fire extinguishers may be required.
- Provide Fire Inspector with new keys to be locked in Knox Box

*Certificate of Occupancy inspections must be requested and passed within thirty (30) days. If you fail an inspection, it is your responsibility to make the corrections and re-request the inspections via [www.mgoconnect.org](http://www.mgoconnect.org)*

*If you fail to request the inspections, you are subject to power and/or water disconnection to suite/space if not corrected, re-requested and passed within thirty (30) days.*

The Fire and Building Inspections are conducted Monday-Friday between 8:00am-3:30pm. If the Fire Department cannot make it during this time, they will contact you to schedule.

After the Fire and Building Inspections have passed, a Certificate of Occupancy will be uploaded to the project files of your permit and emailed as well. You must upload a copy of the Certificate of Occupancy to [css.georgetown.org](http://css.georgetown.org)