



February 20, 2020

Dear DSPS Customer,

We are writing because you have either currently or previously submitted a commercial building (including fire suppression/fire alarm) or plumbing plan for review to the Department of Safety and Professional Services.

Last month we advised you that we were taking steps to overhaul our processes to shorten wait times for customers and to increase efficiency for staff. The goal is to improve customer service by reviewing plans more quickly. These steps are working! In plumbing alone, we were able to remove more than 1,000 hours of scheduled reviews for plans that were incomplete or duplicate. This has enabled us to offer earlier review to all other scheduled plumbing plans.

The department is also now requiring customers to submit complete plans earlier in order to continue holding their scheduled review slots. For any projects added to the schedule on or after **February 24, 2020**, the department must receive complete plans **ten business days** prior to the scheduled review. Any projects without complete plans will be removed from the schedule, and another project will be slotted into that timeframe. (Any projects already on the schedule prior to February 24, 2020, regardless of the scheduled date of review, will be subject to the previous policy requiring complete plans within two business days of review.)

**Customers are encouraged to submit complete plans as soon as the project allows.** Submissions and scheduling will continue. However, in order to schedule an appointment prior to April 13, 2020, please contact the relevant tech email box (listed in the table below) and be prepared to submit complete plans.

**Duplicate appointments are prohibited.** As we identify duplicate appointment requests, they will be removed from the schedule without notice. Frequent submitters of duplicate appointments are advised to immediately cancel all duplicate appointments. Frequent submitters of duplicate appointments may have their ability to schedule plans electronically temporarily suspended.

**Untimely or incomplete submissions will be removed from the schedule.** Per our new policy, plan submissions that remain incomplete 10 business days prior to the scheduled review date will be removed from the schedule. If you are unclear about what constitutes a complete plan, please review the plan submission check list, which is available on our website (linked in the table below).

If you have questions regarding these policies, please contact us via the relevant tech box email (listed in the table below). Future communications regarding these process changes as well as our computer system changes will be posted on our website and sent to e-mail recipients. Please watch for other communications that will aid your submittals to us and increase our timely review of your materials.

	<b>Email</b>	<b>Plan Submission Checklist</b>
<b>Commercial Building</b>	<a href="mailto:DSPSSBBuildingTech@wisconsin.gov">DSPSSBBuildingTech@wisconsin.gov</a>	<a href="https://dsps.wi.gov/Documents/Programs/BuildingPlanSubmittalChecklist2015ICC.pdf">https://dsps.wi.gov/Documents/Programs/BuildingPlanSubmittalChecklist2015ICC.pdf</a>
<b>Fire Suppression /Fire Alarm</b>	<a href="mailto:DSPSSBFirePrevention@wisconsin.gov">DSPSSBFirePrevention@wisconsin.gov</a>	<a href="https://dsps.wi.gov/Documents/Programs/FireSuppressionSubmittalGuidelines.pdf">https://dsps.wi.gov/Documents/Programs/FireSuppressionSubmittalGuidelines.pdf</a>
<b>Plumbing</b>	<a href="mailto:DSPSSBPlbgTech@wisconsin.gov">DSPSSBPlbgTech@wisconsin.gov</a>	<a href="https://dsps.wi.gov/Documents/Programs/PlumbingChecklist.pdf">https://dsps.wi.gov/Documents/Programs/PlumbingChecklist.pdf</a>

Sincerely,



Dawn B. Crim  
Secretary-designee