

## New FOG Permit Online Application Process

**Step 1:** Go to [www.mpwfog.com](http://www.mpwfog.com) and click on the “Customer Login” button

The screenshot shows the homepage of the Mount Pleasant Waterworks Online F.O.G. Management System. At the top, there is a green banner with the logo for 'CLEAN WATER' and the text 'Welcome to Mount Pleasant Waterworks Online F.O.G. Management System'. Below the banner, there is a section for 'Hauler Registration' with a blue button labeled 'Existing Hauler Registration'. Below that is a 'Login' section with two buttons: a blue 'Customer Login' button and a red 'Hauler Login' button. The page also includes a footer with contact information and the iBackflow logo.

**Step 2:** Click on “Don’t Have an Account? Click Here to Create One” button.

The screenshot shows the 'iBackflow FOG Customer Sign In' page. It features a blue header with the iBackflow logo and the text 'FOG Customer Sign In'. Below the header, there are two input fields: one for the email address (containing 'wlee@mpwonline.com') and one for the password (containing '.....'). There are two buttons: a green 'Login' button and a red 'Forgot Password?' button. At the bottom, there is a blue button labeled 'Don't Have An Account? Click Here To Create One'.

**Step 3:** Complete the required fields and then hit the “Create Account Button”

- Ensure you provide a valid email address that you check often as this will serve as our primary method of communicating with you regarding your MPW FOG account
- Note that this is your preferred mailing address, not the physical location of the property with the grease trap/interceptor, if different.

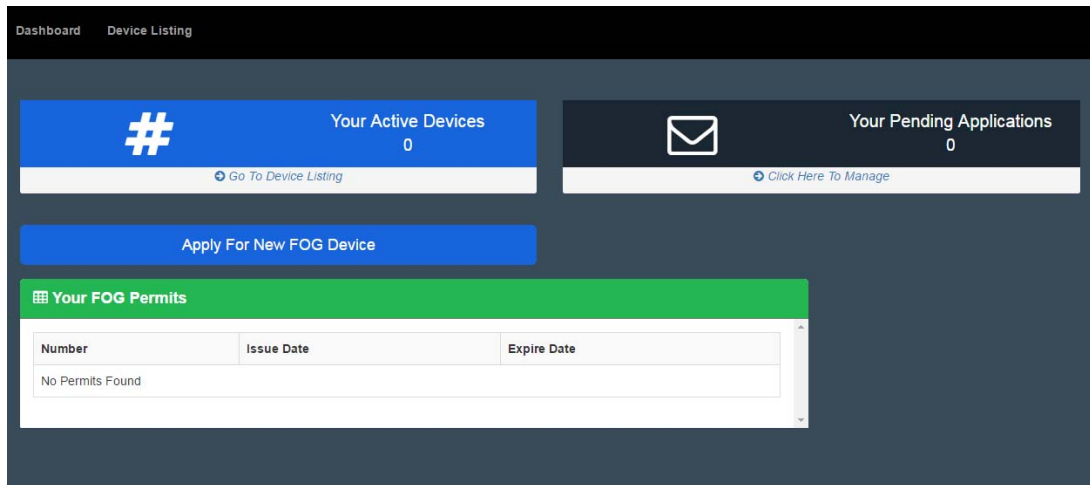
You should then receive a message confirming submission:

Your new account is setup, and a confirmation email has been sent to you. Please follow instructions in the email to complete your registration

**Step 4:** Open the email from iBackflow Services and click on the link to confirm your email address and activate your account

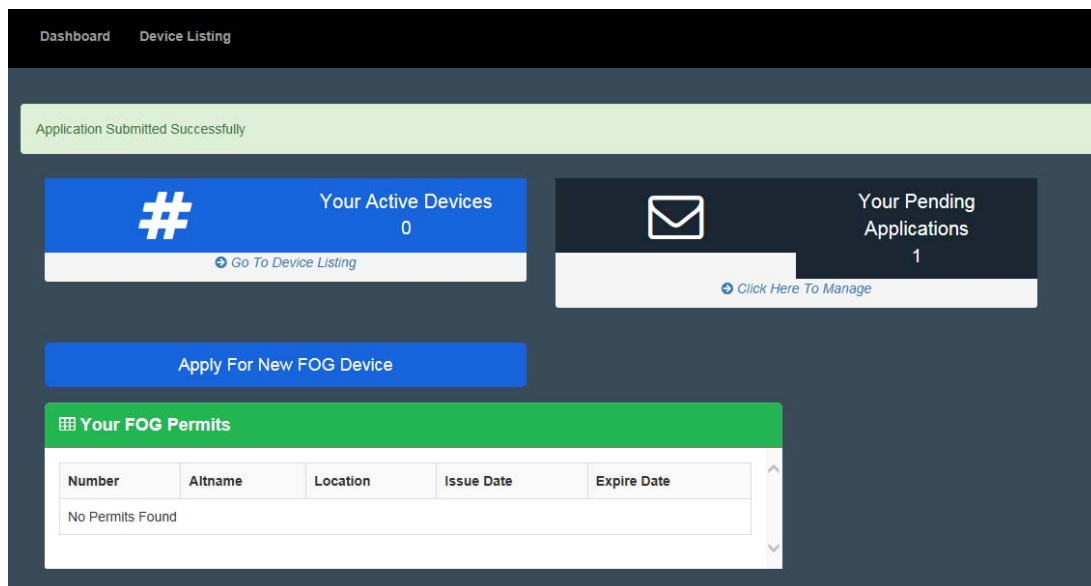
**Step 5:** You should receive a message saying your account is confirmed and should now login using your email address and password you created.

**Step 6:** Once you have successfully logged into your account, click on “Apply for a New FOG Device”



**Step 7:** Provide required information on Application Pages 1-4

**Step 8:** Provide payment of \$400 FOG Program Initiation fee via credit card on Application Page 5 to submit your FOG Interceptor Discharge Permit Application for review by MPW.



After MPW has completed the review of your permit application, you will be notified via email that it has been approved or if additional information is required.

Once your application has been approved, you will need to upload a copy of the contract with your Hauler and request a final inspection prior to your FOG Interceptor Discharge Permit being issued.