

2026 PLUMBING NEWS



CANCELLATION FEES

To ensure fairness to all clients and efficiency for our team, we have implemented a new cancellation policy, which can only be waived at the discretion of the Health Commissioner, Deputy Health Commissioner or the Director of Environmental Health. This policy helps us manage our schedule effectively, reduce service delays and ensure that the needs of our community members are met.

Required Notice:

We require cancellation notice before 8:30am on the morning of your scheduled appointment to avoid a fee.

Contact Method:

To cancel or reschedule, please contact us via email at EH@delawarehealth.org or call 740-368-1700.

Fees for Late Cancellations:

Cancellations made after the required notice window (after 8:30am on the scheduled inspection day) will be subject to the fees outlined below. Please note, a "No Show" without prior communication will result in a Red Tag and the associated fee as opposed to a cancellation fee.

Cancellation Instance	Fee Assessed
First Instance	Cancellation fee waived
Second Instance and all subsequent instances within a 6-month window	\$150 per cancellation



CONTACTS & QUESTIONS

The Delaware Public Health District has four plumbing inspectors on staff who work throughout the County to approve permits, complete inspections and protect the health and safety of our residents and contractors. To ensure that there are no gaps in service or response time and that accurate information is provided, we request that, unless you are already working with an inspector on your application, you contact the main phone line or email address if you have any questions or concerns. Please do not call or email specific staff if they are not currently assigned to your project, as this can cause delays or incorrect communication. This contact number is 740-368-1700 or you may email EH@delawarehealth.org and a staff member will respond appropriately.



JOBSITE SAFETY

On occasion, DPHD plumbing inspectors experience situations at jobsites that put their personal safety at risk. The Health District has a clear policy regarding safety that prevents inspectors from taking unnecessary risks and follows OSHA regulations regarding construction sites. One of the most common safety risks is unsafe ladders. DPHD inspectors will not use ladders that are constructed at the job site; damaged ladders or ladders used improperly. To ensure that your inspection is completed, eliminate safety risks on job sites before an inspection is requested.

OSHA standards regarding ladders can be found here:

[osha.gov/laws-regs/regulations/standardnumber/1910/1910.23](https://www.osha.gov/laws-regs/regulations/standardnumber/1910/1910.23))



ADDRESSES CLEARLY POSTED

The Health District policy states, "addresses and street signs are to be clearly posted at the job site before inspections are performed".

Contractors should be sure when calling in an inspection that the address is posted clearly and visible from the road.

If inspectors are unable to visibly see the address, this may cause delays or the need for a re-inspection.