

MSD Launches New CAGIS ezTrak System for Sewer Availability Requests

We are excited to announce that MSD will be transitioning from OnBase to the new CAGIS ezTrak system for Sewer Availability requests on Monday, November 24, 2025!

- [Learn more](#) about ezTrak
- Set up your [ezTrak account](#)
- View [How-To Instructions](#)

Please note the online form for the Request for Availability of Sewer Service will be unavailable from November 20-23 as we migrate to the new system.

Through ezTrak, you can now request and check sewer availability services and track permits — all in one convenient location.

This upgrade marks a major milestone in modernizing how contractors, developers, residents, and businesses interact with us. The new platform makes submitting, tracking, and managing development applications easier, faster, and more efficient than ever before.

Why ezTrak is a game changer:

- **Web-Based Access:** Apply anytime, anywhere—no special apps or software needed just internet.
- **Efficiency:** A faster process that reflects our commitment to customer service.
- **Self-Service Features:** Prepare and submit applications at your convenience.
- **Reusable Accounts:** Create your account once and reuse it for future projects.
- **Real-Time Status Tracking:** Stay informed at every stage of your project's approval process.
- **Collaborative Access:** Share information easily with project partners.
- **Unified Communication:** Receive updates from multiple County agencies in one centralized platform