

CONTRACTOR FAQs

What is the Grace Period?

For contractors who started a new business after August 8, 2025, and for existing contractors whose registrations expired after August 8, 2025, the Office of Attorney General will allow a grace period for these contractors to register or renew using the online system. This grace period will extend to 30 days after the online registration system is restored. Contractors whose registrations have expired will be notified by email once the system is ready to accept online renewals again. Contractors who submit a paper application, which will be processed once our system is operational, will receive an acknowledgement letter in the mail.

For existing contractors whose registrations expired after August 8, 2025, the Office of Attorney General will not seek to hold such existing contractors liable for failing to renew during the grace period. For new contractors who started a new business after August 8, 2025, the Office of Attorney General will not hold such new contractors liable for failing to register or to display their registration number on their contract or advertisements during the grace period. With this in mind, the grace period applies only to the [HICPA](#) registration (and, for new contractors, advertising) requirements. It does not excuse any person from complying with the other requirements in HICPA, including the requirement to obtain and maintain insurance. This grace period also does not apply to contractors who are prohibited by a Court Order (including an Assurance of Voluntary Compliance) from registering or holding themselves out as contractors.

Am I covered by the grace period if my registration expired prior to August 8, 2025?

If your home improvement contractor registration expired prior to August 8, 2025, you do not fall within the parameters of our grace period.

Please Note: Offering or performing home improvements in the Commonwealth of Pennsylvania in the absence of a valid registration certificate under HICPA will be deemed willful violations of it and Unfair Trade Practice and Consumer Protection Law, 73 P.S. § 201-1, et seq. (“Consumer Protection Law”). Should such violations occur, our office may pursue all appropriate action provided under the above-referenced statutes.

Are you able to process applications?

The part of the home improvement contractor database which allows us to process registrations is still not operational. This means that contractors cannot access the online registration system to register, renew or update information nor are we able to process paper applications. With that being said, we are accepting paper applications, which will be processed once our system is restored. Our home improvement contractor registration application and instructions are available on our website, www.attorneygeneral.gov.

Contractors, who submit a paper application, will receive an acknowledgement letter in the mail. Once we are able to manually process applications, the office will mail registration certificates,

including the registration number, to all contractors who submitted complete applications and payments. For any applications that are incomplete or missing payment, the applicant will receive follow up communication.

Due to the system outage, should I submit a paper application or wait to register online?

The part of our contractor database, which allows us to manually process paper applications, will be available in the near future. The online registration system should be operational this spring. *Please Note: If you submit a paper application, please know that it will take time for your registration to be processed due to the overwhelming number of registrations we have received.*

If my payment was accepted, why did I not receive a certificate?

In order to assist contractors with successful payments, we have processed checks/money orders received for new and renewal applications. Although we are unable to provide certificates at this time, we wanted to avoid checks/money orders from expiring, which would further delay the processing of applications.

How do I update information on my registration?

If you are in active status and would like to update your registration, please email the following information to hic@attorneygeneral.gov, and we will update your registration:

- a. Registration number;
- b. Business name;
- c. Primary contact name;
- d. Last four digits of his/her SSN; and
- e. The changes for your registration.

Can I be notified when the online registration system is operational?

To be added to our distribution list, please send an email to hic@attorneygeneral.gov with your request. You will then be notified via email when the online registration system is operational to register, renew or update your registration.

Am I still able to work during the system outage?

If you started a new business after August 8, 2025 or if your registration expired after August 8, 2025, we will allow a grace period to register or renew. This grace period will extend to 30 days after the online registration system is restored.

The contractor system being unavailable is not prohibiting you from signing contracts, etc. As long as you are complying with the other [HICPA](#) requirements, you can still work. **This disruption does not prohibit you from performing home improvement work.**

For additional information regarding the grace period or updates on the system, please visit the HIC Homepage on our website.

What if I submitted a paper application but did not receive an acknowledgement letter?

Please contact our HelpLine at 717-772-2425 to verify that we received your application. If so, we can resend the letter via mail, or email the letter to you.

Can I email my application?

If you are unable to mail a paper application, you may email the necessary paperwork to hic@attorneygeneral.gov. *Please Note: Payment is required; therefore, emailing the application will further delay the processing of your application.*

How can I obtain a permit for the township or borough where I work?

Most municipalities are aware of our system outage and have been working with contractors. If a municipality would like to verify your registration, please have them visit the contractor search on our website, www.attorneygeneral.gov. **Search results will only display ACTIVE registrations.**

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When will the registration system be resolved?

Although a concrete timeline is unable to be given at this time, please know that our office has made great progress with getting our contractor resources and database working again. Once our system is operational, we will begin to manually enter paper applications and then, contractors will be able to register, renew or update using our online registration system.

Was my registration information compromised?

While a forensic investigation is ongoing, we have no basis to believe, at this time, that any of your registration information was compromised.

How can I register with Google if my registration is not active?

Due to our office's request for assistance, the Google Local Services (GLS) Ads team has implemented an exception, which will allow PA-based contractor businesses to onboard and run

GLS ads without a valid PA home improvement contractor registration, until our systems are restored. To do this, please review the following steps for onboarding:

- During the exception period, PA contractors, who are unable to locate their HIC registration number or do not yet have one, should enter “0000000” when prompted to enter their license number in the GLS sign-up flow (if they are a new GLS user) or the GLS advertiser verification dashboard in Provider Web (if they are an existing GLS user).
- If they encounter any issues or have questions, contractors can reach GLS customer support at 1-833-272-1444. Once connected, if the contractor is a new GLS user and they are having issues with initial license verification, they should press option #2 for onboarding assistance. If the contractor is an existing GLS user and they are having issues with license re-verification, they should press option #1 for reactive support.

How can I confirm that my registration is active?

Home improvement contractor registrations that were in an ACTIVE status prior to August 8, 2025, are available on our contractor search. If your registration expired or you submitted a paper application after August 8, 2025, your registration will not produce a result on our contractor search. **Search results will only display ACTIVE registrations.**

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Can I receive a certificate showing that my registration is active?

At this time, we are unable to provide copies of certificates. For those registrations that are still active (from today’s date through 2027), you can verify proof of your registration, by visiting the Contractor Search on our website, www.attorneygeneral.gov. **Search results will only display ACTIVE registrations.**

Why was the registration fee increased?

Due to a change in the Home Improvement Consumer Protection Act, 73 P.S. § 517.1, et seq. (HICPA), the registration fee has been raised to \$100 every two years. Our office maintains home improvement contractor registrations and must comply with law mandates.

All new **and** renewal applications received after March 2, 2026, will be required to pay the \$100 fee for a home improvement contractor registration.

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