Application Instructions

“ENCROACHMENT, GRADING, SEWER CONNECTION, UTILITY” PERMIT

The “Encroachment” application type is required for any work within the City’s right-of-way.

The “Grading” application type is required for any earth moving over 50 cubic yards.

The “Sewer Connection” application type is required for new and changed sewer connections, both residential and commercial.

The “Utility” application type is required for all utility encroachments for utility companies that have an existing billing account with the City of Concord.

START YOUR APPLICATION

1. Go to Online Permit Portal at https://aca.accela.com/CONCORD
2. You must “Register for an Account” and “Login” in order to create applications. When registering your account be sure to include your phone and email information as this will be used to contact you regarding your permits.

3. Select the “Engineering” application type.
4. Select “Create an Application”.

5. Read the disclaimer, check the check-box and select “Continue Application”.

6. Select the permit type you wish to apply for and select “Continue Application”
WORK LOCATION

1. Search by Address OR Parcel number for the location the requested work will take place. Enter the info and select “Search”.

   ![Search Screen](image1)

   - **Address**
     - Street No.: [Input]
     - Direction: [Select]
     - Street Name: [Input]
     - Street Type: [Select]
     - City: [Input]
     - State: [Input]
     - Zip: [Input]

   ![Search Button](image2)

   - **Parcel**
     - *Parcel Number*: [Input]

   ![Search Button](image3)

2. The Address, Parcel, and Owner information will auto-populate. Verify the selected location information is correct, then at the bottom of the page select “Continue Application.”

   ![Verify Screen](image4)

   - **Address**
     - Street No.: [Input]
     - Direction: [Select]
     - Street Name: [Input]
     - Street Type: [Select]
     - City: [Input]
     - State: [Input]
     - Zip: [Input]

   ![Search Button](image5)

   - **Parcel**
     - *Parcel Number*: [Input]

   ![Search Button](image6)

   - **Owner**
     - Owner Name: [Input]
     - Address: [Input]
     - City: [Input]
     - State: [Input]
     - Zip: [Input]

   ![Search Button](image7)

*The address section is not required to be filled in, as some “Utility” and “Encroachment” permits might not be for a specific address.*
CONTACT INFORMATION

1. You must fill out the “Applicant” information for all permit types. The “Depositor” information must be filled out for “Encroachment” and “Grading” permits, but is not required for “Utility” or “Sewer Connection” permits. Please provide “Licensed Professional” information if available.

Option 1: “Select from Account” and choose “Associated Contact” info or the “Owner” info and select “Continue”

Option 2: Select “Add New”.

Enter the contact information. Be sure to fill out the phone and email as this is how permit staff will contact the applicant and provide permit updates. When complete, select “Continue”.
2. The contact information is now added. Follow the same steps to add “Depositor” and “License Professional” information. Select “Continue Application”.
DETAILED INFORMATION

1. Each permit type requires different “Detailed Information” to be filled out. Please see information for each below:

**Encroachment:** Under “Location” please fill out where the work is taking place. Under “Detailed Description” please include a description of the project. Under “Custom Fields” please include any other information for the project, such as the project start and end dates, how many days of traffic control there will be, how much square footage of sidewalk is being replaced, etc.
**Grading:** Under “Location” please fill out where the work is taking place. Under “Detailed Description” please include a description of the project. Under “Custom Fields” please include any other information for the project, such as “Grading Type”, project start and end date, amount of “Cubic Yards Cut” for a new pool, amount of “Cubic Yards Fill” for a pool demo, etc.

**Sewer Connection Permit:** Under “Location” please fill out where the work is taking place. Under “Detailed Description” please include a description of the project and **make sure to specify if the project is residential or commercial.**
Utility Permit: Under “Location” please fill out where the work is taking place. Under “Detailed Description” please include a description of the project. Under “Custom Fields” please include any other information for the project, such as “Application Subtype”, “Work Order ID”, project start and end dates, etc.

2. Once the “Detail Information” and “Custom Fields” are filled out, select “Continue Application”.

DOCUMENTS

1. Attach any supporting documents for the project if applicable. Supporting documents include Traffic Control Plans, Certificate of Insurance, Owner-Builder Form, etc.
2. Select “Add” to upload a document.
3. In the pop-up box, select “Add” to upload a document.

4. Once it shows the file as completely downloaded, select “Continue”.

5. Select the “Type” of document that was uploaded. Under “Description” include an explanation what the document is. Then select “Save”.

   ![File Upload](image)
6. Once all supporting documents have been uploaded select “Continue Application”.

**REVIEW**

1. Review all the information and edit any as necessary. At the bottom of the page read the certification, check the check-box, and select “Continue Application”.

   I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filling this application.

   [Check-box] I agree to the above certification.

   [Date]

   [Continue Application »]

   [Save and resume later]

**PERMIT SUBMITTAL**

1. This screen shows you that the permit application has been submitted and provides you with your permit number. You will be contacted by permit staff if any other information is required.

   Your application has been successfully submitted.

   Thank you for using our online services.

   **Your Record Number is ES20065.**

   You will need this number to check the status of your application.

**PAY FEES**

1. You will be contacted by permit staff when fees are ready to be paid. Under “Search Applications” you will see a list of all your “Records”. Find the permit number and select “Pay Fees Due”.

   [Home] [Building] [Planning] [Engineering] [Service Request]

   [Create an Application] [Search Applications]

   **Records**

<table>
<thead>
<tr>
<th>Submitted</th>
<th>Record #</th>
<th>Record Type</th>
<th>Description</th>
<th>Project Name</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/29/2020</td>
<td>ES20065</td>
<td>Encroachment</td>
<td>Remove and replace oneway approach</td>
<td>1950 Perkiom Drive</td>
<td>Applied</td>
<td>Pay Fees Due</td>
</tr>
</tbody>
</table>
2. This screen shows you a summary of all the permitting fees due. Select “Continue Application”.

<table>
<thead>
<tr>
<th>Application Fees</th>
<th>City</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technology Fee (EN)</td>
<td>1</td>
<td>$41.16</td>
</tr>
<tr>
<td>Application Processing Fee (EN)</td>
<td>1</td>
<td>$255.00</td>
</tr>
<tr>
<td>Filing Fee Exclusive of Processing and Inspection Fees (EN)</td>
<td>1</td>
<td>$78.00</td>
</tr>
<tr>
<td>Document Imaging up to 12x17 (EN)</td>
<td>1</td>
<td>$15.00</td>
</tr>
<tr>
<td>Security Deposit (Cost-based) - Encroachment Permit (EN)</td>
<td>500</td>
<td>$500.00</td>
</tr>
<tr>
<td>Inspection Fee Driveway Residential (GN)</td>
<td>1</td>
<td>$385.00</td>
</tr>
</tbody>
</table>

TOTAL FEES: $1,131.06
Note: This does not include additional inspection fees which may be assessed later.

3. Enter all the required fields for the credit card information and select “Submit Payment”.

Credit Card Information:
- Card Type:
- Card Number:
- Security Code:
- Name on Card:
- Exp. Date:

Credit Card Holder Information:
- Auto-fill with: Ryan Pursley
- Country: United States
- Billing Address:
- City:
- State:
- Zip:
- Phone:
- E-mail:
RECORD ISSUANCE

1. This screen will show confirmation that payment was made. You will also receive an email confirming the payment, along with a receipt.

   Record Issuance

   ![You have paid a fee associated to this Record.](image)

   Thank you for using our online services.
   Your Record Number is ES20065.

   You will need this number to check the status of your application or to schedule/check results of inspections.

2. Permit staff will receive a notification email that permit fees have been paid. Permit staff will then issue and email the permit to the applicant, along with any other necessary documents.