

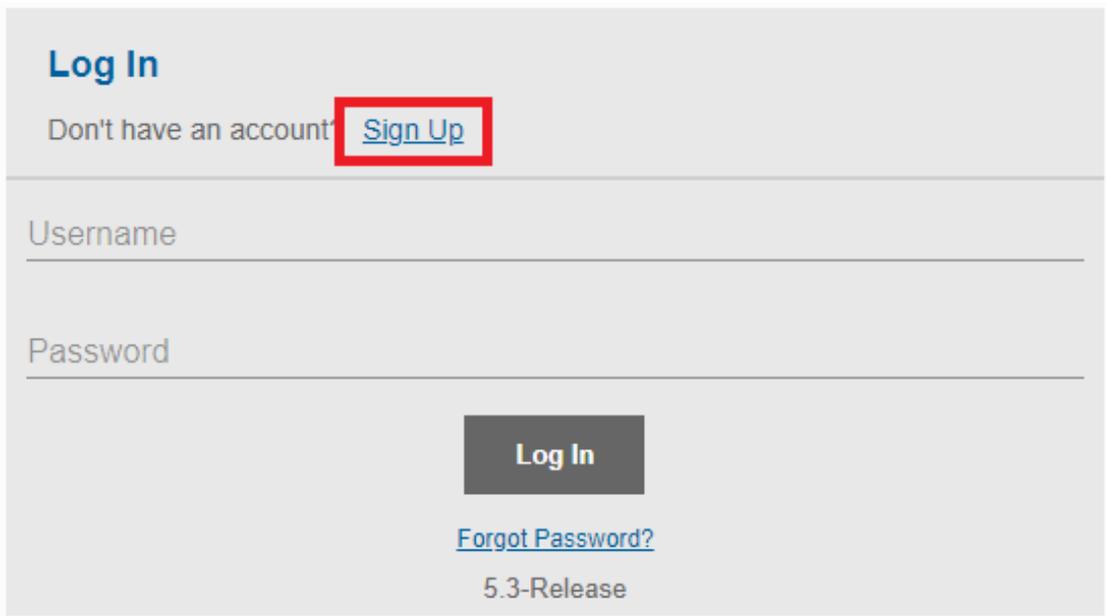
Permit Portal Instructions

Steps Prior to Completing an Application, create an Account

1) Create a Login. This is also on our permit application website

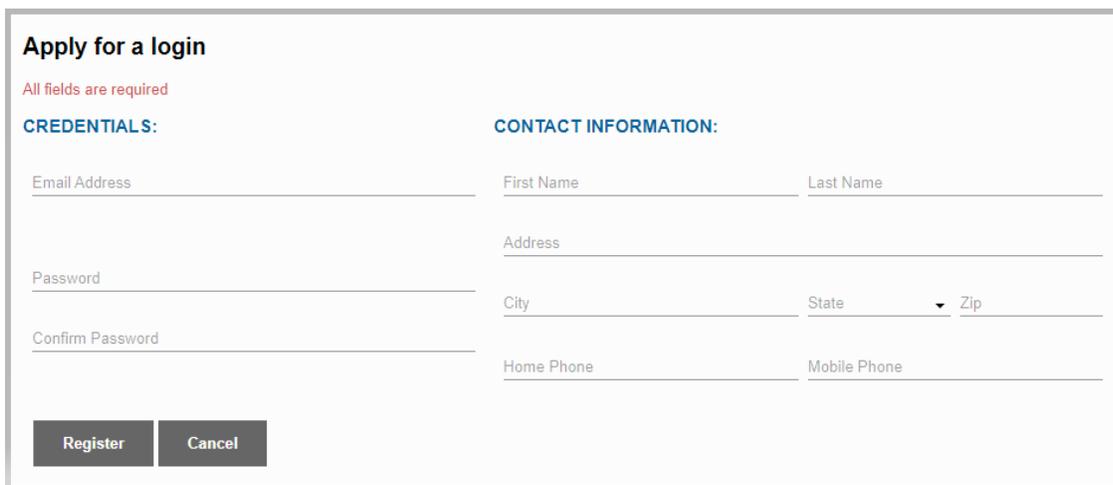
<https://permits.acwd.com/cityworkspermits/>

- Create a login by using your email as your username.
Note: Passwords cannot match your email, first name, last name, and must be at least 8 characters long



The screenshot shows a 'Log In' form. At the top left, it says 'Log In'. Below that, it says 'Don't have an account' followed by a blue 'Sign Up' link. The 'Sign Up' link is highlighted with a red rectangular box. Below the link are two input fields: 'Username' and 'Password'. At the bottom center, there is a dark grey 'Log In' button. Below the button is a blue link for 'Forgot Password?' and the text '5.3-Release'.

- Fill out the information below and click Register.

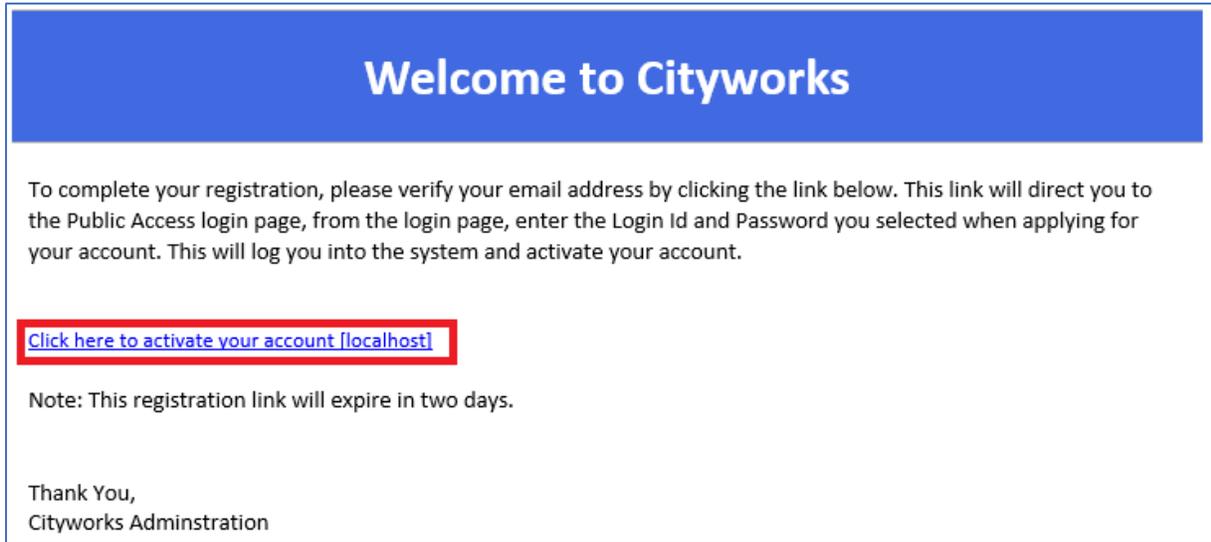


The screenshot shows a registration form titled 'Apply for a login'. Below the title, it says 'All fields are required'. The form is divided into two columns: 'CREDENTIALS:' and 'CONTACT INFORMATION:'. Under 'CREDENTIALS:', there are three input fields: 'Email Address', 'Password', and 'Confirm Password'. Under 'CONTACT INFORMATION:', there are four input fields: 'First Name', 'Last Name', 'Address', and 'City'. There are also dropdown menus for 'State' and 'Zip', and two more input fields for 'Home Phone' and 'Mobile Phone'. At the bottom left, there are two buttons: 'Register' and 'Cancel'.

- Once the form is submitted, you will receive an email to confirm your account.

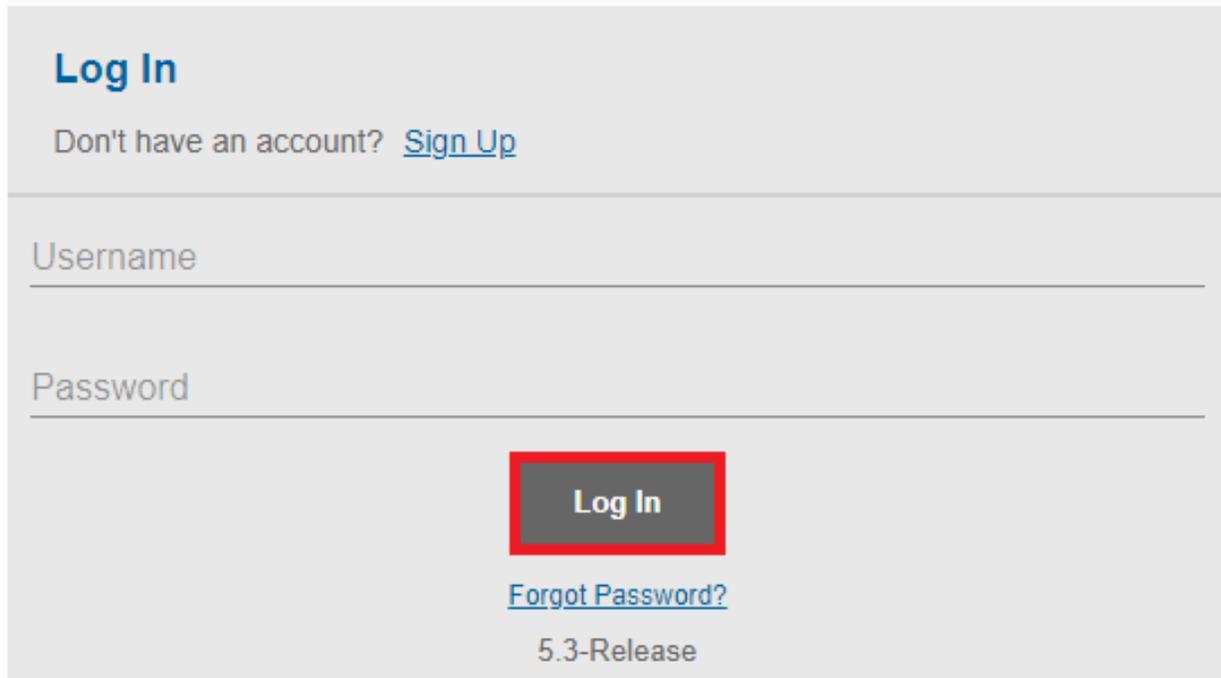
2) Check your E-mail for Account Verification

- Check your email for account verification. Emails can take up to 5 minutes to receive.
- If you did not receive an email, please check your email address to make sure that the correct one was entered in Step One. Please email GWRPLLSupport@acwd.com if you have further issues.
- Once you receive the account verification email, click the link in the email to activate your account – see Screenshot below.



3) Login with Username and Password

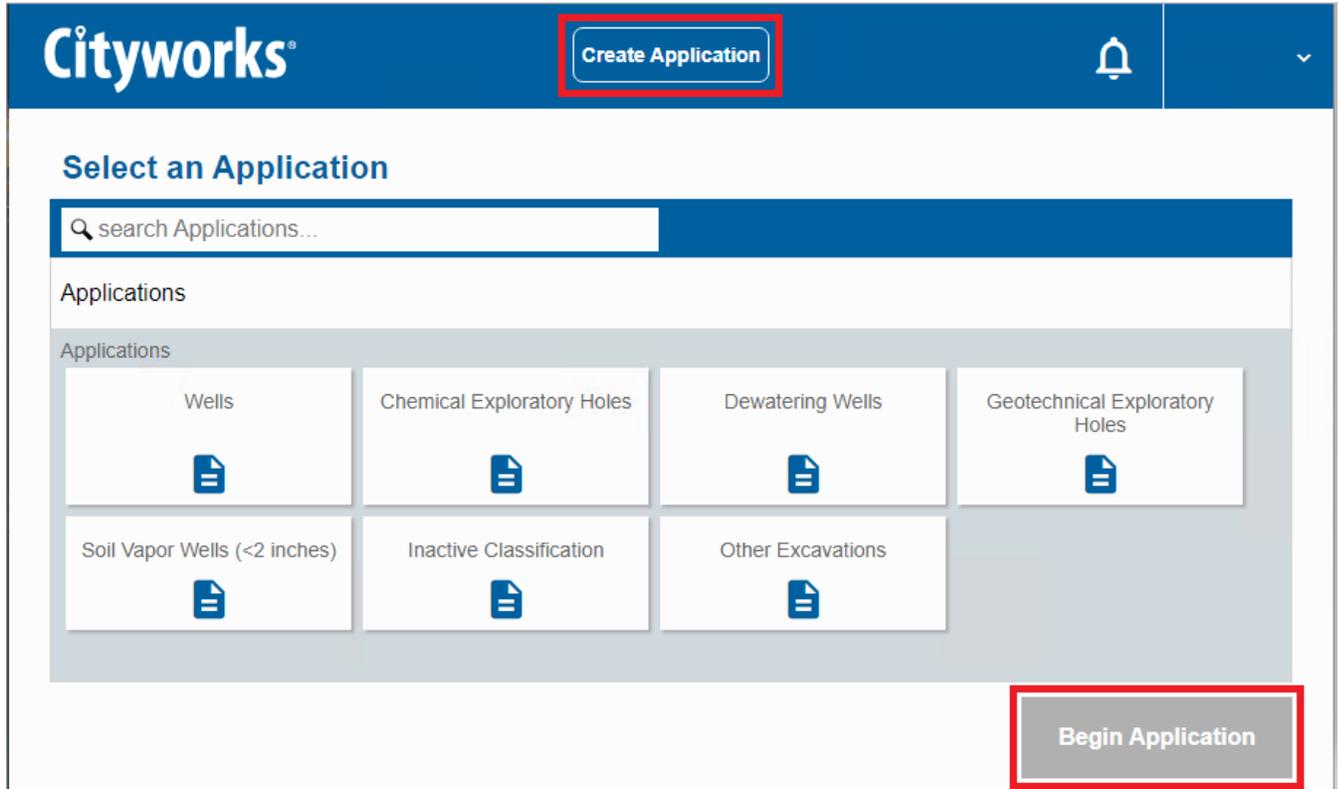
- Login accordingly, as below.



Steps for Completing Application

Create Application

- At the top of the Permit Portal, click the Create Application button.
- Select the application that you require. Once the correct application is selected, click the Begin Application button.



Step One – Complete Section 1: Main

- Example for “Wells” Application.
- Description: Brief Description of Proposed Work (i.e., Installation of One Monitoring Well for Environmental Investigation).
- Job Address: Project Address. A suggestion box will appear as you enter the address. Pick the correct and suggested address. The map on the right side of the page is for your reference.
- Select next to go to the People Section.

Cityworks Create Application 🔔 ▼

Application: Wells Step 1 of 4

1 Main

Description

Job Address



City of Fremont, Bureau of Land Management, Esri, HERE, Garmin, USGS, NGA, EPA, ... Powered by Esri

Cancel Clear Next

Step Two – Complete Section 2: People

- **Property Owner:** Include as appropriate details for the Property Owner. Remember to click to expand for all **REQUIRED** fields.
- **Consultant:** Include as appropriate details for the Consultant. The license type and number must be included for Environmental Jobs.
- **Driller:** Include as appropriate details for the Driller. The license type and number must be included for ALL drilling work.
- Select next to go to the Data Group Section.

Cityworks Create Application KIT 500

Application: Wells Step 2 of 4

1 Main
2 **People**

Property Owner <small>less...</small>	Use My Information	Consultant <small>less...</small>	Use My Information	Driller <small>less...</small>	Use My Information
Company Name		Company Name		Company Name	
Address Line1		Address Line1		Address Line1	
Address Line2		Address Line2		Address Line2	
Address Line3		Address Line3		Address Line3	
City Name State Zip Code		City Name State Zip Code		City Name State Zip Code	
Country Code Contact Name		Country Code Contact Name		Country Code Contact Name	
Phone (Home) Phone (Mobile)		Phone (Home) Phone (Mobile)		Phone (Home) Phone (Mobile)	
Phone (Work) Phone Work Ext.		Phone (Work) Phone Work Ext.		Phone (Work) Phone Work Ext.	
Fax Number		Fax Number		Fax Number	
Email		Email		Email	
License Type and Number (if applicable)		License Type and Number (if applicable)		License Type and Number (if applicable)	
Web Site URL		Web Site URL		Web Site URL	

Cancel Clear Previous Next

3 DataGroup
4 Documents

Step Three – Complete Section 3: Data Group

- Project Inspection Details: Include predicted/desired start date (note that this is not the date that you are assigned or guaranteed. You must call for an appointment once your permit is approved. Time/Date will be granted on first come, first served basis. If the job will exceed 5 days, or occur on a weekend, please indicate this and staff will contact you with a customer job cost estimate which will provide the estimated fees. Select whether this is a City, Private, or Government Job. Only work performed for the City of Fremont, Newark, or Union City will not require a permit fee.
- Selected Work: Include the type of work, scope, and quantity.
- Site Hazard Form: Include all the fields, as appropriate.

Cityworks Create Application 🔔

Application: Wells Step 3 of 4

1 Main
2 People
3 DataGroup

Project Inspection Details

! Predicted/Desired Start Date

! Predicted/Desired End Date

This job will exceed 5 days

! Fees

Wells

! Type of Work

! Scope

! Quantity

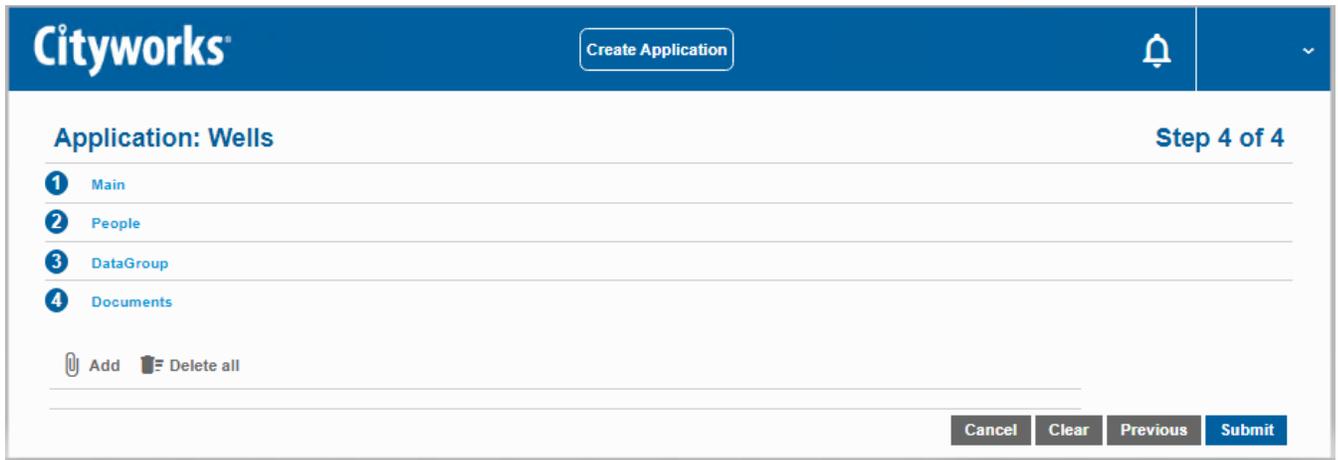
Site Hazard Form

Well Terms and Conditions

Cancel Clear Previous Next

Step Four – Complete Section 4: Documents

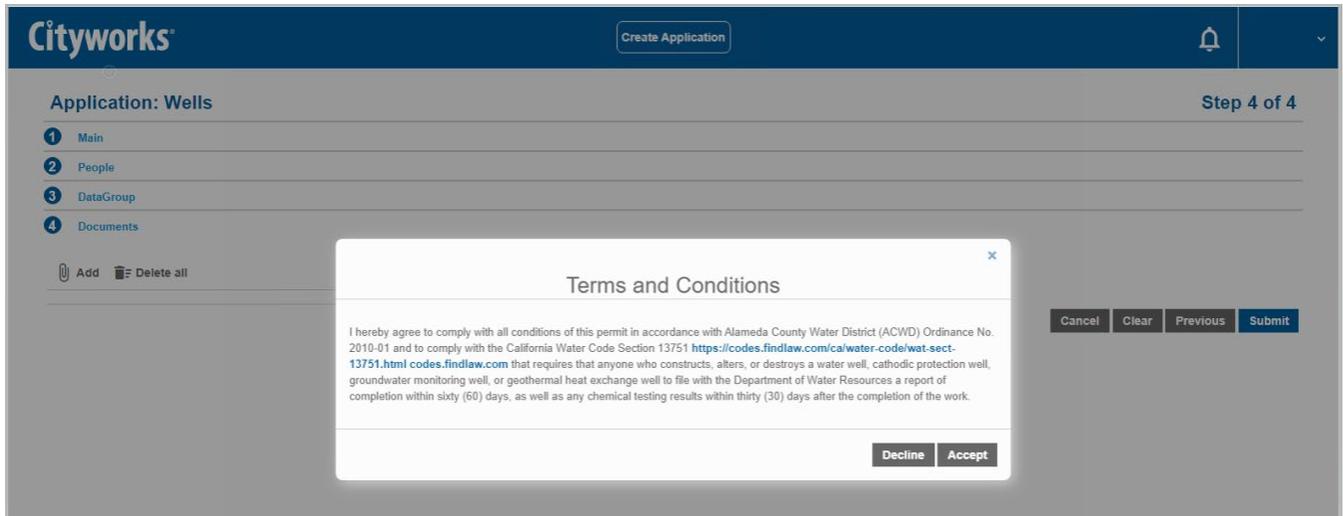
- Include a site plan. Other files that can be included are MSDS documentation, Health & Safety Plans, Work Plans, etc.



The screenshot shows the Cityworks application interface. At the top, there is a blue header with the Cityworks logo, a 'Create Application' button, a notification bell, and a dropdown arrow. Below the header, the main content area is titled 'Application: Wells' and 'Step 4 of 4'. A vertical sidebar on the left contains four numbered steps: 1 Main, 2 People, 3 DataGroup, and 4 Documents. Below the sidebar, there are 'Add' and 'Delete all' buttons. At the bottom right, there are four buttons: 'Cancel', 'Clear', 'Previous', and 'Submit'.

Step Five – Submit the Application

- Once all the sections are completed in the application, click on the Submit tab. A Terms and Conditions Window will pop up. Click the Accept Tab to proceed with the submission.



The screenshot shows the Cityworks application interface with a 'Terms and Conditions' pop-up window. The background is dimmed. The pop-up window has a title bar with 'Terms and Conditions' and a close button. The text inside the window reads: 'I hereby agree to comply with all conditions of this permit in accordance with Alameda County Water District (ACWD) Ordinance No. 2010-01 and to comply with the California Water Code Section 13751 <https://codes.findlaw.com/ca/water-code/wat-sect-13751.html> codes.findlaw.com that requires that anyone who constructs, alters, or destroys a water well, cathodic protection well, groundwater monitoring well, or geothermal heat exchange well to file with the Department of Water Resources a report of completion within sixty (60) days, as well as any chemical testing results within thirty (30) days after the completion of the work.' At the bottom of the pop-up, there are 'Decline' and 'Accept' buttons. In the background, the 'Submit' button from the previous step is visible.

- You will receive an email to confirm that your application went through, and a reference number will be provided.

Hello,

Your well permit application, CEH24-010 located at 39639 Leslie St, Fremont, CA, 94538 has been received. Please use the online portal to check the status of your application.

<https://permits.acwd.com/cityworkspermits/template/login.aspx>

Payment must be mailed, couriered, or dropped off, together with a copy of the application with reference number before the application can be processed. Customers also have the option to pay via Automated Clearing House network (ACH), in addition to cash and check. Please send an email to treasury@acwd.com to request for ACH routing instructions.

ALAMEDA COUNTY WATER DISTRICT
 43885 South Grimmer Blvd.
 P.O. Box 5110
 Fremont, CA 94537-5110
 Permitting & Scheduling (510) 668-4460

- Once your application is submitted, our Permitting Department will perform a review of the application information for completeness. If it is determined that further information is required, the applicant will be contacted to resolve the issue. Please call our Permitting Department for the status of your permit, or if you have any questions to the electronic permitting process. Additionally, you may log into your account in the permit portal to check for current permit status.