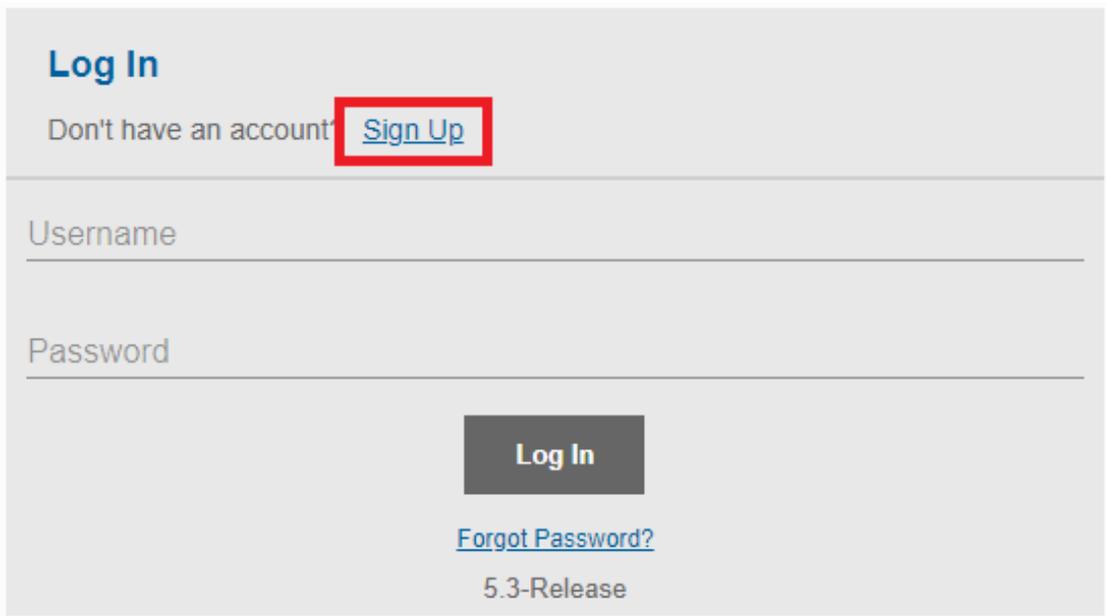## Permit Portal Instructions

## Steps Prior to Completing an Application, create an Account

1) **Create a Login.  This is also on our permit application website**
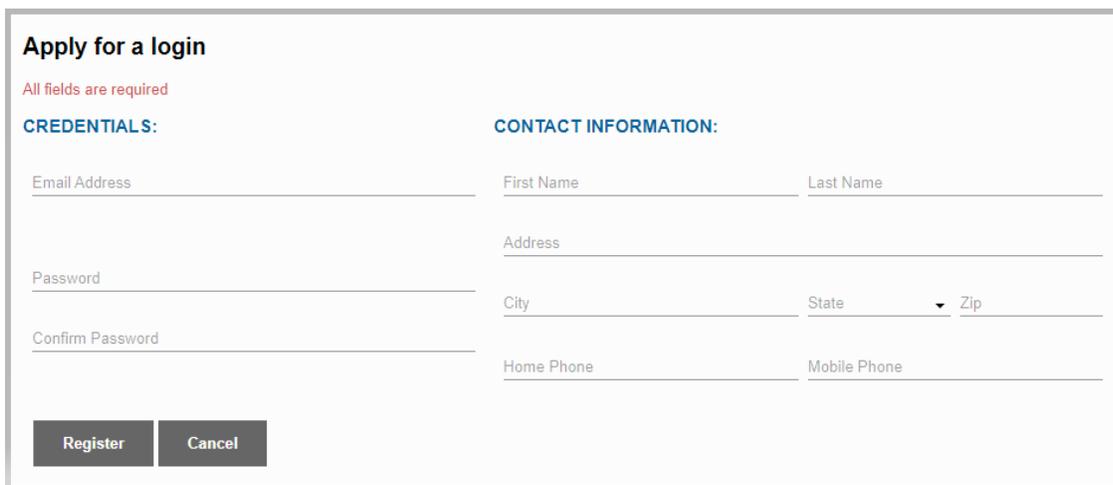   **https://permits.acwd.com/cityworkspermits/**

   - 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



   - Fill out the information below and click Register.



   - 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.
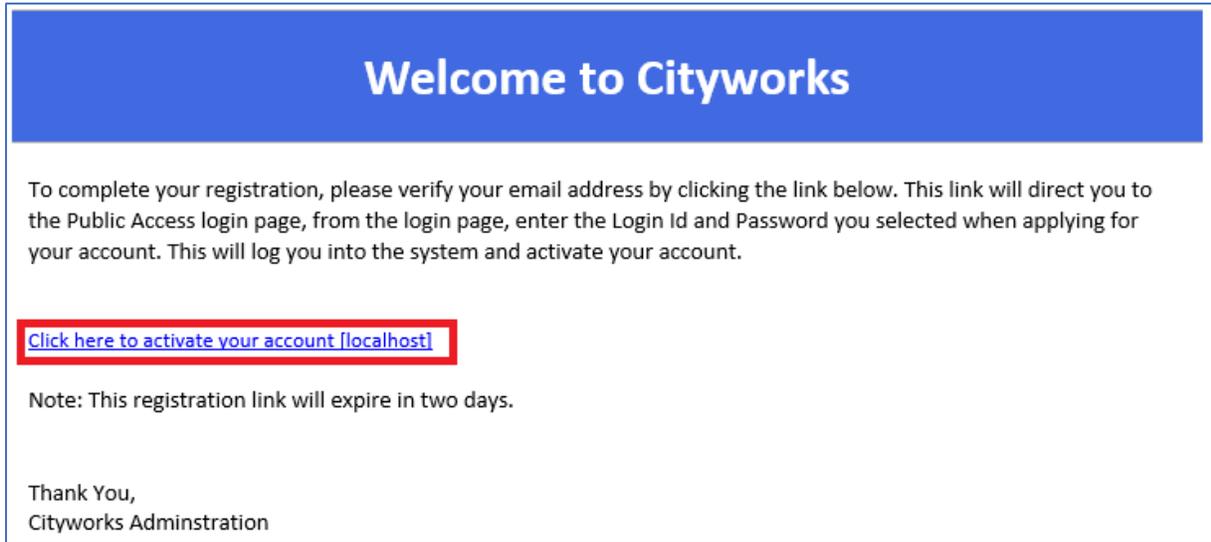


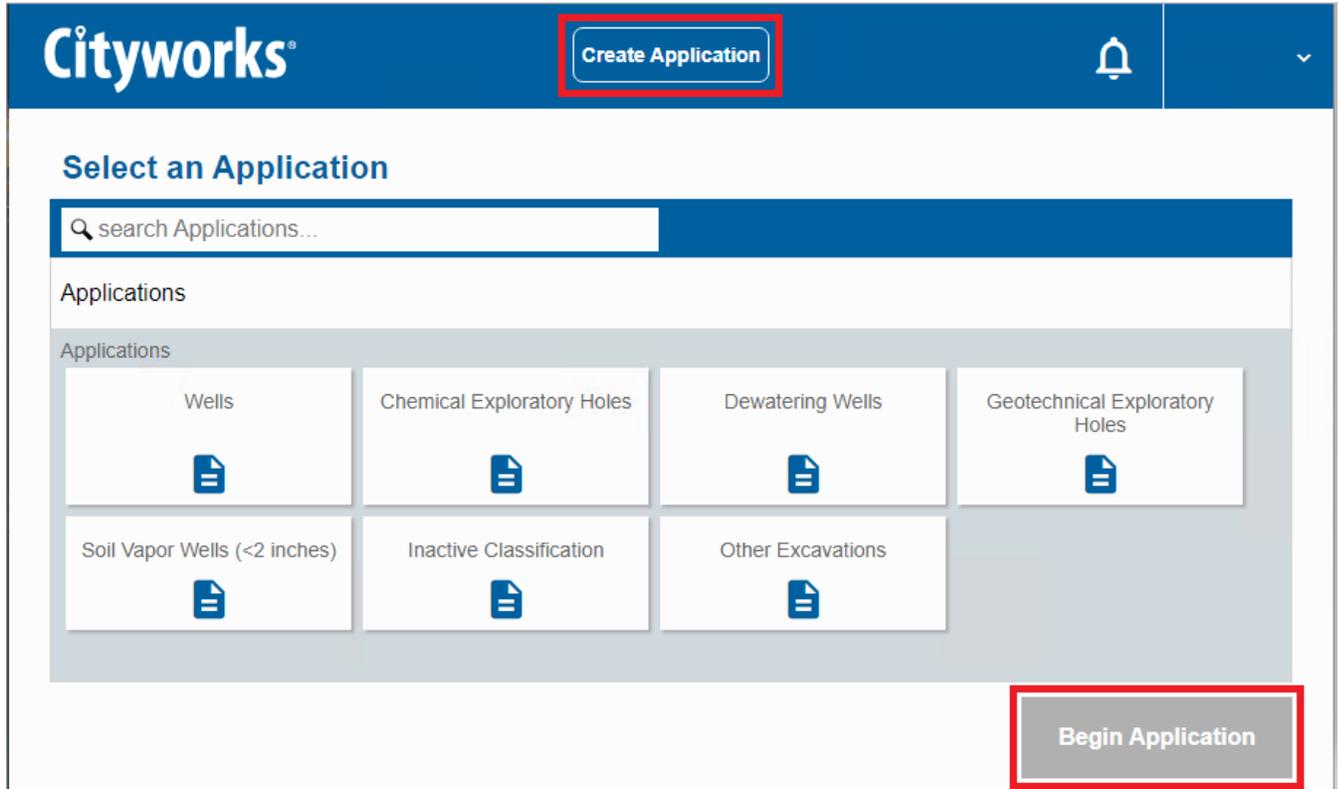## 3) Login with Username and Password

- Login accordingly, as below.
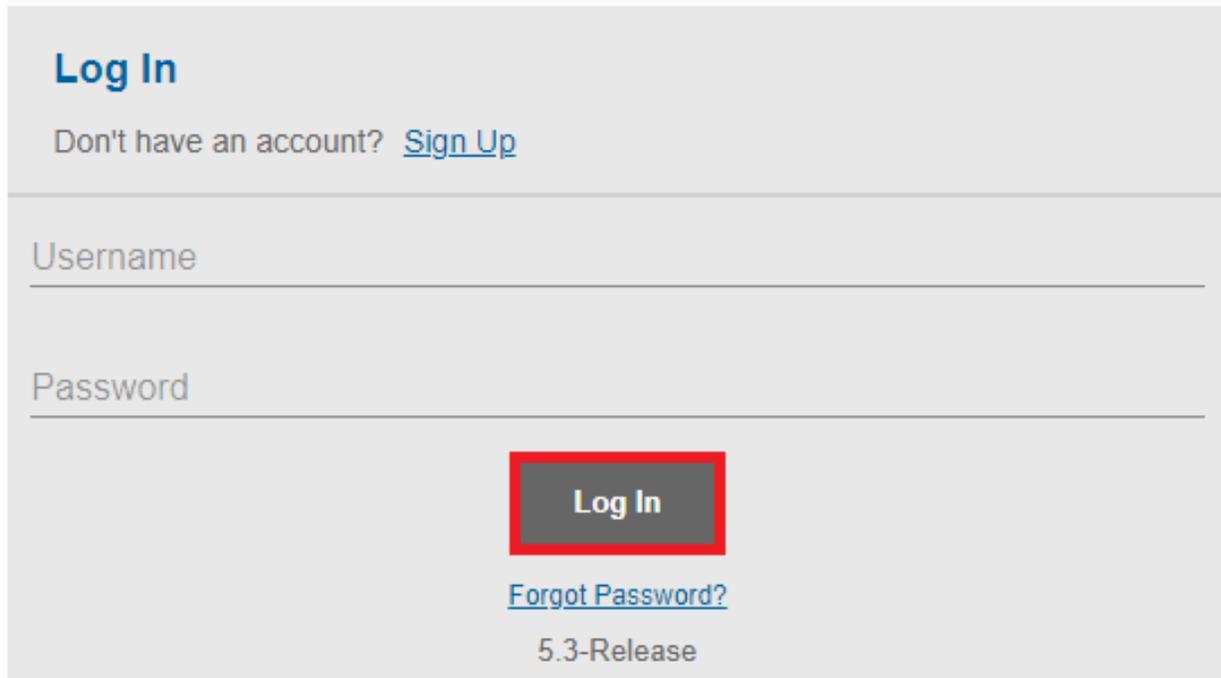
# Steps for Completing Application

## 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.

## Step Two – Complete Section 2: People

- *Property Owner*: Include as appropriate details for the Property Owner.  Remember to click to expand for all <span style="color:red">REQUIRED</span> 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.

## 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.
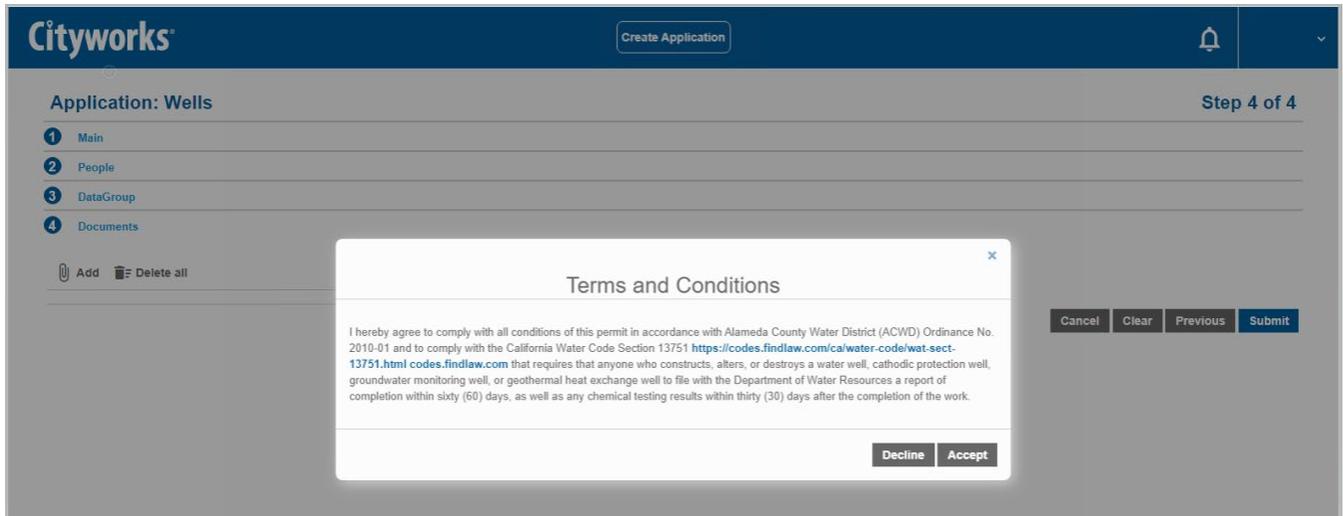
## Step Four – Complete Section 4: Documents

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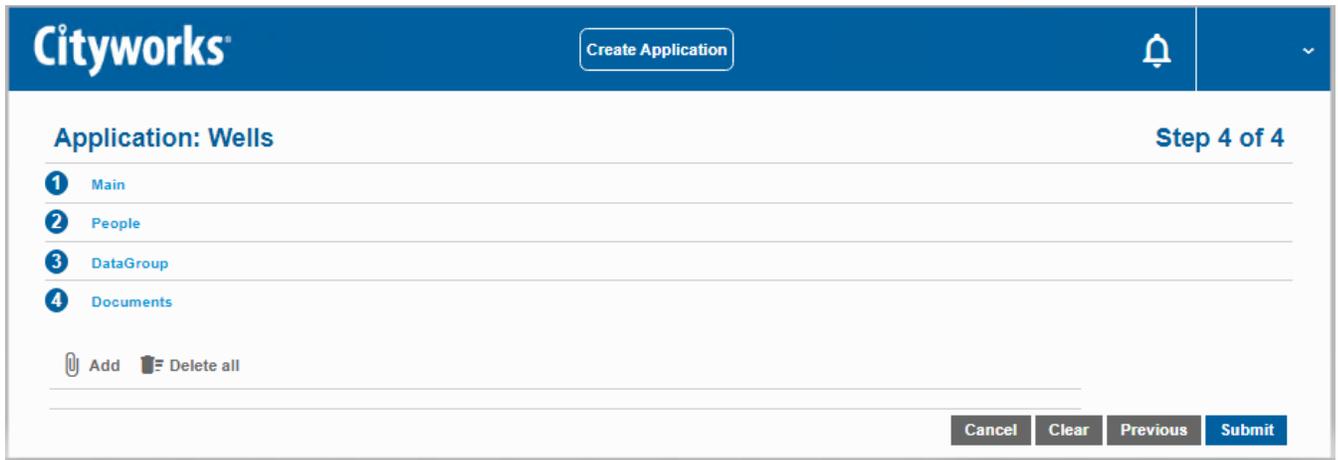


## Step Five – Submit the Application

- 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.

- 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.