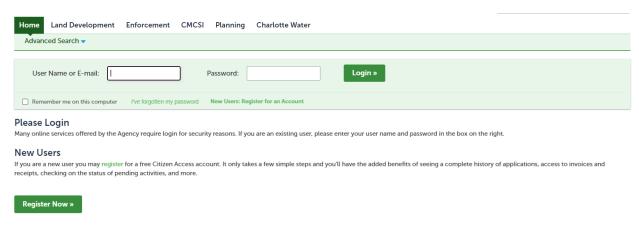
### **NEW SERVICE SITE PLANS**

#### **ACCELA SUBMITTAL INSTRUCTIONS**

- Submit Capacity Assurance applications to NewServiceRequests@Charlottenc.gov
  - o Capacity Assurance applications will not be reviewed under this submittal

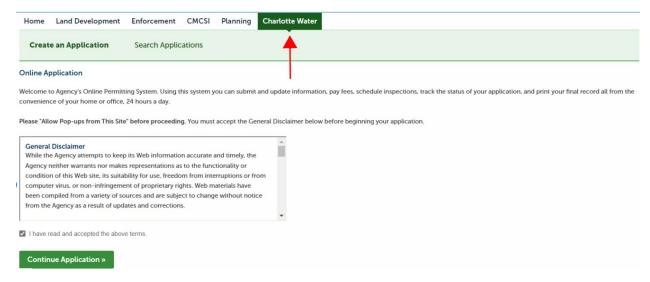
## New Service Site Plan Submittal Instructions:

## Step 1: Access Accela Citizen Portal at <a href="https://aca3.accela.com/CHARLOTTE/Default.aspx">https://aca3.accela.com/CHARLOTTE/Default.aspx</a>

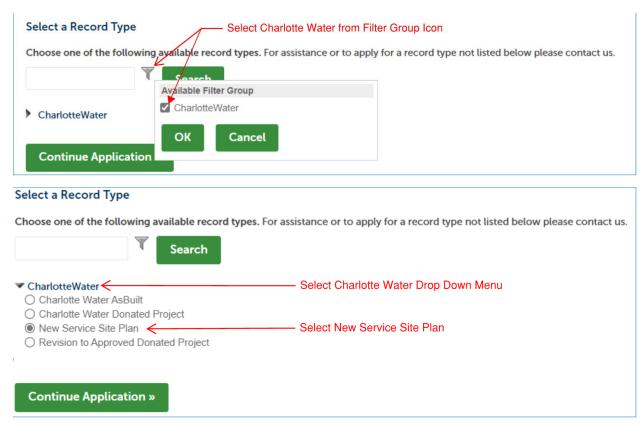


#### Step 2: Create and/or Login to Account

# Step 3: Select "Charlotte Water" and follow prompts to "Continue Application"



Step 4: Select a Record Type and "Continue Application"



Step 5: Complete Application per Prompts and Submit for Review