

# Utility ROW Request Manual using the ROW Permitting Application Portal

Charlotte Department of Transportation's Right of Way Section

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## I. Create New User and Log In

A. Visit our website at:

[https://cityworks-cdot.charlottenc.gov/CW\\_Public/template/login.aspx](https://cityworks-cdot.charlottenc.gov/CW_Public/template/login.aspx)

to access CDOT's newest ROW Permitting Application Portal.

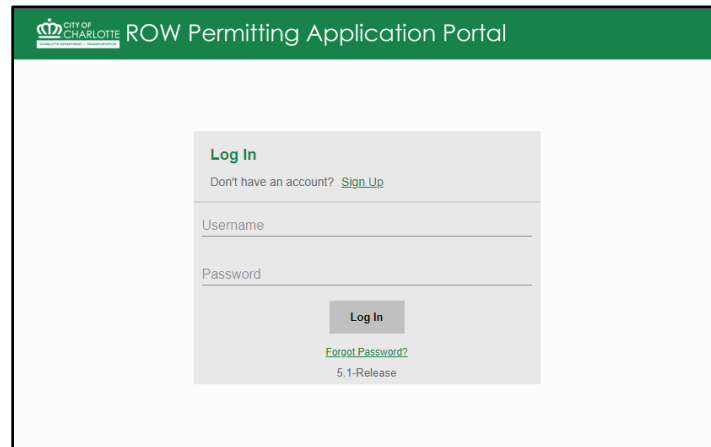
The screenshot shows the login page of the ROW Permitting Application Portal. At the top, there is a green header with the City of Charlotte logo and the text "ROW Permitting Application Portal". Below the header, there is a white box containing the login form. The form has a "Log In" heading, a link "Don't have an account? Sign Up", and fields for "Username" and "Password". There is a "Log In" button and a link "Forgot Password?". At the bottom of the form, it says "5.1-Release".

Figure 1

B. First time users will need to sign up and create a profile. Keep in mind that the information provided will be used to contact you for all follow up comments and/or questions with regards to your request.

C. All users, [please allow emails from the following Sender: svcwamnotifier@ci.charlotte.nc.us](mailto:svcwamnotifier@ci.charlotte.nc.us). All communication from the portal will come from this email address.

D. Once all the fields are filled in, click "Register" for profile submittal.

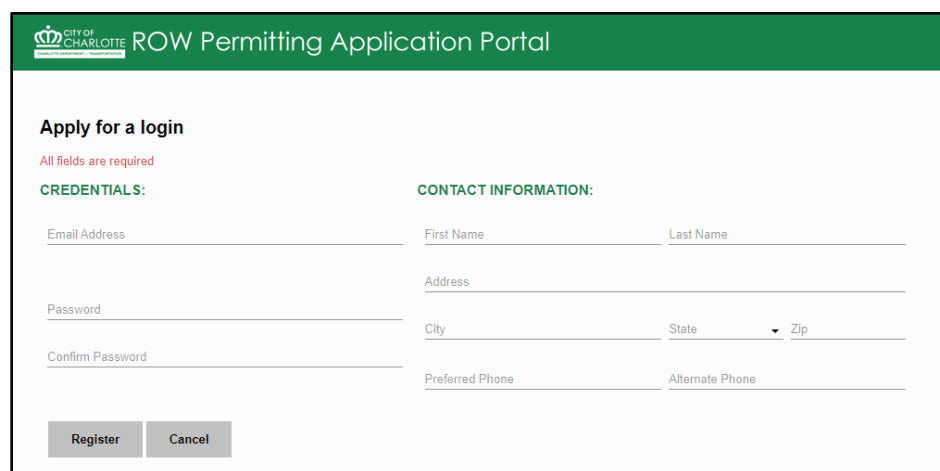
The screenshot shows the registration page of the ROW Permitting Application Portal. At the top, there is a green header with the City of Charlotte logo and the text "ROW Permitting Application Portal". Below the header, there is a white box containing the registration form. The form has a heading "Apply for a login" and a note "All fields are required". It is divided into two columns: "CREDENTIALS:" and "CONTACT INFORMATION:". The "CREDENTIALS:" column has fields for "Email Address", "Password", and "Confirm Password". The "CONTACT INFORMATION:" column has fields for "First Name", "Last Name", "Address", "City", "State" (a dropdown menu), "Zip", "Preferred Phone", and "Alternate Phone". At the bottom of the form, there are "Register" and "Cancel" buttons.

Figure 2

## II. Homepage

A. After logging in to the ROW Permitting Application Portal, users will be able to see a tabulated list of all their Incomplete, Submitted, and Closed Permits.

Users can click each one of the three categories and view the tabulated list.

1. Incomplete: The Incomplete tab will keep the list of all the permits that have not yet been submitted. They will remain here until they have been submitted or deleted.
2. Submitted: The Submitted tab will keep the list of all the permits that have been submitted.
3. Closed: The Closed tab will list all the permits that have been closed out by a CDOT.

B. From this page, users will be able to navigate to other links and tools provided by the portal, located along the header.

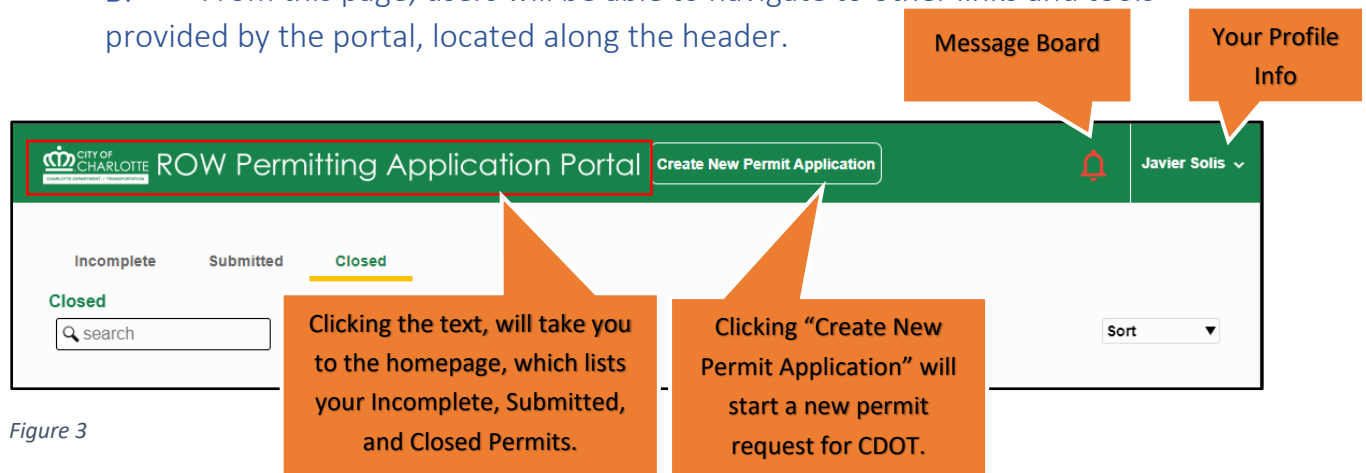


Figure 3

C. Clicking the bell icon reveals the Message Board, which is available for general announcements related to ROW Permitting.

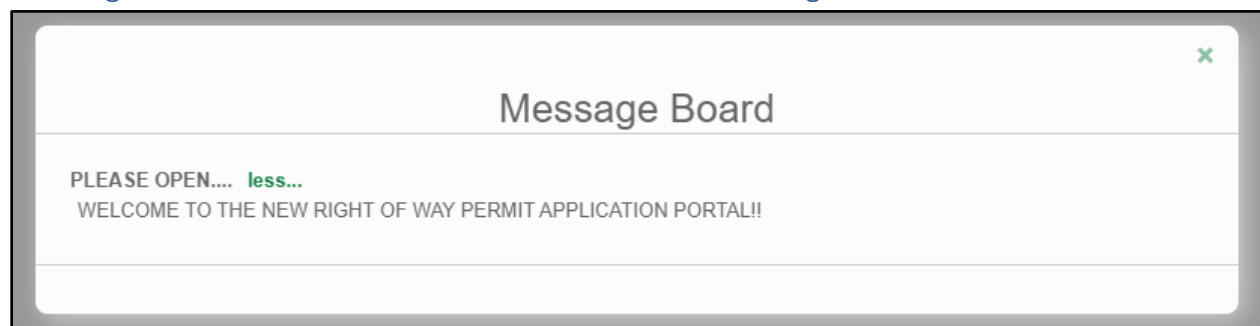


Figure 4

D. Clicking on your username on the top right corner will reveal access into your account settings, and the option to logoff and end your session.

### III. Starting a New Permit Application

A. Clicking “Create New Permit Application” will start a new permit request for the Right of Way Section to review. All available permit types offered within the City’s Rights-of-Way will be listed.

The screenshot shows the 'ROW Permitting Application Portal' for the City of Charlotte. The header is green and contains the city logo, the portal name, a 'Create New Permit Application' button, a notification bell, and a user profile for 'Javier Solis'. Below the header, there is a section titled 'Select a Permit Application Type' with a search bar. A list of permit types is displayed in two columns, each with a radio button: Abandonment Petition, Encroachment, Leasing, Tryon Street Vendor Permit, Utility Right of Way Permit, Abandonment Pre-Submittal, Food Truck Permit, Sidewalk Dining Permit, Use Permit, and Valet Permit. A 'Begin Application' button is located at the bottom right of the list.

Figure 5

B. For this manual, we will focus on the Utility Right of Way Permit Application. Select “Utility Right of Way Permit” and click “Begin Application”.

C. Users will be presented with pop up text window that is needed to understand the permitting requirements during, and beyond the application process. This text is subject to change at any time.

The screenshot shows a 'Permit Application Help' pop-up window. The title bar is light green with a close button. The main content area has a heading 'Permit Application Help' and a paragraph stating: 'Prior to starting a Utility Permit request, the applicant must be a Utility Right-of-Way Master Permit holder in order to install and maintain utility facilities within the City's rights-of-way. This process does not include State (NCDOT) Maintained streets. Please note the following before proceeding:'. Below this is a bulleted list of requirements: 'Proposed start date must be projected at least two weeks out from the date of application submittal and may be subject to change. Permit will only be granted for a period of 6 months and exceeding this timeframe will require a re-evaluation of ROW impacts to new City projects.', 'Applicants must provide the name(s) of the Contractors that have a Street Cut/Excavation Certification from CDOT's Street Maintenance Department to be allowed to perform work in the street. For more information, visit the Street Maintenance Homepage.', 'For projects requesting complete road closure(s), a detour plan will be required', and 'CDOT reserves the right to request additional coordination efforts on proposed routes that overlap with other submitted projects, for joint venture opportunities.'. Below the list is a paragraph: 'Please note that after your permit application submittal is complete; the following documents are required and must be emailed within 3 days to: UtilityWorkPermit@charlottenc.gov with the assigned Permit Application Number (e.g., 2022-xxxxxx) listed in the Subject Line.'. At the bottom, there is a list of documents: '1. Plans (see Plan Submittal Requirements)' and '2. Traffic Control Plan (if applicable)'. An 'OK' button is at the bottom right.

Figure 6

## IV. Main Section

A. The first section will ask users to type in the name of the Project or a common name for the Permit being requested. A specific utility oriented, unique identifier will be available later in the application for the Utility Company to use.

The screenshot shows the 'ROW Permitting Application Portal' for the City of Charlotte. The header is green with the city logo and a 'Create New Permit Application' button. The user 'Javier Solis' is logged in. The main heading is 'Application: Utility Right of Way Permit' and it's 'Step 1 of 5'. The 'Main' step is active, showing a form with 'Project/Permit Name (80 char max)' and 'Address' fields. To the right is a map of Charlotte, NC, with a red line indicating a proposed utility route. Below the map are 'Cancel', 'Clear', and 'Next' buttons. A sidebar on the left lists the application steps: 1 Main, 2 People, 3 Cert Excav, 4 Case Data, and 5 Payment.

Figure 7

B. Fill in the address to the area of interest in which the work is being performed. At this time, the portal can only take in one single point or address. For proposed utility installations that have long horizontal builds, choose either the start or ending address. For proposed utility installations with multiple point locations, choose anyone of the addresses in the build.

ROW Permitting Application

ROW Permit Application

Javier Solis

Application: Utility Right of Way Permit

Step 1 of 5

1 Main

Project/Permit Name (80 char max)

Address

600 East 4th Street

Suggestions...

600 E 4TH ST

600 E 4TH ST, 28202

600 W 4TH ST, 28202

601 E 4TH ST, 28202

601 W 4TH ST, 28202

598 E 4TH ST, 28202

700 E 4TH ST, 28202

498 E 4TH ST, 28202

754 E 4TH ST, 28202

398 E 4TH ST, 28202

900 E 4TH ST, 28204

1000 E 4TH ST, 28204

198 E 4TH ST, 28202

1026 E 4TH ST, 28204

1040 E 4TH ST, 28204

1100 E 4TH ST, 28204

1202 E 4TH ST, 28204

1400 E 4TH ST, 28204

1500 E 4TH ST, 28204

1502 E 4TH ST, 28204

Cancel

Clear

Next

Figure 8

C. After filling in and selecting an address from the drop-down menu, the map to the right will zoom in and place a blue marker to indicate that this is a valid location. This is needed to help our plan reviewers select the adjacent street segments when processing the permit internally through Cityworks.

ROW Permitting Application

ROW Permit Application

Javier Solis

Application: Utility Right of Way Permit

Step 1 of 5

1 Main

Project/Permit Name (80 char max)

Address

600 E 4TH ST, 28202

2 People

3 Cert Excav

4 Case Data

5 Payment

Location

Zoom to

Cancel

Clear

Next

Figure 9




## V. People Section

A. The next section will ask for the People associated to the Utility Right of Way Permit. Specifically, these are the names that will be on the printed permit and are the points of contact when construction begins. There are four slots available to fill, however only three are required at this point in the application.

B. The People associated to the permit will need their name, phone number, and email address. Here's a list of how each one should be filled in:

1. Utility Company Contact: Use this field to fill in the Company Contact in charge of construction on site.
2. Utility Applicant: Use this field to fill in the Utility Applicant in charge of design build revisions and coordination.
3. Contractor Company #1: Use this field to fill in the Contractor Company in charge of performing the work on site.
4. Contractor Company #2: Use this field to fill in and additional Contractor or Sub-Contractor assisting the work on site (if applicable).


C. If your proposed work and permit has yet to determine a Contractor (e.g. Delayed Permit Process), fill in "N/A" as the Name, phone number, and email. Fields in red are required, and the system needs to intake a value, however once a Contractor has been determined, contact CDOT plan reviewer for the changes to make the necessary correction prior to printing the Permit.



CITY OF  
CHARLOTTE

ROW Permitting Application Portal

Create New Permit Application

Javier Solis ▾

Application: Utility Right of Way Permit

Step 2 of 5

1 Main

2 People

Utility Company Contact more....

Use My Information

Utility Applicant more....

Use My Information

Name

Name

Address Line1

Address Line1

City NameStateZip Code

City NameStateZip Code

Preferred PhoneAlternate Phone

Preferred PhoneAlternate Phone

Email

Email

Comment

Comment

Contractor Company #1 / Developer more....

Use My Information

Contractor Company #2 more....

Use My Information

Name

Name

Address Line1

Address Line1

City NameStateZip Code

City NameStateZip Code

Preferred PhoneAlternate Phone

Preferred PhoneAlternate Phone

Email

Email

Comment

Comment

Cancel

Clear

Previous

Next

Figure 10

## VI. Certified Excavator Section

A. The next section is for the Certified Excavator. Click on “Select Certified Excavator(s)” and search from the drop-down list then name of the qualified contractor that will be on site and responsible for the digging of street infrastructure, including road, curb & gutter, and sidewalk; made up of both asphalt and/or concrete. If your name is not on this list, you will need to contact the Street Maintenance Division to get certified and be allowed to dig ([SMD Homepage](#)).

**CITY OF CHARLOTTE** ROW Permitting Application Portal [Create New Permit Application](#) **Javier Solis** ▾

**Application: Utility Right of Way Permit** **Step 3 of 5**

1 Main  
2 People  
3 **Cert Excav**  
4 Case Data  
5 Payment

Select Certified Excavator(s)...

[Cancel](#) [Clear](#) [Previous](#) [Next](#)

Figure 11

**Certified Excavator Search**

<input type="checkbox"/>	Certified Excavator Name @ Business	Type	License #	Expiration
<input type="checkbox"/>	Aaron Beasley @ EAGLE WOOD INC	USF	2021-04-003	07/01/30
<input type="checkbox"/>	Aaron Drake @ PIEDMONT NATURAL GAS	USF	2015-0558	07/01/30
<input type="checkbox"/>	Aaron McIlwain @ CMU - ZONE 2	USF	2018-0801	07/01/30
<input type="checkbox"/>	Aaron Melton @ CLTWater	USF	2007-2039	07/01/30
<input type="checkbox"/>	Aaron Parks @	USF	2010-2034	07/01/30
<input type="checkbox"/>	Abel Flores @ Asphalt_and_Concrete_Repair_Inc	USF	2019-10-011	07/01/30
<input type="checkbox"/>	Abraham Teran @ Dellinger_Inc.	USF	2022-05-005	07/01/30
<input type="checkbox"/>	Adam Bingman @ Quanta_Telecommunications_Services	USF	2020-02-023	07/01/30
<input type="checkbox"/>	Adam Boysworth @ BRS_Inc.	USF	2007-1022	07/01/30
<input type="checkbox"/>	Adam Boysworth @ BRS_Inc. 2	USF	2015-0122	07/01/30
<input type="checkbox"/>	Adam Brookshire @ Gavel_Engineering_PA	USF	2005-4027	07/01/30
<input type="checkbox"/>	Adam Clapp @ E&PM/Stormwater	USF	2007-2132	07/01/30
<input type="checkbox"/>	Adam Eiss @ State_Uilities_Inc.	USF	2017-0716	07/01/30
<input type="checkbox"/>	Adam Ortman @ SEALAND CONTRACTORS, CORP.	USF	2005-4190	07/01/30
<input type="checkbox"/>	Adam Reyes @ CLTWater	USF	2020-10-013	07/01/30
<input type="checkbox"/>	Adam Rhodes @ Firebilt	USF	2018-0311	07/01/30
<input type="checkbox"/>	Adam Strong @ WAYNE BROTHERS	USF	2019-11-001	07/01/30
<input type="checkbox"/>	Adam Wright @ Hoopaugh Grading	USF	2018-0304	07/01/30
<input type="checkbox"/>	Adams Helms @ ANSCO_&Associates_Inc	USF	2009-1054	07/01/30
<input type="checkbox"/>	Adrian Burnette @ PRESTIGE PIPELINE, LLC	USF	2007-2020	07/01/30
<input type="checkbox"/>	Adrian Goynes @ Hyper_Networks_Inc.	USF	2017-0815	07/01/30
<input type="checkbox"/>	Adrian Houston @ CDOT/Street_Maintenance	USF	2008-1172	07/01/30
<input type="checkbox"/>	Adrian Hunt @ Utilis Engineering	USF	2018-0519	07/01/30
<input type="checkbox"/>	Adrian Sifford @ RE_Sifford_Utility_Inc	USF	2007-2145	07/01/30
<input type="checkbox"/>	Agnes Alexander @ CDOT/Engineering_&Operations	USF	2007-1046	07/01/30

[Cancel](#) [Submit](#)

Figure 12

## VII. Case Data Section

A. The next section is the Case Data, and this is where you will add the details of your proposed utility installation.

The screenshot shows a web form titled "4 Case Data" with a green header bar labeled "RoW - Utility Right of Way Permit". The form contains several input fields:

- External Project ID:** A text input field with a light gray background.
- Work Type:** A dropdown menu with a red background, labeled "Select a value".
- Proposed Start Date:** A date picker with a red background, labeled "Select a value".
- Work Description:** A text input field with a red background, labeled "Comment".
- Location Description:** A text input field with a red background, labeled "Comment".
- Utility Company:** A dropdown menu with a red background, labeled "Select a value".

Figure 13

- B. External Project ID: Unique Name or Number identification used by the Utility Company
- C. Work Type: Utility ROW Permit or Delayed ROW Permit (Charlotte Water Only)
- D. Proposed Start Date: This the requested workday for construction to begin. CDOT reserves the right to modify this date until all permit criteria has been met.
- E. Work Description: This is a complete description of the work you will be doing in the Right of Way. Included the materials and the quantity used, including any poles, manholes, handholes, boxes, vaults, etc.
- F. Location Description: This is the description of where the work is located. For longer builds, included a list of all the street segments impacted.
- G. Utility Company: From the drop-down menu, select your utility company, or the utility company you are performing the work on their behalf.

Installation Method(s) - Choose At Least One	
Installation Method - Trenching <input type="checkbox"/>	
Installation Method - Boring <input type="checkbox"/>	
Installation Method - Plowing <input type="checkbox"/>	
Installation Method - Aerial Work <input type="checkbox"/>	
Installation Method - Other <input type="checkbox"/>	
! Signal Affected? <input type="radio"/> Yes <input type="radio"/> No	
! Street Closure Required? ? <input type="radio"/> Yes <input type="radio"/> No	
! CATS Right of Way? ? <input type="radio"/> Yes <input type="radio"/> No	
! Metered On Street Parking Affected? <input type="radio"/> Yes <input type="radio"/> No	
! Service Drops/Handholes/Vaults/Manholes? Number _____	

Figure 14

I. Installation Method – Choose At Least One: Trenching, Boring, Plowing, Aerial Work, or Other

J. Signal Affected? – Choose Yes or No. Will any portion of the traffic signal installation be affected, including lights, support wires, anchors, poles, wires, cables, controllers, power, etc.

K. Street Closure Required? – Choose Yes or No. If yes, a detour plan must be submitted when closing an entire street. CDOT is required to publish a proposed street closure 10 days in advance of the closure date.

L. CATS Rights of Way? – Choose Yes or No. If yes, CATS will need to be consulted during review. Rail Safety Training is required for all workers involved in the CATS ROW

M. Metered On Street Parking Affected? – Choose Yes or No. Blocking parking meters may result in compensation being paid to the City for lost revenue. There will be a few charged for the removal and resetting of any parking meters that are directly in the construction work area.

N. Service Drops/Handholes/Vaults/Manholes? Include the total number of infrastructure proposed within the ROW.

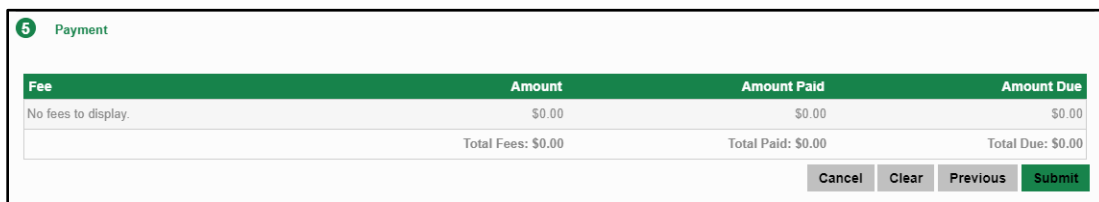
! Underground Material Being Installed
Select a value
Additional Underground Material Being Installed
Select a value
Additional Underground Material Being Installed
Select a value
! Underground Total Length of Running Line
Number
! Above Ground Material Being Installed
Select a value
! Above Ground Total Length of Running Line
Number
Small Wireless Facility?
<input type="radio"/> Yes <input type="radio"/> No
Number of Small Wireless Facility Poles
Number
! Street Cut required?
<input type="radio"/> Yes <input type="radio"/> No

Figure 15

- P. Underground Material Being Installed – Select Values from Drop Down Menu
- Q. Additional Underground Material Being Installed (1 & 2) - Select Values from Drop Down Menu
- R. Underground Total Length of Running Line – Insert value for total length of running line
- S. Above Ground Material Being Installed – Select Values from Drop Down Menu
- T. Above Ground Total Length of Running Line– Insert value for total length of running line
- U. Small Wireless Facility? Choose Yes or No. Choose Yes if this proposed facility for small cell wireless antennas (commonly known as 4G & 5G).
- V. Number of Small Wireless Facility Poles – Insert value for proposed pole(s) facilitating small cell wireless antennas.

## VIII. Payment Section and Submittal

A. The last section is the Payment portion of the public portal, which will reveal if there are any fees associated with the Utility ROW Permit. Submitted Permits will remain open during the duration of the approved construction dates, and after if anything was added, such as citations (There are no associated fees at this time for Utility ROW Permits, therefore click “Submit” and your application has been submitted!).

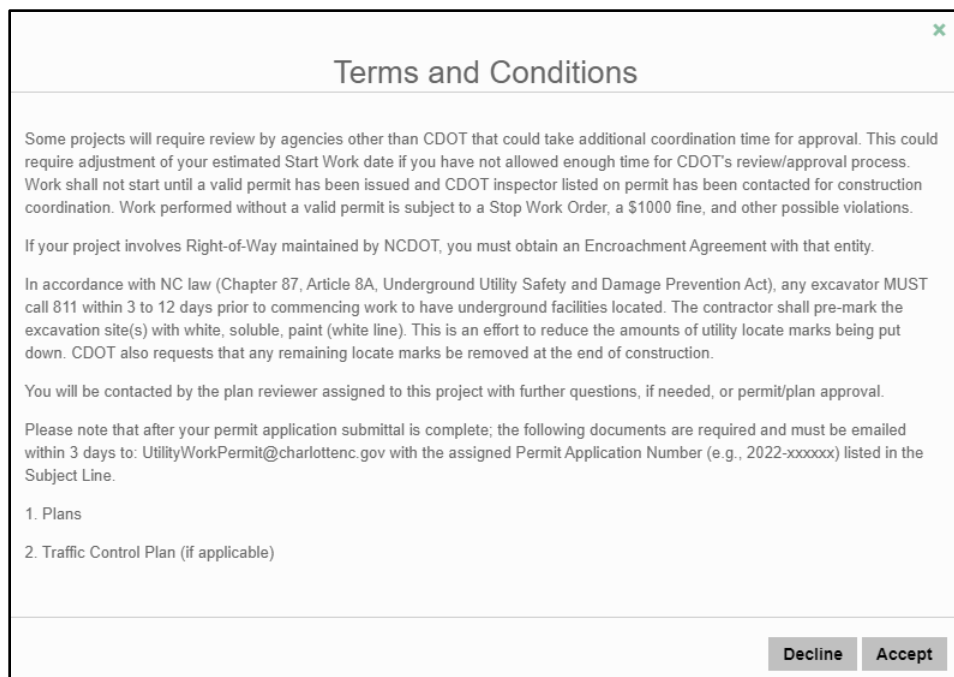


Fee	Amount	Amount Paid	Amount Due
No fees to display.	\$0.00	\$0.00	\$0.00
Total Fees: \$0.00		Total Paid: \$0.00	Total Due: \$0.00

Cancel Clear Previous Submit

Figure 16

B. As soon as the user clicks “Submit”, users will be presented with another pop-up text window that is needed to understand the permitting requirements beyond the application process. This text is subject to change at any time. Users must accept to get the permit process in the queue, otherwise it will not be submitted.



**Terms and Conditions**

Some projects will require review by agencies other than CDOT that could take additional coordination time for approval. This could require adjustment of your estimated Start Work date if you have not allowed enough time for CDOT's review/approval process. Work shall not start until a valid permit has been issued and CDOT inspector listed on permit has been contacted for construction coordination. Work performed without a valid permit is subject to a Stop Work Order, a \$1000 fine, and other possible violations.

If your project involves Right-of-Way maintained by NCDOT, you must obtain an Encroachment Agreement with that entity.

In accordance with NC law (Chapter 87, Article 8A, Underground Utility Safety and Damage Prevention Act), any excavator MUST call 811 within 3 to 12 days prior to commencing work to have underground facilities located. The contractor shall pre-mark the excavation site(s) with white, soluble, paint (white line). This is an effort to reduce the amounts of utility locate marks being put down. CDOT also requests that any remaining locate marks be removed at the end of construction.

You will be contacted by the plan reviewer assigned to this project with further questions, if needed, or permit/plan approval.

Please note that after your permit application submittal is complete; the following documents are required and must be emailed within 3 days to: UtilityWorkPermit@charlottenc.gov with the assigned Permit Application Number (e.g., 2022-xxxxxx) listed in the Subject Line.

1. Plans
2. Traffic Control Plan (if applicable)

Decline Accept

Figure 17

C. After clicking “Accept” users will be presented with a summary page of what was submitted. An Automatic Email will be sent with a reminder that your permit was submitted, including your permit number, and the next steps to send in your plans.

D. All users, [please allow emails from the following Sender: svcwamnotifier@ci.charlotte.nc.us](mailto:svcwamnotifier@ci.charlotte.nc.us). All communication from the portal will come from this email address.

E. The summary page includes dates that are important aspects of the recently submitted permit.

1. The “Created” date is the date that the application was entered.
2. The “Expires” date is the date that the permit is valid for. This value can change internally by CDOT, and it will be adjusted accordingly to grant applicants how long they can work.
3. The “Proposed Start Date” is the date granted to the applicant to begin working.
4. Note: This Summary Configuration and the Dates illustrated in this manner is the default template for Cityworks, which manages all permitting programs in the ROW. For a better representation of Start and Stop Dates, refer to you issued Permit and/or contact the CDOT Plan Reviewer or CDOT Inspector.

The screenshot displays a web interface for a permit summary. At the top, a status bar shows 'Pending' in a dropdown menu, 'Actions...' with a dropdown arrow, and dates 'Created: 05/19/22' and 'Expires: 01/04/23'. Below this is a section titled 'Data' with a green header 'RoW - Utility Right of Way Permit'. The form contains several fields: 'Project Name' (Text input), 'External Project ID' (Text input), 'Work Type' (Dropdown menu with 'Select a value' and 'Utility Right of Way Permit' selected), and 'Proposed Start Date' (Text input showing '06/02/22' with a calendar icon).

Figure 18



F. Citations will be listed by going back to the Homepage and clicking on each “Submitted” Permit and scrolling to the bottom of the page.

Payments		
Payment Type	Received By	Payment
Check	97772	\$100.00
		Total: \$100.00

Violations			
Code	Description	Issued	Completed
ROWV001	19-338(b)	06/20/22	

Figure 19

G. Violations will be listed, along with the Ordinance Description and the date they were issued. Payments received will also be listed, along with their paid value. Please communicate your CDOT Inspector on the Permit for Violations Resolutions and/or Citations Explanations.

H. (Reserved for Payment Portal)