

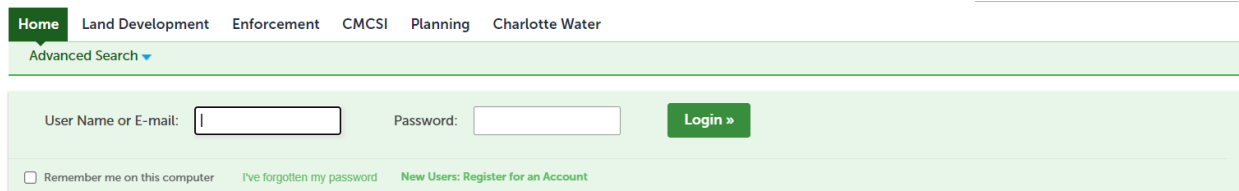
NEW SERVICE SITE PLANS

ACCELA SUBMITTAL INSTRUCTIONS

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

New Service Site Plan Submittal Instructions:

Step 1: Access Accela Citizen Portal at <https://aca3.accela.com/CHARLOTTE/Default.aspx>



Please Login

Many online services offered by the Agency require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

New Users

If you are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

[Register Now »](#)

Step 2: Create and/or Login to Account

Step 3: Select “Charlotte Water” and follow prompts to “Continue Application”



Online Application

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer

While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

☒ I have read and accepted the above terms.

[Continue Application »](#)

Step 4: Select a Record Type and “Continue Application”

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.





▶ CharlotteWater

Continue Application

Available Filter Group

☒ CharlotteWater

OK **Cancel**

Select Charlotte Water from Filter Group Icon

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.





▼ **CharlotteWater**

☐ Charlotte Water AsBuilt

☐ Charlotte Water Donated Project

☒ **New Service Site Plan**

☐ Revision to Approved Donated Project

Continue Application »

Select Charlotte Water Drop Down Menu

Select New Service Site Plan

Step 5: Complete Application per Prompts and Submit for Review