

Accela Citizen Access (ACA)

Engineering User Guide



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SUBMITTING AN ENGINEERING APPLICATION ONLINE

Step 1: Launch Web Browser.

Launch your web browser and navigate to the City of Watertown's Accela Citizen Access,

<https://aca-prod.accela.com/WATERTOWNNY/Default.aspx>. It is recommended that you use Google Chrome or Microsoft Edge.

Before you begin, be sure to allow pop-ups in your web browser.

For instructions on how to allow pop-ups in **Google Chrome**, read more here:

<https://support.google.com/chrome/answer/95472?co=GENIE.Platform%3DDesktop&hl=en>


For instructions on how to allow pop-ups in **Internet Explorer**, read more here:

<https://support.microsoft.com/en-us/search?query=allow%20pop%20ups%20in%20edge>

Step 2: Login.

Enter your "User Name or E-mail" and "Password" into the designated fields. *If you do not have a User Name and Password, review the document, **Accela Citizen Access: Guide to Creating an Account**.*

[Accessibility Support](#) [Register for an Account](#) [Login](#)



Home

Permits

Rental Registration

Sign In

USER NAME OR E-MAIL: *

PASSWORD: *

[Forgot Password?](#)

Sign In

☒ Remember me on this device

Not Registered?
[CREATE AN ACCOUNT](#)



For the purposes of this demonstration, we will be creating an Excavation Permit. Please note each application will have different document requirements.

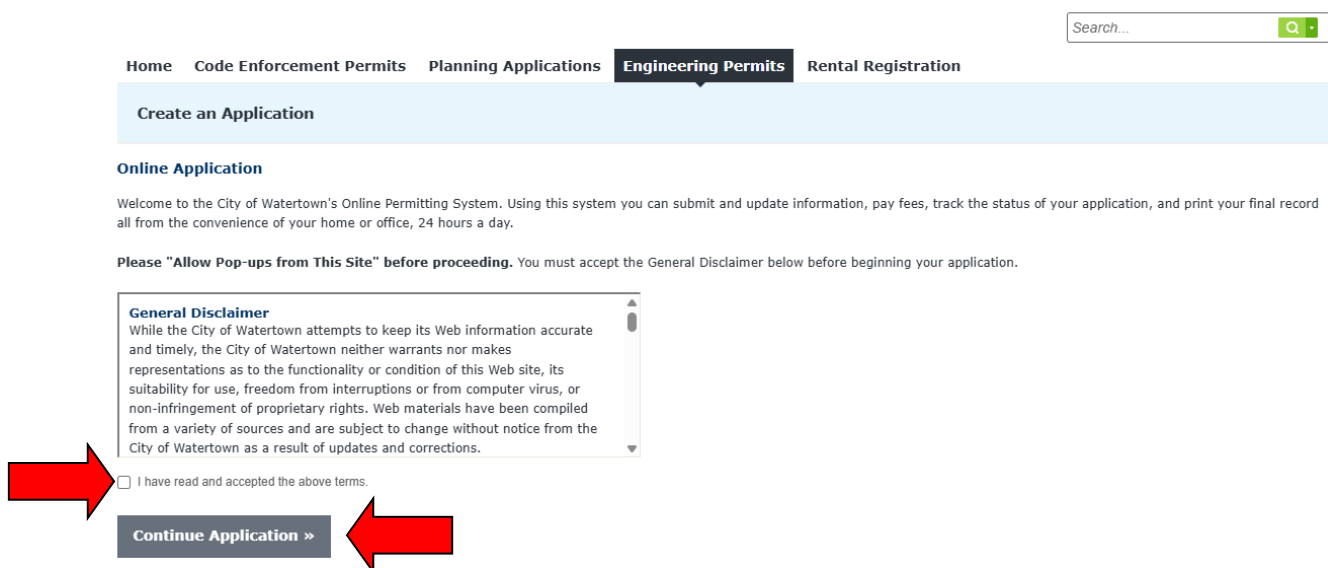
Step 3: Create Permit Application. To begin the application process for Engineering Permits, click “Engineering Permits” and select “Create an Application”.



Be sure to allow pop-ups.

After you have reviewed the Disclaimer section, check the box “I have read and accepted the above terms”.

Click “Continue Application” to continue.





Step 4: Select a Record Type and click “Continue Application”. Click the ► icon to expand the Engineering Record Type list and then select the appropriate application type.

Home Code Enforcement Permits Planning Applications **Engineering Permits** Rental Registration

Create an Application Search Applications

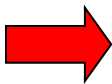
Select a Record Type

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

1. **Commercial Sanitary Sewer - In City Limits / Outside City Limits** - Application for Sanitary Sewer Lateral Work inside or outside City Limits for Commercial Properties.
2. **Commercial Storm Sewer - In City Limits / Outside City Limits**- Application for Storm Sewer Lateral Work inside or outside City Limits for Commercial Properties.
3. **Curbs or Pavement Cuts Permit** - Application for Curb or Pavement Cut Work inside City Limits.
4. **Disconnect Sewer Permit - In City Limits** - Application to Disconnect Storm or Sanitary Work inside City Limits.
5. **Disconnect Sewer - Outside City Limits** - Notification when disconnecting Storm or Sanitary Work Outside City Limits.
6. **Dumpster Permit** - Application to locate a Dumpster in the City Street Right of Way. **An application is NOT required if the dumpster will be placed on the owner's property.**
7. **Excavating Permit** - Application for Excavation Work in the City Street Right of Way.
8. **Industrial Sanitary Sewer - In City Limits** - Application for Sanitary Sewer Lateral Work inside or outside City Limits for Industrial Properties.
9. **Industrial Storm Sewer - In City Limits / Outside City Limits** - Application for Storm Sewer Lateral Work inside or outside City Limits for Industrial Properties.
10. **Residential Sanitary Sewer - In City Limits / Outside City Limits** -Application for Sanitary Sewer Lateral Work inside or outside City Limits for Residential Properties.
11. **Residential Storm Sewer - In City Limits / Outside City Limits** - Application for Storm Sewer Lateral Work inside or outside City Limits for Residential Properties.
12. **Septic Tank Permit** - Application for Septic Tank and Leach Field Line Work inside City Limits.
13. **Sidewalk Permit** - Application for Sidewalk Work inside City Limits.
14. **Street or Sidewalk Closings** - Application for the Temporary Closure of Streets or Sidewalks inside City Limits.

Search

► Engineering



City of Watertown

ACA Permits User Guide



Select a Record Type

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1. **Commercial Sanitary Sewer - In City Limits / Outside City Limits** - Application for Sanitary Sewer Lateral Work inside or outside City Limits for Commercial Properties.
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13. **Sidewalk Permit** - Application for Sidewalk Work inside City Limits.
14. **Street or Sidewalk Closings** - Application for the Temporary Closure of Streets or Sidewalks inside City Limits.

▼ Engineering

- ☐ Commercial Sanitary Sewer - In City Limits
- ☐ Commercial Sanitary Sewer - Outside City Limits
- ☐ Commercial Storm Sewer - In City Limits
- ☐ Commercial Storm Sewer - Outside City Limits
- ☐ Curbs or Pavement Cuts Permit
- ☐ Disconnect Sewer - Outside City Limits
- ☐ Disconnect Sewer Permit - In City Limits
- ☐ Dumpster Permit
- ☒ Excavation Permit
- ☐ Industrial Sanitary Sewer - In City Limits
- ☐ Industrial Sanitary Sewer - Outside City Limits
- ☐ Industrial Storm Sewer - In City Limits
- ☐ Industrial Storm Sewer - Outside City Limits
- ☐ Residential Sanitary Sewer - In City Limits
- ☐ Residential Sanitary Sewer - Outside City Limits
- ☐ Residential Storm Sewer - In City Limits
- ☐ Residential Storm Sewer - Outside City Limits
- ☐ Septic Tank Permit
- ☐ Sidewalk Permit
- ☐ Street or Sidewalk Closings



[Continue Application »](#)

Click “Continue Application” to continue.



Step 5: Project Address. In this step of the Engineering Application process, you will give details about the location of the property. You have two options to do this, i.e. add the address from the map, or add an address without the map.

a. Add address from the Map

Select “Show Map” right above the Address section to see the map view.

1 Project Information 2 Application Detail 3 Review 4 Record Issuance

Step 1 : Project Information > Project Location & People

Show Map

* indicates a required field.

Address

Enter the Street No. and then choose Search.

* Street No.:

Search

Clear

Enter the permit site address in the search bar. E.g. 245 Washington St.

1 Project Information 2 Application Detail 3 Review 4 Record Issuance

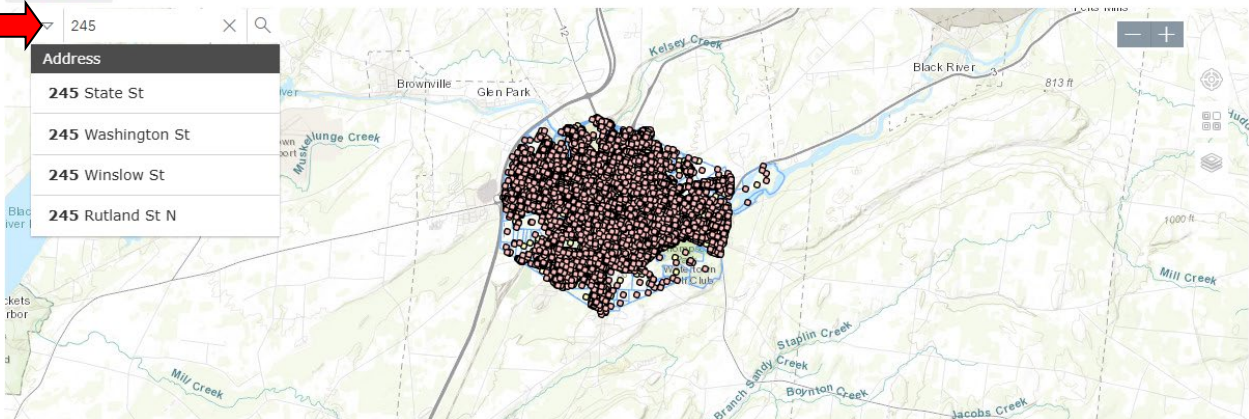
Step 1 : Project Information > Project Location & People

Hide Map

245

Address

- 245 State St
- 245 Washington St
- 245 Winslow St
- 245 Rutland St N



* indicates a required field.

Select the Parcel that was found which will then highlight the parcel.



1 Project Information

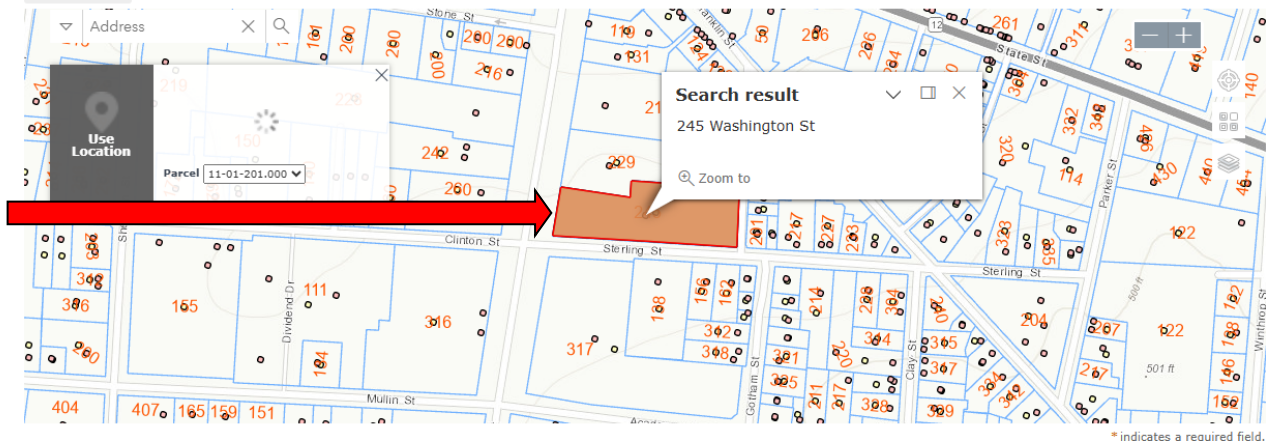
2 Application Detail

3 Review

4 Record Issuance

Step 1 : Project Information > Project Location & People

Hide Map



Then click on the “Use Location” box and the Address, Parcel and Owner information will be auto populated to the relevant fields. **Note: In situations where there are multiple Associated Owners, please select the Owner that will be the main point of contact for the application.**

1 Project Information

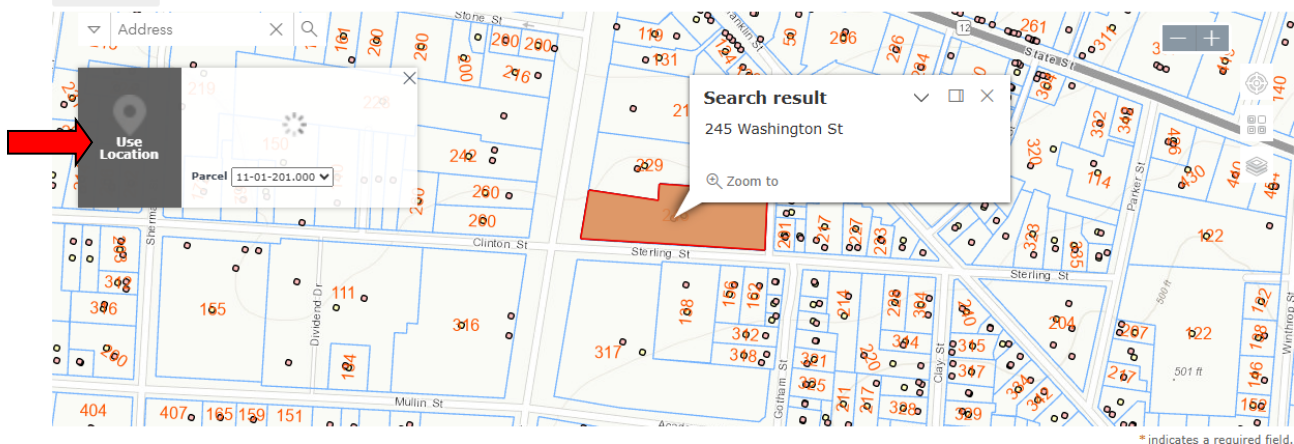
2 Application Detail

3 Review

4 Record Issuance

Step 1 : Project Information > Project Location & People

Hide Map





b. Add Address without map

Enter the permit site address. To do this, you will need to search for the property's street number. Enter the *Street Number* into the "Street No." field and click "Search".

For example, if the property you are looking up is *123 N Test St.*, you will enter *123* into the "Street No." field.

* indicates a required field.

Address

Enter the **Street No.**, and then choose **Search**.

* Street #:

Search **Clear**

Select the correct address from the list using the radio button.

Address Search Result List

Addresses

Showing 11-16 of 16

Address	City	State	Zip
<input type="radio"/> 245 State St, Watertown NY 13601, 245	Watertown	NY	13601
<input type="radio"/> 245 Stone St, Watertown NY 13601, 245	Watertown	NY	13601
<input type="radio"/> 245 Thompson Blvd, Watertown NY 13601, 245	Watertown	NY	13601
<input type="radio"/> 245 Ward St, Watertown NY 13601, 245	Watertown	NY	13601
<input checked="" type="radio"/> 245 Washington St, Watertown NY 13601, 245	Watertown	NY	13601
<input type="radio"/> 245 Winslow St, Watertown NY 13601, 245	Watertown	NY	13601

< Prev 1 2 Next >

Associated Parcels

Showing 1-1 of 1

Parcel Number	Lot	Block	Subdivision
<input checked="" type="radio"/> 11-01-201.000			

Associated Owners



The screenshot shows a web interface with two sections: "Associated Parcels" and "Associated Owners".

Associated Parcels

Showing 1-1 of 1

Parcel Number	Lot	Block	Subdivision
11-01-201.000			

Associated Owners

Showing 1-1 of 1

Name	Address
City of Watertown	245 Washington St Watertown NY 13601

At the bottom of the "Associated Owners" section, there are two buttons: "Select" and "Cancel". A red arrow points to the "Select" button.

After clicking "Select" the "Parcel" and "Owner" sections will automatically populate for your convenience. **Note: In situations where there are multiple Associated Owners, please select the Owner that will be the main point of contact for the application.**

Click "Continue Application" to continue.

Step 6: Add Applicant Contact Information. Click "Select Existing Contact" to add the Applicant contact information associated with this Account (for example, the Homeowner). Or click "Add New" to add a new contact.

The screenshot shows the "Applicant" section of the form. It has a blue header with the word "Applicant". Below the header, there is a light gray box containing the following text:

Click "Select Existing Contact" to choose a contact already associated with this Application.
Or click "Add New Contact" to add a new contact.

Below this text are two buttons: "Select Existing Contact" and "Add New Contact". Red arrows point to both buttons.

Here are the steps for "Select Existing Contact"

Select an Associated Contact and click "Continue".



Select Contact from Account

Select a contact to attach to this application.
If the contact has multiple addresses, you can select which to use in the next step.
Showing 1-2 of 2

Category	Type	Name
<input checked="" type="radio"/> Associated Contact	Individual	City Acatester
<input type="radio"/> Associated Owner		City of Watertown

[Continue](#) [Discard Changes](#)

Select Contact Address and click "Continue".

Select Contact from Account

City Acatester
Applicant

Select contact addresses for this contact to attach to the record.
Showing 1-1 of 1

<input type="checkbox"/> Address Type	Recipient	Address
<input checked="" type="checkbox"/> Home		245 Washington St

[Continue](#) [Discard Changes](#)

Click "Continue Application" to continue.

Step 7: Add Contractors /Subcontractors. Click "Look Up Contractor" to search for contractors/subcontractors from our database. If the contractors/subcontractors are not found, then click "Add New Contractor".

Contractor / Subcontractor

A CONTRACTOR contact is required for this section.

If available, please add additional contact information for the following Professional:

- Engineer

Click "Look Up" to search licensed professionals from our database.

If the licensed professional is not found, then click "Add New Licensed Professional".

Required License Type Minimum
Contractor 1

[Add New Contractor](#)

[Look Up Contractor](#)

Showing 0-0 of 0

License Number	License Type	Contact Name	Business Name	Business License #	Home Phone	Fax	Action
No records found.							

Selecting the "Contractor" or Other Related License Type –



To help narrow the search, select the License Type (for example, Contractor), and then enter the “Name of Business”. You are not required to enter the full Business Name here, just provide enough information to narrow the search.

Look Up License

License Type:

--Select--

--Select--

Contractor

Engineer

Look Up Clear Discard Changes

Select the Contractor and click “Continue”.

Look Up License ×

Revise Search

Search results:

Showing 1-3 of 3

	License Number	License Type	Licensed Professional Name	Business Name	Business License #	E-mail
<input type="radio"/>	0000006	Contractor	Limited Test	MAIN FRAME INC		playdoeinc@mail.conn
<input type="radio"/>	0000016	Contractor		ACA TEST BUSINESS		acatest@business.net
<input type="radio"/>	0000022	Contractor	John Stickers	PURPLE STICKERS		noreply@accela.com

Continue Discard Changes

Click “Continue Application” to continue.

Step 8: Enter Detail Information. Enter Full Project Address with a complete description of the project.



Detail Information

* Detailed Description:

spell check

Step 9: Enter Additional Application Information. Most of these fields are required.

Additional Details

GENERAL INFORMATION

* Why are you conducting the excavation?:

If other, please specify:

spell check

* What equipment will you be using?:

* Have you already contacted UDIG NY?:

☐ Yes ☐ No

* Pavement Cut Necessary?:

☐ Yes ☐ No

* Curb Cut Necessary?:

☐ Yes ☐ No

* Will a dumpster be used?:

☐ Yes ☐ No

* Will the sidewalk be affected?:

☐ Yes ☐ No

* Expected Project Start Date:



* Expected Project End Date:



Once you've entered all the project details, click "Continue Application".

Step 10: Add Attachments. Add required documents to this application for review, the list of required documents can be located under step 2.

To add documents, click "Add"



Step 2: Application Detail > Required Documents

REQUIRED MATERIALS:

****Please submit all required documents in PDF format.****

FOR WORK PERFORMED BY THE HOMEOWNER, PLEASE SUBMIT THE FOLLOWING DOCUMENTS:

- HOMEOWNER'S SIGNATURE AUTHORIZATION
- AFFIDAVIT OF EXEMPTION TO SHOW SPECIFIC PROOF OF WORKERS' COMPENSATION INSURANCE COVERAGE

FOR WORK PERFORMED BY A CONTRACTOR / SUBCONTRACTOR(S), PLEASE SUBMIT THE FOLLOWING DOCUMENTS:

- CURRENT LIABILITY INSURANCE
- CURRENT WORKERS' COMPENSATION INSURANCE
- WORKER'S COMPENSATION EXEMPTION

ADDITIONAL REQUIRED DOCUMENT:

- SKETCH PLAN
- DETOUR PLAN

Click [here](#) for a full description of the required documents.

* Indicates a required field.

Attachment

The maximum file size allowed is 1000 MB.

.exe;ade;adp;bat;chm;cmd;com;cpl;doc;docx;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mp3;mp4;msc;msp;mst;php;pdf;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.

This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval.

Sketch Plan

Name	Type	Size	Description	Status Date	Upload Date	Action
No records found.						

[Add](#)

Click "Add" again.

File Upload

The maximum file size allowed is 1000 MB.

.exe;ade;adp;bat;chm;cmd;com;cpl;doc;docx;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mp3;mp4;msc;msp;mst;php;pdf;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.

[Add](#)

[Remove All](#)

Find the document(s) you want to upload and select, then click "Continue".



File Upload

The maximum file size allowed is 1000 MB.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;jse;lib;lnk;mde;mht;mp3;mp4;msc;mst;php;pdf;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.

photo_002.jpg	100%
---------------	------

Continue

Add

Remove All

Select File "Type".

Attachment

The maximum file size allowed is 1000 MB.
.exe;ade;adp;bat;chm;cmd;com;cpl;doc;docx;hta;htm;html;ins;isp;jar;jse;jse;lib;lnk;mde;mht;mp3;mp4;msc;mst;php;pdf;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.
This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval.
Sketch Plan

Name	Type	Size	Description	Status Date	Upload Date	Action
No records found.						

* Type:

--Select--

--Select--

Current Liability Insurance - Accord 25

Current Workers' Compensation Insurance

Detour Plan

Driveway Sketch

Homeowner's Signature Authorization

Sketch Plan

Worker's Compensation Exemption - CE-200

Remove

Continue Application »

Click "Save" to finish adding Attachments or click "Add" to add another Attachment. You can add as many documents as required for the application.

Attachment Details

Please submit the required documents * updated in Page Flow*

The maximum file size allowed is 1000 MB.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;jse;jse;lib;lnk;mde;mht;mhtml;msc;mst;php;pdf;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
photo_002.jpg	Homeowner's Workers Comp Exemption Form	884.27 KB	06/28/2022	Actions ▾
photo_003 (1).jpg	Asbestos Report	675.47 KB	06/28/2022	Actions ▾

Add

City of Watertown

ACA Permits User Guide



Click "Continue Application" to continue.

Step 11: Review. The next portion of the Application enables you to review and edit all information.

Step 3: Review

Save and resume later

Continue Application >>

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Excavation Permit

Address

Edit

245

Owner

Edit

City of Watertown
245 Washington St
Watertown NY 13601

Parcel

Edit

Parcel Number: 11-01-201.000

Applicant

Edit

Individual
Aca City
Home Phone: 3157857792
Mobile Phone: 3157857792
E-mail: acacityuser@gmail.com

Contractor / Subcontractor

Edit

Required License Type Minimum
Contractor 1
Showing 1-1 of 1

License Number	License Type	Contact Name	Business Name	Business License #	Home Phone	Fax	Action
0000022	Contractor	John Stickers	PURPLE STICKERS		3157857777		Edit

After you've reviewed your application and verified that the information is accurate and complete, select the checkbox to confirm this, and click "Continue Application".

In consideration of the above privilege being granted **(I) (we)** hereby covenant, and agree that **(I) (we)** will, at all times while said street shall be used or cased to be used by **(me) (us)** for the purpose above stated, cause any obstruction therein to be **PROPERLY GUARDED** by day, and **GUARDED** and **LIGHTED** by night, so as to prevent accident to the lawful users of said street and will **INDEMNIFY** and **SAVE HARMLESS** the City of Watertown from any and all liability which it may incur by reason of **(my) (our)** entry upon said street, and in the use thereof as aforesaid, from any accident, or damage resulting therefrom; and that **(I) (we)** will leave said street in the same condition, as nearly as may be, as it was before such entry and use, and will keep the same at all times during such use free and open for public travel.
Failure to remove any obstruction placed or caused to be placed by **(me) (us)** in said street as aforesaid upon the expiration of this permit shall NOT relieve me from liability for any accident occurring thereafter and on account thereof.

☐ By checking this box, I agree to the above certification.

Date:



Step 12: Application Submitted. Your Engineering application has been successfully completed. Your application will now be reviewed, and you will be kept updated of the status of this application via email.

Excavation Permit

1 Project Information 2 Step 2 3 Review 4 Record Issuance

Step 4: Record Issuance



Your **Excavation** application has been **successfully** submitted.

We will review your application within three (3) to five (5) business days of your submittal. You will receive a follow up email when we've started the review process.

Thank you for using our online services.

Your Record Number is EXC-2025-00031.

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.

You will be notified when your application has been approved or if any additional information is needed.

You may need to pay additional fees prior to completion of application review.

[View Record Details »](#) (You must post the record in the work area.)

Step 13: Pay Fees (if applicable). Review application fees for correctness. If paying fees now, click "Continue Application"; else select "Pay Later" to pay the application fees later.

Step 4: Pay Fees

Listed below are preliminary fees based upon the information you've entered.

CREDIT CARD SERVICE FEE: A credit card service fee of 3% will be added to each credit card payment.

This feature was added for your convenience to be able to pay application fees online. However, if you prefer to pay by cash or check, payment must be received by the Engineering Department no later than five (5) days after your application has been submitted.

A permit will not be issued until all payments are made in full.

Thank you!

Application Fees

Fees	Qty.	Amount	
INDUSTRIAL INSIDE CITY SEWER PERMIT FEE	1	\$300.00	Pay Later

TOTAL FEES: \$300.00

Note: This does not include additional inspection fees which may be assessed later.

[Continue Application »](#)



Step 14: View Record Details.

If you click on the “View Record Details” shown in step 12, you will be taken to the Record (Permit Application). You will be able to see pertinent information such as Record Status and Expiration Date. As well as other information such as the Application “Processing Status” and “Attachments”. You are free to log in at your convenience and monitor the progress of your permit application.

Record EXC-2025-00021:

Excavation Permit

Record Status: Submitted

Record Info ▾ Payments ▾

Record Details

Processing Status

Documents

Inspections

Home Phone:3157857792
Mobile Phone:3157857792
acacityuser@gmail.com
Home
245 Washington st
Watertown, NY, 13601
United States

Licensed Professional:
John Stickers noreply@accela.com
PURPLE STICKERS
11
WATERTOWN, NY, 13601
Office Phone:3157857777
Mobile Phone:3157857777
Contractor

Project Description:
ffffff

Owner:
City of Watertown *
245 Washington St
Watertown NY 13601

Add to collection
Like 0 Post

PAYING FEES ONLINE (PAY LATER)

For your convenience, you can pay your permit application fees online. You will be prompted to pay the fee when you submit the application, if you select “pay later” here are the steps for paying later:

Step 1: Login to your Accela Account and select “Engineering Permits”.

Home Code Enforcement Permits Planning Applications **Engineering Permits** Rental Registration

Dashboard My Records My Account

WelcomeAca City
You are now logged in.

What would you like to do today?
To get started, select one of the services listed below:



Step 2: Select the application and click “Pay Fees Due”.

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Expiration Date	Status	Action	Short Notes
<input checked="" type="checkbox"/>	04/01/2025	CSSWR-2025-00020	Commercial Sanitary Sewer - Outside City Limits	22445 Theresa NY 13691 Going to test test test			Submitted	Pay Fees Due	

Step 3: Review Application Fees and then click “Continue Application”.

Create an Application

Listed below are preliminary fees based upon the information you've entered.

CREDIT CARD SERVICE FEE: A credit card service fee of 3% will be added to each credit card payment.

This feature was added for your convenience to be able to pay application fees online. However, if you prefer to pay by cash or check, payment must be received by the Engineering Department no later than five (5) days after your application has been submitted.

A permit will not be issued until all payments are made in full.

Thank you!

Application Fees

Fees	Qty.	Amount	
COMMERCIAL OUTSIDE CITY SEWER PERMIT FEE	1	\$550.00	Pay Later

TOTAL FEES: \$550.00

Note: This does not include additional inspection fees which may be assessed later.

[Continue Application »](#)

Step 4: Enter “Credit Card Information” and click “Submit Payment”.



Payment Options


CREDIT CARD SERVICE FEE: A credit card service fee of 3% will be added to each credit card payment.

E-MAIL RECEIPTS: Please enter a valid email so that you can receive your payments receipts once your payment has been processed.

Amount to be charged: \$5.00

☒ Pay with Credit Card

Credit Card Information:

* Card Type:	* Card Number:	* Security Code: 
<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text"/>
* Name on Card:	* Exp. Date:	
<input type="text"/>	<input type="text" value="01"/> <input type="text" value="2023"/>	

Credit Card Holder Information:


☐ Auto-fill with

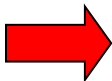
Country:

* Street Address:

* City:	* State:	* Zip:
<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>

* Phone:

E-mail: 



Submit Payment »

Step 5: Review Payment Confirmation.



Step 6: Review Payments. Applicants can also go to the “Payments” tab to review payment information.

Record Status: Submitted

Record Info ▾

Payments ▾

Fees

Fees

Paid:

<u>Date</u>	<u>Invoice Number</u>	<u>Amount</u>
04/04/2025	704	\$300.00

Total paid fees: \$300.00

MEETING CONDITION(S) OF APPROVAL ONLINE

The required documents are important in the approval process. If these documents are not submitted, then the conditions for approval have not been met. You will be notified if any required documents are missing. For your convenience, you can submit the required documents online. Here are the steps:

Step 1: Login to your Accela Account and select “My Records”.

Home

Code Enforcement Permits

Planning Applications

Engineering Permits

Rental Registration

Dashboard

My Records

My Account

Step 2: Click on the Arrow next to Engineering Permits.

Home

Code Enforcement Permits

Planning Applications

Engineering Permits

Rental Registration

Dashboard

My Records

My Account

▸ Code Enforcement Permits

▸ Planning Applications

▸ **Engineering Permits**



Select the appropriate application.

Engineering Permits

Showing 1-10 of 45 | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Expiration Date	Status	Action	Short Notes
<input type="checkbox"/>	04/04/2025	25TMP-000060	Commercial Sanitary Sewer - Outside City Limits	test and more test				Resume Application	
<input type="checkbox"/>	04/04/2025	EXC-2025-00021	Excavation Permit	ffffff			Submitted		
<input checked="" type="checkbox"/>	04/04/2025	CSSWR-2025-00022	Commercial Sanitary Sewer - Inside City Limits	Hopefully last test for attachments			Submitted		

Step 3: Click on “View Conditions”.

Record CSSWR-2025-00022:

Commercial Sanitary Sewer - Inside City Limits

Record Status: Submitted

Record Info Payments Conditions

The record was placed on HOLD on 04/04/2025.
Condition: Sketch Plan Severity: Hold
Total Conditions: 2 (Hold: 2)

[View Condition](#)

Review the list of conditions. In this example, you are required to submit a Driveway Sketch, and a Sketch Plan.

Record CSSWR-2025-00022:

Commercial Sanitary Sewer - Inside City Limits

Record Status: Submitted

Record Info Payments Conditions

The record was placed on HOLD on 04/04/2025.
Condition: Sketch Plan Severity: Hold
Total Conditions: 2 (Hold: 2)

Conditions of Approval

Hide Those Met
Showing 1-2 of 2

Engineering - 2 Pending
Engineering Permit
Driveway Sketch
Permit will not be approved until the Driveway Sketch is submitted. Please submit the required document for the Engineering Dept to proceed with reviewing your permit.
Pending || 04/04/2025

Sketch Plan
Permit will not be approved until the Sketch Plan is submitted. Please submit the required document for the Engineering Dept to proceed with reviewing your permit.
Pending || 04/04/2025



Step 4: Submit Documents.

Click on “Record Info”, then “Documents”.

Record CSSWR-2025-00022:

Commercial Sanitary Sewer - Inside City Limits

Record Status: Submitted

Record Info ▼ Payments ▼ Conditions ●

Record Details
Processing Status
Documents
Inspections

Approval

Hide Those Met
Showing 1-2 of 2

Engineering - 2 Pending
Engineering Permit
Driveway Sketch
Permit will not be approved until the Driveway Sketch is submitted. Please submit the required document for the Engineering Dept to proceed with reviewing your permit.
Pending || 04/04/2025

Sketch Plan
Permit will not be approved until the Sketch Plan is submitted. Please submit the required document for the Engineering Dept to proceed with reviewing your permit.
Pending || 04/04/2025

Click “Add”.

Record CSSWR-2025-00022:

Commercial Sanitary Sewer - Inside City Limits

Record Status: Submitted

Record Info ▼ Payments ▼ Conditions ●

The record was placed on HOLD on 04/04/2025.
Condition: Sketch Plan Severity: Hold
Total Conditions: 2 (Hold: 2)

Documents

The maximum file size allowed is 1000 MB.
.exe;ade;adp;bat;chm;cmd;com;cpl;doc;docx;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mp3;mp4;msc;mst;php;pif;scr;scs;shb;sys;vbs;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.

Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Action	Entity
Affidavit of Exemption.pdf	CSSWR-2025-00022	Commercial Sanitary Sewer - Inside City Limits	Record	Sketch Plan	186.36 KB	04/04/2025	Actions ▼	Commercial Sanitary Sewer - Inside City Limits - CSSWR-2025-00022

Add

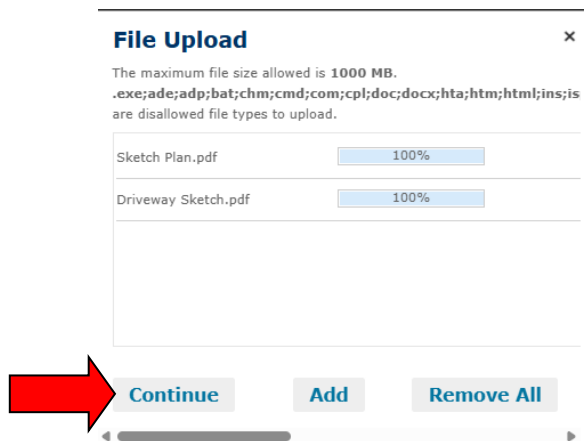


Click “Add” again.



Upload the “Driveway Sketch” and “Sketch Plan” documents. You may upload these documents one at a time or add both at once.

Click “Continue”.



Add “Type” and click “Save”.



Documents

The maximum file size allowed is 1000 MB.
.exe; .ade; .adp; .bat; .chm; .cmd; .com; .cpl; .doc; .docx; .hta; .htm; .html; .ins; .isp; .jar; .js; .jse; .lib; .lnk; .mde; .mht; .mp3; .mp4; .msc; .msp; .mst; .php; .pif; .scr; .sct; .shb; .sys; .vb; .vbe; .vbs; .vxd; .wsc; .wsf; .wsh are disallowed file types to upload.

Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Action	Entity
Affidavit of Exemption.pdf	CSSWR-2025-00022	Commercial Sanitary Sewer - Inside City Limits	Record	Sketch Plan	186.36 KB	04/04/2025	Actions ▾	Commercial Sanitary Sewer - Inside City Limits - CSSWR-2025-00022

*Type:

Driveway Sketch ▾

Remove

File:

Sketch Plan.pdf

100%

*Type:

Sketch Plan ▾

Remove

File:

Driveway Sketch.pdf

100%

Save

Add

Remove All

Review attachment confirmation message.



The attachment(s) has/have been successfully uploaded.
It may take a few minutes before changes are reflected.

Record CSSWR-2025-00022:

Add to collection

Like 0

Post

Commercial Sanitary Sewer - Inside City Limits

Record Status: Submitted

Record Info ▾

Payments ▾

Conditions 2



The record was placed on HOLD on 04/04/2025.
Condition: Sketch Plan Severity: Hold
Total Conditions: 2 (Hold: 2)

Documents

The maximum file size allowed is 1000 MB.
.exe; .ade; .adp; .bat; .chm; .cmd; .com; .cpl; .doc; .docx; .hta; .htm; .html; .ins; .isp; .jar; .js; .jse; .lib; .lnk; .mde; .mht; .mp3; .mp4; .msc; .msp; .mst; .php; .pif; .scr; .sct; .shb; .sys; .vb; .vbe; .vbs; .vxd; .wsc; .wsf; .wsh are disallowed file types to upload.

Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Action	Entity
Affidavit of Exemption.pdf	CSSWR-2025-00022	Commercial Sanitary Sewer - Inside City Limits	Record	Sketch Plan	186.36 KB	04/04/2025	Actions ▾	Commercial Sanitary Sewer - Inside City Limits - CSSWR-2025-00022
Sketch Plan.pdf	CSSWR-2025-00022	Commercial Sanitary Sewer - Inside City Limits	Record	Driveway Sketch	186.36 KB	04/04/2025	Actions ▾	Commercial Sanitary Sewer - Inside City Limits - CSSWR-2025-00022
Driveway Sketch.pdf	CSSWR-2025-00022	Commercial Sanitary Sewer - Inside City Limits	Record	Sketch Plan	110.02 KB	04/04/2025	Actions ▾	Commercial Sanitary Sewer - Inside City Limits - CSSWR-2025-00022

City of Watertown

ACA Permits User Guide



Once the document(s) has been submitted, the Engineering Department will be notified of this. An Engineer will then review the document(s) and remove the condition(s) if appropriate at their earliest convenience. Once the conditions have been removed from the application, the application will be processed accordingly.



Appendix – Additional Information

ADD TO COLLECTION (Optional Feature)

This feature may be useful for license professionals who work on multiple projects. The professional can create a folder for each project, manage the numerous permits associated with said project, and pay all associated fees online.

Step 1: Go to Permit Records page and select the record(s). Then Select “Add to collection”.

The screenshot shows the 'Permits' section of the City of Watertown ACA Permits User Guide. The 'Records' tab is selected, and a red arrow points to it. Below the tab, a table displays a single record. A second red arrow points to the checkbox in the first column of the table. The table has columns for Date, Record Number, Record Type, Project Name, Address, Status, Action, Description, Expiration Date, and Short Notes. Below the table, there is a 'Search for Records' section with a 'General Search' dropdown and input fields for Permit Number, Record Type, Start Date, and End Date. A checkbox labeled 'Search my records only' is also present.

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Address	Status	Action	Description	Expiration Date	Short Notes
<input checked="" type="checkbox"/>	06/27/2022	BLD-2022-00042	Residential Building Permit		245 Washington St, Watertown NY 13601, 245	Submitted		Test ACA record for documentation purposes	01/31/2022	

Search for Records
Enter information below to search for records.
• Permit Record Information
• Parcel Number
• Site Address
Select the search type from the drop-down list.

General Search General Search

☐ Search my records only

Permit Number: Record Type: --Select--

Start Date: End Date:

Step 2: Enter a collection “Name” and “Description” and click “Add”.



Records

Showing 1-1 of 1 | [Add to collection](#)

☐ Date
☒ **Create a New Collection**
 *Name:

 Description:


[spell check](#)

Project Name	Address	Status	Action	Description	Expiration Date	Short Notes
Pending	245 Washington St, Watertown NY 13601, 245	Submitted		Test ACA record for documentation purposes	01/31/2022	

Search for
Enter search term
Filtering by
• Site Address
Select the search results

General Search
General Search

Your collection has been created. You can quickly access this collection, by clicking on the “My Projects” link on the menu bar.



Welcome to the City of Watertown

For Code Enforcement Assistance Contact 815-785-7735

Logged in as:

[My Projects \(2\)](#) [Reports \(1\)](#) [Account Management](#) [Logout](#)

[Home](#) [Permits](#) [Rental Registration](#)

Create an Application

Records