

# Customer Connection Application Online Access Portal Guide



**EAGLE RIVER**  
**WATER & SANITATION**  
**DISTRICT**

Last Approved Revision: July 31, 2020

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In an effort to centralize communications with our customers, the Eagle River Water & Sanitation District (district) has implemented an online connection application system through CityWorks software. This guide is intended to walk customers through the connection application process by providing a road map and visuals of what to expect.

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## Step 1: Navigating to the Connection Application Portal

To create a new connection application, please visit [erwsd.org](http://erwsd.org).

Under the “CUSTOMERS” tab dropdown, select “New Account, Construction, & Remodels” (Figure 1).

Once you are on the “New Account, Construction, & Remodels” page, click on the blue “CONNECTION APPLICATION PORTAL” button (Figure 2).

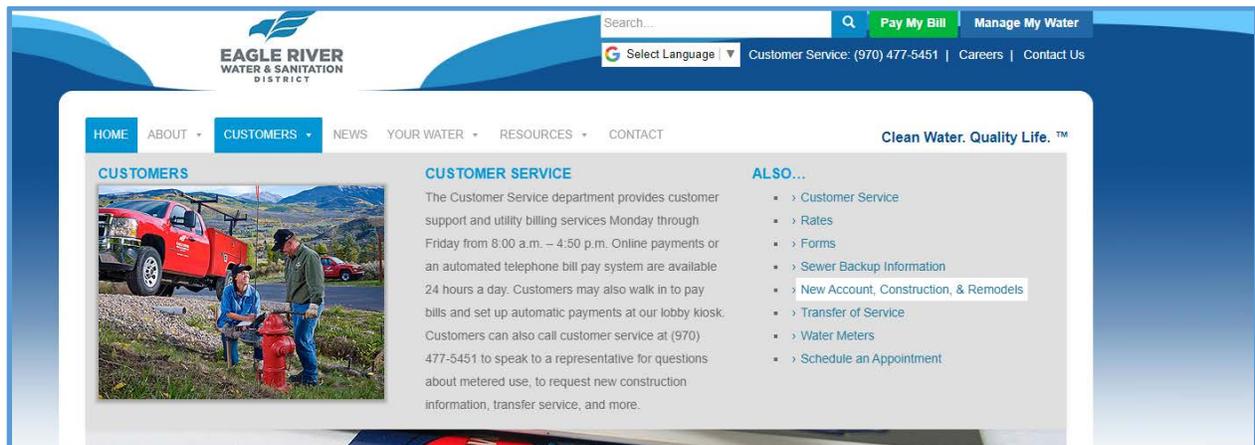


Figure 1. Location of connection application from [erwsd.org](http://erwsd.org)

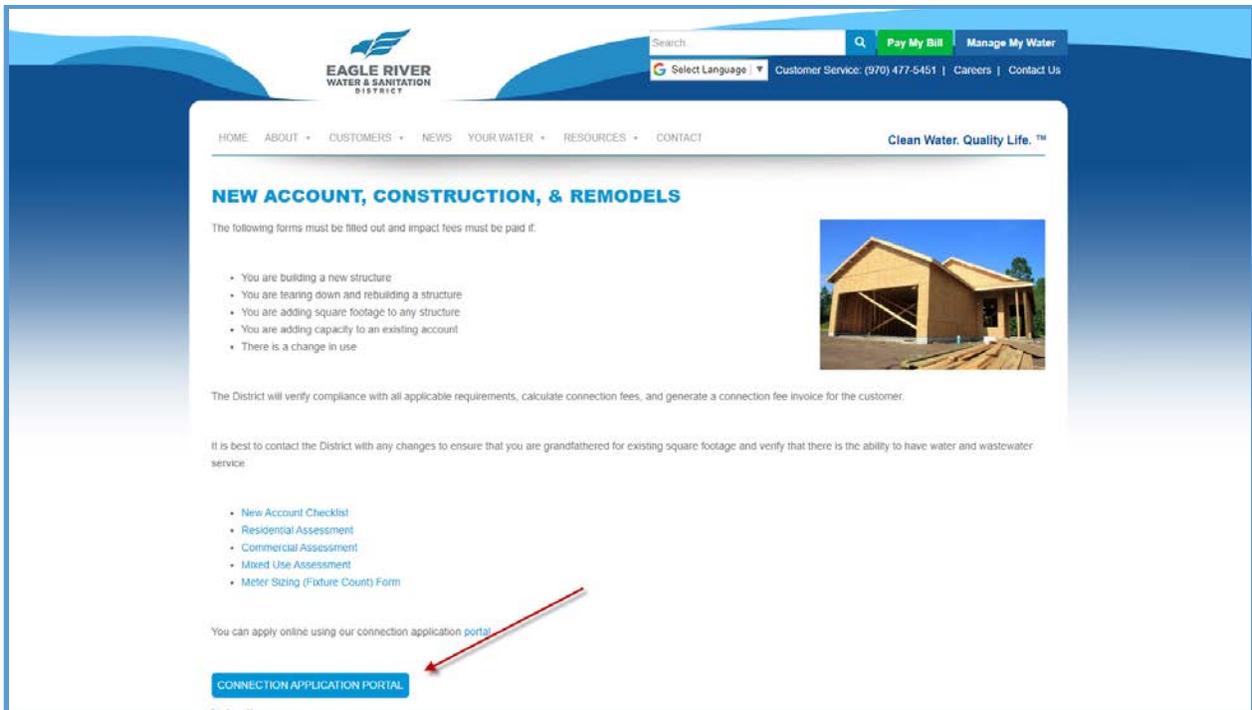


Figure 2. Connection Application Portal from “New Account, Construction, & Remodels” page

## Step 2: Creating a Connection Application Account

Once on the connection application site, or Online Access Portal (OAP), you can create a connection application account with us by clicking on the “Sign Up” link (Figure 3).

You can use this account to manage all of your connection applications in one location. *PLEASE NOTE: Your connection application account is NOT the same account as your standard Customer Service / WaterSmart / Billing account.*

Complete the credentials and contact information and select “Register” (Figure 4). Please check your email for account verification.

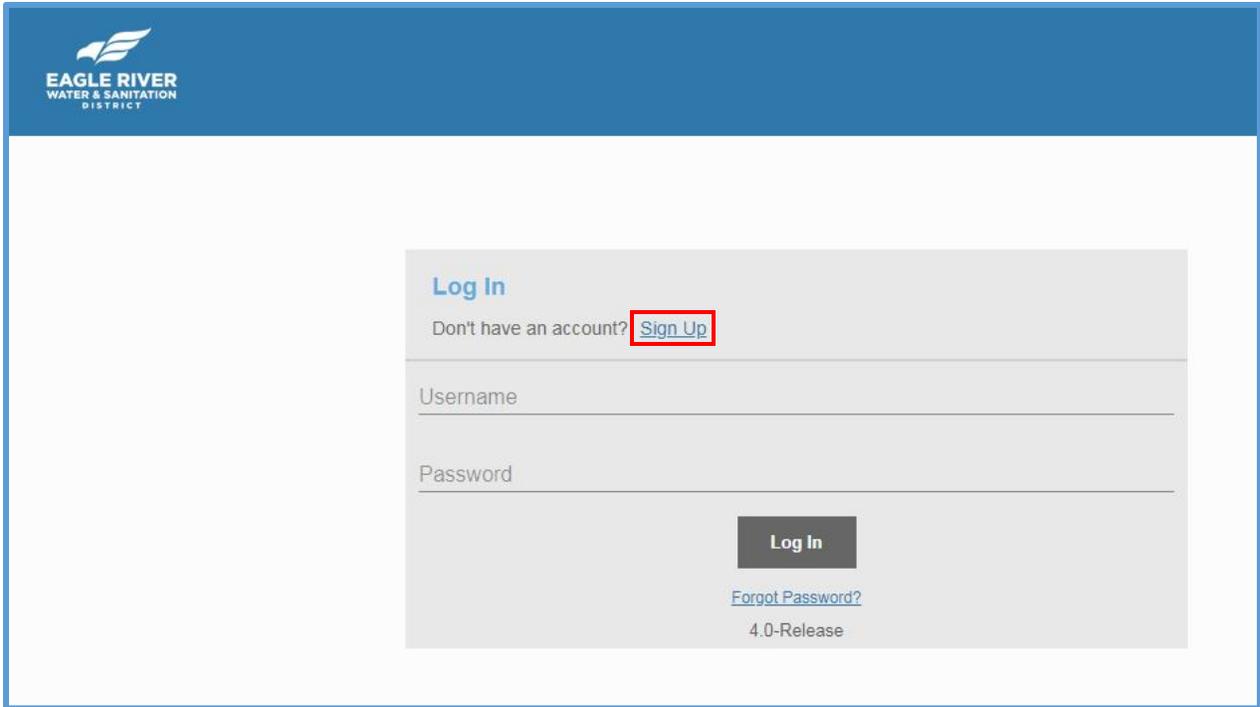


Figure 3. Account log in page

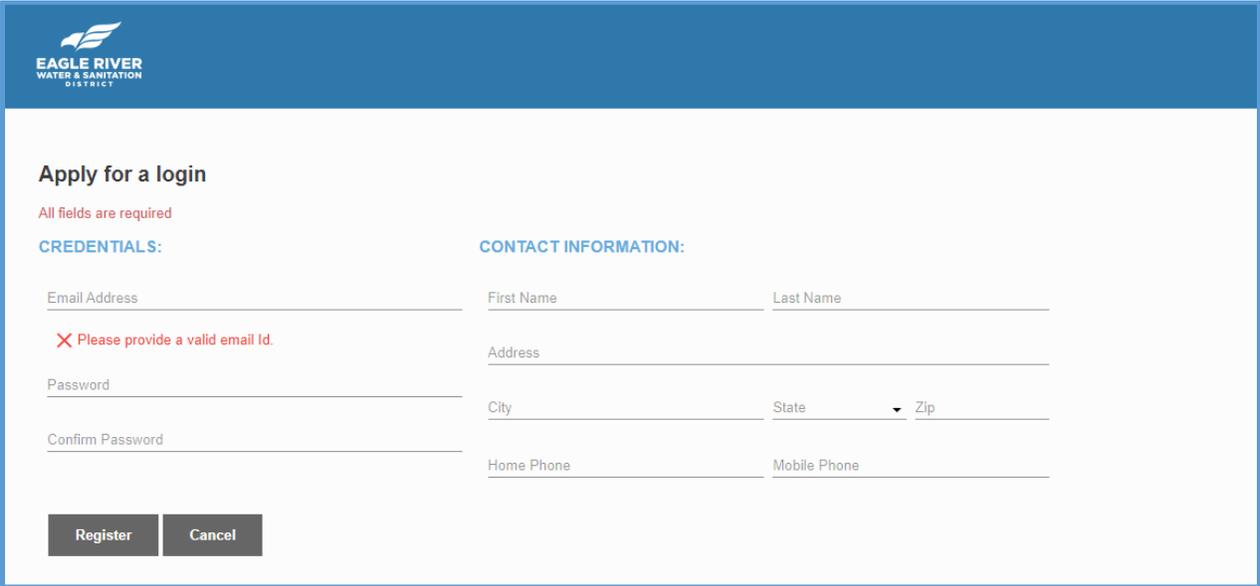
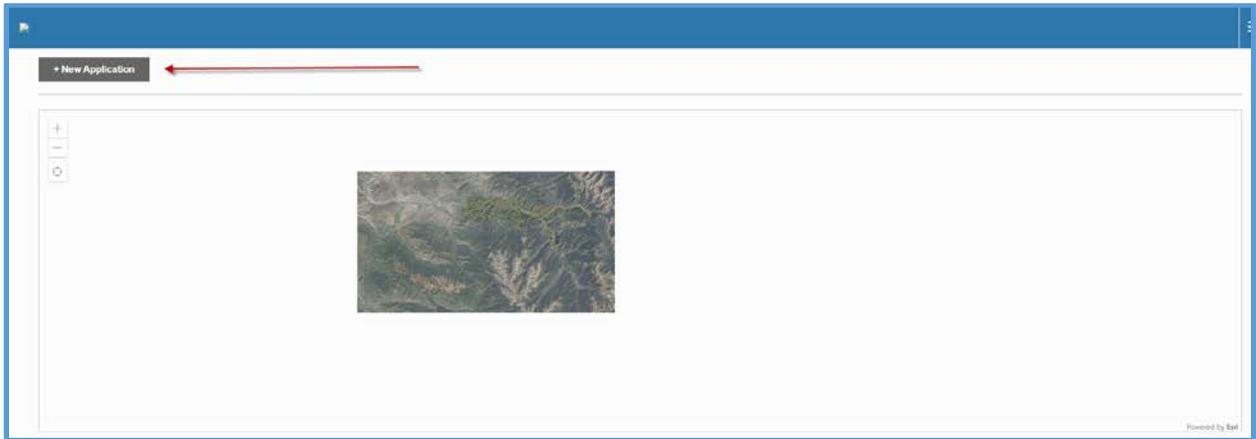


Figure 4. Account creation form

Step 3: Creating a New Application

Once an account has been created, select “new application” to submit a new project (Figure 5). Select “Customer Service Case” and “Begin Application” (Figure 6).



**Figure 5. New Application Initiation**



**Figure 6. Application form process**

#### Step 4: Completing an Application

Under the “Main” subheading, fill in the address. The address line will autofill location suggestions (Figure 7).

Press “Next.”

Fill in the information under the “People” subheading. Please note that owner information is always required.

If you have previously created an application, you can select the “Use My Info” button to insert all of your account information as an Owner or Applicant Representative (Figure 8).

Describe the project in the comment field (Figure 8).

Finally, upload documents under the “Rel Docs” subheading.

*PLEASE NOTE: Your application will NOT be considered complete until you attach the applicable plans sets as outlined in our Rules and Regulations. These may include: service line diagrams; meter assembly diagrams; plat maps; and/or additional documents to properly evaluate your application. If you fail to provide the proper documentation, you will be notified via*

email and will need to return to your OAP to upload additional information. Comments regarding missing information can be found there.

Figure 7. Application Form: Main

Figure 8. Application Form: People

## Step 5: Reviewing your OAP Home Page

Figure 9 shows an example of what your OAP homepage may look like once you have submitted one or more applications. Once your application is complete, the district team will evaluate your project and can create additional work flows that apply to your application. Examples of these workflows can be found in the “Additional Information” section below. For a complete explanation of the approval process work flows, please visit our Rules and Regulations page at [erwsd.org/resources/rules-regulations/](http://erwsd.org/resources/rules-regulations/).

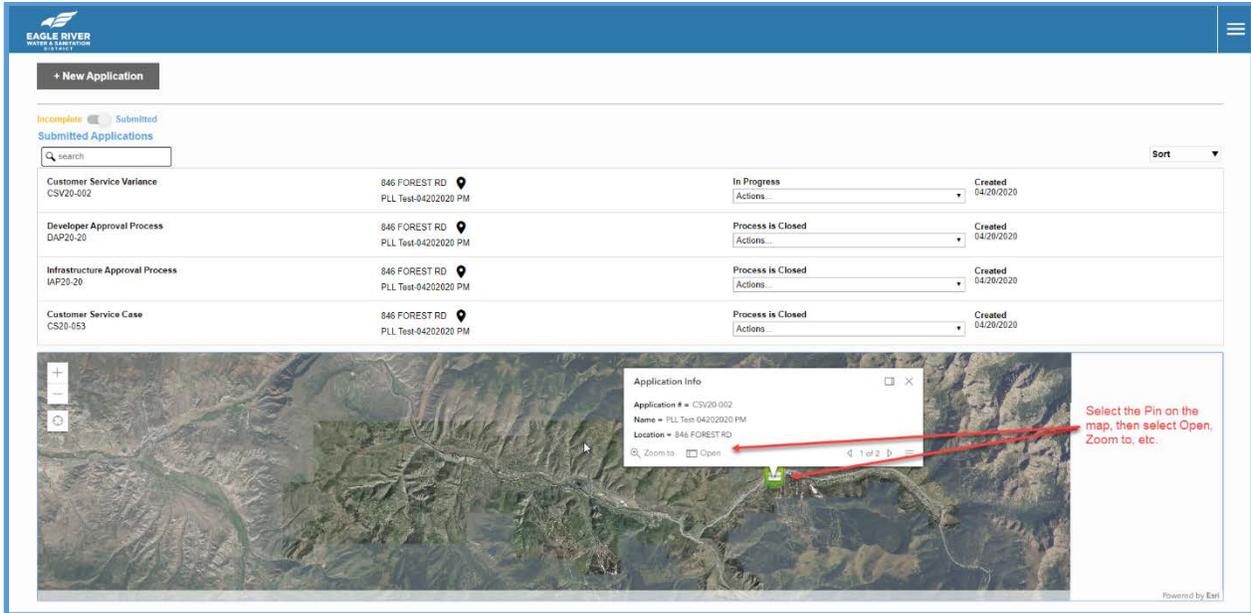


Figure 9. Example Customer OAP site layout

### Additional Information

Figures 10-12 show three different work flows: Customer Service Case, Infrastructure Approval Process, and Developer Approval Process. All application types, including Customer Service Variance requests, are outlined below in Table 1.

Application Process	Project Examples
<b>Customer Service Case</b>	The most common application type, including: remodel projects; teardown rebuilds; and new construction on existing lots with or without stub-outs.
<b>Developer Approval Process</b>	Requests for new services to lots that are not currently served by and/or that do not fall within the service area of the district and/or the Upper Eagle Regional Water Authority (authority). These may also include a significant change in service volume or property type. These are typically larger new developments that are engaged in a Land Use Authority approval process as well.
<b>Infrastructure Approval Process</b>	These case types typically include significant modification or extension of water and wastewater main pipes.
<b>Customer Service Variance</b>	Specialty instances reviewed on a case-by-case basis.

Table 1. Common application types

You can return to your main page at any time by clicking on the district logo on the top left of the OAP. If you would like to learn more about the status of your cases, you can select them to view their location in the work flow. Figure 10 provides an example of a customer service case work flow.

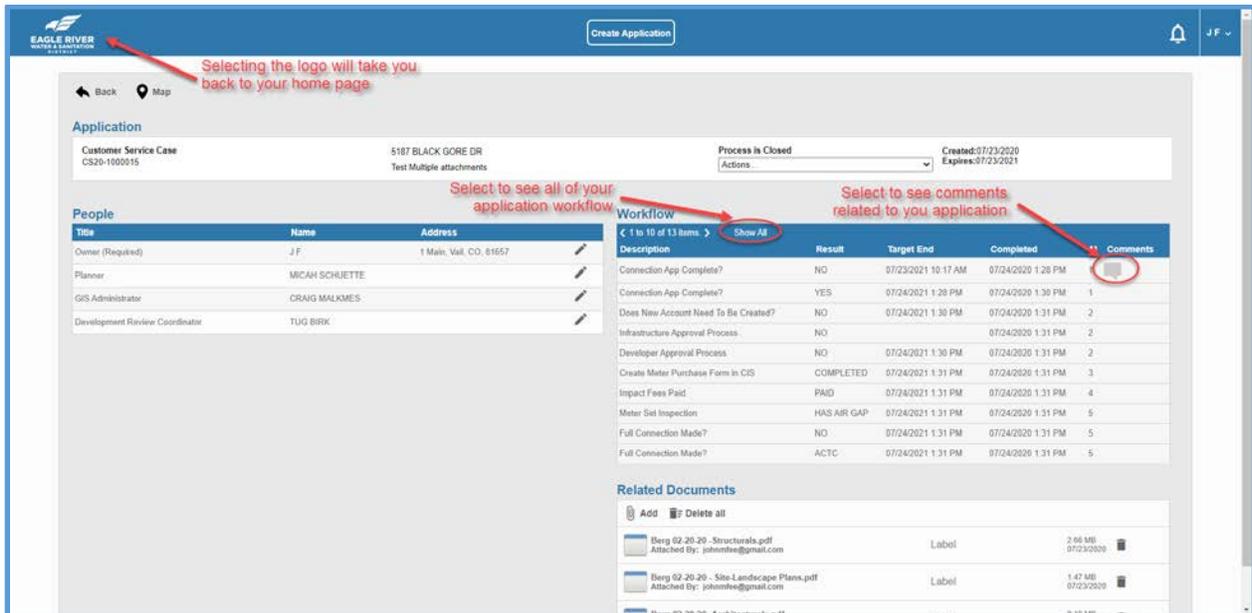


Figure 10. Example OAP site

Figure 11 provides an example of a completed Developer Approval Process workflow. This example is intended to provide a rough outline and road map of the steps for this work process that may not align with your specific project entirely. Depending on the timeline of each specific project, these steps may occur in a slightly different order. This example assumes that the development is not currently being served by district or the authority, and it assumes that the property is not currently subject to property tax that is paid to district and/or authority. Again, for more information on any of our workflows and approval process, please visit our Rules and Regulations page at [erwsd.org/resources/rules-regulations](http://erwsd.org/resources/rules-regulations).

**Workflow**

< 1 to 10 of 21 items. > Show All

Description	Result	Target End	Completed	M	Comments
Dev. in Service Boundary?	NO.	04/20/2021 4:06 PM	04/20/2020 4:06 PM	1	
Water Rights Review	YES.	04/20/2021 4:06 PM	04/20/2020 4:06 PM	1	
Cover, Inclusion & Petition	ATTACHED	04/20/2021 4:06 PM	04/20/2020 4:07 PM	1	
Gen Initial Letter	SENT	04/20/2021 4:06 PM	04/20/2020 4:07 PM	1	
Petition Inclusion Form	EXECUTED	04/20/2021 4:07 PM	04/20/2020 4:15 PM	1	
Water Demand Worksheet	RECEIVED.	04/20/2021 4:07 PM	04/20/2020 4:15 PM	1	
Publish Notice of Inclusion	ATTACHED,	04/20/2021 4:15 PM	04/20/2020 4:16 PM	1	
Water Demand Evaluation	COMPLETED		04/20/2020 4:15 PM	1	
Conditional Capacity Letter	SENT.	04/20/2021 4:15 PM	04/20/2020 4:17 PM	1	
Board Meeting for Public Hearing	COMPLETED	04/20/2021 4:16 PM	04/20/2020 4:17 PM	1	
Board Action	SCHEDULED.	04/20/2021 5:17 PM	04/20/2020 4:18 PM	1	
Notify Legal	COMPLETED	04/20/2021 4:17 PM	04/20/2020 4:18 PM	1	
Present Action to Board	APPROVED	04/20/2021 4:18 PM	04/20/2020 4:18 PM	1	
Water Rights Dedication	RECEIVED	04/20/2021 4:18 PM	04/20/2020 4:19 PM	1	
Certified Order of Inclusion	RECEIVED	04/20/2021 4:18 PM	04/20/2020 4:20 PM	1	
Water Service Agreement	EXECUTED	04/20/2021 4:19 PM	04/20/2020 4:20 PM	1	
Notify Stake Holders	COMPLETED	04/20/2021 4:20 PM	04/20/2020 4:20 PM	1	
Ability to Serve Letter	SENT	04/20/2021 4:20 PM	04/20/2020 4:20 PM	1	
Update Dist/Auth. Bndy	COMPLETED_	04/20/2021 4:20 PM	04/20/2020 4:22 PM	1	
Water Rights Deposit Evaluation	COLLECTION	04/20/2021 4:20 PM	04/20/2020 4:23 PM	1	
Balance Due	RECEIVED_	04/20/2021 4:23 PM	04/20/2020 4:24 PM	1	

Figure 11. Example OAP site

Figure 12 provides an example of the Infrastructure Approval Process which you will see if your project requires it.

Workflow					
◀ 1 to 10 of 23 items. ▶		Show All			
Description	Result	Target End	Completed	M	Comments
DRC Plan Review	COMPLETED	04/20/2021 4:04 PM	04/20/2020 4:23 PM	1	
CRT Plan Review	NOTAPPRVED	04/20/2021 4:23 PM	04/20/2020 4:24 PM	2	
Revisions Required	RECEIVED	04/20/2021 4:24 PM	04/20/2020 4:26 PM	2	
CRT Plan Review	APPROVED	04/20/2021 4:26 PM	04/20/2020 4:26 PM	2	
Generate CPA Letter	ATTACHED	04/20/2021 4:26 PM	04/20/2020 4:29 PM	3	
App. Loads Plans & CAD	RECEIVED	04/20/2021 4:29 PM	04/20/2020 4:33 PM	4	
Inspector Plan Review	ACCEPT	04/20/2021 4:31 PM	04/20/2020 4:33 PM	4	
Inspector Plan Review	ACCEPT	04/20/2021 4:33 PM	04/20/2020 4:34 PM	4	
Upload Proposed CAD to GIS	COMPLETED;	04/20/2021 4:34 PM	04/20/2020 4:34 PM	5	
Water and/or WW New Const	WATER	04/20/2021 4:34 PM	04/20/2020 4:35 PM	6	
Water New Construction WOs	INSPECTION	04/20/2021 5:35 PM	04/20/2020 4:37 PM	6	
PreCon Meeting	COMPLETED,	04/20/2021 5:37 PM	04/20/2020 4:39 PM	7	
Construction Activities	COMPLETED	04/20/2021 4:39 PM	04/20/2020 4:39 PM	8	
Final Documents Received?	RECEIVED.	04/20/2021 4:39 PM	04/20/2020 4:41 PM	8	
Drawings of Record PDF (Inspector)	ACCEPT	04/20/2021 4:39 PM	04/20/2020 4:43 PM	8	
Drawings of Record CAD (GIS)	ACCEPT	04/20/2021 4:39 PM	04/20/2020 4:43 PM	8	
DRC Releases CAL	.ATTACHED	04/20/2021 4:43 PM	04/20/2020 4:44 PM	9	
Update Warranty in GIS	COMPLETED	04/20/2021 4:44 PM	04/20/2020 4:46 PM	10	
Generate 2 Year Warranty	COMPLETED	04/20/2021 4:44 PM	04/20/2020 4:46 PM	10	
Water and/or WW 2 Year	WATER	04/20/2021 4:46 PM	04/20/2020 4:47 PM	10	
Water 2 Year WOs	2YRINSPECT	04/20/2021 4:47 PM	04/20/2020 4:47 PM	10	
2 Year Warranty	COMPLETED	04/20/2021 4:47 PM	04/20/2020 4:48 PM	11	
DRC Generates FAL	COMPLETED_	04/20/2021 4:48 PM	04/20/2020 4:49 PM	12	

Figure 12. Example OAP site

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If you have any additional questions, please feel free to reach out to our customer service team at (970) 476-7480 or [customerservice@erwsd.org](mailto:customerservice@erwsd.org).

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