TOPIC: How to Make a Payment on Right of Way Permit - Department of Public Works (DPW) Record

Citizen Access (ACA) is the online tool for external public users to check the status of permits, conduct research, and make online Right of Way Permit Payments to Records. This Help Guide focuses on the process of making an online payment to a DPW Record.

Note: The following payment methods on Right of Way Permit Records are accepted: Visa, MasterCard, and Electronic Fund Transfer (i.e. EFT). Payments can also be submitted in person at the Cashier booth located at our offices at 5510 Overland Ave., Suite 110 San Diego, CA 92123 Monday through Friday 8:00 am to 4:00 pm.

For the best user experience, it is recommended you use one of the supported browsers and versions: Internet Explorer 11, Edge 15, Mozilla Firefox 47, Chrome 55, Safari 10, and Opera 29.

Directions:

STEP 1: Go to https://publicservices.sandiegocounty.gov/CitizenAccess/Default.aspx and select the DPW tab.
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STEP 2: Search by Record ID or other search criteria to locate your Record (e.g., address, parcel number). Click “Search” at the bottom of the screen once you are ready.

Note: By default, the system restricts the search results to items from the past 20 years. If you think your permit is older than that, leave the “Opened From” date field blank before clicking the “Search” button.
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STEP 3: If multiple search results display, select the Record that you want to pay. Click the “Payments” drop down arrow and select the “Fees” option. Any unpaid fee will have a “Pay Fees” link next to it. Click the “Pay Fees” link to make a payment.

![Record ID DPW2021-RWMOV-11738: Right of Way Moving Permit]

STEP 4: The following screen will display your total fees. To proceed with a payment, Click the “Continue Application” button. You will be redirected to the County’s secure online payment processor to enter your billing information. The County’s online payment processor is NACHA & PCI Compliant: encrypting your data to safeguard your billing information. PDS accepts two forms of payments:

1. **CREDIT CARD** (Visa & MasterCard)
2. **ELECTRONIC FUNDS TRANSFERS** (i.e., EFT/E-Check)

*Note: Payments must be made in full. Partial payments are not accepted.*
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STEP 5: Click “Pay by Credit” button or “Pay with E-Check”. The user will be prompted to complete Credit Card Billing Information on the website. Before clicking on the “Next” button, please review the billing information carefully. Click “Next” button to proceed to Payment Information.

The “Back” button takes you back to the previous screen.

Terms and Conditions: Authorizes the County of San Diego to charge your credit card/bank account in the amount listed, informs the customer of any returned item information if incorrect billing information is used, and provides the County’s contact information if you have any questions regarding your payment.
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STEP 6. Enter your credit card Payment Information or bank Payment Information with an electronic check. Review the billing information carefully. Check “I agree to the terms and conditions” box and click the “Next” Button to proceed to verification.
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**STEP 7:** You will be asked to verify your billing information one last time to ensure everything is accurate. If you need to make changes, you can use the “Back” button to go back to previous screens to make changes.

If the information is correct, click the “Submit Payment” button. The information will be encrypted and sent through for processing. Your screen may appear to be grayed out while the system attempts to post your payment.

*Note: After clicking the “Submit Payment” button, do not click the “Back” button or “Submit Payment” button again. Doing so may result in duplicate payments posting to your bank account.*

![Image of the verification process](image-url)
STEP 8: If the payment is successful, you will be redirected back to the County’s ACA website and a successful payment message will be displayed. You can then print a receipt or review the transactions posted to the Record.

Note: If the payment was noted successful and you received an error message, please contact the LUEGTrustActs@sdcounty.ca.gov for assistance. Provide the error message you received and the approximate time you attempted to submit the payment.

Need Additional Help?
Email LD Permit Counter: ROWPermitCounter@sdcounty.ca.gov
LD Permit Counter Main Line: 858-694-2055
DPW Right-of-Way Permits Website: Permits - Forms - Guides - Charts - Drawings - Manuals - Templates (sandiegocounty.gov)