

Permitting System Help Guides

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



The screenshot shows the San Diego County website interface. At the top left is the county seal. The main header reads "SanDiegoCounty.gov". On the right side of the header, there are links for "Announcements", "Register for an Account", and "Login". Below the header is a search bar with the placeholder text "Search...". A navigation menu contains links for "Home", "APCD", "AWM", "DEHQ", "DPW", and "PDS", with "DPW" highlighted. Below the navigation menu is a light blue bar with the text "Apply for Record: (Recycling Permits, Stormwater Complaints, Roads Service Request)" and a "Search Records" button. The main content area is titled "Search for Records" and contains the following text: "Enter information below to search the County of San Diego's recording database. Records can be searched for by entering any of the following information:" followed by a bulleted list: "General Search", "Search by Address", "Search by Licensed Professional Information", "Search by Record Information", and "Search by Contact". At the bottom of this section, it says "Use the drop-down menu to change the search type."

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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.

Search for Records

Enter information below to search the County of San Diego’s recording database. Records can be searched for by entering any of the following information:

- General Search
- Search by Address
- Search by Licensed Professional Information
- Search by Record Information
- Search by Contact

Use the drop-down menu to change the search type.

**To apply for a record (Recycling Permit, Stormwater Complaint) you must register and log in.*

General Search

General Search

Record ID: Record Type:

Project Name:

Opened From: Opened To:

State License Number: Business Name:

Professional First Name: Professional Last Name:

Street #: Direction: Street Name: Type:

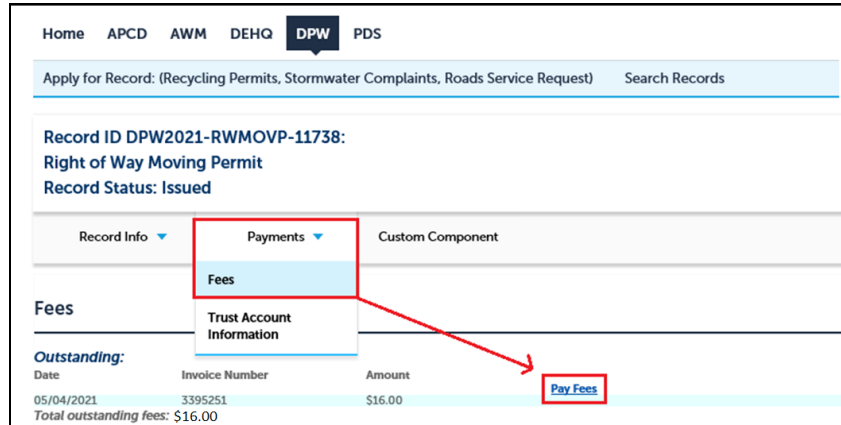
Unit #: Parcel #:

City: State: Zip:

▶ Search Additional Criteria (You must select a Record Type above to search by this criteria.)

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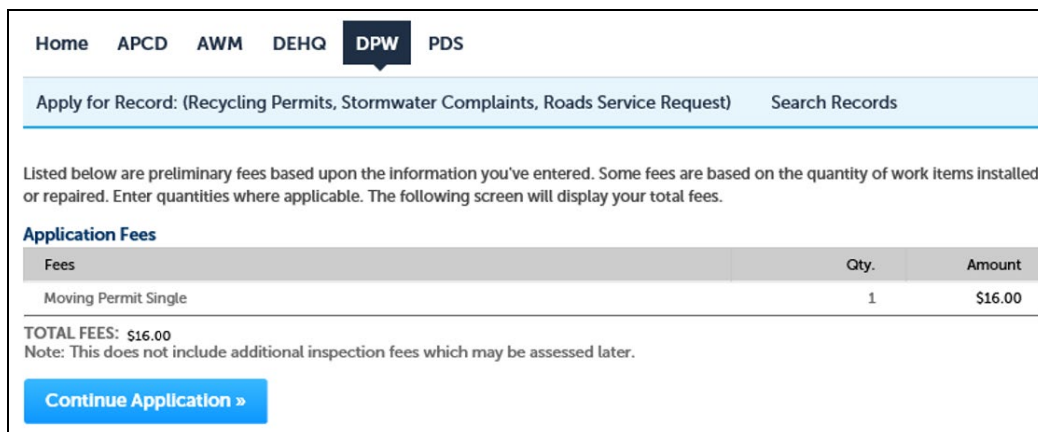
STEP 3: If multiple search results display, select the Record that you want to pay. Click the “Payments” drop down arrow and select the “Fees” option. Any unpaid fee will have a “Pay Fees” link next to it. Click the “Pay Fees” link to make a payment.



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.



 County of San Diego Planning & Development Services
Bill Pay Site
This site is a redirect from the County of San Diego Accela Citizen Access (ACA) page for the purpose of accepting payments on County of San Diego PDS records

Bills to Pay

Record	
Record Number	Amount
DPW2021-RWMOVP-11738	\$16.00

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.

Payment Information

Total Payment Amount \$16.00

CREDIT CARD OPTION

* - Required Field

Credit Card Number [*****] x *  

Expiration Date 6 / 2021 *

Name on Card Jane Smith *

Card Verification Number 123 *

PAYMENT TERMS AND CONDITIONS

AUTHORIZATION

Terms and Conditions By checking the "I agree to the Terms and Conditions" checkbox below I am confirming my payment is in accordance with the rules and regulations of the agreement between me and my card issuer.


I agree to the terms and conditions.

Cancel Back Next

Payment Information

Total Payment Amount \$16.00

e-CHECK OPTION

Account Number [*****] * 

Retype Account Number [*****] x *

Routing Number 32281617 *

Account Type Checking *

Name on Account Jane Smith *

Return Notification By providing an email address, we will endeavor to notify you in the event your ACH payment is returned. If you wish to be notified in the case your payment is returned, please check below.

Please email me at the address provided below if my ACH payment returns.
any@email.com

PAYMENT TERMS AND CONDITIONS

AUTHORIZATION

Terms and Conditions By checking the "I accept the Terms and Conditions" checkbox below I authorize my bank to debit my specified account for the amount of my payment. This is a one-time payment which will occur on the next business

I agree to the terms and conditions.

Cancel Back Next

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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.

Verification

Merchant Name	Perspecta COSD PDS
First Name	Jane
Middle Initial	
Last Name	Smith
Payor Address	123 Any Street
City	San Diego
Country	United States
State	California
Postal Code	92121
Phone	US +1 8589999999
Email Address	any@gmail.com

Total Payment Amount \$16.00

Credit Card Number	xxxxxxxxxxxx5405
Expiration Date	xx / xxxx
Name on Card	Jane Smith
Card Verification Number	xxx

Cancel Back **Submit Payment**

Review to confirm your billing information is correct

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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 LUEGTrustAccts@sdcounty.ca.gov for assistance. Provide the error message you received and the approximate time you attempted to submit the payment.

The screenshot shows a web interface for the County of San Diego Permitting System. At the top, there is a navigation menu with links for Home, APCD, AWM, DEH, DPW, and PDS. Below the menu, there are two main options: "Apply for a Record" and "Search Records". The main content area is titled "Record Issuance" and features a green checkmark icon next to a message: "You have paid a fee associated to this Record. Please print a copy of this receipt and retain a copy your records." Below this message, it says "Thank you for using our online services." and "Your Record Number is DPW2021-RWMOVP-11738". A note follows: "Please note your Record ID and keep for your future use. This Record ID will be needed in all communications with staff." There are two buttons highlighted with red boxes: "Print/View Receipt" and "View Record Details »". At the bottom, there is a note: "Choose 'View Record Details' to view a summary of your Record information." and "or questions please contact PDS staff at (858) 694-2960 or (800) 411-0017."

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 \(sandiegocounty.gov\)](#)