



# Right-of-Way Permit Application Guide

As of January 1, 2022, the Town of Addison has implemented a fully online process for utility contractor registration and Right-of-Way permit applications. Please use the following link, [https://egov.addisontx.gov/energov\\_prod/selfservice](https://egov.addisontx.gov/energov_prod/selfservice), to access the CSS portal and follow the steps below. If you have any questions or concerns, please contact Phillip Willis via email at [pwillis@addisontx.gov](mailto:pwillis@addisontx.gov) or by phone at (972) 450-2847. It is recommended that the application process be completed on a desktop or laptop rather than a mobile device.

## Creating an Account

1. Select “Login or Register” on the home page.
2. Click on “Register Here”.
3. Enter your email address.
4. You will receive a confirmation email. Open it and click on “Confirm”. If you do not receive the email, check your spam folder, and ensure you entered the correct email address.
5. Complete your account registration by entering all the required information.
6. Once your account is created you will be redirected to your account’s home page.



## Utility Contractor Registration

1. Login to your existing account or create a new account.
2. Click on “Apply” in the toolbar or on the dashboard located on the home page. This will direct you to the application assistant.
3. Click on “Licenses” and scroll down. You will find “Utility Contractor Registration – Franchise” (work will be performed for a franchise utility, i.e., AT&T, Verizon, Atmos, Oncor) and “Utility Contractor Registration – General” (non-franchise, private development, work for the town, and miscellaneous work). Choose the one that applies to your primary scope of work and click the blue “Apply” button.
4. You will be directed to the Utility Contractor Registration page which shows six steps. Skip step one, Location, by choosing next without entering any information.
5. Navigate through the rest of the steps, enter all required information, and click submit.
6. Once your submission has been received, it will be reviewed for completeness. An invoice will be created (if necessary) and you will be notified to complete payment. This can be done by clicking on “Pay Invoices” on the dashboard. When your application has been approved and/or the payment is processed, your registration will be complete. You will be notified via email whether your application has been denied or approved. Please note, you cannot apply for a Right-of-Way permit until your registration application has been approved.



## Right-of-Way Permit Application

1. Ensure you have successfully completed the Utility Contractor Registration process.
2. Click “Apply” in the toolbar or on the dashboard located on the home page. This will direct you to the application assistant.
3. Click on “Permits” and scroll down or use the search bar to search for Right-of-Way.
4. Choose either “Right-of-Way Franchise” (work will be performed for a franchise utility, i.e., AT&T, Verizon, Atmos, Oncor) or “Right-of-Way General” (non-franchise, private development, work for the town, and miscellaneous work), and click the blue “Apply” button.
5. You will be directed to the “Apply for Permit – Right of Way” page which shows six steps. Navigate the steps, enter all required information, and submit. Please note:
  - a. If the location of your project cannot be found in the search, please choose the closest location, and note the actual location in the description.
  - b. If any of your required contacts are not in the system use the “Enter Manually” option rather than the search bar.
6. Once this has been completed, your application will be reviewed for completeness. You will receive notification of approval, denial, or more information needed. When all items have been resolved, your Right-of-Way permit will be issued.