

City of West Linn Right of Way Utility Licensing & Registration: How to Complete and Submit Your License Application

Pre-Application Checklist

Before you apply, make sure you have:

1) **Utility Business Information:**

- ✓ Business name, phone number, physical address and mailing address,
- ✓ Name, title, phone and email address for the authorized contact(s) for your business,
- ✓ Business Tax ID,
- ✓ Organizational Chart with phone & email for 4 contacts

2) **Utility Services Information:**

- ✓ List of services registrant intends to provide,
- ✓ Description of specific services to be provided using existing or proposed facilities in the rights-of-way, including services to be provided by third parties using the facilities,
- ✓ Location of facilities being used (Aerial, underground, etc),
- ✓ List of attachments in the right-of-way,
- ✓ Approximate linear feet of existing and proposed facilities in the right-of-way,
- ✓ General location of existing or proposed facilities in the right-of-way (addresses, cross streets, tax lots, etc),

3) **Required Documents to Upload**

- ✓ Valid certificate from the Oregon Public Utility Commission, if applicable,
- ✓ Certificate of insurance as required in WLMC Chapter 10.120(1),
- ✓ Chart or description showing licensee's relationship to all general partners, parent corporation, subsidiaries, affiliates and all other subsidiaries of the parent corporations, include a brief description of each entity's relationship,
- ✓ Detailed map of the rights-of-way in the City that licensee intends to use, including the linear feet or dimensions of both existing and proposed facility(s). THIS MAP SHOULD

- ✓ DBAs and Affiliates: List all parent and subsidiary businesses, along with all "doing business as" names that will use, own, or control any facilities in the ROW. Include a description of each entity,
- ✓ Corporate Governing structure,
- ✓ City of West Linn business license number or application date.

- ✓ Leased capacity: A utility operator may lease capacity on or in its systems to third parties, provided the utility operator provides the City with the name and business address of any third party lessee. A utility operator is not required to provide such information if disclosure is prohibited by applicable law,
- ✓ Company name & authorized contact information (name, title, address, email, phone number) of owner of facilities being utilized to provide utility services

INCLUDE A LEGND/KEY. If applicant is using third party facilities, indicate on the map the owner(s) of the facilities to be used,

- ✓ If licensee or any affiliate has been found in violation of any applicable law or regulation relating to licensees' utility services or the construction, installation, maintenance or repair of any utility facilities within the last five years, a description of the violation(s), identifying the judicial or administrative proceeding, the date, and result or disposition of the proceeding.

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Steps to Apply:

1). [Create an account](https://www.citizenserve.com/Portal/PortalController) in the City's Licensing Portal:

<https://www.citizenserve.com/Portal/PortalController>

The screenshot shows the CitizenServe login page for West Linn. At the top, there is a navigation bar with links for Home, Services, Search, Reports, My Account, and Contact. Below the navigation bar, the page title is "LOGIN" with a breadcrumb "Home / My Account / Login". An attention notice is displayed: "ATTENTION: If you received a renewal notice do not create another registration. Use the FORGOT YOUR USERNAME or FORGOT YOUR PASSWORD links to retrieve your login credentials. For assistance please call the Finance Department at 503-657-0331 option 1". The page is divided into two columns. The left column is titled "Already have an account?" and contains input fields for "User Name:" and "Password:", a "Remember my username and password" checkbox, and links for "FORGOT YOUR USERNAME" and "FORGOT YOUR PASSWORD". A "LOGIN" button is at the bottom of this column. The right column is titled "New to our Portal?" and contains a paragraph: "If this is your first time using our portal, you'll need to register first. Registering is quick, click the link below to get started." Below this text is a "REGISTER NOW" link. A red circle highlights the "New to our Portal?" section, and a red arrow points from the text to the "REGISTER NOW" link.

Choose "Register Now" if you do not have an account in our licensing portal.

2) Log into your account

This screenshot is identical to the one above, showing the CitizenServe login page. In this instance, a red circle highlights the "Already have an account?" section, and a red arrow points from the text to the "LOGIN" button.

Once you have created an account, log into the CitizenServe licensing portal to access the online License application forms.

4) Select License Application in the Portal

The screenshot shows the "My Account" page on the CitizenServe portal. The navigation bar includes Home, Services, Search, Reports, My Account, and Contact. The "Services" dropdown menu is open, showing "Permits" and "Licenses" options. A red circle highlights the "Licenses" option, and a red arrow points from the text to it. Below the navigation bar, there is a "Logout" button. The main content area includes a "View my requests" link, an "Update my information" link, and a "Logout" link. A welcome message reads: "Welcome to your online account Stephanie Hastings!". Below this, there is a section for "Online Services:" with a sub-section for "LICENSING". The text under "LICENSING" says: "Starting a new business? Learn when you need a license, submittal requirements and apply online." Below this text are two links: "APPLY FOR A LICENSE" and "GO TO LICENSING".

The License Application can be found in the Services drop down menu at the top of the page.

5) Select Step 4 “Apply”

City of West Linn

Home Services Search Reports My Account Contact

LICENSES
Home / Services / Licenses

Learn about when you need a business license, what information you'll need and how to apply.

Starting a business or renting out your vacation home? Use our online portal to apply for a business license. Learn when you need a license, submittal requirements, apply online, pay license fees, and view the status of your license application all from your home, office or mobile device..

Getting Started is Easy

1. Learn
Learn when you need to apply for a business license and the licensing process.
DO YOU NEED A LICENSE? →
2. Gather
Each license type has different submittal requirements, understand what you'll need to provide to get started.
SUBMITTAL REQUIREMENTS →
3. Register
Register on our website, once registered you can apply for licenses, view review status, and pay license fees online.
REGISTER NOW →
4. Apply
Once you've gathered everything needed for your application and registered on our portal you can apply for your business license.
APPLY NOW →

The link to start the application can be found under Step 4: Apply

6) Complete the Application

City of West Linn

Home Services Search Reports My Account Contact

APPLY FOR A LICENSE
Home / Services / Licenses / Apply for a License

Application Type:

indicates a required field

- Business Based in West Linn
- Business Based Outside of West Linn
- Right of Way Utility License
- Right of Way Utility Deposit

From the Application Type drop down menu, select “Right of Way Utility License”.

Tips:

- When entering the business address, use the address for your business location, not your facilities in the ROW.
- Ignore the parcel #, property owner, and LU_Zone fields; these are default in the system and not relevant to this type of application.
- Be sure to complete all 4 authorized contacts.
- Complete all fields

7) Submit Application

Tips to avoid approval delays:

- Make sure your map is clearly labeled, **includes a legend or key**, and clearly notes proposed facilities, existing facilities, and third-party facilities. GIS layers are acceptable.
- If using third party facilities, include documentation of authorization to use those facilities.
- Make sure your COI matches the levels required in [WLMC 10.120](#).
- Make sure to include phone and email information for 4 contacts from your organization.
- Make sure your application is detailed and complete.

If you have questions or need support working through the application, please do not hesitate to reach out to Stephanie Hastings, Management Analyst – Revenue & Procurement shastings@westlinnoregon.gov or 503-742-6028. We are happy to help you through your application process.