

Frequently Asked Questions for Encroachment Applicants

1. What is the NCDOT's Encroachment Submissions site's purpose?

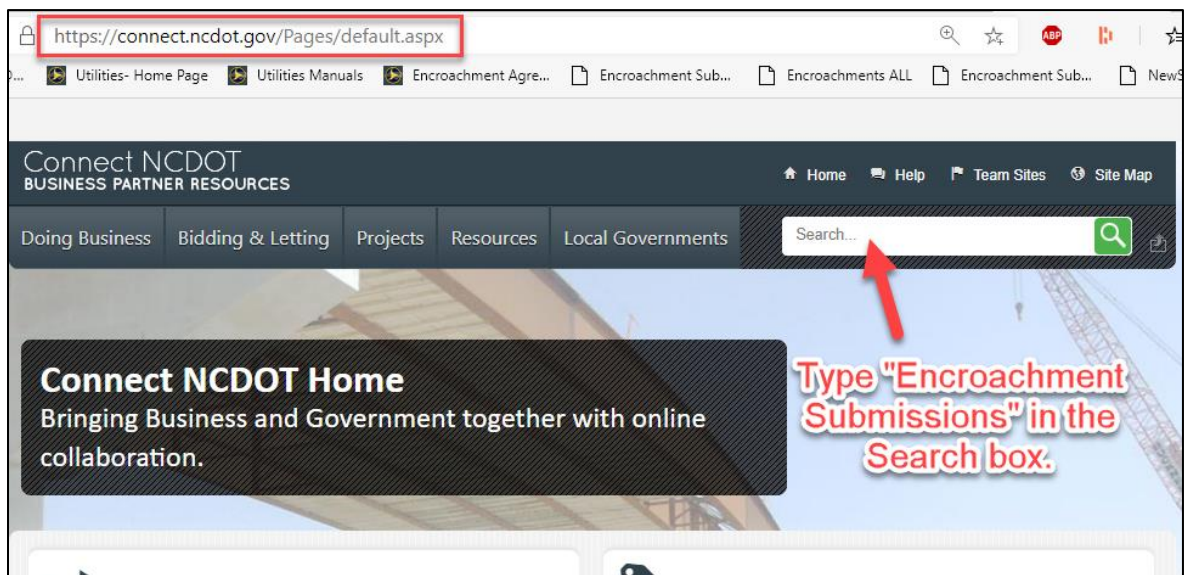
In 2017, NCDOT introduced an Encroachment Submissions site with workflows that allow NCDOT Encroachment Applicants to submit and exchange encroachment request documents, track encroachment submittals, and see where a review stands at any given point in the review process. Applicants also receive email notifications when additional documents or information is needed by NCDOT and will also receive approval documents through the system. It should be noted that the intent is for access by submitters which may serve on behalf of utility and facility owners.

2. Can facility and utility owners access the Encroachment Submissions site?

At the current time, due to limitations in software, facility and utility owners do not have access to the document sets submitted by applicants. Therefore, facility and utility owners must provide clear expectations with any hired firms to submit encroachment applications on their behalf other regarding any issues in the approval process, including any inadequate or incomplete information submitted by the applicants. Future enhancements will provide utility and facility owners with an option to obtain a general status report of encroachment applications in the approval process.

3. How do I access the Encroachment Submissions site?

- a. *The first step to accessing the Encroachment Submission site is to obtain a North Carolina Identity Management (NCID) **Business** Account (<https://ncid.nc.gov/ncidsspr/>). Note that NCID is NOT managed by NCDOT, so any questions about OBTAINING a business NCID should be handled through the NCID web site for conducting business with NC State Government agencies. The Business Account also applies for any public entity such as municipalities or county government.*
- b. *After obtaining a Business NCID User Name you must then submit this NCID User Name with your name, email address, and company name in the web form labeled "Request Encroachment Submissions Access" at <https://connect.ncdot.gov/municipalities/Utilities/Pages/help.aspx>. Following an internal NCDOT procedure, you will then be given access to the application. This access is typically granted within 1-2 business days but can require up to 5 business days due to volume of requests and/or errors by the Applicant in the process. Note that employees (users) by the same Company name will be granted access to viewing all submissions by the same submitting company. Submitting a company name for which the user does work is subject to being denied user access. See also the [Encroachment Submissions User Guide](#).*
- c. **Once the user's NCID is granted permission within the Encroachment Submissions site, the user may access the [Encroachment Submissions site](#) using the NCID credentials.** For help, see also the [Encroachment Submissions User Guide](#). The Encroachment Submissions site can also be accessed through NCDOT's Business Partner Resources site, Connect NCDOT (<https://connect.ncdot.gov>). Searching "encroachment submissions" in the search field at the top of the screen provides a link for the Encroachment Submissions site.



4. What do I do if I have problems with my Business NCID?

The link to the NC IT service desk is here: <http://it.nc.gov/service-desk>

5. Is the online encroachment system limited to utility encroachments? What about driveway permit requests?

No. The system can be used for the submission and review of utility and non-utility encroachment requests. Driveway permit requests cannot be processed through the Encroachment Submissions site but may be submitted under the NCDOT Driveway Permits site.

6. Is electronic submittal mandatory?

NCDOT expects organizations that routinely submit encroachment requests to use the Encroachment Submissions site for all requests. Those who will only submit an encroachment request once or twice can contact the District Office to arrange submittal of electronic documents, with no need to obtain a Business NCID.

7. Can I sign (or obtain authorized electronic signatures) for my documents electronically prior to submitting them to NCDOT?

Yes. NCDOT accepts electronic signatures on encroachment documents. However, the authorization to sign an encroachment agreement form requires appropriate authority to do so as an employee of the facility owner OR to be designated by the owner and recognized by NCDOT as an authorized representative to sign on behalf of the owner. See also NCDOT Signature Authorizations section in the NCDOT Utility Accommodations Manual.

8. Can multiple parties be copied on approval documentation?

Not at this time. Approval documents are only accessible by someone logged into the system under the NCID by which the request was submitted. Notification of the encroachment approval will only be sent to the email address that was entered upon encroachment request submittal. However, the submitter may input additional email addresses for a notification of the approval. The approval documents must be obtained by the submitter for any additional distribution of approved documents.

9. What document formats are accepted?

At this time, NCDOT requests that all documents be submitted in PDF format.

10. Although I fill out encroachment request information on the submittal page, do I still need to attach an encroachment agreement upon submittal?

Yes. The information entered on the submittal page is for tracking and contact purposes. The formal agreement between the NCDOT and the encroaching party is still the standard encroachment agreement form and must be properly signed and uploaded to the Encroachment Submissions site at the time of submittal.

11. Can requests to establish new blanket encroachments be submitted electronically via the Encroachment Submissions site?

No, not at this time since the submitter can only designate one county in the submission which cannot handle a blanket encroachment agreement covering more than one county. To establish a new blanket encroachment, please contact encr@ncdot.gov.

12. Can notifications to perform work under an established blanket encroachment agreement be submitted electronically?

Yes. Requests to perform work under an existing blanket encroachment agreement can be submitted through the online system.

13. The encroachment request I'm preparing to submit is the only one I will ever submit. Do I have to obtain a Business NCID and use the Encroachment Submissions site?

No. NCDOT expects those who regularly submit encroachments to obtain a Business NCID and utilize the Encroachment Submissions site. Those who will not be submitting multiple encroachment requests over time should contact the local District Office in which they are proposing work and arrange to submit encroachment request documents (by email, flash drive, file transfer, etc.). The District Office will upload these documents to the system and contact information obtained from the applicant will be used to handle the encroachment review within the Encroachment Submissions site and by email.

14. Where can I get help documentation for the Encroachment Submissions site?

Several Help Guide resources are available for the Encroachment Submissions site. Look under "Help Guides" at: <https://connect.ncdot.gov/municipalities/Utilities/Pages/help.aspx>