Colorado Springs Utilities
Construction & Development Hub User Guide

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NOTE: As we continue to add additional content to the Hub, the overall functionality will apply to all requests as noted in this guide.

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Site Access

You can access the Construction & Development Hub by the following:

- Go directly to the site at: https://cuc.csu.org
- Go to www.csu.org > Click on the "More" menu in the upper right-hand corner of the header > Select "Building & Development"
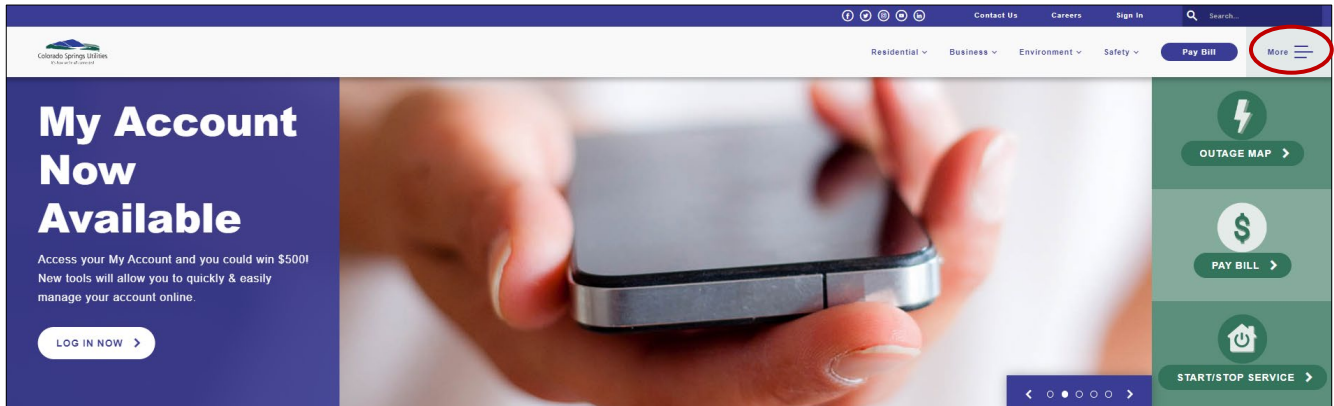
- Construction & Development Hub Home page

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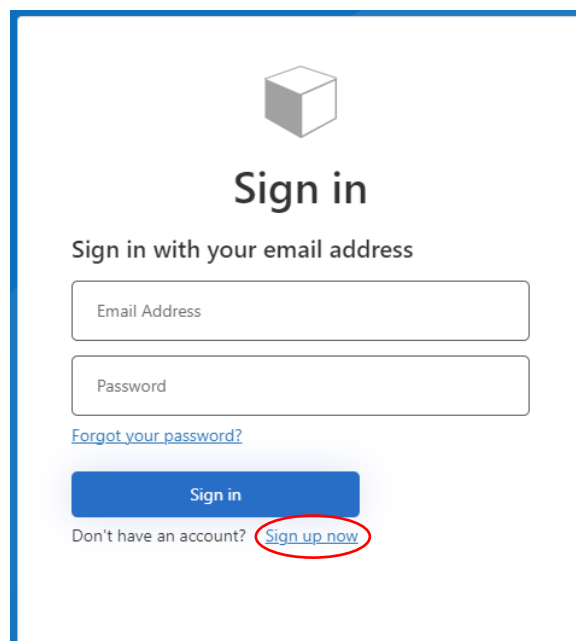
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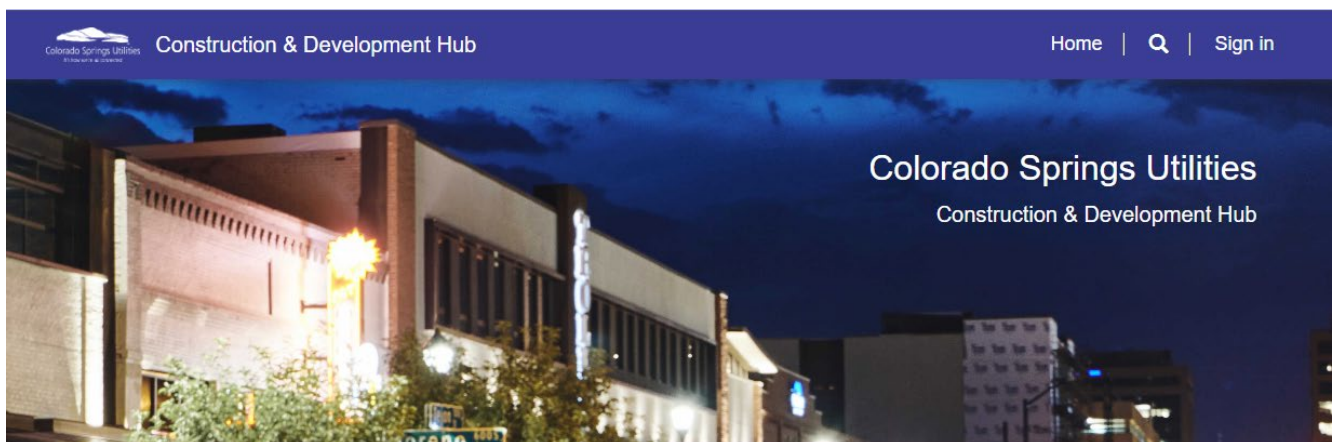
Create an Account / Sign In

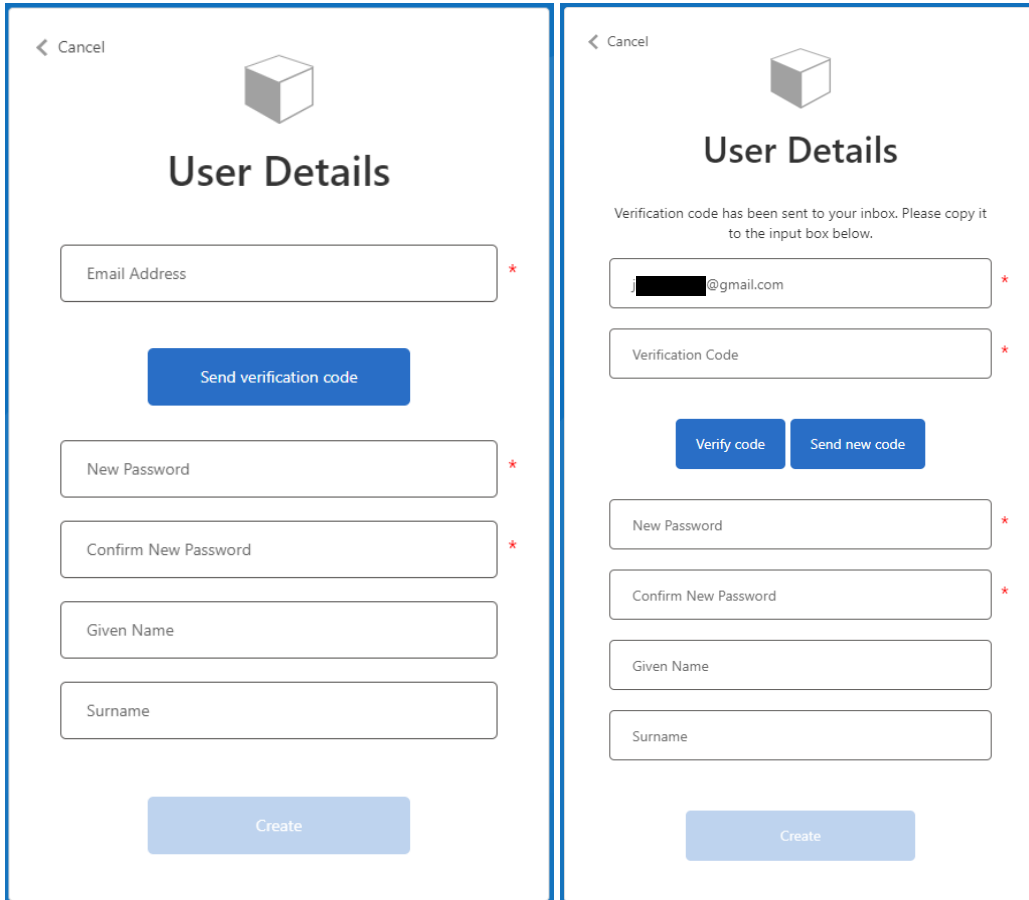- Click "Sign In" which will take you to through following screens.

- To create an account for the first time, click the "Sign up now" link and complete the following screens/details.
  - We are asking that you create individual accounts versus a general account at this time. The hub does have the functionality to allow for accounts linked to an organization which would allow sharing of information across the organization but that is something we are looking into for a future phase.

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- Enter your email address and click "Send verification code".
- Check your email for the verification code (the email will come from Microsoft on behalf of Colorado Springs Utilities B2C), enter the code from the email into the "Verification Code" field, and click "Verify code".
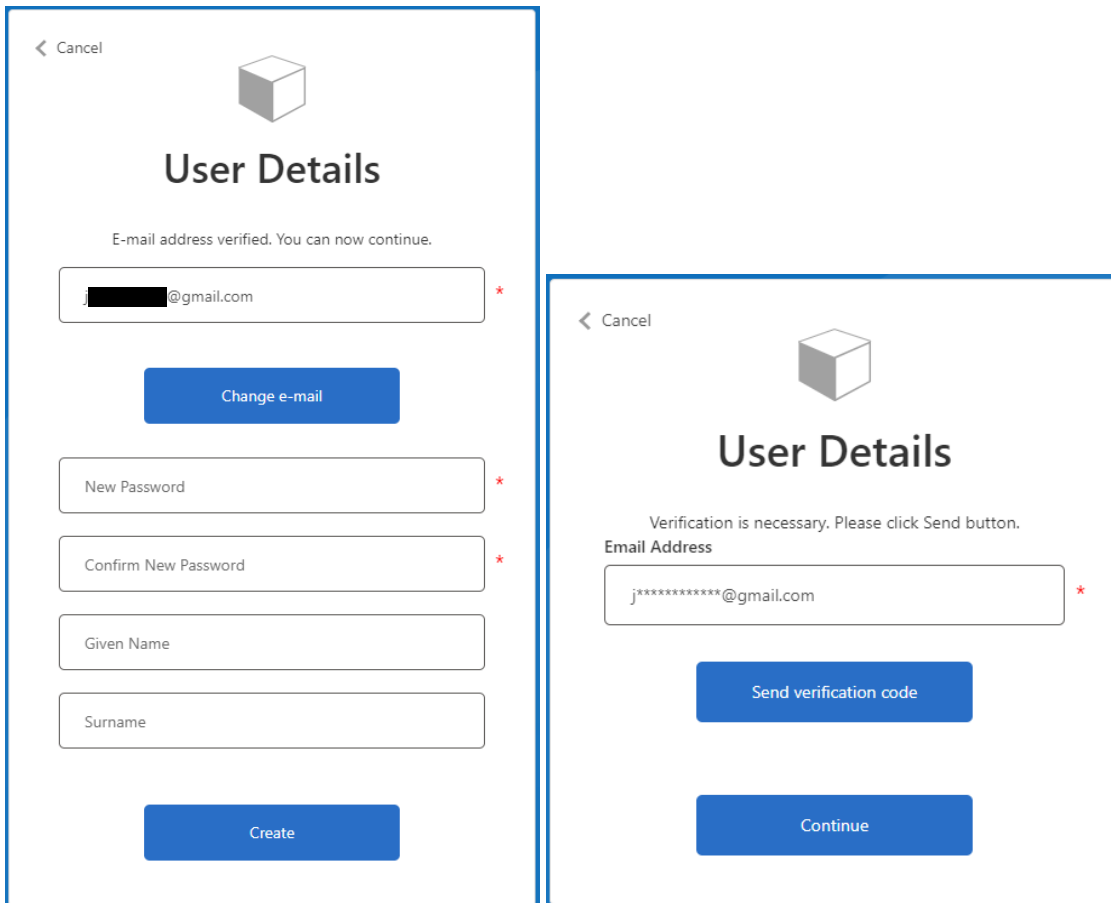- The red asterisks are required fields.

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- Once verified, the next screens will pop-up.
- Create a password and confirm the password.
- You are not required to enter the "Given Name" and "Surname" fields here as this is Microsoft's process and doesn't link this information over to the Construction & Development Hub.
  - If you would like to provide the information, enter your first name in the "Given Name" field and your last name in the "Surname" field.
- Click the "Create" button.
- You will then need to verify your email again. Click on the "Send verification code" button.

- Check your email for the verification code (the email will come from Microsoft on behalf of Colorado Springs Utilities B2C), enter the code from the email into the "Verification Code" field, and click "Verify code".
- Once verified, click the "Continue" button.

- You will then be prompted to enter your email again in the Hub (we are looking into the number of times that an email submittal and verification need to happen).

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- Complete your profile. First Name, Last Name, Email, and Business Phone fields are required. We would also like to have your Organization Name.

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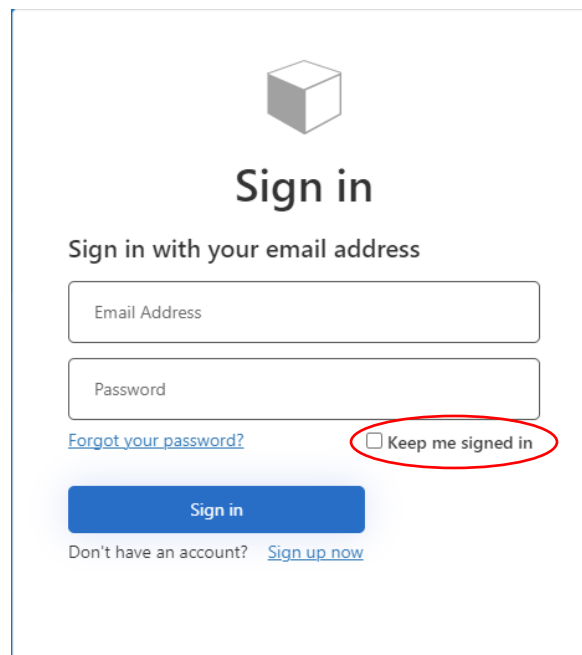
- If you have already created an account, click "Sign In" to log-in to your account.

- You can update your profile by clicking on the dropdown arrow to the right of your name in the top right corner of the header.
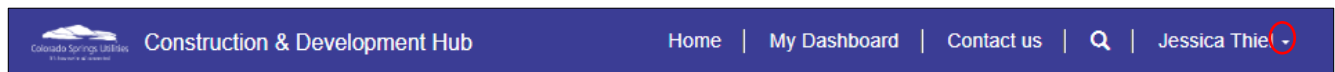
- Option to stay signed in for 90 days:
  - At log-in: Check "Keep me signed in". You will then sign-in with your Multi-Factor Authentication (MFA). As long as you don't sign-out of the Hub, clear the cache/history, or use a different computer etc., the system will only make you complete the MFA every 90 days.

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My Dashboard Overview

- You can find and check the status of your submittals on the "My Dashboard" page.
- The link to the "My Dashboard" page is in the header and on the "Home" page.

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- "My Dashboard" shows your projects that have been saved for later, submitted, returned to you from a reviewer, and completed. The dropdown arrow to the right of the record gives you the options of what you can do with the record.
  - o Unsubmitted and Returned section: Projects that you have saved for later and projects that have been returned to you from a reviewer.
    - ▪ Save for Later records can be edited or canceled.
    - ▪ Returned records can be partially edited. You can only add comments and upload a new attachment(s).
      - You can view the comments from the reviewer on the Attachments page under Comments.
  - o Submitted section: Projects that you have submitted.
    - ▪ Once submitted, you will be able to view the submittal but cannot edit it.
      - If there are changes to the submittal after you've submitted it that you need changed, please call (719) 668-8259 or email UDSAdmin@csu.org.
  - o Completed section: Projects that have been completed or cancelled.
    - ▪ Completed records cannot be changed, but Construction Plans can be Reinstated (changes after approvals/complete) (Previous system for Construction Plans called it "Revision to Original").
- Email notifications are sent when a project is submitted and when the status updates. The emails go to you and to the email(s) that you entered under the Email Notification section of the submittal.
- The "Owner" column shows who is assigned to your project.
  - o If the "Owner" shows SYSTEM, the project hasn't been processed by CSU yet.
  - o You can find contact information on the Contact Information Page. The button to the page is in the footer. You will also receive contact info in the email sent when it has been assigned.
- "My Dashboard" updates in real time.

Frequently Used Links:

Submit a Request Page	Request As-Built Drawing	Applications & Forms
Development Charges & Fees Schedule	Submit Utility Design CAD File (UDCF)	Construction Standards
Contact Information Page	Submit Utility Addressing Plan (UAP)	Colorado Springs Utilities Homepage

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My Dashboard

[**Submit a Request**]   [**Contact Us - Feedback Form**]

The dropdown arrow to the right of the record provides the option to view, edit, cancel or reinstate the record depending on the status.

Unsubmitted and Returned

.This is your "Save for later" and CSU returned to you submittals.
To see CSU comments, choose Edit in the dropdown arrow to open the record. The Comments section is on the lower portion of the page.
To resubmit, choose Edit in the dropdown arrow to open the record. Add comments and attachments, as needed, and click the Submit button.
To submit a Save for Later request, choose Edit in the dropdown arrow to open the record. Make changes, add comments and attachments, and click the Submit button.
To cancel and delete a Save for Later request, choose Cancel in the dropdown arrow.

Request Type ↑	Project Name	Request Status	Created On ↑	
Construction Plan	Test Construction Plan - Jessica	Save for Later	9/1/2023 8:51 AM	⌄

Submitted

The Due Date is a target date for a typical submittal. Not every Request Type will have a due date.
To view your submittal, choose View in the dropdown arrow which will open the record. You cannot make changes to these records in this status.

Request Type ↑	Project Name	Request Status	Submitted Date ↑	Due Date	Owner
There are no records to display.					

Completed

To view your submittal, choose View in the dropdown arrow which will open the record.
For Wastewater Master Facility Forms (WWMFF) and Hydraulic Grade Line (HGL) Requests, review comments for more information.
To revise and resubmit an approved WWMFF or Construction Plan, choose Reinstate in the dropdown arrow to open the record. Add comments and attachments, as needed, and click the Submit button. Please detail the revisions made in the comments section.

Request Type ↑	Project Name	Request Status	Submitted Date ↑	Owner	
Sign Review	1234 Test Way	Complete	9/5/2023 1:18 PM	Jessica Thiel	⌄

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Submit a Request

- To submit a request, click on "Submit a Request" which is in the footer and on the "Home" page. There's also a button on the "My Dashboard" page.
- DO NOT SUBMIT DUPLICATE PROJECTS. We are using one record for the request and transferring that record back and forth to streamline the data and access. If you need to make changes to a record after it has been submitted, contact UDS Admin at UDSAdmin@csu.org or 719.668.8259.

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My Dashboard

Submit a Request

Contact Us - Feedback Form

- The "Submit a Request" button will take you to the following page.
- Click on the type of request you are submitting which will take you to that request's specific form. Each form takes you through three (3) pages.
  - A general information page.
  - A request specific info page.
  - An attachments page which also has a place for comments.
- More buttons/forms will be added to this page as they come online.

Submit A Request

PLEASE DO NOT SUBMIT DUPLICATE PROJECTS. We are using one record for your request and transferring that record back and forth between you, the customer, and Colorado Springs Utilities. Having one record will help streamline the data on our side as well as for future external access to that data. If you need to make changes to a record after it has been submitted, contact UDS Admin at UDSAdmin@csu.org or 719.668.8259.

Construction Plan Review	Easement Review	Hydraulic Grade Line Request
Land Use Review	Service Availability Letter	Sign Review
Wastewater Master Facility Form	Meeting / Ask a General Project Question	Electric & Gas Requests - COMING SOON
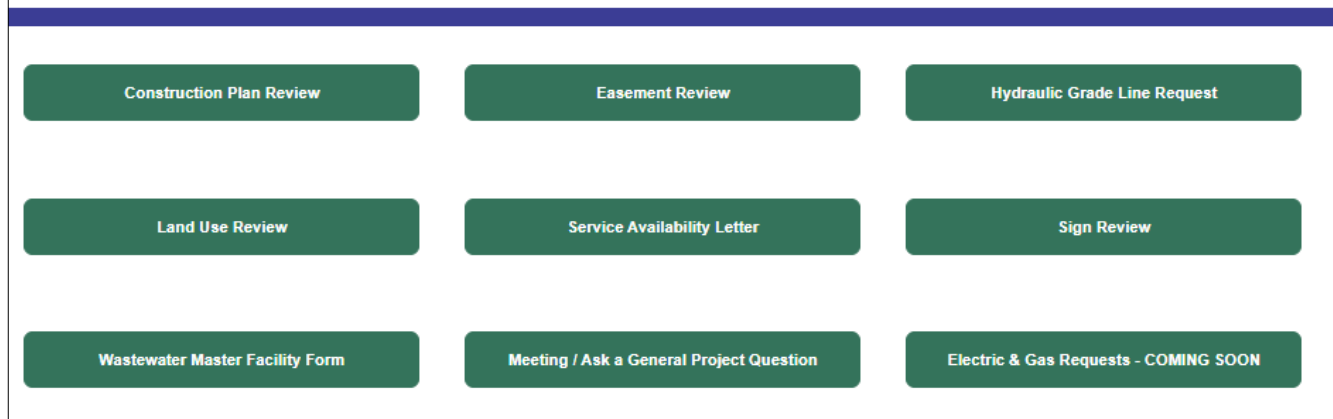
- Below is an example of the general information page.
- Each request type (construction plan, sign review, easement review, etc.) has information and resources on the page for that specific type of request.

Construction Plans

We require an approved utility construction plan in all following scenarios*:
- Water (4 inches and larger) and wastewater (8 inches and larger) main extensions
- All low-pressure (forced) wastewater mains
- Fire hydrant and fire suppression system service line installations
- Commercial construction involving new, modified or relocated water (domestic and fire) and wastewater utility service lines**

*For phased projects, each phase must be submitted as its own project with its own coversheet.

**Commercial is defined as all construction involving commercial, mixed-use and industrial development, separate, dedicated irrigation services and multi-family residential projects consisting of two or more dwelling units, including duplexes.

All single- and multi-family residential subdivisions require an approved Utility Service Plan depicting all proposed water taps and wastewater stubs.

All plans that include water mains 4 inches and larger and wastewater mains 8 inches and larger must be signed and stamped by a Professional Engineer (PE) licensed by the State of Colorado.

Utility Construction Plans expire one (1) year from the date of approval.

First submittals require a completed checklist.

Note: We are now requiring Parcel Tax Schedule Numbers (TSN) for requests. If you do not know the TSN, please click the button below to visit the El Paso County Assessor's Real Property Search page to access that information.

Utility Service Plan Checklist	Plan Notes - General & Specific (CAD File)	Water/Wastewater Bill of Sale
Water Plan Checklist	Signature Blocks (CAD File)	Notice of Private Wastewater System
Wastewater Plan Checklist	CO Springs FD Acceptance Block (CAD File)	GIS Mapping Public Portal
Non-Potable Water Plan Checklist		El Paso County Assessor's Property Search

New Construction Plan Review Request

Project Name *

Address/Site Location *

Parcel Tax Schedule Number (TSN) *
Please visit the El Paso County Assessor's site by clicking the button above to find the Parcel TSN for sites located within El Paso County.

Email Notification

Would you like other people to receive a copy of this submittal and updates on this request via email?
◉ No ○ Yes

[Cancel] [Next]

- Below is an example of the Attachments and Comments page.
- To attach files, click the Add Files button. You can also choose to create a new folder.
  - Once attachments are added, they can not be removed.
  - To access existing files or folders, click on the Name of the file which is a link.
  - Attachments should be named appropriately.
  - Attachments should be in pdf format.
  - Individual file size should not exceed 18 MB with maximum total upload of 50 MB.
- To submit comments, click the Add Comment button.
- Your comments and CSU comments will show under the Comments section.
- You have the options to save the request for later, submit it, or cancel it which will <u>delete</u> the record. *Note: once a request has been submitted, you will not be able to delete the record.*

Attachments

To facilitate the processing of your request, please submit your attachments as follows:

- Individual file size should not exceed 18 MB with maximum total upload of 50 MB
- File name should not contain special characters (&,$,# etc.)
- Combine all construction plan sheets into one PDF document
- Please name your attachments accordingly:
  - Plans: Project Name_Address or Intersection_YYYYMMDD

Request Documents (click on Name link to download file)

[Add files]   [New folder]

Name ↑	Modified
Project Test 3_121 S Tejon_20230614.pdf (33 KB)	9/1/2023 8:52 AM

Comments

Comments

[Add comment]

Jessica Thiel → Jessica Thiel
3 days ago
Modified on 9/8/2023 1:25 PM

resubmitting

Created by # Portals-Development Services

Jessica Thiel → Jessica Thiel
6 days ago
Modified on 9/5/2023 2:11 PM

DO NOT CHANGE FROM IN QUE FOR REVIEW

Created by # Portals-Development Services

[Previous]   [Cancel]   [Save for Later]   [Submit]

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Review Submittals & Submit a Resubmittal or Revision - My Dashboard

- From My Dashboard, the dropdown arrow to the right of the record provides the option to View, Edit, Cancel, or Reinstate the record depending on the status.

My Dashboard

| Submit a Request | Contact Us - Feedback Form |

The dropdown arrow to the right of the record provides the option to view, edit, cancel or reinstate the record depending on the status.

Unsubmitted and Returned

.This is your "Save for later" and CSU returned to you submittals.
*To see CSU comments, choose Edit in the dropdown arrow to open the record. The Comments section is on the lower portion of the page.
*To resubmit, choose Edit in the dropdown arrow to open the record. Add comments and attachments, as needed, and click the Submit button.
*To submit a Save for Later request, choose Edit in the dropdown arrow to open the record. Make changes, add comments and attachments, and click the Submit button.
*To cancel and delete a Save for Later request, choose Cancel in the dropdown arrow.

Request Type ↑	Project Name	Request Status	Created On ↑	
Construction Plan	Test Construction Plan - Jessica	Save for Later	9/1/2023 8:51 AM	⌄

Submitted

*The Due Date is a target date for a typical submittal. Not every Request Type will have a due date.
*To view your submittal, choose View in the dropdown arrow which will open the record. You cannot make changes to these records in this status.

Request Type ↑	Project Name	Request Status	Submitted Date ↑	Due Date	Owner	
Hydraulic Grade Line Request	Test HGL - Don/Jessica	Submitted	8/30/2023 11:38 AM			⌄

Completed

*To view your submittal, choose View in the dropdown arrow which will open the record.
*For Wastewater Master Facility Forms (WWMFF) and Hydraulic Grade Line (HGL) Requests, review comments for more information.
*To revise and resubmit an approved WWMFF or Construction Plan, choose Reinstate in the dropdown arrow to open the record. Add comments and attachments, as needed, and click the Submit button. *Please detail the revisions made in the comments section.*

Request Type ↑	Project Name	Request Status	Submitted Date ↑	Owner	
Construction Plan	Construction Plan Test - Jessica	Complete			⌄
Sign Review	1234 Test Way	Complete	9/5/2023 1:18 PM	Jessica Thiel	⌄

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- Your Save for Later requests can be edited and submitted by choosing Edit in the dropdown arrow or cancelled by choosing Cancel. Cancel deletes the record.
- For requests that have been returned to you by CSU for information, corrections, etc., you can resubmit your request with additional attachments and comments by selecting Edit in the dropdown arrow. The general information of the request will not be editable.

My Dashboard

Submit a Request

Contact Us - Feedback Form

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To see CSU comments, choose Edit in the dropdown arrow to open the record. The Comments section is on the lower portion of the page.
To resubmit, choose Edit in the dropdown arrow to open the record. Add comments and attachments, as needed, and click the Submit button.
To submit a Save for Later request, choose Edit in the dropdown arrow to open the record. Make changes, add comments and attachments, and click the Submit button.
To cancel and delete a Save for Later request, choose Cancel in the dropdown arrow.

Request Type ↑	Project Name	Request Status	Created On ↑	
Construction Plan	Test Construction Plan - Jessica	Save for Later	9/1/2023 8:51 AM	⌄
				☑ Edit
				☑ Cancel

Submitted

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Request Type ↑	Project Name	Request Status	Submitted Date ↑	Owner	
Construction Plan	Construction Plan Test - Jessica	Complete			⌄
Sign Review	1234 Test Way	Complete	9/5/2023 1:18 PM	Jessica Thiel	⌄

- Submitted requests can only be viewed. Choose View in the dropdown arrow.
- If you need to make changes to a record after it has been submitted, contact UDS Admin at UDSAdmin@csu.org or 719.668.8259.

My Dashboard

Submit a Request	Contact Us - Feedback Form

The dropdown arrow to the right of the record provides the option to view, edit, cancel or reinstate the record depending on the status.

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To submit a Save for Later request, choose Edit in the dropdown arrow to open the record. Make changes, add comments and attachments, and click the Submit button.
To cancel and delete a Save for Later request, choose Cancel in the dropdown arrow.

Request Type ⬆	Project Name	Request Status	Created On ⬆	
Construction Plan	Test Construction Plan - Jessica	Save for Later	9/1/2023 8:51 AM	⌄

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Hydraulic Grade Line Request	Test HGL - Don/Jessica	Submitted	8/30/2023 11:38 AM			⌄
						☑ View

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Sign Review	1234 Test Way	Complete	9/5/2023 1:18 PM	Jessica Thiel	⌄

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- Completed records can be viewed by choosing View in the dropdown arrow. Generally, these records cannot be changed once complete.
- Construction Plans and Wastewater Master Facility Forms can be revised and resubmitted by choosing Reinstate. This is for changes after approvals/complete. Previous system for Construction Plans called it "Revision to Original".
  - If you choose Reinstate, please provide details of the revisions in the Comments section.

My Dashboard

Submit a Request

Contact Us - Feedback Form

The dropdown arrow to the right of the record provides the option to view, edit, cancel or reinstate the record depending on the status.

Unsubmitted and Returned

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Construction Plan	Construction Plan Test - Jessica	Complete			⌄
Sign Review	1234 Test Way	Complete	9/5/2023 1:18 PM	Jessica Thiel	❶ View ☑ Reinstate

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Other Hub Resources

- There are helpful links in the Additional Resources section on the "Home" page.
- You can find frequently used resources and information links within the footer.

- You can send feedback to us via the "Contact us" link in the header. There's also a button at the top of the "My Dashboard" page.

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- Under the Development Process section on the "Home" page, there's a "Learn About Colorado Springs Utilities Development Process" button which will take you to a page that details the various phases within the development process.
  - The page provides information and relevant resource links for each phase.

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Notes / Frequently Asked Questions / Feedback Received

Our goal is to make it easier for our construction and development customers to do business with us. Our aim is to make the submittal process more efficient, allow customers to track their projects, provide point of contact information, and improve our internal coordination.

We welcome all feedback on the new Construction & Development Hub and our processes. Please submit any feedback or questions to jthiel@csu.org.

Notes:

- The new platform is Microsoft 365 based. This means that our platform will stay up to date with Microsoft enhancements.
- The new platform is an in-house product therefore updates can be completed promptly instead of having to request updates through a contractor.
- You will see updates to the CSU.org > Building & Development page.
- You will see updates to the CSU.org > Permits, Applications & Forms page as we make updates to the documents and forms.

Questions:

- Why are you making these changes?
    - To improve customer service by providing project tracking and contact information. Additionally, our internal and external systems are at their end of life cycle.
- Are electric and gas requests now going through this site?
    - Not at this time. Electric and gas will continue their existing processes. Field Engineering is included in our Phase 2 improvements.
- Are Utility Design CAD File's (UDSF) going to be submitted in the hub?
    - Not at this time.
- Can I pay fees online through the hub?
    - Not at this time.
- Will I receive a confirmation email?
    - Yes. It is set-up to send emails when you submit and when the project status changes.
- **How will you pull in subconsultants or multiple subconsultants? Possible to set permissions for others to view your submittals?**
    - Currently the new platform is set-up for each person to have individual accounts. For each submittal, there is an option to include other email addresses to receive status update emails. We are looking into the possibility of having master accounts as a future enhancement.
- **What if consultants, engineers, etc. change during the submittal? How will we access those submittals and remove their access to the submittals?**
    - You will need to contact us and we can move the submittals over to a new person.
- How are you tying information together? For example, the Hydraulic Grade Line request to a Construction Plan?
    - We are now requiring Tax Schedule Numbers (TSN) which we will use as a common link. We understand that TSNs may change over time or there may be multiple or partial TSNs for a project. We plan to have our Intake Team update TSNs as needed. Using the TSNs, we can link all requests that come through the hub on our side.

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- What if I need to get a hold of someone immediately on a review?
    - You should try contacting your reviewer first, but you can also contact us through our general phone number (719-668-8259) if you are unable to reach the reviewer.
- What if I have changes to a request after I submitted it?
    - If there are changes to the submittal after you've submitted it that you need changed, please call (719) 668-8259 or email UDSAdmin@csu.org.
- What happens to current plans in the old system?
    - When we go live, current in-progress requests will be transferred to the new platform. New requests will be submitted and processed in the new platform. We will be migrating some data over but there may be cases that we will need to pull information from the old system over to the new platform.
- If I have a suggestion or question for the hub or processes, who can I contact?
    - Please submit any feedback or questions to cuc@csu.org or UDSAdmin@csu.org

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