

## Accela update #2

June 8, 2026

*Un nuevo programa para el Ramal de Alcantarillado Privado – para obtener esta información traducida al español, favor de llamar al 510-287-1599 o enviar un mensaje a la siguiente dirección de correo electrónico: [psl@ebmud.com](mailto:psl@ebmud.com).*

私人污水支管計劃的新軟件 - 如需此資訊的中文翻譯，請致電 510-287-1599 或發送電子郵件至 [psl@ebmud.com](mailto:psl@ebmud.com).

Dear Customer,

The launch of Accela, a new private sewer lateral software, is just four weeks away. EBMUD staff is busy preparing, testing and training on the new system to ensure the launch on June 29 is as seamless as possible. What YOU can do now:

- Complete time-sensitive transactions in the current system, such as:
  - Prepare in advance for any scheduling needs
  - Payments
  - Access to compliance certifications
  - Applying for exemptions
  - Purchasing time extensions
  - Applying for an appeal
- Watch for upcoming instructions on accessing Accela on June 29, 2026.

### **What can you expect over the next month as we prepare for the new software?**


Week of June 15


Live webinars will be hosted via Zoom on June 29 – July 3, 2026 and July 6 – 7, 2026. Sign-ups will be offered the week of June 15 via [www.ebmud.com/psl](http://www.ebmud.com/psl).


Week of June 22

Customers can begin viewing short, online training videos and access Quick-Guides on [www.ebmud.com/psl](http://www.ebmud.com/psl). Watch the videos or review the Quick-Guides so you are ready when the system is enabled on June 29, 2026.

Some topics include:

 How to schedule an inspection

 How to purchase a time extension certificate – **Coming Soon!**

 Quick-Guide on Registering for an Accela Citizens Access (ACA) account.

**Friday, June 26, 2026 *before* 4:30 pm** – this is the last day to pay fees, schedule an inspection, apply for an exemption, purchase a time extension certificate, and apply for an appeal. Any inspections scheduled for this day will be performed. NOTE: compliance certificates will be available starting on June 29.

**Friday, June 26, 2026 *after* 4:30 pm** – [www.eastbaypsl.com](http://www.eastbaypsl.com) will be disabled. All visitors will be redirected to [www.ebmud.com/psl](http://www.ebmud.com/psl) to access guidelines and resources, but Accela Citizens Access (ACA) account registration, pay a fee, schedule an inspection, purchase a time extension certificate and apply for an exemption or an appeal will not be available until June 29.

The new software will be available on June 29.

Customers can register for an Accela Citizens Access (ACA) account through a link that will be made available on [www.ebmud.com/psl](http://www.ebmud.com/psl).

Week of June 29

Additional guidance and resources will be shared soon to help you prepare.

**Private Sewer Lateral Team**

Private Sewer Lateral Program

Wastewater – Environmental Services Division

510-287-1599

PO Box 24055, MS #702 Oakland, CA 94623-1005

