

## How to Schedule a Residential Water Tap Inspection (Meter Install)

A Water/Wastewater Tap Permit is applied for by an applicant and issued in order to collect the fees associated with connecting to Austin Water's water and wastewater system. This permit is also required in order to receive a Certificate of Occupancy at a residence.

Please note, you must complete an application and pay related fees in order to be able to schedule for your meter installation. **Residential Tap Application**

If a water/wastewater permit application has already been completed and approved, please complete the following steps to call in for the inspection and have a meter installed.

### Interactive Voice Response (IVR) System

1. Make sure you have your IVR personal identification number (PIN). To get an IVR PIN, complete the form [Inspection Agent Letter of Authorization and Request for IVR PIN Number \(PDF\)](#). You can also pick up a form at the Inspections Office on the third floor of One Texas Center, 505 Barton Springs Road, or request a form by calling (512) 978-4000. Upon completion, submit the form to the Inspections Office and a PIN number will be assigned upon submittal.
2. Call the IVR number: (512) 480-0623.
3. Choose among (1) Schedule Inspections, (2) Obtains status on inspections, and (3) Exit the system.
4. Enter your IVR PIN.
5. Enter your ten-digit permit number.
6. Use the [inspection type codes](#) (PDF) to schedule your inspections.