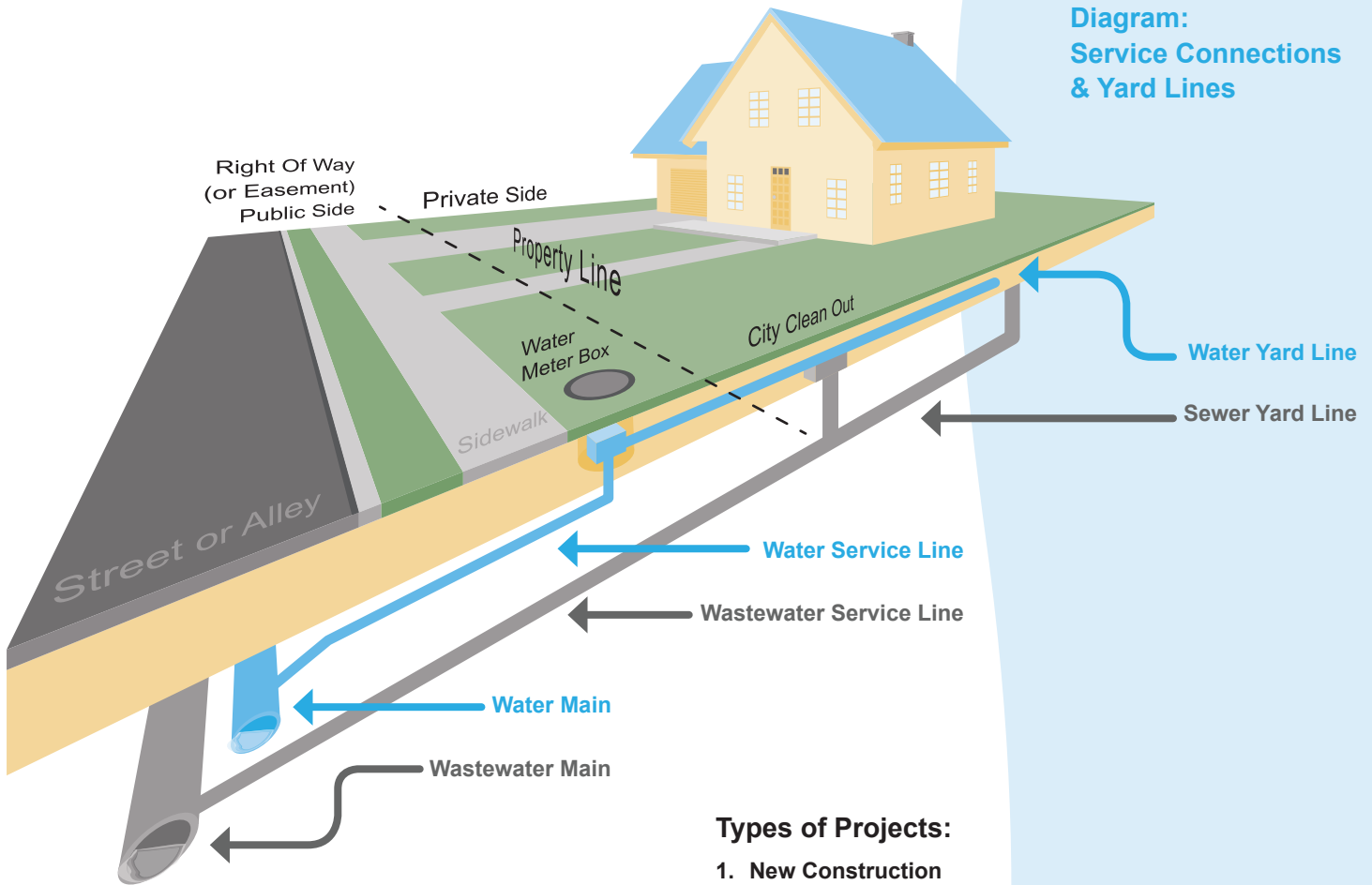


Diagram: Service Connections & Yard Lines



Working with Austin Water

Obtaining a water meter for single family residential projects has many facets, but the City of Austin has numerous resources to guide the building community. This document lays out the flow of work to help guide you through the process. Web links to more detailed information, forms and checklists, as well as contact numbers and emails are included. Your Development Services inspectors and the Austin Water permitting and plan review staff are ready to assist.

Types of Projects:

1. **New Construction**
typically developing a new subdivision or property that does not have existing utility service connections
2. **Demolition with Rebuild and/or Renovation**
properties with existing utility service connections may require an upgraded meter size and/or new service lines.

Key Components to the Process:

- ◆ **PHASES**
(1) Plan Review, (2) Permitting, (3) Inspections
- ◆ **DEPARTMENTS INVOLVED**
Planning & Zoning, Development Services, and Austin Water
- ◆ **REQUIRED DOCUMENTS**
applications, plans, supplemental items
- ◆ **REFERENCE RESOURCES**
department overview, intake hours, time-lines, and contacts

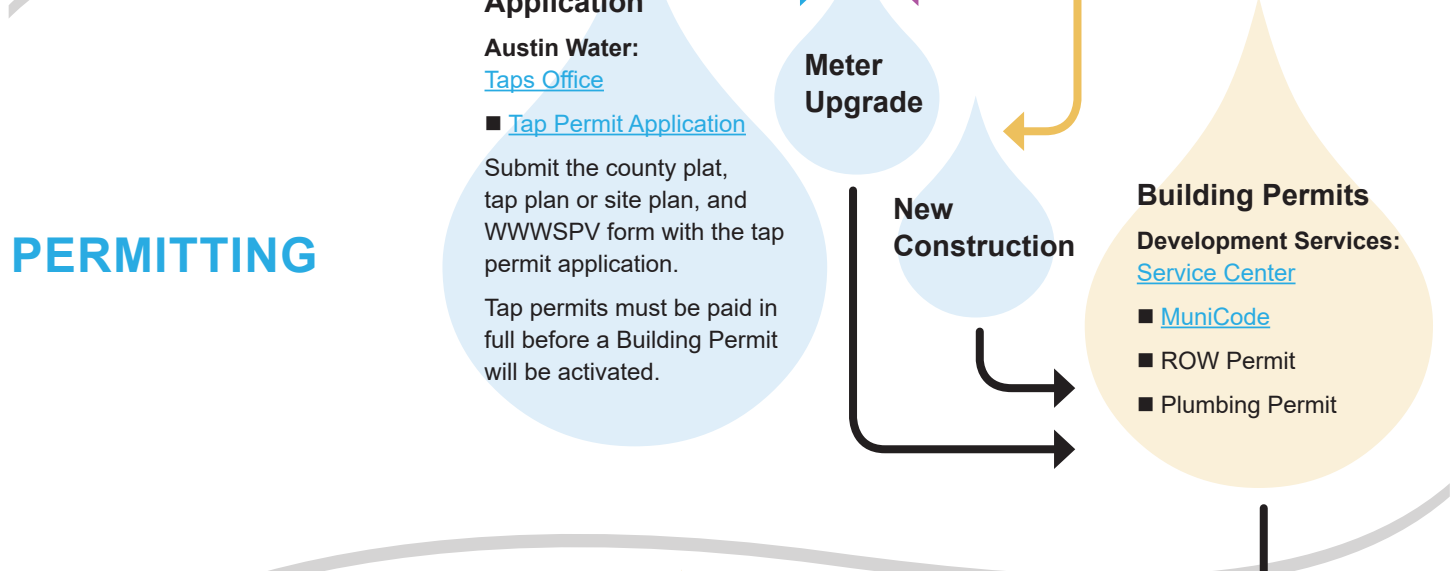
Please contact with any specific questions.

Planning & Zoning 512-978-4000, Development Services 512-978-4000 or Austin Water 512-972-0000

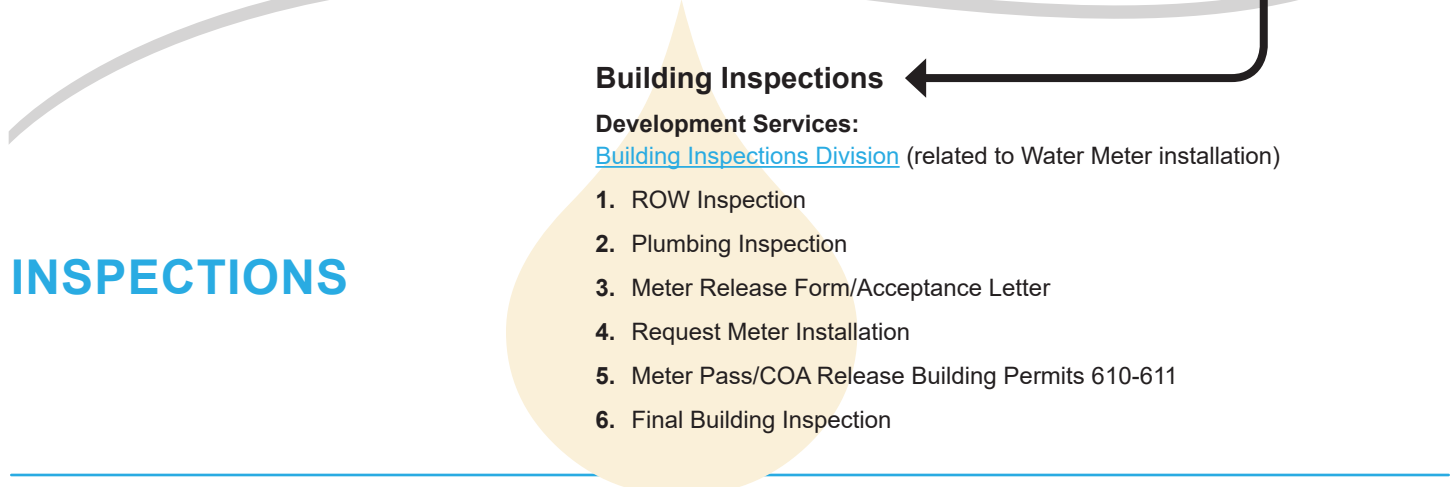
PLAN REVIEW



PERMITTING



INSPECTIONS



AUSTIN WATER

Waller Creek Center
625 Waller Creek St., Suite 200

Development Assistance Center
One Texas Center
505 Barton Springs Road

PLANNING & ZONING DEPARTMENT

Development Assistance Center
One Texas Center
505 Barton Springs Road
512-978-4000

[Hours and Offices](#)

Taps Permitting Office

Phone: 512-972-0000

Form: www.austintexas.gov/email/awtaps or AWTaps@austintexas.gov

- ◆ [Tap Permit Application](#) (must be accompanied by the county plat document)
- ◆ [Water & Wastewater Service Plan Verification](#)
(must pay for tap permit before Building Permits will be released)
- ◆ Austin Water reviews the Utility Tap Plan concurrently while Development Services reviews the residential building permit application. Contractor will submit for a Water & Wastewater Service Plan Verification (WWWSPV) approval through the Taps Permitting Office. The WWWSPV form will identify existing services and indicate the necessity of a Utility Tap Plan. If so, your project will have a Utility Tap Plan inspection requirement (similar to tree, fire, flood plain, etc.) The building permit application will not be approved until the Utility Tap Plan is approved.

Utility Development Services

Intake: [Austin Build + Connect \(AB+C\) Portal](#)

Phone: 512-972-0154

[Utility Tap Plan](#) vs. [Upgrade Package Checklist](#)

Programs include:

- ◆ [Service Extension Request Program](#)
(i.e. extension of City water and wastewater infrastructure to provide utility service to a property, onsite wastewater/septic systems serving single lots)
- ◆ [Private Lateral Program](#)
(i.e. investigation of defective private wastewater lines connecting a building to the City's wastewater system)

Historic Preservation Office

Email: austintexas.gov/email/dsdhelp

- ◆ Reviews buildings 40+ years in age to determine historic preservation, zoning, and designation requirements
- ◆ Demolition and Renovation Review
- ◆ Demolition Permit

Land Use Review Division

- ◆ Reviews site plan and subdivision applications.

Service Center (formerly Permit Center)

- ◆ A building permit is required to erect, construct, enlarge, alter, repair, improve, remove, convert, move or demolish any building or structure within the City's zoning jurisdiction or in certain Municipal Utility Districts. Applications must be submitted for each required permit. Required permits entail: Demolition, building, homeowner's, electrical, mechanical HVAC, plumbing, concrete (sidewalks/driveway in ROW), development, relocation, accessory dwelling units. Click on the link for a list of work [exempt from building permits](#)).
- ◆ All building plans must be reviewed and approved by Residential or Commercial Building Plan Review before a building permit is issued.
- ◆ Please call with questions to learn whether your project requires a permit.
- ◆ Permits remain active for 180 days, but will expire on the 181st day if the project has not received an inspection, or after the date of the last inspection that shows progress towards completion of the project. An expired permit must be resolved before a new building permit can be issued. Please call to check whether an expired permit exists on your property. You can resolve expired permits by following the [expired permit process](#).

Building Plan Review Division

Email: residentialreview@austintexas.gov

- ◆ Residential Plan Application, Review, and Pay Fees [Development Process Flow Chart](#), [Austin City Code & Land Development Code](#), Technical Review Handout, [COA Submittal Requirements & Technical Plan Review](#), [Technical Review Checklist](#), [Residential Building Review](#) (forms, applications, checklists).
- ◆ Plan Review make take up to 15 business days for new construction/additions ([Plan Review Timeframes](#)). DSD will review items such as interior remodel, new construction/additions, demolition, relocation, impervious cover, fence, manufactured home, pool/uncovered deck, volume builder, and structural verification.
- ◆ Depending on the type of construction and location, residential plans may also be reviewed for compliance with the following applicable regulations: (1) Residential Design and Compatibility Standards, (2) Zoning & Overlay, (3) Tree Ordinance, (4) Neighborhood Plan, (5) Conservation Combining District, (6) Floodplain Proximity, (7) Historic, (8) Hazardous Pipeline.

Building Inspections Division

- ◆ [Residential Inspection Flow Chart](#)
- ◆ [Building Inspector Phone List](#), [Inspectors by Territories/Map](#)
- ◆ Anyone associated with a permit can schedule an inspection: the general contractor, the homeowner (if listed as the general contractor on the permit), the trade contractor, or official agents. To assign an agent, complete the [Inspection Agent Letter of Authorization](#)
- ◆ [Two scheduling options:](#)
 1. Online [Austin Build + Connect \(AB+C\) Portal](#)
 2. Phone on the Interactive Voice Response (IVR) System at 512-480-0623

DEVELOPMENT SERVICES DEPARTMENT

Development Assistance Center

One Texas Center
505 Barton Springs Road

512-978-4000

[Hours and Offices](#)