Austin WATER

Online Application & Payment User Manual for Engineered Tap Plans and Water Meter Upgrade Applications

AB+C
AUSTIN BUILD + CONNECT

Table of Contents

Introduction

Austin Build + Connect is the City of Austin's online portal to apply for permits, schedule inspections, monitor applications, pay for permit/inspection fees, and much more. If you do not have a need for these activities, you can abandon this process and continue to use the City's Public Search function at abc.austintexas.gov.

I.   Registration, First Time Users and Password Reset

An online account is needed to submit applications and process payments on this website.

Important Note: Engineering Tap plans may only be submitted by Texas Licensed Professional Engineers

1.   Create an Online Account, First Time Registration

My Inspections
My Reports
My Profile
Web Help
Login/Register
AustinTexas.gov Home

REGISTERED USER

Your email address *

Your password *

Login

FIRST TIME USER

Register Now

FORGOT PASSWORD

If you are a registered user but forgot your password, please click here.

Reset Password

a.   STEP 1 – CONFIRM YOUR E-MAIL ADDRESS. The first step to creating an online account is to select an e-mail address to build your profile. You will

receive e-mails during the registration process and will use this e-mail to log in to the Austin Build + Connect website.

NEW REGISTRATION

Registration is for payment of application, permit, and inspection fees. Registration is a multi step process and your account will not be activated until all steps are completed.

STEP 1 - CONFIRM YOUR EMAIL ADDRESS

Email Address: *

Confim Email Address: *

Continue

b. STEP 2 - USER INFORMATION: The second step in the registration process is filling out your personal information. This data will be used to help create your online account and billing information. The red asterisks (*) indicate required fields.

STEP 2 - USER INFORMATION

Email Address:

First Name: *

Last Name: *

Middle Name (optional):

House Number: *

Street Prefix:

Street Name: *

Street Type: *
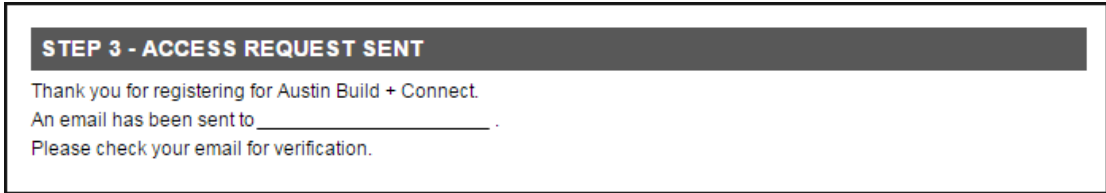
Street Direction:

Unit Type:

Unit Number:

City: *

State: *   Texas

Zip Code: *

Telephone Number: *

Organization (optional):

Submit

c. STEP 3 PART 1- ACCESS REQUEST SENT: Next you will receive an e-mail from the City of Austin Development Services Department.

STEP 3 - ACCESS REQUEST SENT

Thank you for registering for Austin Build + Connect.
An email has been sent to _____ .
Please check your email for verification.

The subject line of the e-mail will be "Austin Build + Connect Registration." In this e-mail are two important items to note: a link and a PIN number. Copy the PIN number and click on the longer link:

SAMPLE INFORMATION TO BE INCLUDED IN E-MAIL - Austin Build + Connect Registration

To continue your registration process, use the link and personal identification number (PIN) below to verify your information and gain access to the Austin Build + Connect website's Registered Users area: abc.austintexas.gov/web/permit/registration?t_s3=1&E-mailAddress=&pinGenerated=true

PIN Number XXXXXXXXXX (Copy PIN number before clicking on above link)

Note: If you are unable to click on the link above, please be sure to copy and paste the entire link into your browser's navigation bar, as all the information is needed to continue registration.

d. STEP 3-PART 2 - PIN NUMBER CONFIRMATION: Enter the PIN number from the e-mail you received and the first and last name entered during registration.

STEP 3 - PIN NUMBER CONFIRMATION

Email Address:

PIN Number: * [   ]

First Name: * [   ]

Last Name: * [   ]

[Submit]

Your PIN Number can be found in the City of Austin Build + Connect email that linked to this page.

e. STEP 4- CREATE A PASSWORD: Enter a password and select a password security reminder question.


```
STEP 4 - CREATE PASSWORD
Email Address :
Password: *                        [                    ]
Confirm Password: *                [                    ]
Password Reminder Question: *      [                          ▼]
Answer: *                          [                    ]

[ Create Password ]
```

f. STEP 5- REGISTRATION CONFIRMATION: The City of Austin Development Services Department will send you an e-mail with the subject line: "*Austin Build + Connect*." The e-mail has instructions on getting your online account connected to your business account. After the accounts have been connected, you will be able to conduct business with the City of Austin thru the website.

```
STEP 5 - REGISTRATION CONFIRMATION

Check your email for the next step to access your records and conduct business online.

[ Login ]
```

2. Setting your Password After Creating an Account

After login you can change the temporary password you received in the e-mail to a new personal password.

a. Click 'My Profile' from the left menu bar and at the bottom of the UPDATE MY PROFILE page, click 'Change Password':

```
My Inspections

My Reports

My Profile  ⬅

Web Help

Logout
```

```
Phone2     (512) 555-5555

Phone3

[ Update ]  [ Change Password ]  ⬅
```

b. Your Current Password is the temporary password that was e-mailed to

you. Enter a personal password in the 'New Password' field, and re-enter it in the 'Confirm New Password' field. Click 'Update':

TIPS FOR A STRONG PASSWORD

- Password must contain at least 1 capital letter, 1 lower case letter and 1 number
- Password must be at least 8 characters
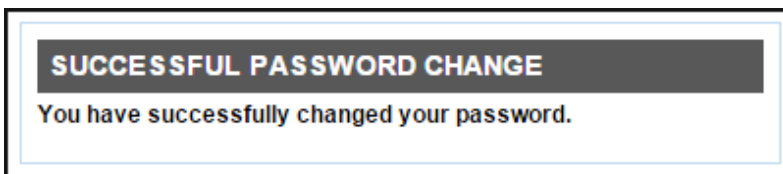- Never share your password or use it for other websites

NEW PASSWORD

Enter your current password and then choose your new password. Click Next when you are done.

Current Password: *

New Password: *

Confirm New Password: *

Back   Update

SUCCESSFUL PASSWORD CHANGE

You have successfully changed your password.

3. How to Reset your Password, Forgotten Password

In the event you forget your password, click Login/Register and 'Reset Password'. An e-mail will be sent to your profile e-mail address containing a new password.

a. RESET PASSWORD:

FORGOT PASSWORD

If you are a registered user but forgot your password, please click here.

Reset Password

b. Enter the e-mail address you used to create your profile:

FORGOT PASSWORD

To reset your password, please enter your email address.

Email Address *

Next

c. Answer the security question you selected when registering:

FORGOT PASSWORD

Based on your security question, please provide the corresponding answer.

Password Question: What is the name of your favorite pet?

Password Answer *   [   ]

[Continue]

d. After answering the security question, a temporary password will be sent to the e-mail address entered:

PASSWORD RESET

Your email address and password question have been validated.

An email has been sent to your email address with your new password.

[Go to Login Page]

SAMPLE E-MAIL - Forgotten Password

Dear Internet User,

This e-mail has been sent to you in response to your password request from Austin Build + Connect. Your password has been reset to: *********

Once you have successfully logged in you can reset your password by clicking on the My Profile link on the left menu bar.

e. Click 'Go to Login Page':

PASSWORD RESET

Your email address and password question have been validated.

An email has been sent to your email address with your new password.

[Go to Login Page]

f. Login using your e-mail address and the new reset password from the e-mail you received:

REGISTERED USER

Your email address *   [   ]

Your password *   [••••••••   ]

[Login]

SUCCESSFUL PASSWORD CHANGE
You have successfully changed your password.
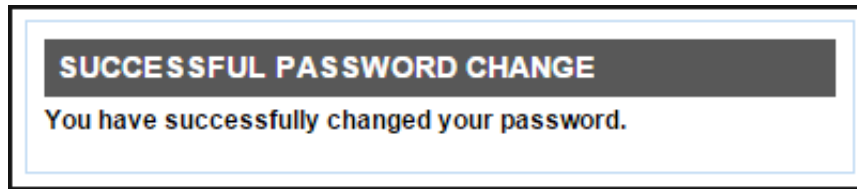
II. Submitting Tap Plan and WMU Review Applications

After successfully creating an account (Section I of this Manual), you are ready to create and submit a Tap Plan and/or Water Meter (WMU) Applications to Austin Water for review.

1. Creating a New Review Case

a. Click 'Apply for Permits/Cases' in the left navigation panel and select the 'Apply for Permits/cases'.
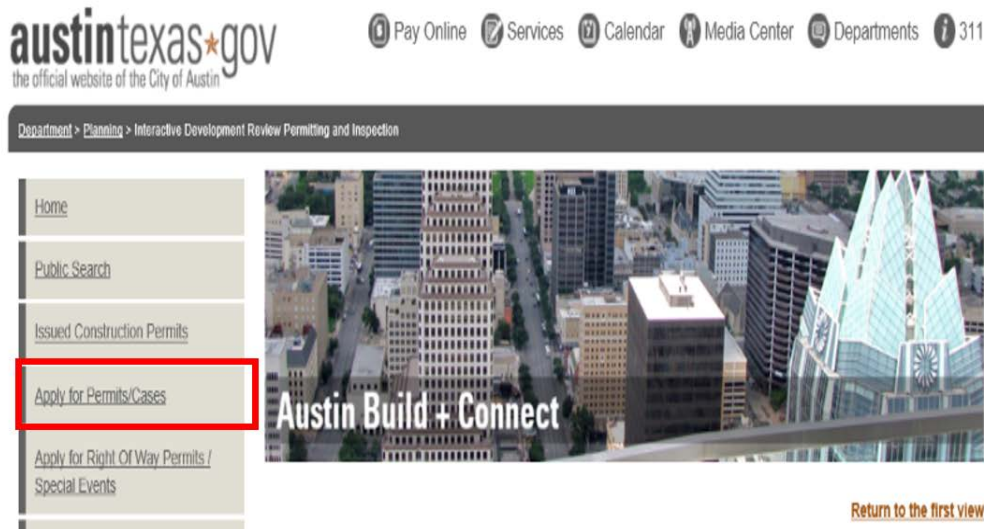
b. STEP 1 OF 7, Click on 'Review of Engineering Tap Plans and Water Meter Upgrade'
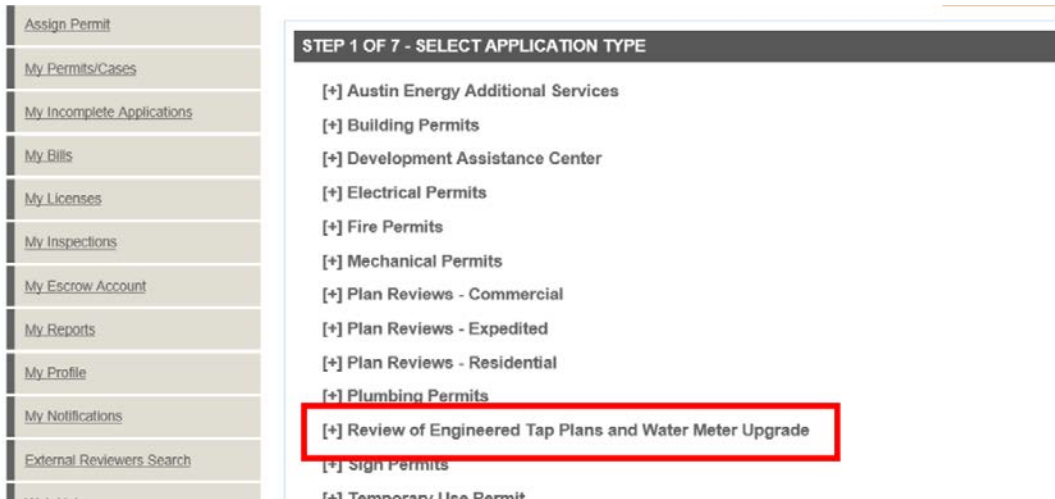
c. Select the application type that you need to create:
   i. Tap plan review for the installation of water/wastewater service lines for residential properties and commercial properties that qualify for a site plan exemption; or
   ii. Application for water upgrades (e.g. adjustments to the service tubing, water meter boxes, and components *behind* the curb) for residential properties and commercial properties that qualify for a site plan exemption.
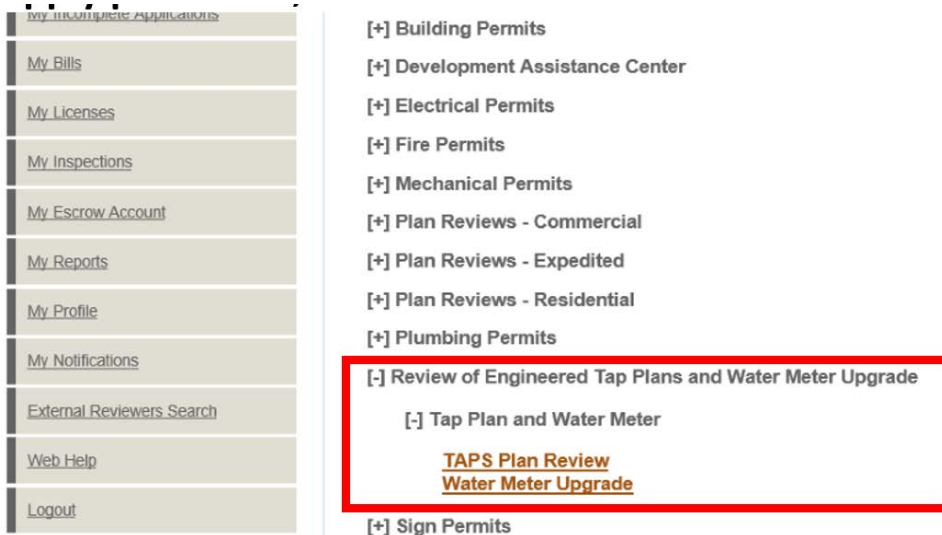
d. STEP 2 OF 7, select the name of the applicant from your drop-down menu.

Return to the first view

STEP 2 OF 7 - SELECT TO APPLY	
Select	**Type**
⌄	Applicant *

[Back]   [Continue]   ⬅

e. STEP 3 OF 7, enter the type a description and scope of work (e.g., water, wastewater, and/or reclaimed water service). You can press back button at any time during this portion of the application to edit data.

After adding the information, click 'Continue – Apply Online'.

* required field   Return to the first view

STEP 3 OF 7 - QUALIFICATION/TYPE OF WORK

Enter the description and scope of work for this permit. *

> Water and reclaimed water

[Cancel - I do not meet these criteria]   [Continue - Apply Online] ⬅

[Back]

f. STEP 4 OF 7 Select Property. Enter the house number and street name of the project and click 'Search.' A list of addresses that contain the street number and name entered will appear. Select the correct address.

g. STEP 5 OF 7 Confirm Details. After picking the address, confirm the information as shown:

h. STEP 6 OF 7. Depending on the permit assignment, the Application Details page will appear requesting additional information.
i. Once finished, you can 'Continue', 'Save - Finish Later' or 'Cancel this Application'. Even though the questions are not mandatory, it is highly encouraged to fill out as much information as possible otherwise the application maybe considered incomplete.

* required field

STEP 6 OF 7 - APPLICATION DETAILS

Application Type:	TAPS Plan Review R- 101 Single Family Houses New
Application Number:	12388364
Application Date:	May 28, 2020

PROPERTY INFORMATION

Street Address:	103 BRAZOS ST
Legal Description:	LOT 7-12 BLOCK 007 ORIGINAL CITY (TOTAL SQ FT 35328)
City, State and Postal code:	AUSTIN TX 78701

ADDITIONAL INFORMATION:

Size of Water Meter: *   3

See WATER METER SIZING CALCULATOR to approximate water meter size(s). Final water meter sizing to be determined by AW's Taps Permitting Office or to be provided by a Texas licensed plumber.

Site has Water availability? *   ○ Yes ● No

Contact Austin Water for water/wastewater TAP or service extension

Site has a septic system? *   ● Yes ○ No

Upload approved Septic permit

REQUIRED INSPECTIONS

ROW Inspection? *   ● Yes ○ No

GIS

Current Zoning for Building:

BUILDING COVERAGE EXISTING

Total Existing Building Square Footage:

BUILDING COVERAGE NEW/ADDITION

Total New/Addition Building Area Sq. Ft:

TOTAL BLDG COVERAGE ON LOT

Total Building Coverage Percent, of Lot:

Total Building Coverage on lot Sq. Ft.:

BUILDING

Current Use: *

REQUIRED INSPECTIONS

Sewer Tap Inspection: ○ Yes ○ No

AW Submittal of Engineering Tap Plans and Water Meter Upgrade Applications

j. STEP 7 OF 7 is a mandatory field where you need to upload necessary plans and supporting documents.
   - **Residential tap plans**. At a minimum, an AW-stamped Water and Wastewater Service Plan Verification Form (WWSPV) and a stamped and sealed set of engineered tap plans will need to be attached to the application.
   - **Commercial plans that qualify for a Site plan Exemption**. At a minimum, a set of signed and sealed engineered tap plans, that includes all the items listed in AW's Commercial Tap Plan Checklist, must be attached to the application.
k. Select the appropriate attachment type from the down arrow menu. Browse to the location of the document you are looking for.
l. Click on the 'Add Attachment' Icon, click 'Continue' after uploading the correct document. You will need to repeat this process for each attachment.

Note: Only PDF and JPG documents can be uploaded. Any other format files will receive error message as below:
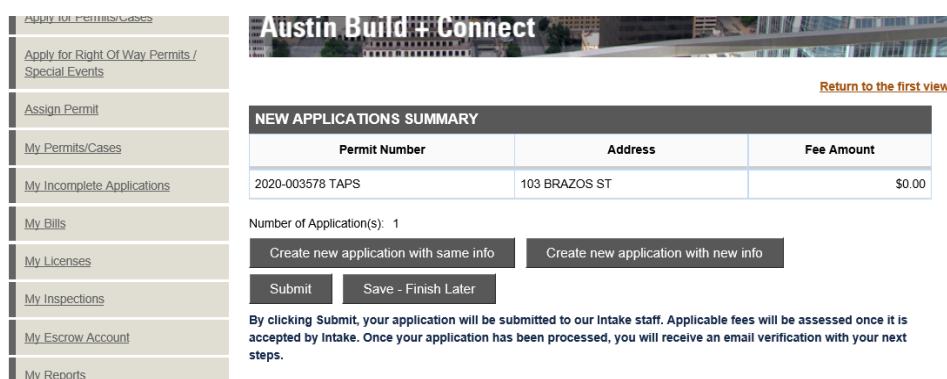
STEP 7 OF 7 - APPLICATION ATTACHMENTS
You currently have no attachments associated with this Application

YOUR FILE HAS NOT BEEN UPLOADED SUCCESSFULLY

Attachment uploading error: Upload file type must be PDF or JPG.

m. A summary of the application is displayed. If you are applying for multiple permits you can 'Create new application with same info' or 'Create new application with new info.' You can also 'Save - Finish Later.' If you are ready to pay, click 'Submit for Billing'.

NEW APPLICATIONS SUMMARY

Permit Number	Address	Fee Amount
2020-003578 TAPS	103 BRAZOS ST	$0.00

Number of Application(s): 1

By clicking Submit, your application will be submitted to our Intake staff. Applicable fees will be assessed once it is accepted by Intake. Once your application has been processed, you will receive an email verification with your next steps.

n. Once your application is submitted you will receive an e-mail stating whether the application was accepted. The e-mail will include instructions on how to move forward.

Sample e-mails are shown below for your reference only:

Notice: This is an automated e-mail generated from the City of Austin's electronic system informing you that your Water Meter Upgrade application has been submitted successfully. Below is your case number for your reference.

Water Meter Upgrade Case Number: Tap Plan Case Number: 2020-003522

Address: Address: 12500-12541 MANOR DOWNS RD   MANOR TX

You will receive further communications once your application has been reviewed by Austin Water staff.
Please be aware that:
1.   If this application expires, you will be required to resubmit a new application and pay any applicable fees.
2.   If your application was submitted in error, then please contact Austin Water's UDS Tap Plan Review Team at 'Tap_planreview@austintexas.gov'.

Notice: This is an automated e-mail generated from the City of Austin's electronic system informing you that your payment for Water Meter Upgrade (Case Number: 2020-003524) has been received.

Please be aware that:
1. It may take two to three business days for the payment amount to show on your bank account.
2. It may take up to two hours for the payment update to reflect on your account on ABC Portal.
3. You will receive a separate e-mail notification on your application status.
4. If you have questions/concerns regarding your application, please contact Austin Water's UDS Tap Plan Review Team at 'Tap_planreview@austintexas.gov'.
5. To check the status of your application, use the following public access link or log back into your account on:
    https://abc.austintexas.gov/web/permit/index

Regards,
City of Austin

2. Submitting Additional Information When your Application is not Accepted

Should the application not be accepted due to missing information. You will be asked to submit additional information via the AB + C portal. This process is accomplished by following these steps:

a. Log into your AB+C account.
b. Click on 'My Permit/My Cases'

c. Select the application you are looking for

| 13 | 2020-003034 TAPS | 108 BRAZOS | test 5 | 05/06/20 |

d. Under the ATTACHMENT UPLOAD select the type of file you need to attach by clicking on the down arrow of the "Attachment Details" section.
e. Browse and attach the file you are looking for.
f. Click on "Add Attachment"

g. Once submitted, the additional information will be reviewed for completeness. Should the documents be accepted, and the application deemed complete then you will receive an e-mail with information regarding payment of the application.

3. Submitting Revisions and Opening Review Cycles for Tap Plans and Water Meter Upgrade Applications

The first review cycle begins after the design plans been accepted and payment has been received by Austin Water. Plans may only be approved and reviewed within an *open review cycle*.

a. Approved Plans. Should the plans be approved within a review cycle, you will receive an e-mail notifying of the approval. The e-mail will provide you with information related to accessing the approved plans and the life of the approval.

h. Rejected Plans. Should the plans be rejected within the review cycle, comments will be issued by the tap plan reviewer.
   i. You will receive an e-mail notification stating that the application cannot be approved as submitted (see sample e-mail below). The e-mail will include instructions for resubmittal.

Notice: This is an automated e-mail generated from the City of Austin's electronic system informing you that the review of your Water Meter Upgrade (Case Number: 2020-003523) has been completed and the Water Meter Upgrade has been rejected. Please submit revised copies of the application via the ABC Portal at https://abc.austintexas.gov/ after making necessary changes.

Please be aware that:
1. Your Water Meter Upgrade will not be approved until necessary modifications are made on the Water Meter Upgrade.
2. You will NOT be required to make additional payment for the resubmittal of Water Meter Upgrade reviews.
3. If you have questions regarding your application, please contact Austin Water's UDS Tap Plan Review Team at 'Tap_planreview@austintexas.gov'.
4. To check the status of your application, use the following public access link or log back into your account at: https://abc.austintexas.gov/web/permit/index

Regards,

ii. You may access your login into your AB +C account and clicking on 'My Permit/My Cases'

iii. Select the application you are looking for:

iv. Select the application you need to submit a revision for.
v. Under the ATTACHMENT UPLOAD select the "Revised Plans" by clicking on the down arrow of the "Attachment Details" section.
vi. Click on "Add Attachment"

vii. Once the revised plans are submitted, intake will check the submittal and a new review cycle will be opened.

i. Please note that tap plan reviews trigger an additional review fee if the application is rejected *three times*. The four-cycle revisions will not be accepted nor processed until payment is received. There are no additional fees related with the review of water mater upgrade applications.

4. Submitting a Correction to an Approved Plan

Corrections to approved tap plan and water meter upgrade applications must be submitted via the A B +C Portal. Please note that there is a fee associated with tap plan corrections. There is no fee associated with the correction of approved water meter applicati

a. Log into your account and select 'My Permit/My Cases'

b. Select the application you are looking for

c. Under the ATTACHMENT UPLOAD and using the down arrow in "Attachment Details" select the "*Corrections for TAPS*" if this is a correction to an approved tap plan or "*Corrections for WMU*" if this is a correction to an approved water meter upgrade application.

d. Click on "Add Attachment"

e. If the correction is accepted by intake, you will receive an e-mail confirmation. The e-mail will include information related to payment for the correction of approved tap plans. As noted above, there is no fee associated with the correction of approved water meter upgrade applications.

f. Please note that is a once the corrected plans have been accepted, a correction review cycle will be created in AMANDA.

g. As with tap plans and water meter upgrade applications, corrections can only be approved or rejected with an open review cycle.

5. Submitting Revisions and Opening Review Cycles for Corrections to Previously Approved Plans

The first review cycle for a proposed correction to previously approved Tap Plan or Water Meter Upgrade application will begin *after* the requested corrections has been accepted by intake and payment has been received by Austin Water (for approved Tap Plans only, there is no fee associated with the correction of approved Water Meter Upgrade applications). Corrections may only be approved and reviewed within an *open correction review cycle*.

a. *Approved Corrections.* Should the proposed correction be approved within a review cycle, you will receive an e-mail notifying of the approval. The e-mail will provide you with information related to accessing the approved correction. *Please note that the effective life of the approved plans does not change with the approval of a correction, the original approval date will prevail.*

j. Rejected Corrections. Should the proposed corrections be rejected within the review cycle, comments will be issued by the tap plan reviewer.

   i. You will receive an e-mail notification stating that the correction cannot be approved as submitted. The e-mail will include instructions for resubmittal.

b. To submit revisions to an open correction, log into your account and select 'My Permit/My Cases'

c. Select the application you are looking for

| 8 | | 2020-003251 TAPS | GUADALUPE STREET | Test UAT 9 | 05/13/20 | Approved (05/26/23) | No |
| 9 | | 2020-003249 TAPS | 1803-1/2 BRAZOS STREET | tesy UAT 8 | 05/13/20 | In Review (06/08/23) | No |

d. Under the ATTACHMENT UPLOAD and using the down arrow in "Attachment Details" select the "*Corrections Revisions for TAPS*" if this is a revision to an open tap plan correction or "*Corrections Revisions for WMU*" if this is a revision to an open WMU correction.

e. Click on "Add Attachment"

f. If the revisions to the open correction applications are accepted by intake, a new correction review cycle will be created in AMANDA.

III.   Checking Bills and Submitting Payment

After the successful submittal of an application, revision, correction, etc. you may receive an e-mail requesting payment. *Please note that review cycles may not be initiated until all applicable fees have been paid.*

1. Accessing your Bills
   a. Click on 'My Bills'
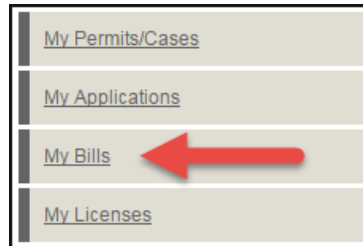
   b. A list of open cases that are eligible for payment will appear in the left window

   c. Select the applications (s) you want to pay for *or* click 'Select All' if you have multiple applications you would like to pay for.
   d. Click 'Pay Selected'

   e. You will get a summary page displaying the permit(s) you are paying for.
   f. Click 'Pay Now' if you wish to continue the payment process.

g. Select the payment method either e-Check or Credit/Debit Card. After completing this process, you can hit the 'Exit' button on top to go back to the portal.

2. Credit Card Payment Process
a. Select 'Credit/Debit Card' and enter the credit card number. Click 'Continue':

b. Complete the 'Cardholder Name' and 'Expiration Date' information for the card.
c. The Card Billing Information defaults to the information you provided during registration. If you choose to select a different Card Billing Information, select 'Use New Billing Information' and provide new information. If you choose to save this information for future use, select 'Yes' on 'Save this account?'. Click 'Continue'.

austintexas★gov

Privacy   Customer Service   Exit

Make a Payment - Licenses / Permits

Make Payment
Manage Accounts
Pending Payments
Payment History

CHASE ○

Bold fields with * are required.

To ensure proper payment, please check that this is the correct Permit Number, Invoice Number, and Amount listed below.

PAYMENT INFORMATION

Permit Nbr / Invoice Nbr / Dept 1: **2018-000370 TAPS / Inv#6467350/PDRD**

Invoice Amount 1: **$107.25**

PAYMENT DETAILS

Payment Amount*:
$107.25

PAYMENT METHOD

Saved Account*:
◉ **Select** Choose One...

New Account*:
○ **eCheck**
○ **Credit/Debit Card**
VISA MasterCard AMERICAN EXPRESS DISCOVER NETWORK

[Continue] [Cancel]

CARD ACCOUNT INFORMATION

Cardholder Name*: [_____]

Expiration Date*: [___ ▾] / [___ ▾]

Card Billing Information*: ○ **Use Profile Information as Billing Information**
1234 Main DR
Austin, TX 78748

United States
◉ **Use New Billing Information**

Country*: [United States ▾]

Address 1*: [_____]

Address 2: [_____]

City*: [_____]

State*: [Select State ▾]
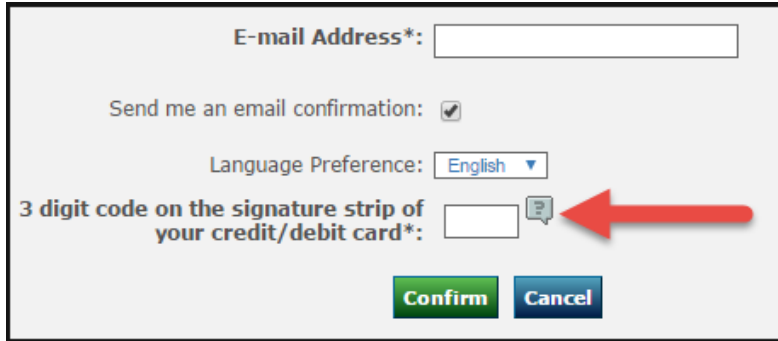
Zip Code*: [____] - [____]

Save this account?: ◉ **Yes**
○ **No**

Card Account Nickname : [_____]

AW Submittal of Engineering Tap Plans and Water Meter Upgrade Applications
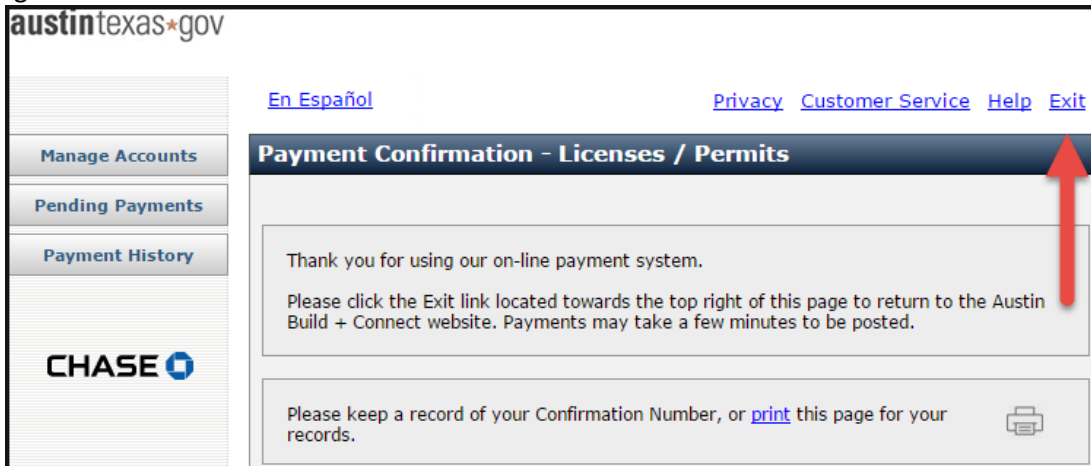
d. Enter the 3-digit code on the back of your card. Click 'Confirm':

e. Your payment has been processed.
f. You will receive 3 e-mails. One e-mail from noreply@payconnexion.com with a subject line of "Payment Confirmation for Licenses / Permits." This is an e-mail from Chase Bank informing you the payment has been accepted. The second e-mail will be from web.registration@austintexas.gov with a subject line of "Austin Build + Connect Payment Confirmation" informing you the payment has been received from Chase and your permit has been issued. The third e-mail will be from noreply@cityofaustin.org issuing you the approved permit. See section 4 for sample emails.
g. To return to Austin Build + Connect click 'Exit'.

3. Paying via e-Check
    a. Select 'eCheck'

b. You will need the following information for e-Check payments
   i. Bank Routing Number
   ii. Account Number
   iii. Check Number
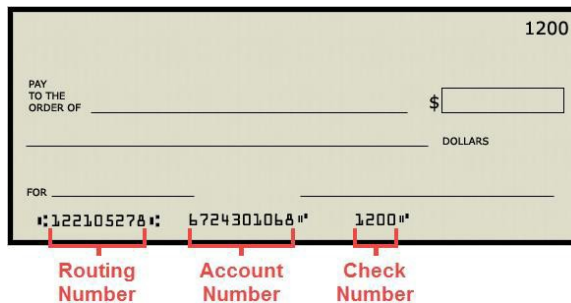
c. Enter your Austin Build + Connect ID found at the bottom of the invoice or top of the 'My Profile' page. If you accept the Terms and Conditions, select the check box. Click 'Confirm.'

d. Your payment has been processed. You will receive 3 e-mails. One e-mail from noreply@payconnexion.com with a subject line of "Payment Confirmation for Licenses / Permits." This is an e-mail from Chase Bank informing you the payment has been accepted. The second e-mail will be from web.registration@austintexas.gov with a subject line of "Austin Build + Connect Payment Confirmation" informing you the payment has been received from Chase and your permit has been issued. The third e-mail will be from noreply@cityofaustin.org issuing you the approved permit. See

section 4 for sample emails.

4. Sample payment notification e-mails

Notice: This is an automated e-mail generated from the City of Austin's electronic system informing you that your payment for Water Meter Upgrade (Case Number: 2020-003524) has been received.

Please be aware that:
1.   It may take two to three business days for the payment amount to show on your bank account.
2.   It may take up to two hours for the payment update to reflect on your account on ABC Portal.
3.   You will receive a separate e-mail notification on your application status.
4.   If you have questions/concerns regarding your application, please contact Austin Water's UDS Tap Plan Review Team at 'Tap_planreview@austintexas.gov'.
5.   To check the status of your application, use the following public access link or log back into your account on: https://abc.austintexas.gov/web/permit/index

5. Payment Errors

If you submit a payment but receive a page error or close the page before payment is completed, you will not be able to immediately select the permit to try again. The system will put the permit on hold for approximately 90 minutes in order to prevent multiple payments on the same permit. After the 90-minute period, the permit will be available to select again if the previous payment did not get processed.

IV. Non-Applicable AB + C Items

The following functions do not apply to the Tap Plan or Water Meter Upgrade Review Folders.

1. My Escrow Account
2. 311 Ticket (Refund, Voids, Cancellations)
3. My Inspections

V. Checking the Status of Your Applications

You can check the status of your applications and bills by logging into your account and clicking on 'My Permit/Cases' or 'My Bills'. You may also check on your incomplete applications as shown on the screenshot below:

VI. Assistance

Please submit your questions and concerns to Tap_planreview@austintexas.gov