



## NEW WATER AND WASTEWATER SERVICE LINES FREQUENTLY ASKED QUESTIONS

New water and wastewater service lines are installed by the customer and maintained by Austin Water. Plans must be prepared by a [Texas Licensed Professional Engineer](#) and submitted to Austin Water's Tap Plan Review Team for review and approval prior to installation.

### WHERE DO I START?

Start by contacting [Austin Water's Taps Permitting Office](#) and obtaining a [Water & Wastewater Service Plan Verification \(WWWSPV\) form](#). The Taps Permitting Office will inform you if engineered plans for the installation/upgrade of public service lines are needed or if the existing service lines can be used without further modification.

### HOW DO I REACH AUSTIN WATER'S TAPS OFFICE?

Austin Water's Taps Permitting Office can be reached by calling 512-972-0000 ext. 4 or emailing [AWUTAPS](#).

### CAN I KEEP MY EXISTING WATER SERVICE LINE?

Qualifying residential customers with 4.5 bathrooms or less and 48 fixture units or less may be able to retain their existing water service line, complete a [WWWSPV form](#) and contact [AW's Taps Permitting Office](#) for more information.

### CAN I KEEP MY EXISTING WASTEWATER SERVICE LINE?

Qualifying residential customers with two or less structures on a legal lot may be able to retain their existing wastewater service line, complete a [WWWSPV form](#) and contact [AW's Taps Permitting Office](#) for more information.

### HOW DO I KNOW IF I NEED A TAP PLAN?

The AW Tap Permitting Office will use the [WWWSPV form](#) to inform you if you need to install public water/wastewater service lines as part of your *residential* project. Occasionally, small *commercial* projects that qualify for a Site Plan Exemption, will need to install new water/wastewater services. WWWSPV forms *are not issued to commercial projects* but the need to install water/wastewater services will be conveyed during the [Site Plan Exemption review process](#). All new installation of new water/wastewater service lines require a Tap Plan.

### DO I NEED TO HIRE AN ENGINEER?

All Tap Plans must be prepared and submitted to Austin Water by a [Texas Licensed Professional Engineer](#). A list of professional engineers in the Austin area can be found at the [Texas Board of Professional Engineers\\*](#)

### HOW DO I SUBMIT A TAP PLAN TO AW?

Tap Plans can only be submitted by a Texas Licensed Professional Engineer via the [Austin Build and Connect \(AB +C \) Portal](#). A copy of [AW's AB +C User Guide for Engineered Tap Plans and Water Meter Upgrades](#) can access here.

### **WHO CAN INSTALL PUBLIC SERVICE LINES?**

Service lines are installed in the Right-of-Way (ROW), [click here for a graphic representation of a service line](#). Only licensed ROW contractors can install service lines and work in the ROW.

### **HOW CAN I FIND A CONTRACTOR LICENSED TO WORK IN THE CITY'S ROW?**

A list of registered ROW Contractors can be found at [City's Development Service Department](#) \*

### **IS THERE A TAP PLAN REVIEW FEE?**

There are nominal fees associated with the review of Tap Plans, these fees may be adjusted on an annual basis. [Click here of a link to list of our current review fees.](#)

### **WHO WILL REVIEW MY ENGINEERED TAP PLAN?**

Tap plans are reviewed by Austin Water Tap Plan Review Team, they can be reached at [TAP\\_PLANREVIEW](#).

### **HOW LONG WILL IT TAKE TO HAVE MY PLANS REVIEWED?**

Austin Water's review time for new tap plans is approximately 21 business days for the first review and 11 business days for all subsequent reviews.

### **WHAT IS THE DIFFERENCE BETWEEN SERVICE LINES AND YARD LINES?**

[Service lines](#) require a right-of-way (ROW) permit and are installed by a licensed ROW contractor. They begin at the main and end at your property line. [Yard lines](#) connect your building to the service line; they are installed by a licensed plumber and require a plumbing permit.

### **AM I RESPONSIBLE FOR MANTAINING BOTH SERVICE AND YARD LINES?**

No, Austin Water is responsible for maintaining service lines. Property owners are responsible for maintaining and replacing yard lines.

*\*This link is provided as a resource without endorsement by the City of Austin.*