

### **I AM A RESIDENTIAL CUSTOMER, WHAT DO I NEED TO DO?**

Generally, residential customers adding water meters that are one inch in diameter or smaller do not need to submit a [water meter upgrade application for plan review](#) to Austin Water's Taps Plan Review Team *but* are required to apply for a [water/wastewater residential tap application](#). Please contact [Austin Water's Taps Office](#) by calling 512-972-0000 or email [TAPappointments@austintexas.gov](mailto:TAPappointments@austintexas.gov) to schedule an appointment.

### **WATER METER UPGRADE PLAN REVIEW VS WATER/WASTEWATER TAP PERMIT, WHAT IS THE DIFFERENCE?**

Plans for the upgrade of water meter components are prepared by a licensed professional or Texas licensed plumbers. The application package includes construction plans with the information necessary to properly size *and install* the water meter. Water/wastewater tap permit applications are used for water meter "ready" installations. These applications are completed by the property owner or duly authorized representative. The information provided is used to collect Austin Water connection fees and set an Austin Water service account.

### **CAN A PROPERTY OWNER PREPARE THE WATER METER UPGRADE APPLICATION?**

No. If construction plans are needed to accommodate the [water meter upgrade](#), then the application must be prepared by a professional engineer, master plumber, or professional landscape irrigator depending on the property use, meter use, and meter size.

### **HOW ARE WATER METER UPGRADE APPLICATIONS SUBMITTED?**

Plans for Water meter upgrade applications are submitted 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.

### **HOW CAN I FIND A TEXAS LICENSED PROFESSIONAL ENGINEER?**

A list of professional engineers in Austin can be located by visiting the [Texas Board of Professional Engineers\\*](#)

### **HOW CAN I FIND A TEXAS LICENSED MASTER PLUMBER?**

A list of Texas Licensed Master Plumbers can be located by visiting the [Texas State Board of Plumbing Examiners\\*](#)

### **HOW CAN I FIND A TEXAS LICENSED LANDSCAPE IRRIGATOR?**

A list of Texas Licensed Landscape Irrigators can be located by visiting the [Texas Commission on Environmental Quality\\*](#)

### **WHO CAN MAKE MODIFICATIONS TO THE WATER METER BOX?**

Water meter boxes and their components are installed in the Right-of-Way (ROW). Only licensed ROW contractors can add, modify, or remove water meter boxes and their components.

**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](#)

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**IS THERE WATER METER UPGRADE REVIEW FEE?**

There is nominal fee associated with the review of plans for water meter upgrade applications, 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 WATER METER UPGRADE APPLICATION?**

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 WATER METER UPGRADE PLANS REVIEWED?**

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

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