

## How to Schedule a Residential Water Tap Inspection

### Who can schedule an Inspection?

A Water/Wastewater Tap Permit is applied for 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 your meter installation.

[Residential Tap Application](#)

Any person associated to the Water Tap Permit may schedule an inspection. Please ensure that the licensed plumbing contractor completed all work within the water meter box and the Development Services inspector completed the water yard line plumbing inspection.

To assign an agent to schedule an inspection, complete the [Inspection Agent Letter of Authorization](#)

The permit holder is responsible for keeping a permit active by performing work towards completion of the permitted project by scheduling an inspection until the water tap permit receives a "Connected" status. The permit will expire if the work is completed and an inspection is not scheduled within two years.

### Options for Scheduling an Inspection

Inspections requested are reviewed to ensure the site has an acceptance letter or a release request from the Development Services Site and Subdivision inspector. In addition, the Plumbing Permit must have an approved Water Yard Line inspection completed.

#### Request Inspections online at [Austin Build + Connect](#)

- You must be a registered user. If not registered, you can [register online](#).
- Click on "My Inspections" in the Menu option and follow the prompts.
- If you are experiencing difficulty, call 3-1-1, or e-mail [DSD Help](#). If outside the City limits, please call 512-974-2000.
- Once registered, Live Chat is available for assistance Monday - Friday, 7:30 am to 4:30 pm.

#### Request Inspections by phone using the Interactive Voice Response (IVR) System

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 3-1-1.

Upon completion, e-mail the form to [DSDHelp@austintexas.gov](mailto:DSDHelp@austintexas.gov), or submit the form to the Inspections Office and a PIN number will be assigned upon submittal.

Have your printed permit document available before calling:

1. Call the IVR number:  
**(512) 974-9405**
2. Choose among
  - (1) Schedule Inspections (see requirements below),
  - (2) Obtains status on inspections,
  - or (3) Cancel the Inspection.
3. Enter your IVR PIN
4. Enter your ten-digit permit number
5. Enter the three-digit inspection code – **for water tap inspections, enter 626**

*Note:* Water Tap Inspection schedules are not updated in the city permitting system, so you will not be able to get information online about the inspection schedule date. Austin Water completes meter inspections within ten (10) business days starting the day after the inspection request date. On average, inspections are completed in half this time.

If an inspection was requested by your site is not prepared, please call 512-972-0000 and ask that the inspection be cancelled. We are unable to cancel inspections through the Austin Build + Connect portal or through the IVR system.