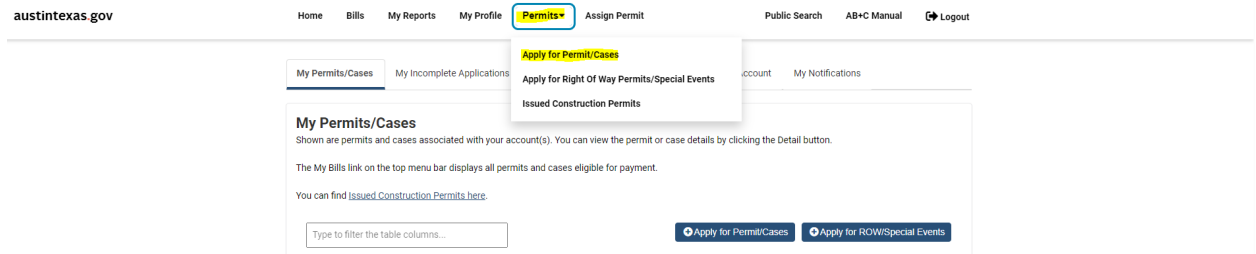
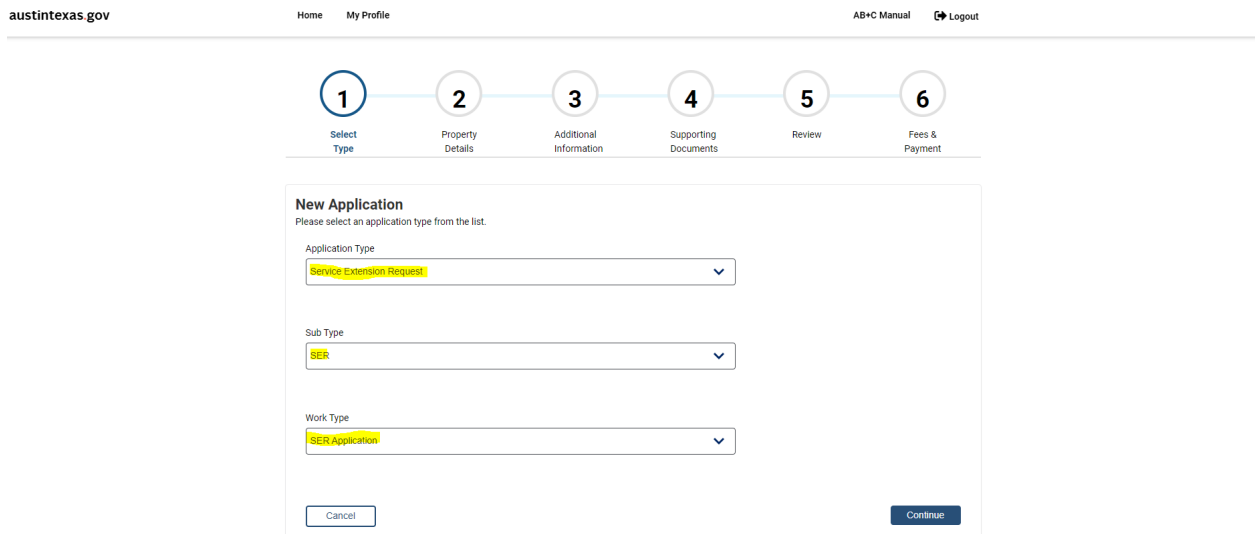


1. Visit the City of Austin [Citizen Portal](#). Select “Permits” and in the drop down menu select “Apply for Permits/Cases.”



2. Select “Service Extension Request” from the Application Type drop down menu. The Sub Type and Work Type should automatically populate to SER and SER Application as shown below.



3. Select the Applicant and provide a brief description of the SER

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1 — 2 — 3 — 4 — 5 — 6
 Select Type — Property Details — Additional Information — Supporting Documents — Review — Fees & Payment

Application Information

Applicant

Folder Description (1919 characters left)

4. To select your property, set the address type to “All” and input the segment number and street address associated with your SER. **If there is a street direction, do not write out the complete direction and instead use the correct letter abbreviation as shown below (do not add a period or the system will not find your address). Also do not add the street type (St, Blvd, Ave) when searching for your address.**

For fractional addresses, please enter a dash (-) followed by the fraction after your address number (Example: 100-1/2 Main St).

Address Type

Street/Segment Number AND Street Name

Property Type	Street Address	Zip Code	Actions
Address	1500 E CESAR CHAVEZ ST	78702	<input type="button" value="Select"/>
Address	2500 E CESAR CHAVEZ ST	78702	<input type="button" value="Select"/>
Address	500 E CESAR CHAVEZ ST	78701	<input type="button" value="Select"/>
Building	2500 E CESAR CHAVEZ ST Bldg FT2	78702	<input type="button" value="Select"/>
Building	2500 E CESAR CHAVEZ ST Bldg FT4	78702	<input type="button" value="Select"/>
Building	2500 E CESAR CHAVEZ ST Bldg FT3	78702	<input type="button" value="Select"/>

5. Fill out project specific fields for your SER application. **If your invoice will not be paid for by the current Applicant (as identified in Step 3), select "No" and input the desired party's Austin Build and Connect ID so that they will be able to access and pay for the SER application through the ABC Portal.**

Application Details

Application Type: Service Extension Requests - Service Extension Requests - New
Application Number: 13213109
Application Date: Jul 26, 2024

Please provide additional details for your application.

Project Name

*** Required Field**

Site Acreage

*** Required Field**

Location Description or Address

Applicant/Engineer Name

*** Required Field**

Applicant/Engineer Phone

*** Required Field**

Applicant/Engineer Email

*** Required Field**

SER Invoicing Information

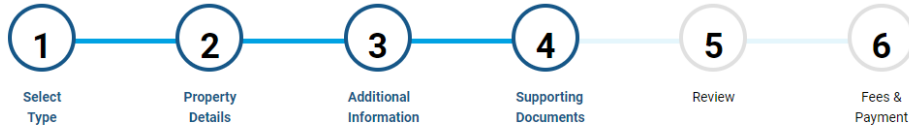
SER Invoice paid by Applicant
 Yes
 No
*** Required Field**

Billing Austin Build & Connect ID

6. Drag and drop or browse to upload your SER application, location map, and other supplemental documentation. After selecting the file(s) you would like to upload, select the attachment type from the drop down menu and then select "Upload." **You will not be able to proceed until you have minimally attached an SER Application and location map.**

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Supporting Documents

- Add any attachments required for this application
- A description is required for each upload (as a single file or a group of batched files)
- Upload limit: 200 MB
- You cannot change your attachments after the application has been submitted for approval
- Accepted attachment file types: jpg, jpeg, pdf, dwg

Upload Attachment

Step 1: Drag and drop your files, or select BROWSE

Drag or **Browse** to select file(s) to upload

Step 2: Select a description for your attachment or batch of attachments

* Required Field

Step 3: Click "Upload"

7. Select “submit” on this final screen to complete the SER application process. Failure to select “submit” on this screen will result in an unsuccessful SER application submittal.

The screenshot shows a six-step process flow: 1. Select Type, 2. Property Details, 3. Additional Information, 4. Supporting Documents, 5. Review, and 6. Fees & Payment. Step 5 is currently active. Below the flow is a 'New Application Summary' section with a table of application details.

Permit Number	Address	Balance
2024-007543 SER	Austin Convention Center - Test	\$0.00

1 Result
No record selected

Buttons: Create new application with same info, Create new application with new info, Save for Later, Submit

8. Once an SER application has been submitted, Austin Water SER staff will validate and review for administrative completeness. An invoice will be issued once a submittal is deemed administratively complete.
9. Once the balance is paid in full, the SER Application process in the Citizen Portal will be closed. Please coordinate directly with the assigned Austin Water staff, as indicated in the administrative completeness letter, for technical processing of the application. Reference [SER Info Sheet](#) for more information on this process