



Submitting Tap Plan and WMU Review Applications

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Introduction

[Austin Build + Connect](#) (AB+C) is the city's online portal that allows registered users to apply for some permits, schedule inspections, pay fees, upload project attachments, and more.

The AB+C portal is used to process most development applications for the city. This guidance document provides specific steps needed to fully process an Austin Water Tap Plan and or Water Meter Upgrade application using the city's AB+C online portal.

Applying for Tap Plan or WMU Review Case

Unlike other city application processes, Tap Plans and or Water Meter Upgrade applications must be submitted by the Engineer of Record (*EOR*). This streamlines the process and ensures all reviews are completed in a timely manner.

After successfully creating an account, the EOR is ready to create and submit a Tap Plan an or Water Meter (WMU) Applications to Austin Water.

Don't have an account? The [AB+C Manual](#) includes instructions on how to create an account.



Select Application Type (Continued)

From the top menu select the 'Apply for Permits/Cases' tab and click on the 'Apply for Permits/cases' box.

My Permits/Cases

Shown are permits and cases associated with your account(s). You can view the permit or case details by clicking the Detail button.

The My Bills link on the top menu bar displays all permits and cases eligible for payment.

You can find [Issued Construction Permits here](#).

Type to filter the table columns...

[Apply for Permit/Cases](#) [Apply for ROW/Special Events](#)

Permit/Case Number	Project Name	Description	Application Date	Status	Related Folder	Balance	Actions
2024-004389 OSBP	1001 E RIVERSIDE DRIVE		04-30-24	Active (04- 30-25)	Yes	\$0.00	Detail
2024-004376 OSSF	1001 E RIVERSIDE DRIVE	Test	04-29-24	Approved (04-30-25)	Yes	\$0.00	Detail
2024-004358 GENP	1002 LAKEWAY DRIVE	hehe	04-26-24	Corrections Approved (07-26-24)	No	\$0.00	Detail
2024-004337 TAPS	10000 TWIN LAKE LOOP	test	04-26-24	Queue (04- 26-25)	No	\$0.00	Detail
2024-004336 TAPS	10001 STONELAKE BOULEVARD	test	04-26-24	Approved (04-30-27)	No	\$0.00	Detail

358 Results

1 2 3 4 5 > >>

This will take you to the application wizard, there are six steps in this process.



STEP 1 OF 6, Select Application Type:

- a. On the “New Application” page, select ‘Review of Engineering Tap Plans and Water Meter Upgrade’ from the ‘Application Type’ drop-down menu. (Note: “Tap Plan and Water Meter” will auto-populate in the *Sub Type* field.)

[Home](#) [My Profile](#)

[AB+C Manual](#) [Logout](#)

1

Select
Type

2

Property
Details

3

Additional
Information

4

Supporting
Documents

5

Review

6

Fees &
Payment

New Application

Please select an application type from the list.

Application Type

- Austin Energy Additional Services
- Austin Water - General Permit
- Austin Water - Onsite Water Reuse System
- Board of Adjustment
- Electrical Permits
- Historic Review
- Land Status Determination
- Mechanical Permits
- On Site Sewage Facilities (Septic Tank)
- Plan Reviews - Residential
- Plumbing Permits
- Review of Engineered Tap Plans and Water Meter Upgrade**
- Service Extension Request
- Sign Permits
- Temporary Use Permit
- Tree Ordinance Review Application
- Water Meter/Wastewater Permit Application

Continue



b. From the 'Work Type' drop-down menu, select the specific review that you are looking for and click on the blue 'Continue' button to proceed.

i. **Tap plan Review.** This review is used when there are proposed installation of water/wastewater service lines. This work is typically done in the street. This application is limited to residential properties and commercial properties that qualify for a site plan exemption.

ii. **Water Meter Upgrade.** This review is used when there are proposed adjustments to existing service lines, water meter boxes, and related components. All work is done *behind* the curb. No additional upgrades are allowed under this application type.

Type Details Information Documents

New Application

Please select an application type from the list.

Application Type
Review of Engineered Tap Plans and Water Meter Upgrade

Sub Type
Tap Plan and Water Meter

Work Type
TAPS Plan Review
Water Meter Upgrade

Cancel



- c. Select the name of the applicant from your drop-down menu.
- d. Use the 'Folder Description' box to describe the scope of work (e.g., water, wastewater, and/or reclaimed water service lines). At this point, you can press the 'Back' button to edit data, cancel the application by clicking 'Cancel-I do not meet these criteria', or move forward by clicking the 'Continue' button.

For Development Services Department permits:
You can only assign registered contractors that are linked to your AB+C Account. If you cannot select the appropriate contractor from the dropdown list, please visit the [DSD Building and Trade Contractor Services webpage](#) for additional information.

Applicant
(Rashmi Nallapareddy) ▼

Folder Description (1975 characters left)
Water and Reclaimed Water

Back Cancel - I do not meet these criteria Continue



STEP 2 OF 6 Select Property:

- Select 'All' from the 'Address Type' drop-down menu.
- Enter the house number and street name of the project in the 'Street/Segment Number AND Street Name' field and click 'Search'. A list of addresses that contain the street number and name entered will appear. If the address you are looking for does not appear, try only using the street name or a portion of the street name.

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

Select Property
Enter all or some of the fields below to search for your property.

If you are having trouble finding your address try typing in a portion of the address (Example: William instead of William Cannon). The search function will bring back all the addresses with the portion of the address you entered.

Address Type
All

Street/Segment Number AND Street Name
*Required Field

Search

Selected Properties
No property selected

Back Continue

- Select the property you are looking for.

Property Type	Street Address	Zip Code	Actions
Address	0 LAKELINE MALL DR	78717	Select
Address	1 LAKEWAY CENTRE CT	78734	Select
Address	100 N LAKE HILLS DR	78733	Select
Address	100 S LAKE HILLS DR	78733	Select
Address	100 WESTLAKE DR	78746	Select

- Depending on the permit assignment, the Application Details page will appear requesting additional information.
- Click 'Continue', 'Save - Finish Later' or 'Cancel this Application'.



STEP 3 OF 6 Additional Information:

a. Complete all required items in this section.



Application Details

Application Type: TAPS Plan Review - R- 101 Single Family Houses - New
Application Number: 13209730
Application Date: Apr 30, 2024

Please provide additional details for your application.

Size of Water Meter

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.

* Required Field

Site has Water availability?

Contact Austin Water for water/wastewater TAP or service extension

- Yes
 No

* Required Field

Site has a septic system?

Upload approved Septic permit

- Yes
 No

* Required Field

Date Applied for Septic

Certified Applicant Type

Required Inspections

ROW Inspection?

- Yes
 No



* Required Field

Number of Residential Units

* Required Field

Required Inspections

Sewer Tap Inspection

- Yes
 No

Type of Water Service Needed

Wastewater

- Yes
 No

Reclaimed Water

- Yes
 No

Water

- Yes
 No

Cancel Application

Save for Later

Continue



STEP 4 of 6 Supporting Documents:

This a mandatory step, upload any necessary plans and supporting documents.

- i. **Residential tap plans.** At a minimum, an AW-stamped [Water and Wastewater Service Plan Verification Form \(WWSPV\)](#) and a signed and sealed set of engineered plans that include the items in the [Tap Plan Checklist](#) must be attached to the application.
 - ii. **Commercial projects 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.
- a. Using the 'Upload Attachment' file box, drag the file into the box or browse to the location of the file you are looking to include in the application. The documents must be in PDF or JPG format to be uploaded; all other formats will receive error message.
 - b. Select the appropriate attachment type from the drop-down menu.
 - c. Click on the 'Upload' button and click 'Continue'. This process must be repeated for each document.

Description	File Type	File Name	Detail	Actions
Inserted through Internet	application/pdf	MAINTENANCE GROUP NAME CODE_TABLE.pdf	New Plans	Download Delete

1 Result

Upload Attachment

File

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

*Enter attachment details: Description required for each upload

▼

* Required Field

[Upload](#)

[Save for Later](#)

[Continue](#)



STEP 5 of 6 Review:

- a. Review the information and make changes as needed.
- b. At this point you can submit your application, create a new application using the same information and save if for later, or create a new information using new information.
- c. Click the 'Submit' button to move forward with the application you have created.



New Application Summary
 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.

Permit Number	Address	Balance
2024-004398 TAPS	10013-1/2 LAKELINE MALL DRIVE	\$0.00

1 Result
 No record selected

- d. 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.

- e. 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



STEP 6 of 6 Submit Payment:

- a.** Payment instructions are not included in this document. Please follow the instructions in the [AB+C Manual](#)
- b.** Important things to keep in mind:
 - i. The Tap Plan Review fee covers up to three (3) review cycles, fourth-cycle revisions will trigger an additional fee. Fourth-cycle revisions will not be accepted nor processed until payment is received. No additional fees are assessed after this cycle.
 - ii. Each new correction to an approved plan incurs a separate review fee.



What to do when Your Application is Not Accepted:

A completeness check is conducted by AW Intake Personnel prior to accepting your application. Incomplete applications will be rejected. A rejection email requesting additional information will be issued at this time. Additional information must be submitted via the AB+C portal.

- Log into your AB+C account.
- Click on 'My Permit/My Cases'. *[Do not use the 'My Incomplete Applications'. This section is related to draft applications that have not been submitted to AW.]*

My Permits/Cases

Shown are permits and cases associated with your account(s). You can view the permit or case details by clicking the Detail button.

The My Bills link on the top menu bar displays all permits and cases eligible for payment.

You can find [Issued Construction Permits here](#).

Type to filter the table columns...

[Apply for Permit/Cases](#) [Apply for ROW/Special Events](#)

Permit/Case Number	Project Name	Description	Application Date	Status	Related Folder	Balance	Actions
2024-004398 TAPS	10013-1/2 LAKELINE MALL DRIVE	Water and Reclaimed Water	04-30-24	Queue (04- 30-25)	No	\$0.00	Detail
2024-004389 OSBP	1001 E RIVERSIDE DRIVE		04-30-24	Active (04- 30-25)	Yes	\$0.00	Detail
2024-004376 OSSF	1001 E RIVERSIDE DRIVE	Test	04-29-24	Approved (04-30-25)	Yes	\$0.00	Detail
2024-004358 GENP	1002 LAKEWAY DRIVE	hehe	04-26-24	Corrections Approved (07-26-24)	No	\$0.00	Detail
2024-004337 TAPS	10000 TWIN LAKE LOOP	test	04-26-24	Queue (04- 26-25)	No	\$0.00	Detail

359 Results

- Verify that the application shows 'Queue' under the 'Status' column. Incomplete applications automatically expire if the requested information is not received with 45 days. If your application is expired, you will need to start a new application.
- Select the application you are looking for by clicking on the white 'Detail' button.

My Permits/Cases

Shown are permits and cases associated with your account(s). You can view the permit or case details by clicking the Detail button.

The My Bills link on the top menu bar displays all permits and cases eligible for payment.

You can find [Issued Construction Permits here](#).

Type to filter the table columns...

[Apply for Permit/Cases](#) [Apply for ROW/Special Events](#)

Permit/Case Number	Project Name	Description	Application Date	Status	Related Folder	Balance	Actions
2024-004398 TAPS	10013-1/2 LAKELINE MALL DRIVE	Water and Reclaimed Water	04-30-24	Queue (04- 30-25)	No	\$0.00	Detail



- e. Click on the 'Folder Attachment' tab and use the 'Upload Attachment' box to drag or browse for the document you need to upload.
- f. Select a description that matches the document you are uploading.
- g. Click 'Continue'
- h. Once submitted, the additional information will be reviewed for completeness. An email informing you whether the application has been accepted or rejected will be sent to the registered applicant.

2024-004398 TAPS

TAPS Plan Review - R- 101 Single Family HousesNew

Permit Summary Property Details Permit Details Persons Associated with Permit Permit Work Flow **Folder Attachment**

Fees and Payments

Folder Attachment

Steps to attach files:

- Add attachments for this application
- Include a description for each upload (single file or batched files)
- Upload limit: 200 MB
- You cannot change your attachments after you SUBMIT the application for approval
- Accepted file types: .jpg, .jpeg, .pdf, .dwg

Description	Detail	Actions
Inserted through Internet	New Plans	Download

1 Result

Upload Attachment

File

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

*Enter attachment details: Description required for each upload

- New Plans
- Site Plan Exemption
- WWSPV



Submitting Revisions to an Active/Accepted Application

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

System-generated emails are issued when plans are approved or rejected.

These instructions apply to plans that have been rejected during a review cycle.

- a.** The email notification will include instructions for resubmittal.
- b.** Red-line comments will be available in the AB+C portal.

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



- c. Log into your AB +C account to access your comments. Click on the 'My Permit/My Cases' tab.

My Permits/Cases
Shown are permits and cases associated with your account(s). You can view the permit or case details by clicking the Detail button.

The My Bills link on the top menu bar displays all permits and cases eligible for payment.

You can find [Issued Construction Permits here](#).

Type to filter the table columns...

[Apply for Permit/Cases](#) [Apply for ROW/Special Events](#)

Permit/Case Number	Project Name	Description	Application Date	Status	Related Folder	Balance	Actions
2024-004398 TAPS	10013-1/2 LAKELINE MALL DRIVE	Water and Reclaimed Water	04-30-24	Queue (04- 30-25)	No	\$0.00	Detail
2024-004389 OSBP	1001 E RIVERSIDE DRIVE		04-30-24	Active (04- 30-25)	Yes	\$0.00	Detail
2024-004376 OSSF	1001 E RIVERSIDE DRIVE	Test	04-29-24	Approved (04-30-25)	Yes	\$0.00	Detail
2024-004358 GENP	1002 LAKEWAY DRIVE	hehe	04-26-24	Corrections Approved (07-26-24)	No	\$0.00	Detail
2024-004337 TAPS	10000 TWIN LAKE LOOP	test	04-26-24	Queue (04- 26-25)	No	\$0.00	Detail

359 Results

- d. The application should be in 'Awaiting Update' status.
- e. Select the application you are looking for by clicking the white 'Detail' button.
- f. Use the 'Upload Attachment' box to drag or browse for the document you need to upload.
- g. Select 'Revised Plans' from the drop-down menu.
- h. Click 'Upload'
- i. Click 'Continue'
- j. Fourth-cycle revisions will trigger an additional fee. These revisions will not be accepted nor processed until payment is received. There are no additional fees related with the review of water meter upgrade applications.



Applying for a Corrections to an Approved Plan

Corrections will be accepted for residential approved Tap and Water Meter Upgrade plans. Corrections to approved commercial Tap and or Water Meter Upgrade plans may be accepted on a case-by-case basis.

Please note that there is a fee associated with each new tap plan corrections. There is no fee associated with the correction of approved water meter applications.

- a. Log into your account and click on 'My Permit/My Cases' tab.

The screenshot shows the 'My Permits/Cases' section of a web application. At the top, there is a navigation bar with tabs: 'My Permits/Cases', 'My Incomplete Applications', 'My Licenses', 'My Inspections', 'My Escrow Account', and 'My Notifications'. Below the navigation bar, the 'My Permits/Cases' section is active, displaying a table of permit/case records. The table has columns for Permit/Case Number, Project Name, Description, Application Date, Status, Related Folder, Balance, and Actions. The first row is highlighted in yellow, showing a permit with status 'Approved (04-30-27)'. Below the table, there is a pagination bar showing '359 Results' and navigation controls.

Permit/Case Number	Project Name	Description	Application Date	Status	Related Folder	Balance	Actions
2024-004336 TAPS	10001 STONELAKE BOULEVARD	test	04-26-24	Approved (04-30-27)	No	\$0.00	Detail
2024-004335 OSSF	1001 E RIVERSIDE DRIVE	test	04-26-24	Pending Payment (06-10-24)	No	\$694.40	Detail
2024-004320 GENP	1 REDBUD COVE	hnhhn	04-25-24	Approved (07-25-24)	No	\$0.00	Detail
2024-004318 GENP	1002 LAKEWAY DRIVE	test	04-25-24	Approved (07-25-24)	No	\$0.00	Detail
2024-004190 SER	TEST TEST 098765		04-24-24	Paid	No	\$0.00	Detail

- b. Select the application you are looking for.
- c. Use the 'Upload Attachment' box to drag or browse for the document you need to upload.
- d. Select 'Corrections for TAPS' from the drop-down menu.
- e. Click 'Upload'
- f. For Tap Plan review application only, you will receive a confirmation e-mail with information related to payment.
- g. The status of the approved application will change from 'Approved' to 'In Review' to indicate a correction is being reviewed by AW.



Submitting Revisions to an Open Correction Review

Austin Water will review all correction applications to already approved Tap Plans and Water Meter Upgrade applications. Upon completion of the review, a notification email with the results of the review is issued to the applicant.

Approved Corrections

The AMANDA folder is updated to indicate a correction has been approved. A copy of the corrected plans is uploaded to the AMANDA folder. An approved correction does not change or extend the life of a Tap Plan or Water Meter Upgrade set of plans. The original approval date will remain unchanged.

[These instructions relate to Rejected Corrections.](#)

- The email notification will include instructions for resubmittal.
- Red-line comments will be available in the AB+C portal.
- To submit revisions to an open correction application, log into your account and select 'My Permit/My Cases'
- Select the application you are looking for.
- Use the 'Upload Attachment' box to drag or browse for the document you need to upload.
- Select 'Corrections Revisions for TAPS' from the drop-down menu.
- Click 'Upload'
- A new correction review cycle will be created in AMANDA.

2024-004010 TAPS

TAPS Plan Review - R-101 Single Family HousesNew

Permit Summary Property Details Permit Details Persons Associated with Permit Permit Work Flow **Folder Attachment**

Fees and Payments

Folder Attachment

Steps to attach files:

- Add attachments for this application
- Include a description for each upload (single file or batched files)
- Upload limit: 200 MB
- You cannot change your attachments after you SUBMIT the application for approval
- Accepted file types: .jpg, .jpeg, .pdf, .dwg

Description	Detail	Actions
Inserted through Internet	New Plans	Download

1 Result

Upload Attachment

File

Drag or [Browse](#) to select file(s) to upload

*Enter attachment details: Description required for each upload

[Correction Revisions for TAPS](#)
[Corrections for TAPS](#)

[Upload](#)