

You have submitted a Service Extension Request (SER). What now?

SER applications are processed through the **Utility Development Services** (UDS) division.

- **UDS** will review your application for administrative completeness
- **UDS** will then issue a letter indicating whether the application is administratively complete or if additional information is required
- Once an SER application is deemed administratively complete, it will be assigned to an SER case manager for technical review

Technical review may include, but is not limited to, a determination of the service requirements for the proposed project, evaluation of system capacity, and identification of the type of improvements necessary to provide the level of service requested in the SER application.

During the SER review process, the SER case manager will coordinate with other divisions and program areas within Austin Water and in some cases other City departments. Depending on the particulars of the proposed project, these other groups may include, but are not limited to, Systems Planning, Facility Engineering, Pipeline Engineering, Plumbing Review, Water Reclamation, Collection Systems Engineering, and the Watershed Protection Department.

Once all pertinent reviews are completed, **UDS** will either:

1) issue a **draft SER** for your review, detailing the proposed improvements required to meet the level of service requested in the SER application, or

2) issue a **Suitable and Sufficient letter** confirming that the existing infrastructure at the subject tract can meet the level of service requested in the SER application. The issuance of a Suitable and Sufficient letter completes the SER review process

If a **draft SER** is issued, it will then be processed for either **administrative approval** (by Austin Water Director) or **City Council approval**. Approval by City Council may also include review by the Environmental Commission and the Water and Wastewater Commission.

An SER may require **City Council approval** if the subject tract is located outside the full-purpose city limits and within the Drinking Water Protection Zone (DWPZ). City Council approval will also be required if the applicant requests cost participation for City-requested oversized infrastructure beyond the minimum size required to serve the proposed project.



Contact Information

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