

In September 2021, the City of Austin adopted amendments to Section 25-9 of the Land Development Code to require a Water Benchmarking Application for all new commercial, multi-family and mixed-use Site Plan Applications.

The Water Benchmarking Application provides an opportunity for Site Plan applicants to assess how water will be used within their development projects and identify water reuse/water conservation opportunities before construction begins.

Below are some of the more commonly asked questions regarding Water Benchmarking.

How long does it take to complete the water benchmarking application?

To complete the Water Benchmarking Application you must submit both parts of the application, the one in the field app and the follow up survey on the summary dashboard emailed to you. As most inputs are already found in your Site Plan Application, the first survey takes about 15 mins. The follow up survey on the summary dashboard emailed to you takes 5 mins. The review of the summary dashboard may take time per your interest.

Can I submit the water benchmarking application without downloading the survey 123 app?

Currently the application can only be submitted through the ArcGIS Survey123 field app. It is intentionally set up this way to allow applicants to make edits and updates easily. For more information on updating/editing an applications see [instructions](#) under “Additional Resources” on the water benchmarking webpage.

I do not have an ESRI account, can I still use ARCGIS survey123 to submit my water benchmarking application?

Yes, the Water Benchmarking Application can be accessed in the Survey123 field app without an ESRI account. On opening the Survey 123 field app, simply click on ‘Continue without Signing in’ to proceed.

How do I know if the reclaimed water ordinance applies to my project?

To determine if Reclaimed water ordinance applies to your project refer to the reclaimed pipe network in Austin Water’s Records Access Application (RAA), an online GIS viewer available to organizations external to City of Austin, or email Dan.Pedersen@austintexas.gov. If you do not already have access, you may request access to [RAA here](#).

TECHNICAL TROUBLESHOOTING

I clicked on the survey 123 link in the instructions, and it won’t open?

Do not click on the Survey 123 link shared in the instructions. The link is designed to open inside the Survey123 field app. Copy and paste the link in the search bar **inside** the field app. See instructions with screenshots [here](#).

Upon submitting the application in the field app I did not receive a link to the summary dashboard in my email. How do I proceed?

The summary dashboard link should arrive in the applicant’s email inbox within 2 minutes of submitting the application in the field app. If this does not happen, please check your internet connection. Please also check if you have typed your email address correctly in the application.

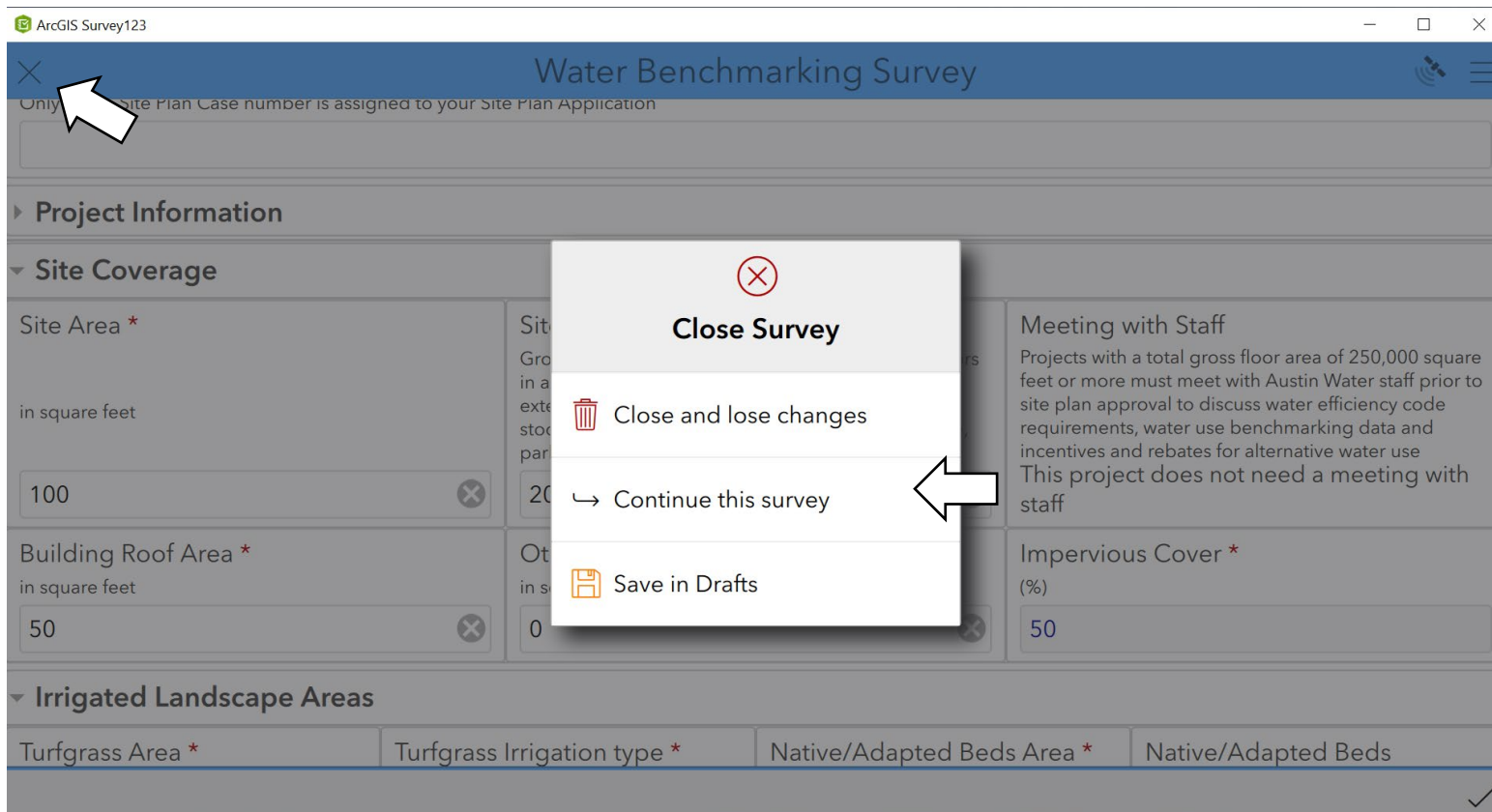
This can be done by going into the 'Sent' folder in the Survey123 field app, click on your submitted application, click on 'Edit and Resend' and check if the 'Contact Email Address' field has the correct email without typos. If there is an error, update the email and write to AW_Benchmarking@austintexas.gov requesting for the summary dashboard link. You will have to write to AW_Benchmarking@austintexas.gov because the automated email link is only sent the first time you submit an application, not when you edit it.

The summary dashboard link opens but the follow-up survey shows an error message?

Empty cache and hard refresh your browser. For most browsers this can be done by hitting 'F12' and then hard press the refresh button (keep finger pressed on mouse until refresh options show up). Click on 'Empty cache and hard refresh'. If the error persists, close the browser and open the link from your email again.

I edited my application but now it is frozen. How do I submit the updated application?

Try navigating the survey with up and down arrows on your keyboard. If that does not work, close your water benchmarking application (not the field app) by clicking on the 'X' on top left corner (see screenshot below). A window will pop up, select 'Save in drafts'. You can now close the field app completely and reopen it. Go to your updated water benchmarking application in the 'Drafts' folder, confirm your updates and submit.



Additional resources for using survey123 field app

<https://doc.arcgis.com/en/survey123/faq/faqgetanswers.htm>