

I AM A RESIDENTIAL CUSTOMER, WHAT DO I NEED TO DO?

Generally, residential customers adding water meters that are one inch in diameter or smaller do not need to submit a [water meter upgrade application for plan review](#) to Austin Water's Taps Plan Review Team *but* are required to apply for a [water/wastewater residential tap application](#). Please contact [Austin Water's Taps Office](#) by calling 512-972-0000 Option 3 or email TAPappointments@austintexas.gov to schedule an appointment.

WATER METER UPGRADE PLAN REVIEW VS WATER/WASTEWATER TAP PERMIT, WHAT IS THE DIFFERENCE?

Plans for the upgrade of water meter components must be prepared by a Texas licensed Professional Engineer (PE). The water meter upgrade package includes engineered construction plans with the information necessary to properly modify the service line, size and or install the water meter. Water/wastewater tap permit applications are used for water meter "ready" installations. These applications are completed by the property owner or duly authorized representative. The information provided is used to collect Austin Water connection fees and set an Austin Water service account.

WHEN CAN A WATER METER UPGRADE APPLICATION BE SUBMITTED TO AUSTIN WATER?

These applications can only be used to modify water service lines behind the curb. If a water service line needs to be replaced from the main or if other changes are needed (such as adding cleanouts and wastewater service lines) then a tap plan will be needed. Please visit [New Service Connections](#) for more information related to tap plans.

HOW DO I KNOW IF MY WATER SERVICE LINE CAN BE ADJUSTED BEHIND THE CURB?

These determinations must be made on a case-by-case basis but generally, service lines that are at least 1.5-inch copper and 2-inch HDPE can be modified. Services that are smaller in diameter or are of an unapproved material such polybutylene cannot be adjusted behind the curb. These services will need to be replaced from the main via a tap plan. Please visit [New Service Connections](#) for more information related to tap plans.

CAN A PROPERTY OWNER A PREPARE THE WATER METER UPGRADE APPLICATION?

No. If construction plans are needed to accommodate the [water meter upgrade](#), then the upgrade package must be prepared by a Texas licensed PE.

HOW ARE WATER METER UPGRADE APPLICATIONS SUBMITTED?

Plans for Water meter upgrade applications are submitted via the [Austin Build and Connect \(AB +C \) Portal](#). A copy of [AW's AB +C User Guide for Engineered Tap Plans and Water Meter Upgrades](#) can access here.

HOW CAN I FIND A TEXAS LICENSED PROFESSIONAL ENGINEER?

A list of professional engineers in Austin can be located at [Texas Board of Professional Engineers and Land Surveyors*](#)

WHO CAN MAKE MODIFICATIONS TO THE WATER METER BOX?

Water meter boxes and their components are installed in the Right-of-Way (ROW). Only licensed ROW contractors can add, modify, or remove water meter boxes and their components.

HOW CAN I FIND A CONTRACTOR LICENSED TO WORK IN THE CITY'S ROW?

A list of registered ROW Contractors can be found at [City's Development Service Department](#)

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IS THERE WATER METER UPGRADE REVIEW FEE?

There is nominal fee associated with the review of plans for water meter upgrade applications, these fees may be adjusted on an annual basis. [Click here of a link to list of our current review fees.](#)

WHO WILL REVIEW MY WATER METER UPGRADE APPLICATION?

Tap plans are reviewed by Austin Water Tap Plan Review Team, they can be reached at Tap_Planreview@austintexas.gov.

HOW LONG WILL IT TAKE TO HAVE MY WATER METER UPGRADE PLANS REVIEWED?

Austin Water's review time for water meter upgrade plans is approximately 14 business days for the first review and 7 business days for all subsequent reviews.

**This link is provided as a resource without endorsement by the City of Austin.*