

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 submitted on or after December 1, 2021.

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 link on the webpage 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 should take between 15-45 mins depending on the complexity of your project. The follow up survey on the summary dashboard emailed to you should take an additional 5-10 mins. The review of the summary dashboard may take time per your interest.

## **My project is in the ETJ, do I still have to submit a Water Benchmarking Application?**

If Austin Water is your retail water provider, the Water Benchmarking requirement applies to you.

## **My project has a water provider that buys water wholesale from Austin Water. Does the Water Benchmarking requirement apply to my project?**

The Water Benchmarking requirement applies to you only if Austin Water is your retail water provider. If your project will have water provided by an entity other than Austin Water, your project does not need to go through the Water Benchmarking review process.

## **Austin Water is my project's wastewater provider. Does the Water Benchmarking requirement apply to my project?**

The Water Benchmarking requirement applies to you only if Austin Water is your retail water provider.

## **How do I schedule a meeting with staff?**

Upon completing the review of your application, staff will reach out to applicant via email to schedule the meeting.

## **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 [ReclaimedWater@austintexas.gov](mailto:ReclaimedWater@austintexas.gov). If you do not already have access, you may request access to [RAA here](#).

## **How can I edit my application?**

Please write to us at [AW\\_Benchmarking@austintexas.gov](mailto:AW_Benchmarking@austintexas.gov). We will send you an edit link for your application.

## **TECHNICAL TROUBLESHOOTING**

### **As I fill the survey, for some fields the survey is slow to respond and/or getting stuck?**

There are multiple built-in calculations attached to the survey that may slow it down but will still let you finish the survey application. There shouldn't be more than a few seconds delay any time you enter a field in the survey.

### **Upon submitting the application, 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. If the applicant's email has not been typed correctly in the application, the link may be going to an incorrect inbox. Please email us at [AW\\_Benchmarking@austintexas.gov](mailto:AW_Benchmarking@austintexas.gov) with Project Name and Address. Your application is not complete until you submit answers to questions on the summary dashboard of your project.

### **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.