



COMMERCIAL TAP APPLICATION FREQUENTLY ASKED QUESTIONS

Commercial Meter application submission process

HOW DO I APPLY FOR A COMMERCIAL WATER METER?

Commercial applications cannot be submitted via the AB+C Portal.

Please submit a completed Water/Wastewater Tap Permit Application to AWTaps@austintexas.gov

WHAT PLAN PAGES ARE NEEDED WITH THE APPLICATION?

- 1) Austin Water Site Plan cover sheet
- 2) Plat page
- 3) AW General Notes page including meter notice table
- 4) Site Plan Demolition page (if applicable)
- 5) Water Utility Plan page(s)

***Please note that many of the above attachments must be approved and stamped by Austin Water**

ON THE APPLICATION, WHY DO I NEED A TAX ID NUMBER?

This number is used when the meter is ready for installation. A meter cannot be installed without the Tax ID listed having a City of Austin Utility Account associated with it. You can set up an account by calling City of Austin Utilities Customer Care at 512-494-9400 or submit an IRS SS4 form to: aeccemail@austinenergy.com.

ON THE APPLICATION, WHAT DOES “METER TYPE” MEAN?

The meter type should be listed in the Meter Notice Table on the AW Utility Notes page of your plans. There are only a few options:

PD (Positive Displacement)

T (Turbine)

FD (Fire and Demand)

C (Compound)

HOW CAN I ACCESS THE INVOICES THAT GET CREATED ONCE THE METER APPLICATION HAS BEEN PROCESSED?

When processing the application, this office will search the Austin Build + Connect (AB+C Portal) database for the company name or email address listed on the application. If an account is not found, one will be created for you. If you already have an AB+C Portal login, include the People ID in your submission email. You can find your ID by selecting My Profile from the left hand column of options. Your ID is the first number listed in My Profile.

HOW DO I GET MY METERS INSTALLED ONCE THEY HAVE BEEN PAID?

Once all water, wastewater, and irrigation meter invoices have been paid, contact your Site and Subdivision inspector assigned to your project. When ROW work has been completed your inspector will request your meter receipt. The inspector will then request meters be released for installation.

WHAT HAPPENS IF THE EXISTING LAND/PROPERTY HAS WATER METERS?

If there are any existing water meters on the property, they need to be accounted for either in the construction plans (i.e. returned for credit or re-used for another purpose) or you will need to also submit a [Meter Verification Form](#) calling out all water meter number(s), current address, and their proposed use.