

Information for our Residential Building Community

We want each residential water meter install to occur on the first attempt. We need your help to achieve this goal. This newsletter provides you instructions and tips for a successful utility connection.

A water meter inspection request is processed when all steps listed in the Water Meter Inspection Request Guide (below) are followed. Our meter services investigators inspect the meter box, city cut-off and property owner cut-off valves, as well as the private yard line connection to the valve. The city building and plumbing codes and standards dictate all requirements, especially [Standard Detail 520-AW-02](#). Refer to these standards and provide instruction to your plumbing crew. Austin Water staff inspecting the meters cannot provide private instruction.

Water Meter Inspection Request Guide

Austin Water inspects residential water meter locations prior to installing the meter. The following steps help the process run smoothly. It is important that you communicate with your Development Services right-of-way inspector throughout the process.

1. Submit a Water/Wastewater Tap Permit application after the following actions:
 - a. For new subdivisions within city limits, please apply for the building permit first
 - b. For properties outside city limits, apply for a plumbing permit as required by City Code §25-9-91
 - c. New construction on existing residential lots require a W/WW Service Plan Verification form and may require a utility tap plan prior to applying for a water/wastewater tap
2. Pay the water/wastewater invoice through the Austin Water Cashier's Office or at the DAC
3. Complete the [IVR System PIN](#) form and submit to Building Inspections at One Texas Center
4. Install all private plumbing yard lines and have inspected by your assigned DSD inspector
5. Contact your DSD right-of-way inspector to ensure that the water meter may be set
6. Call the IVR number (512) 480-0623
 - a. Select (1) Schedule Inspections
 - b. Enter your IVR PIN
 - c. Enter your ten-digit permit number
 - d. Use inspection code 626 for water meter inspection

You will be notified via email if the inspection request cannot be issued—you will need to contact your right-of-way inspector at Development Services.

If the inspection can be processed, please allow ten business days for the meter inspection to be completed.

When Can I Have My Water Meter?

Allow up to **ten business days** for your requested water meter inspection to be addressed. If your meter is not installed due to a failed inspection, follow the instructions in the email notification.

Failed inspections may result in a re-inspection fee. A new inspection request must be submitted through the IVR once corrections are completed. The Taps Office is unable to reprioritize meter inspections due to the volume of requests.

Why Did the Meter Inspection Fail?



Meter Box Cleanliness

Keep your meter box free of debris and readily accessible. This photo depicts miscommunication between sub-contractors. The meter box location was buried and became part of the construction spoils. The meter inspection request resulted in a failure.

Address the Spacer

Vented meter spacers are required to prohibit water theft. Writing the address on the spacer ensures the meter is set at the correct address. This is extremely necessary on double meter boxes. Meter spacer sizes from end of male threads depend on meter size and must correctly align within the box:

- 5/8" meter – 7 3/4" total length
- 3/4" meter – 9" total length
- 1" meter – 11" total length



Avoid Double-Meter Box Trouble

The plumbing connections on both sides of a double-meter box must provide sufficient space to install two meters side-by-side without touching. Generally, a six-inch gap between pipe center-lines provides clearance for dual meter installation. The right-of-way utility contractor is responsible to adhere to [Standard Detail 520-AW-02](#).

Water Meter Inspection Checklist

Please use the [Current Standards Products List](#) when constructing the meter box and meter connections.

1. Is the meter box set up in accordance with [Standard Detail 520-AW-02](#)?
2. Is the [COA-approved meter box](#) installed to final grade?
3. Is the meter box in good shape—free from defects, large cut outs, and damage?
4. Has the meter box been set up for the correct meter size?
5. Is the COA-approved meter nipple installed?
6. Is the [COA-approved ball valve](#) for the property owner's cut-off installed?
7. Is the property owner's valve box installed to final grade?
8. Are all parts free from defects in workmanship or materials?
9. Is the meter box free of debris, mud, construction spoils?
10. Is a vented meter spacer (or wooden dowel) installed and clearly marked with the service address?