

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

Residential customers who have an adequately sized water service line and an existing water meter box that is ready to accept a meter that is $\frac{3}{4}$ inches or smaller do not need to submit a [water meter upgrade package](#) to Austin Water's Taps Plan Review Team. They are only required to apply for a [water/wastewater residential tap application](#). Please contact [Austin Water's Taps Office](#) by calling 512-972-0000 or email TAPappointments@austintexas.gov to schedule an appointment.

WATER METER APPLICATION VS WATER/WASTEWATER TAP PERMIT, WHAT IS THE DIFFERENCE?

Plans for the upgrade of water meter components are prepared by a Texas licensed Professional Engineer (PE). The application package includes construction plans with the information necessary to properly size and install the water meter and meter box. 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.

CAN A PROPERTY OWNER PREPARE THE WATER METER APPLICATION?

No. If a [water meter upgrade package](#) is needed the application must be prepared by Texas licensed PE.

HOW CAN I FIND A TEXAS LICENSED PROFESSIONAL ENGINEER?

A list of professional engineers in Austin can be located by visiting the [Texas Board of Professional Engineers*](#)

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 be accessed here.

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 *](#)

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](#).

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