



NEW WATER AND WASTEWATER SERVICE LINES FREQUENTLY ASKED QUESTIONS

New water and wastewater service lines are installed by the customer and maintained by Austin Water. Plans must be prepared by a [Texas Licensed Professional Engineer](#) and submitted to Austin Water's Tap Plan Review Team for review and approval prior to installation.

WHERE DO I START?

Start by contacting [Austin Water's Taps Permitting Office](#) and obtaining a Water & Wastewater Service Plan Verification (WWWSPV) form. The Taps Permitting Office will inform you if engineered plans for the installation/upgrade of public service lines are needed or if the existing service lines can be used without further modification.

HOW DO I REACH AUSTIN WATER'S TAPS OFFICE?

Austin Water's Taps Permitting Office can be reached by calling 512-972-0000 Option 3 or emailing [AWUTAPS](#).

CAN I KEEP MY EXISTING WATER SERVICE LINE?

Qualifying residential customers with 4.5 bathrooms or less *and* 48 [Water Supply Fixture Units \(WSFU\)](#) or less may be able to retain their existing water service line, complete a WWWWSPV form and contact [AW's Taps Permitting Office](#) for more information.

CAN I KEEP MY EXISTING WASTEWATER SERVICE LINE?

Qualifying residential customers with two or less structures on a legal lot may be able to retain their existing wastewater service line, complete a WWWWSPV form and contact AW's Taps Permitting Office for more information.

HOW DO I KNOW IF I NEED A TAP PLAN?

The AW Tap Permitting Office will use the WWWWSPV form to inform you if you need to upgrade public water/wastewater service lines as part of your *residential* project. Occasionally, small *commercial* projects that qualify for a Site Plan Exemption (SPE), will need to upgrade water/wastewater services. WWWWSPV forms *are not issued for commercial projects*, the need to upgrade water/wastewater services will be conveyed during the SPE review process. Please contact the [City's Land Development Information Services](#) group for more information regarding the SPE review process. All proposed water/wastewater upgrades require a Tap Plan.

DO I NEED TO HIRE AN ENGINEER?

All Tap Plans must be prepared and submitted to Austin Water by a Texas Licensed Professional Engineer. A list of professional engineers in the Austin area can be found at the [Texas Board of Professional Engineers and Land Surveyors*](#)

HOW DO I SUBMIT A TAP PLAN TO AW?

Tap Plans can only be submitted by a Texas Licensed Professional Engineer 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.

WHO CAN INSTALL PUBLIC SERVICE LINES?

Service lines are installed in the Right-of-Way (ROW), [click here for a graphic representation of a service line](#). Only licensed ROW contractors can install service lines and work in the ROW.

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 A TAP PLAN REVIEW FEE?

There are nominal fees associated with the review of Tap Plans, 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 ENGINEERED TAP PLAN?

Tap plans are reviewed by Austin Water Tap Plan Review Team, they can be reached at [TAP_PLANREVIEW](#).

HOW LONG WILL IT TAKE TO HAVE MY PLANS REVIEWED?

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

WHAT IS THE DIFFERENCE BETWEEN SERVICE LINES AND YARD LINES?

[Service lines](#) require a right-of-way (ROW) permit and are installed by a licensed ROW contractor. They begin at the main and end at your property line. [Yard lines](#) connect your building to the service line; they are installed by a licensed plumber and require a plumbing permit.

AM I RESPONSIBLE FOR MANTAINING BOTH SERVICE AND YARD LINES?

No, Austin Water is responsible for maintaining service lines. Property owners are responsible for maintaining and replacing yard lines.

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