

# Complete an Intake Request

Austin Build + Connect (AB+C)



December 9, 2024

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# Register a New Account/Login

- Use the City of Austin's, Austin Build + Connect Portal to submit or check on your permits and fees.
- You will need to register with the City of Austin online in order submit your Design Intake Request (move to "Apply for Permits/Cases" if you already have a registered account). To register, go to <https://abc.austintexas.gov> and click on the "Create Account" link.

← ↻ 🏠 🔒 <https://abc.austintexas.gov/citizenportal/app/login>

austintexas.gov Home Public Search AB+C Manual

## Austin Build + Connect

**Please Note:** Due to ongoing maintenance, this website will not be available On December,7th 9:00 AM to 1:00 PM.

Welcome to Austin Build + Connect (AB+C), an online portal for the City of Austin permitting services. Log in and find details about permits, apply and pay for some permits and fees, and schedule some inspections. Anyone can use the Public Search feature on AB+C, no log-in required.

For the list of permits that can be applied for through the portal, visit our [webpage](#).

If you are having technical difficulties navigating Austin Build + Connect view the [AB+C User Manual](#).

Username  
crystal.taylor@austinenergy.com

Password  
.....

[Forgot Password?](#)

Create Account Sign In



# Quick Tip

- You may want to familiarize yourself with the City's online process before starting the Design Intake process . Select the AB+C Manual tab (top right of the screen when you've logged in). This will give you all the information you need to address your questions regarding navigating permitting and payment options available on Austin Build + Connect.

The screenshot shows the website interface for austintexas.gov. The top navigation bar includes links for Home, Bills, My Reports, My Profile, Permits (with a dropdown arrow), Assign Permit, Advanced Search, Public Search, and AB+C Manual (highlighted with a red box). A Logout button is also present. Below the navigation bar, a sub-menu for 'My Permits/Cases' is visible, containing links for Older Permit/Cases, My Incomplete Applications, Final Permits/Cases, My Licenses, My Inspections, My Escrow Account, and My Notifications. The main content area is titled 'My Permits/Cases' and contains the following text: 'Shown are latest permits and cases associated with your account(s) created within the past year. You can view the permit or case details by clicking the Detail button. You can find all your remaining older permits and cases using the Advanced Permit Search button.' Below this, it states 'The My Bills link on the top menu bar displays all permits and cases eligible for payment.' and 'You can find Issued Construction Permits here.' There is a dark blue button labeled 'Advanced Permit Search'. At the bottom of the content area, there are two dark blue buttons: '+ Apply for Permit/Cases' and '+ Apply for ROW/Special Events'. The text 'You do not have any Permit/Case at this time.' is displayed at the bottom left of the content area.



# Apply for Permits/Cases

- Once registered/logged in you will be taken to the Home Page. Select the blue button “+ Apply for Permits/Cases”

Please note the following steps are **NOT** for applying for your Electric Permit, this is only used for Design Intake Purposes. For permit information, please visit the Development Services Departments, [Understanding the Development Process, page.](#)

My Permits/Cases Older Permit/Cases My Incomplete Applications Final Permits/Cases My Licenses My Inspections  
My Escrow Account My Notifications

### My Permits/Cases

Shown are latest permits and cases associated with your account(s) created within the past year. You can view the permit or case details by clicking the Detail button. You can find all your remaining older permits and cases using the Advanced Permit Search button.

The My Bills link on the top menu bar displays all permits and cases eligible for payment.

You can find [Issued Construction Permits here.](#)

[Advanced Permit Search](#)

[+ Apply for Permit/Cases](#) [+ Apply for ROW/Special Events](#)

You do not have any Permit/Case at this time.



# Step 1: New Application – Select Type

- From the “Application Type” drop down, select the first option “Austin Energy Additional Services” referred to as AEAS.



**New Application**  
Please select an application type from the list.

Application Type

- Austin Energy Additional Services
- Austin Water - General Permit
- Austin Water - Onsite Water Reuse System
- Board of Adjustment
- Electrical Permits
- Historic Review
- Land Status Determination
- Mechanical Permits

Continue



# Step 1 (cont.) New Application – Select Type

- From the “**Sub Type**” drop down, select the second option, “**Design Intake**”



Select Type



Property Details



Additional Information



Supporting Documents



Review



Fees & Payment

## New Application

Please select an application type from the list.

Application Type

Austin Energy Additional Services

Sub Type

After hours Outages/Clearances

Design Intake

Field Ops Consult

Specialty Locates

Specialty Metering

Continue



# Step 1 (cont.) New Application – Select Type



- From the “**Work Type**” drop down, select either, “**Design Consult or Design Submission**”.
- Click “**Continue**”

**New Application**  
Please select an application type from the list.

Application Type  
Austin Energy Additional Services

Sub Type  
Design Intake

**Design Intake**

A Design Consult is to answer customer questions, provide order of magnitude estimates and any other items that the customer needs prior to the official Design Submission which place projects into the Design queue. Fees may apply.

A Design Submit is an official request for a design of projects that are over 350 Amp Single-Phase or 225 Amp Three-Phase or are located in the downtown Network area . All Streetlight and Nightwatchmen requests go here - [Streetlight Intake Form](#)

For projects outside of these parameters, please submit an ESPA form to the DAS business unit as directed on the top of the ESPA form.

Work Type

Design Consult

Design Submission

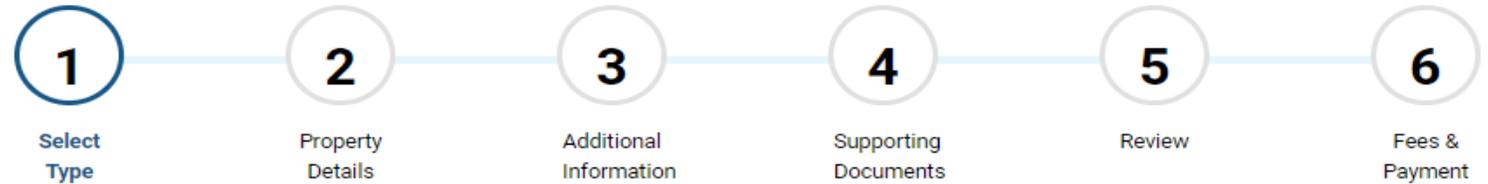
Cancel

Continue



# Step 1 (cont.) Application Information

- From the “**Applicant**” drop down, select your name.
- In the “**Folder Description**” field, please be as descriptive as possible regarding your scope of work for the project.
- Click “**Continue**”.



## Application Information

Applicant

(Crystal Taylor) 

Folder Description (1934 characters left)

Please be as descriptive as possible regarding your scope of work.

Back

Cancel - I do not meet these criteria

Continue



# Step 2: Property Details

- Type the project address in the “Street/Segment Number AND Street Name” field.
- \* Try shortening the street name if results are not initially found.
- Click “Search”
- Find the correct address and click “Select”
- Click “Continue”.



1 Select Type    2 Property Details    3 Additional Information    4 Supporting Documents    5 Review    6 Fees & Payment

### Select Property

Enter all or some of the fields below to search for your property.

If you are having trouble finding your address try typing in a portion of the address (Example: William instead of William Cannon). The search function will bring back all the addresses with the portion of the address you entered.

For fractional addresses, please enter a dash (-) followed by the fraction after your address number (Example: 100-1/2 Main St).

Address Type: All

Street/segment number AND street name: 4815 muel

Search

Property Type	Street Address	Zip Code	Actions
Address	4815 MUELLER BLVD	78723	Select
Building	4815 MUELLER BLVD Bldg GAR	78723	Select
Unit	4815 MUELLER BLVD Unit FLR3	78723	Select
Unit	4815 MUELLER BLVD Unit FLR1	78723	Select
Unit	4815 MUELLER BLVD Unit FLR2	78723	Select
Unit	4815 MUELLER BLVD Unit FLR4	78723	Select

6 properties selected

#### Selected Properties

Property	Actions
4815 MUELLER BLVD , AUSTIN TX, 78723 Property Type: Address Zip Code: 78723	Remove

1 Result

Back    Continue

# Step 3: Additional Information

- From the “Submission Type” drop down, select the best option for your project submission.



## Application Details

Application Type: AE Additional Services - Design Intake - Design Submission  
Application Number: 13439490  
Application Date: Dec 05, 2024

Please provide additional details for your application.

## Additional Services Information

Additional Information

Submission Type

- Apartments
- Commercial
- Downtown Network
- Dual Feed
- Multifamily/Mixed Use
- Relocation/Removal/Maintenance
- Subdivisions/Small Residential



# Step 3 (Con't) Additional Information

- From the “Service Area” drop down, select if your project is in North or South Austin.

**Application Details**

Application Type:	AE Additional Services - Design Intake - Design Submission
Application Number:	13439490
Application Date:	Dec 05, 2024

Please provide additional details for your application.

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**Additional Services Information**

Additional Information

Submission Type

Commercial

Service Area

Territory boundaries: Please choose North or South based on the dividing line of: Martin Luther King Blvd. / FM 969 / Colorado River.

North

South

Principal Contact



# Step 3 (Con't) Additional Information

- AE maintains a single point of contact for projects. Please put this person's name and contact information in the “Principal Contact” fields.
- Click “Continue”.

**Principal Contact**

---

First Name

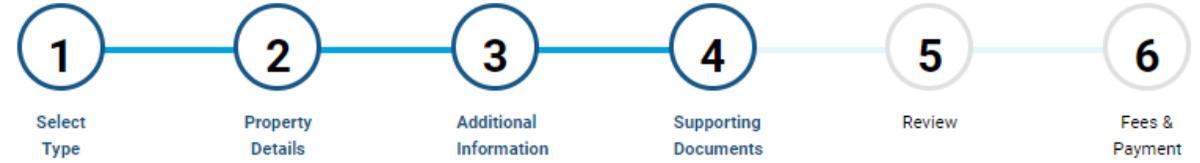
Last Name

Phone Number

Email Address



# Step 4: Supporting Documents



- Please see the list of required documents per project submission type and attach ALL required documents and enter a description for each attachment.
- Please submit your ESPA's in the fillable/editable format.
- Click **“Continue”**.

## Supporting Documents

Please attach the following documents:

1. Apartments - Must provide completed ESPA, riser diagram, 911 address validation form and current AutoCAD file of AE approved site plan.
2. Commercial - Must provide completed ESPA riser diagram, 911 address validation form and current AutoCAD file of AE approved site plan.
3. Multifamily/Mixed Use - Must provide completed ESPA, riser diagram, 911 address validation form and current AutoCAD file of AE approved site plan.
4. Subdivisions/Small Residential - Must provide completed ESPA, 911 address validation form and current AutoCAD file of AE approved site plan.
5. Downtown Network - Must provide completed ESPA, riser diagram, layouts for UNO or Great Streets, 911 address validation form and current AutoCAD file of AE approved site plan.
6. Dual Feed - Must provide completed ESPA, riser diagram, 911 address validation form and current AutoCAD file of AE approved site plan.
7. Relocation/Removal/Maintenance - Please provide the address, AE pole number, and brief description of the project needs in the Customer Comments box above.
8. Streetlights - Please provide the address or area and brief description of the project needs in the Customer Comments box above.
9. Temporary/Construction Power - Must provide completed ESPA, riser diagram, 911 address validation form (with unit identifier for temp power) and current AutoCAD file of AE approved site plan.

## Upload Attachment

Step 1: Drag and drop your files, or select BROWSE

Drag or Browse to select file(s) to upload

Step 2: Enter a description for your attachment or batch of attachments

\* Required Field

Step 3: Click "Upload"

Upload

Back

Save for Later

Continue



# Step 5: New Application Summary - Review



- Please make sure to click “**Submit**” on this page and that you get a confirmation email.
- Please note, at this time, there is no fee to submit a Design Intake entry.

## New Application Summary

By clicking Submit, your application will be submitted to our Intake staff. Applicable fees will be assessed once it is accepted by Intake. Once your application has been processed, you will receive an email verification with your next steps.

Permit Number	Address	Balance
2024-159490 AEAS	4815 MUELLER BOULEVARD	\$165.00

1 Result

No record selected

Create new application with same info

Create new application with new info

Save for Later

Submit



# Post-Submission Information

- An email will be sent to you confirming that your application has been received by Design Intake. As long as you receive this confirmation email, your entry was submitted successfully.
- Please note the AEAS “Permit” is only used for Design Intake purposes and will close automatically within 90 days after it’s Released to Design once reviewed by Intake staff. You will receive an email telling you the AEAS “permit” has closed in 90 days. This does NOT affect your Design status or place in queue.
- Use the information provided in the AB+C Manual tab if you have any questions or need help.
- PLEASE NOTE: This process is NOT applying for your Electric Permit. This is ONLY submitting your project to AE Design.





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Community Focused.<sup>SM</sup>**

