



Austin Build + Connect

AB+C Manual

GUIDE TO
**Online Permit Applications &
Online Payments**

2024



Welcome to Austin Build + Connect (AB+C), an online portal for the **City of Austin** permitting services.

AB+C Registered Users are able to apply for permits, schedule inspections, monitor Escrow accounts, pay for permit/inspection fees, and much more. To view a list of permits available for online submittal on the AB+C Portal, visit the [Austin Build + Connect \(AB+C\)](#) webpage.

AB+C registration is not required to use the **Public Search**:

-The **Public Search** is for citizens to search and view general permit information for Active Permits



City Department Permit Application Guides

This AB+C User Manual document:

This manual showcases the screens, actions, and tools available for processing permits and completing payments through the AB+C online portal.

This manual only showcases the functionality of the website, and does not provide detailed guidance for each individual type of Permit Application.

Additional guidance for specific Permit Applications can be found in these detailed Permit guides.

• **ACE Guide: Submitting an ACE Special Event Application**

Please see the steps referenced in this guide for submitting an ACE Special Events Application

PDF Link: https://ctznport.austintexas.gov/citizenportal/custom/ACE_Special_Events_App_How-to_Guide.pdf

• **Austin Water Guide: TAP Plan Review Submittals:**

Please see the AW Guide for submitting **TAP Plan** and **WMU Review Applications**

PDF Link:

https://ctznport.austintexas.gov/citizenportal/custom/AW_Guide_for_TAP_Plan_Review_Submittals.pdf

• **Right of Way Management Guide: Common Right of way Permits**

Please see this guide to view step-by-step instructions on how to apply for the most common Right of Way permits:

Excavation, Driveway/Sidewalk, Temporary Use of Right of Way (TURP), and Parking Permits.

PDF Link: https://ctznport.austintexas.gov/citizenportal/custom/ROW_AB+C_Guide.pdf

Should any additional information be needed, Right of Way Management can be contacted via email at rightofway@austintexas.gov or by phone at 512-974-7828.

AB+C Portal Assistance: Ways to contact us: 1, 2, 3

Tech Support and Assistance with AB+C Portal

- The City of Austin does not have dedicated tech support for the AB+C Portal
- City staff may only provide general guidance and support

Ways to contact us

1. Live Chat: Interact with City Staff, during business hours: **Monday-Thursday, 7:45 AM - 4:00 PM**
When available, Live Chat is located in the lower right corner of the screen, after logging in to AB+C

2. Online Request forms: <https://www.austintexas.gov/page/activating-permit>

Additional online support materials for **Licensed Trade Contractors** and **Standalone Trade Permits** (Building Permit, Mechanical Permit, Electrical Permit, Plumbing Permit)

Some additional support available through **Online Request Forms:**

- Adjust AB+C Portal Profile information
- Link AB+C Accounts: Authorize other users to be added or linked to your account
- Activate Permits/Extend Permits
- Manage Trade Contractor Licenses

3. Call Austin 3-1-1 or dial 512-974-2000

The Austin 3-1-1 Team can help you identify the correct City Department for your inquiries.

- Austin 3-1-1 may only use information that is currently made available to the public
- Austin 3-1-1 cannot process permits
- Austin 3-1-1 cannot process payments
- Austin 3-1-1 cannot recover CityBase credentials for AB+C online payments
- Before calling Austin 3-1-1 about payment inquiries: Find your Permit# / Find your Invoice#

The City of Austin Permitting and Development Center (PDC) offers appointments to help answer some of your development and permitting questions. Please visit our [Appointments webpage](#) to schedule a virtual or in-person appointment. Appointments are not available for all permitting and development services.

City of Austin: Permitting and Development Center (PDC)

6310 Wilhelmina Delco Dr.
Austin, Texas 78752

AB+C Portal Payment Assistance: CityBase & Wallet

AB+C Portal and CityBase Payment Gateway

CityBase is a digital Payment Gateway used to facilitate secure online transactions across the internet. The **City of Austin** has partnered with **CityBase** to facilitate secure transactions on the **AB+C Portal**.

Bill Payments & Cashier Services

<https://www.austintexas.gov/page/bill-payments-and-cashier-services>

For guidance on processing payments, and **Payment Services** available

Standard payment options available: Credit card/Debit Card, Electronic Check

- you may utilize online payments options on AB+C Portal
- you may utilize in person payment options with a cashier at the PDC

Escrow Accounts (The CityBase Payment Gateway is not used for Escrow transactions)

- Escrow accounts are arranged with the City and the Contractor.
- Escrow accounts can be used to process payments on AB+C. (Not available for all Permit Types)

For assistance with AB+C Online Payments:

City cashiers can only process Active Bills that are due

- If you encounter AB+C Portal system errors, call Austin 3-1-1 to report any outages
- If you have questions about a specific Bill, contact the Department that issued the Bill

Website Navigation: navigating between AB+C and CityBase

- When you click "**Pay Now**" on AB+C, you will leave the AB+C Portal and be directed to the CityBase website to complete the transaction.
- Do not use the 'Back' and 'Forward' arrows in your browser; data may be lost.
- After completing your CityBase transaction, use the "**Exit**" link to return to **Austin Build + Connect**. (located towards the top right of the page)
- If you **exit** before the payment is **confirmed** your payment will be **cancelled**, or you will receive a *system error message*.

AB+C Portal Payment Parameters: (Avoid making duplicate payments; allow time for payment processing)

*Repeated failed transaction attempts will result in a **security timeout** (approximately 90 minutes)

- ACH payments may take 24 hours to be processed
- Only 1 session of the AB+C Portal may be open at a time in order to process a payment
- No more than 25 invoices are allowed per payment transaction
- Total amount must be between \$10 and \$800,000
- Credit cards and electronic checks are processed through the **CityBase Payment Gateway**
- For credit cards: 2.35% of the amount charged, or a minimum of \$2.00 (Visa, MaserCard, and Discover)
- eCheck/ACH: charges of \$0.55-cents per check, regardless of amount (**recommended**)
This may require the customer to whitelist the COA's company ID number with their bank to allow us to debit (withdraw the money) from the customer's account
- Exceptions and changes to permits are only done in person at the PDC
- In-person payment options are available with a cashier at the PDC

CityBase Wallet

URL: <https://pay.austintexas.gov/login>

Wallet - saved payment methods:

- Customers who pay online have the option to save their payment methods by creating a Wallet with CityBase.
- Customers can save either one or more credit cards and/or one or more of checking account in their Wallet.
- When making a payment via the AB+C portal, you can login and select which saved payment method you want to use.
- Customers using Wallet will be required to set up a separate account and password at CityBase.
- The Wallet uses your email address and password that you registered at CityBase to log you into your wallet. If you forgot your password, please use the “Forgot Password” link on the CityBase webpage.

The screenshot shows the login interface for the CityBase Wallet. It includes a header with the City of Austin logo and name. The main content area has a 'Welcome' message and a prompt to log in. There are input fields for email and password, a 'Log In' button, and a 'Forgot Password?' link. A red arrow points to a 'Register here' link, which is highlighted with a green border.

CityBase Wallet Limitations:

- For eCheck payment method, you cannot use a savings account.
- **You cannot register for the Wallet while you are making a payment online.**
You can register for the Wallet before you make a payment on the AB+C portal (**recommended**), or you can register for the Wallet after you make your first payment on the AB+C portal.
After you make your payment using the Wallet, it is recommended that you log off your Wallet account before returning to the AB+C portal.
- **Payment methods that you saved in your Wallet cannot be edited after you've saved it and you have limited view of the data.** However, you can “remove” the entry and “add” the entry back in.
Example: When your credit card has expired and you need to update your expiration date and the credit card security code, or if your payment is being rejected.
- If you register your credit card or your checking account in the Wallet, be sure the data you enter into the Wallet matches what your bank have you on file.
Example: You cannot use your nickname if you didn't use it to set up your credit card or checking account. The address you enter in the Wallet should also match what was set up at your banking institution. The 3 or 4 digit security code you saved in the Wallet must match what is on file at your banking institution.
- **If your payment is being rejected by the online payment system, you may have entered one or more pieces of information incorrectly and it did not match what is on file with the banking institution.**
-For these issues, please go into the Wallet and “remove” the credit card or bank entry, and “add” the entry back into the Wallet, ensuring you typed everything that matches your banking institution.
-If you are using a checking account, please “remove” and “add” the entry back with the correct routing number and bank account number that is on file with your bank.
- After making your payment using the Wallet, it is recommended that you **log out of your Wallet Account** before returning to the AB+C portal.

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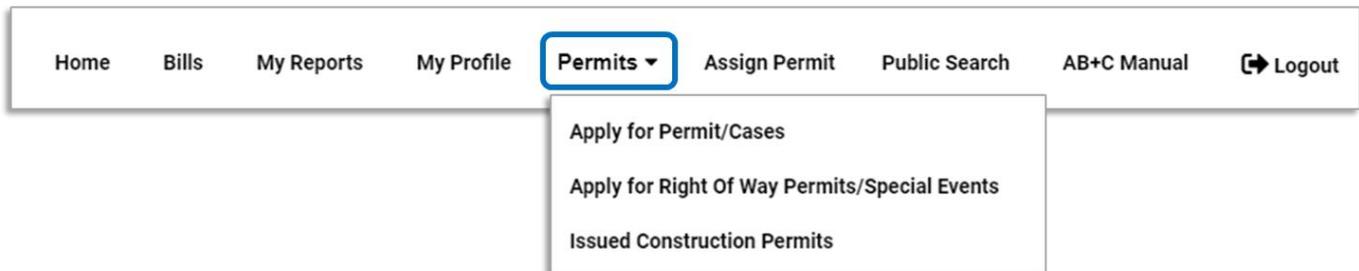
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AB+C Portal Navigation

General Website Navigation:

- Do not use the Back and Forward arrows in your browser for navigation (data may be lost)
- Please use the buttons found on the site to navigate between pages
- Only use one instance of AB+C at a time; additional AB+C windows may cause data loss
- Repeated failed transaction attempts may lead to a security timeout (10 minutes)

This is the main navigation bar:



Home

Displays permits connected to your AB+C Profile

Bills

Displays permits and cases connected to your AB+C Profile, and are eligible for payment. Payments made on AB+C are facilitated by CityBase

My Reports

Generate Gas and Utility Reports by date range

My Profile

Displays your AB+C ID Number, and the contact information for your AB+C Profile. The information used in your AB+C Profile is used for processing transactions.

Permits

- Apply for Permits or Cases
- Apply for Right Of Way Permits or Special Events
- Issued Construction Permits

Assign Permit (typically for Trade Contractors)

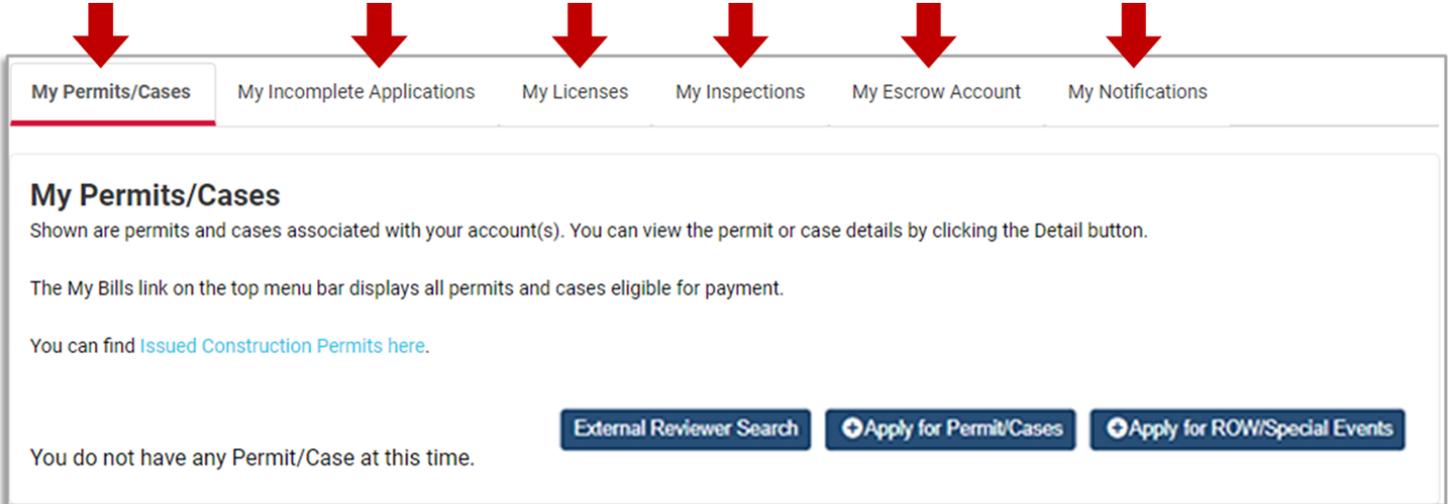
Assign the name of a Linked Trade Contractor to a Permit. This allows the Trade Contractor to continue working on the Permit and make payments

Public Search (AB+C registration is not needed to use the Public Search tool)

A search tool that allows you to search and review permits issued by the City of Austin.

AB+C Manual: (this document)

These TABs will display information for Permits, Licenses, and Notifications that are connected to your AB+C Profile.



My Permits/Cases

Displays all permits and cases connected with your AB+C account: submitted applications, incomplete applications, active permits

My Incomplete Applications

Displays applications that have not been submitted for Approval, as well as applications that need revision before resubmitting for Approval.

My Licenses

Operating Licenses and Trade Contractor Licenses associated to your AB+C Profile

My Inspections

Request or Cancel Permit Inspections

My Escrow Account

View details of your Escrow Account and generate reports for Escrow Transactions

My Notifications: Sign up for Demolition Notifications

- Select the geographic area about which you are interested.
- Receive an email when an application is submitted to the City (In-Date)
- Receive an email when the application is approved (Approval Date)
- Demolition Notifications will remain active for one year from your sign-up date.

Three Quick Access Buttons:

-**External Reviewer Search:** Only visible for accounts that have been approved/activated for this feature.

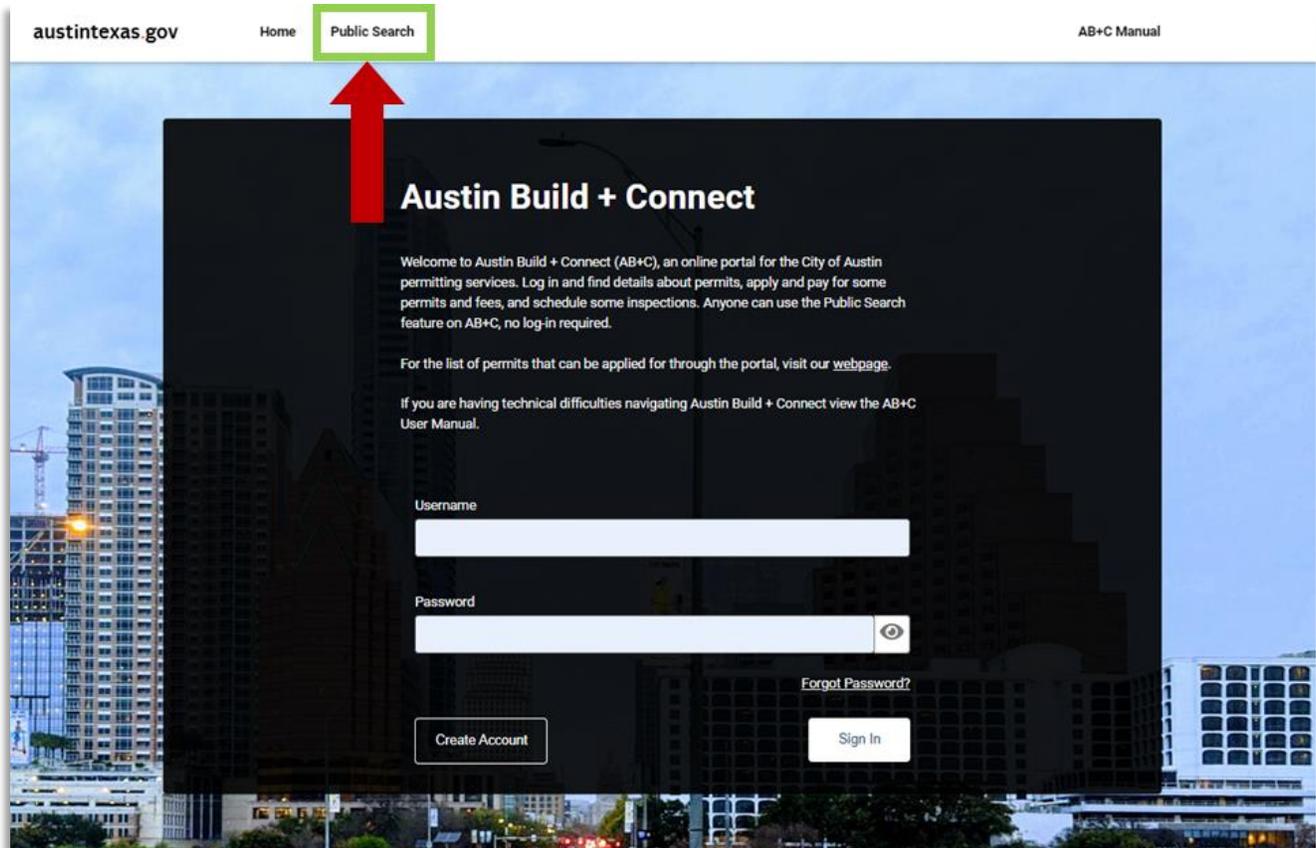
-**Apply for Permits/Cases:** permits available for online application submittal

-**Apply for ROW/Special Events:** allows you to submit new ROW permit requests (Excavation, Driveway/Sidewalk, etc.).

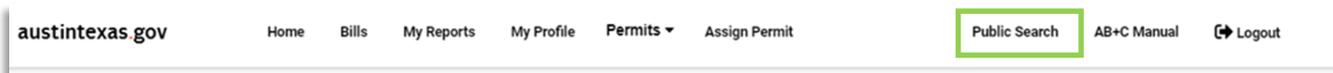


Public Search (AB+C user registration not required)

The Austin Build + Connect **Public Search** is available to search and view permit information of active permits.
-AB+C registration is not required to use the Public Search feature



AB+C Registered Users have access to the same feature when logged into AB+C



Public Search:

(two Tabs with different searching methods)

Public Search Tab 1: Search by

- Permit Number: yyyy-##### AA
- Folder RSN
- ROW ID
- Case Number

Search By:

Permit Number, FolderRSN / RowID, or Case Number Property / Project Name / Types / Date Range

Permit numbers should be in '2014-000123 BP' format (starting with the year).
Searches with fewer than 3 digits after the hyphen will not find any cases.

Case numbers should be in 'C8-2014-0001' format (starting with the case type code), unless the case pre-dates March 1, 2007. Click for [help on Case Number formats](#).

Permit Number, FolderRSN / ROWID, or Case Number

*** Required Field**

Public Search Tab 2: Search by

- Property
- Project Name
- Types
- Date Range

It is not necessary to fill each field. Entering more information will help narrow your search.

Search By:

Permit Number, FolderRSN / RowID, or Case Number **Property / Project Name / Types / Date Range**

Number Direction Street Name (?) Street Type Dir

Unit Type Unit Zip

Project Name

Permit/Case Type Sub Type Work Type

Start Date End Date

Note: Dates should be in form '2012-11-27' (year-month-day) format. By default, the database search is limited to the past 365 days. Due to the size of the database, the date range should be no longer than one year unless at least one additional search criterion is set: Street, Zip Code, Project Name, or Permit/Case Type. The date range does not apply to searches by Permit Number or Case Number.

Highway search examples:

10000 S US 183
10000 W US 290
5000 S IH 35 SB
5000 N MOPAC EXPY SB
8000 N Capital of Texas Hwy
7300 W SH 71
700 S FM 620 RD

Common highway abbreviations:

State Highway = SH
Interstate Highway = IH
Farm to Market = FM
Ranch Road = FM (use FM)

Public Search:

Sample Search:

Sample Permit Number: 2024-003781 MP

- 1 result found
 - no related permits
 - Status: Active
- Click: **Detail**

Related Folders:

Not all cases in this database will have **Related Folders**.

Related Folders are applications and permits that are directly related to each other. Not all cases at the same location or even with the same address will be displayed. The term **Related Folders** applies mostly to cases that involve Building Permits and the associated Trade Permits.

In the Related Permits section, click and review all other Permit Applications for the same project.

Search By:

Permit Number, FolderRSN / RowID, or Case Number Property / Project Name / Types / Date Range

Permit numbers should be in '2014-000123 BP' format (starting with the year).
Searches with fewer than 3 digits after the hyphen will not find any cases.

Case numbers should be in 'C8-2014-0001' format (starting with the case type code), unless the case pre-dates March 1, 2007. Click for [help on Case Number formats](#).

Permit Number, FolderRSN / ROWID, or Case Number

Permit/Case	Reference File Nam	Description	Sub Type / Work Type	Project Name	Status	Related Folder	Actions
2024-003781 MP	2024-003781 MP	Replacement of furnace only	Residential - Change Out	6310 WILHELMINA DELCO DR BLDG 1	Active	No	<input type="button" value="Detail"/>

1 Result

There are no related permits

Public Search:

Permit Detail:

- Folder Details: General Information
- Additional Information: Permit Specific Details
- Property Details: Linked Addresses
- People Details: People associated with the Permit
- Folder Fees: Permit Fees
- Processes and Notes: See the status of processes and any notes left by reviewers
- Folder Attachments: permit specific attachments that are shareable with the public

2024-003781 MP

Mechanical Permit - Residential Change Out

Folder Details
Additional Information
Property Details
People Details
Folder Fees
Processes and Notes
Folder Attachment

Record Details

Permit/Case	2024-003781 MP	Reference File Name	2024-003781 MP
Sub Type	Residential	Work Type	Change Out
Project Name	6310 WILHELMINA DELCO DR BLDG 1	Status	Active
Application Date	2024-04-09 16:07:25	Issued	2024-04-09 16:19:54
Expiration Date	2024-10-06 00:00:00	Related Folder	No
Description	Replacement of furnace only		

2024-003781 MP
Mechanical Permit - Residential Change Out

Folder Details
Additional Information
Property Details
People Details
Folder Fees
Processes and Notes
Folder Attachment

Application Information

Usage Category

0000

Required Inspections

Mechanical Inspection

Yes
 No

2024-003781 MP
Mechanical Permit - Residential Change Out

Folder Details
Additional Information
Property Details
People Details
Folder Fees
Processes and Notes
Folder Attachment

Property Detail

Linked Address(es)

Address: 6310 WILHELMINA DELCO DR, AUSTIN TX, 78750

Legal Desc: LOT 26 AUSTIN UNIV. RESUB OF PL

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2024-003781 MP
Mechanical Permit - Residential Change Out

Folder Details
Additional Information
Property Details
People Details
Folder Fees
Processes and Notes
Folder Attachment

People Details

People Type	Name / Address	Phone	Email
Mechanical Contractor	Mechanical Mfg, LLC (ChangeOut)		
Online Applicant	Joe Avonius (Connect)	(512) 867-8300	joavonius@austinbuild.gov
	1248 Wilhelmina, Texas, 78758		

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2024-003781 MP
Mechanical Permit - Residential Change Out

Folder Details
Additional Information
Property Details
People Details
Folder Fees
Processes and Notes
Folder Attachment

Folder Fees

Bill #	Fee Details	Total	Payment Status
1000007	Change out Program, Mechanical 201.26 Technology Exchange(250) 22.45	\$122.71	Paid
1	Result		

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2024-003781 MP
Mechanical Permit - Residential Change Out

Folder Details
Additional Information
Property Details
People Details
Folder Fees
Processes and Notes
Folder Attachment

Processes and Notes

Process Desc	Status	Start Date	Scheduled Start	End Date	# of Attempts	Assigned Staff	Staff Email
Permit Refund	Open				0		
Administrative	Open				0		
Final Sign-off	Open				0		
Permitting	Open				0		
2024 Final Mechanical	Open				0		

2024-003781 MP
Mechanical Permit - Residential Change Out

Folder Details
Additional Information
Property Details
People Details
Folder Fees
Processes and Notes
Folder Attachment

Folder Attachment

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Public Search:

Folder Attachments:

The presence of attachments will depend on the Permit/Case Type and the Status of the Permit.

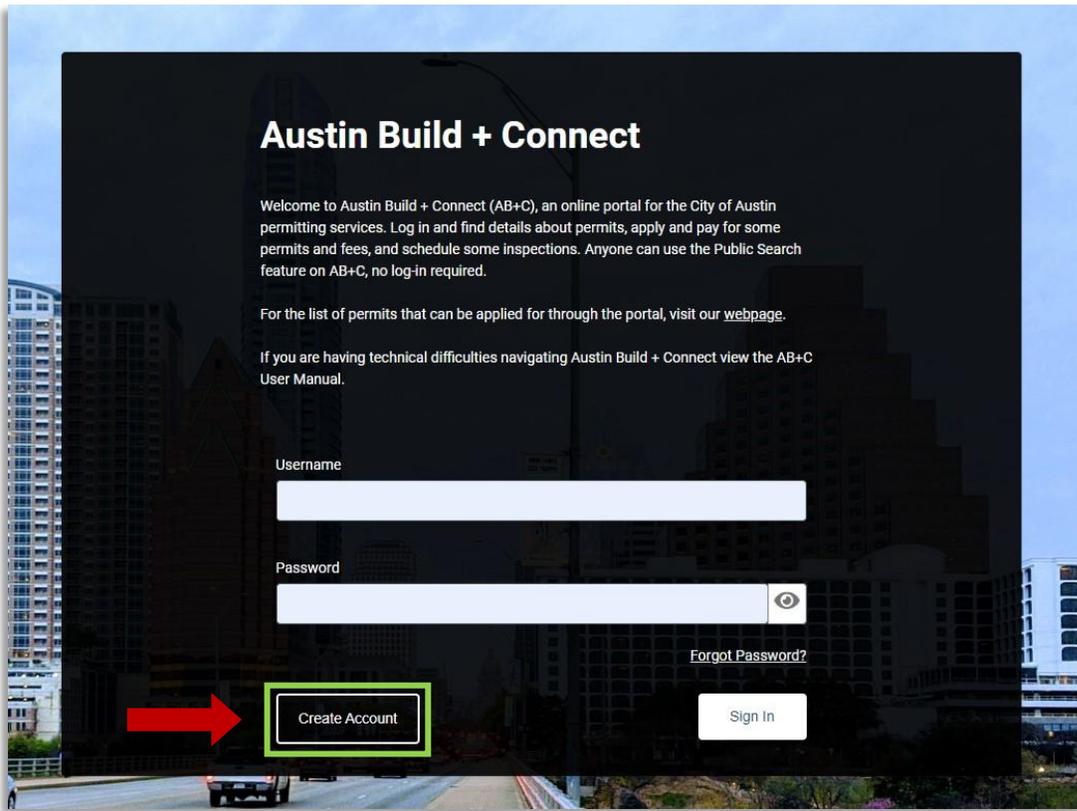
- **Residential Building Permits** will not have any attachments until after the building plans have been approved. At that time, the approved drawings will be scanned and attached. If there are revisions after approval, the revisions will also be scanned and attached.
- The drawings for **Site Plans and Subdivisions** will not be attached until after the project is approved. However, each round of the Review Staff's Comments (Master Comment Report) about those drawings will be posted as they occur, and the attachments will be titled: "Update 0", "Update 1", etc. These comments are identical to the packet that is printed and mailed to Registered Interested Parties for that case.
- Where **plan drawings** have been attached, the file descriptions may end with a "~001", "~002", etc. to represent the Sheet # of the drawings. Typically, Sheet ~001 has the index of all sheets in the plan, so you can decipher what page contains the various details you may be looking for: tree survey, erosion controls, front elevation, etc. Site Plan Corrections and Revisions are done to those plan sets, and the corrected/revised pages also get scanned. Those correction pages are label with "~002(1)" for the 1st revision or correction, "~002(2)" for the 2nd, and so forth.
- Any additional (##) notation following a sheet number refers to a modification of that sheet, and the highest of any such #'s will be the latest revision of that page. Previous revisions will also remain online for reference.
- **Master Comment Reports** contain the comments by each of the reviewers for that particular case, but do not contain the applicant's responses to those comments. Responses are typically submitted as "Revision pages" to the original drawings. Comments in each report are based on the applicant's responses to the previous set of comments; read them in the order in which they were made (starting with "Update 0").

Most commonly attached document types:

- PDF (open with Adobe Reader)
- TIF (open with most Image Viewers).

Registration for First Time Users

Click **CREATE ACCOUNT** to build your AB+C Registered User account:



1) NEW REGISTRATION (STEP 1):

Select an email address to build your profile.

Note: this information will be used for your AB+C account and billing information.

Registration is a multi step process and your account will not be activated until all step are completed.

- You will receive emails during the registration process, and will use this email to login and access the Austin Build + Connect website.
- If you are experiencing problems with the registration process, please contact Austin 3-1-1 or 512-974-2000

New Registration

Registration is for payment of application, permit, and inspection fees. Registration is a multi step process and your account will not be activated until all steps are completed.

If you are experiencing registration problems, please contact Austin 311 or 512-974-2000

Email Address	Confirm Email Address
<input type="text"/>	<input type="text"/>
* Email Address is required	* Confirm Email Address is required

2) USER INFORMATION (STEP 2):

The second step in the AB+C account registration process is filling out your personal information. The red asterisks (*) indicate required fields.

Billing Information must match:

As you build your AB+C account, consider your intended payment methods, and corresponding contact information.

-To process payments and refunds smoothly, your selected method of payment must match your Billing Contact information provided in your AB+C account.

New Registration

Registration is for payment of application, permit, and inspection fees. Registration is a multi step process and your account will not be activated until all steps are completed.

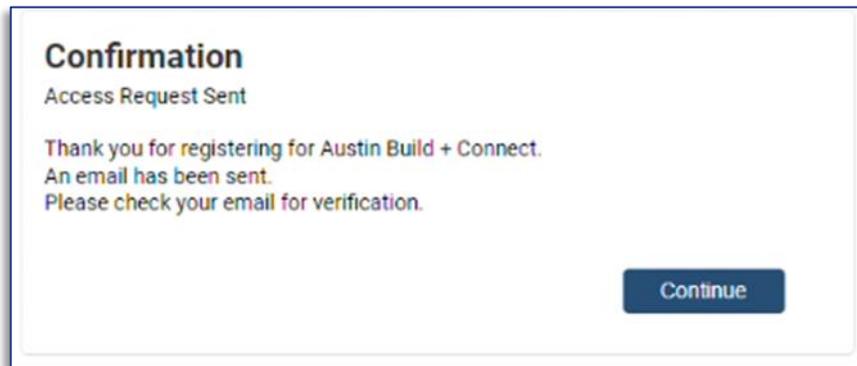
If you are experiencing registration problems, please contact Austin 311 or 512-974-2000

Email Address
Thomascon@gmail.com

First Name	Last Name	Middle Name (optional)				
<input type="text"/>	<input type="text"/>	<input type="text"/>				
* Required Field	* Required Field					
House Number	Prefix	Street Name	Street Type	Direction	Unit Type	Unit
<input type="text"/>	<input type="text" value="v"/>	<input type="text" value="Street Name"/>	<input type="text" value="v"/>	<input type="text" value="v"/>	<input type="text" value="Unit Type"/>	<input type="text" value="Unit"/>
* Required Field		* Required Field				
City	Country	State	Zip Code			
<input type="text"/>	<input type="text" value="v"/>	<input type="text" value="v"/>	<input type="text" value="Zip Code"/>			
* Required Field						
Telephone Number	Organization (optional)					
<input type="text" value="() -"/>	<input type="text"/>					

3) ACCESS REQUEST SENT (STEP 3):

You will receive a verification email with information needed for the next step.



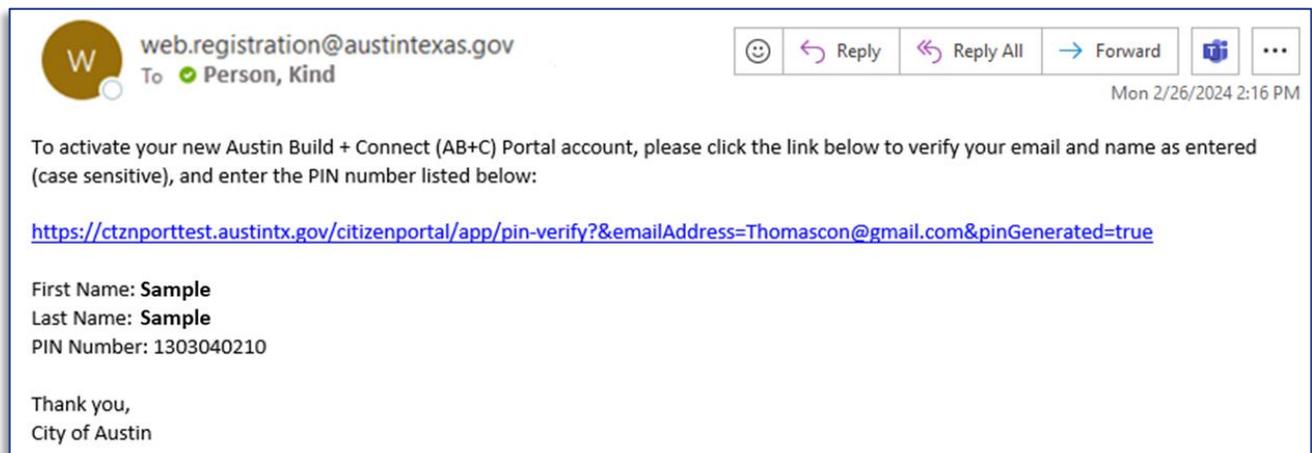
- **EXAMPLE EMAIL: Austin Build + Connect Registration**

The subject line of the email will be: "New AB+C Portal Account Verification."

This email contains two important things:

- 1) a link
- 2) a PIN number to complete your AB+C Account Registration

Copy the PIN number before clicking on the link:



4) **PIN NUMBER CONFIRMATION:**

Enter the PIN number from the email and the first and last name entered during registration.

PIN Number Confirmation

Your PIN Number can be found in the City of Austin Build + Connect email that linked to this page.

Email Address
Thomascon@gmail.com

First Name

* Required Field

Last Name

* Required Field

PIN

* Required Field

5) **CREATE PASSWORD:**

Enter a password for your AB+C Portal Account

Create Password

Passwords must contain at least 12 characters and characters from three of the following categories:

- At least one uppercase letter
- At least one lowercase letter
- At least one number
- At least one special character (e.g. !; @; #; \$; %).

New Password

* Password is required

Confirm Password

* Confirm password is required

6) **REGISTRATION CONFIRMATION:**

The City of Austin will send you an email with the subject line: "Austin Build + Connect."

The email has instructions for Licensed Contractors to manage their licenses, and support for connecting AB+C Accounts to conduct business.

Registration Confirmation

Check your email for the next step to access your records and conduct business online.

[Login](#)

- **EXAMPLE EMAIL - Austin Build + Connect Confirmation**

Austin Build + Connect Registration



web.registration@austintexas.gov

To ✔ Person, Kind

☺ ↩ Reply ↩ Reply All ➔ Forward 📧 ⋮

Fri 2/16/2024 11:12 AM

Thank you for verifying your email. You may now log in to [Austin Build + Connect \(AB+C\) Portal](#). For your records, the email address associated with your AB+C account is: Your email address . You can find your AB+C Account ID under the 'My Profile' tab after you log in to AB+C Portal.

- **Permits Available to Apply on the AB+C Portal:**
For the list of select permits that can be applied for through the portal, visit <https://www.austintexas.gov/page/austin-build-connect-abc>.
- **For Development Services Department Permits:**
To be listed as the contractor on your permits to pay for fees, activate your permit, and schedule inspections, you must be registered as a contractor (or homeowner acting as a general contractor) with the Service Center. To register as a City of Austin contractor/homeowner, go online to the [Building and Trade Contractor Services](#) to complete this registration.
- **For Right of Way Management Permits:**
Please ensure you select the correct permit type before applying. Application fees are non-refundable. For more information, go to [Right of Way Management Approval Network](#).
- **Special Events:**
For more information on Special Events permits, go to [Austin Center for Events](#).

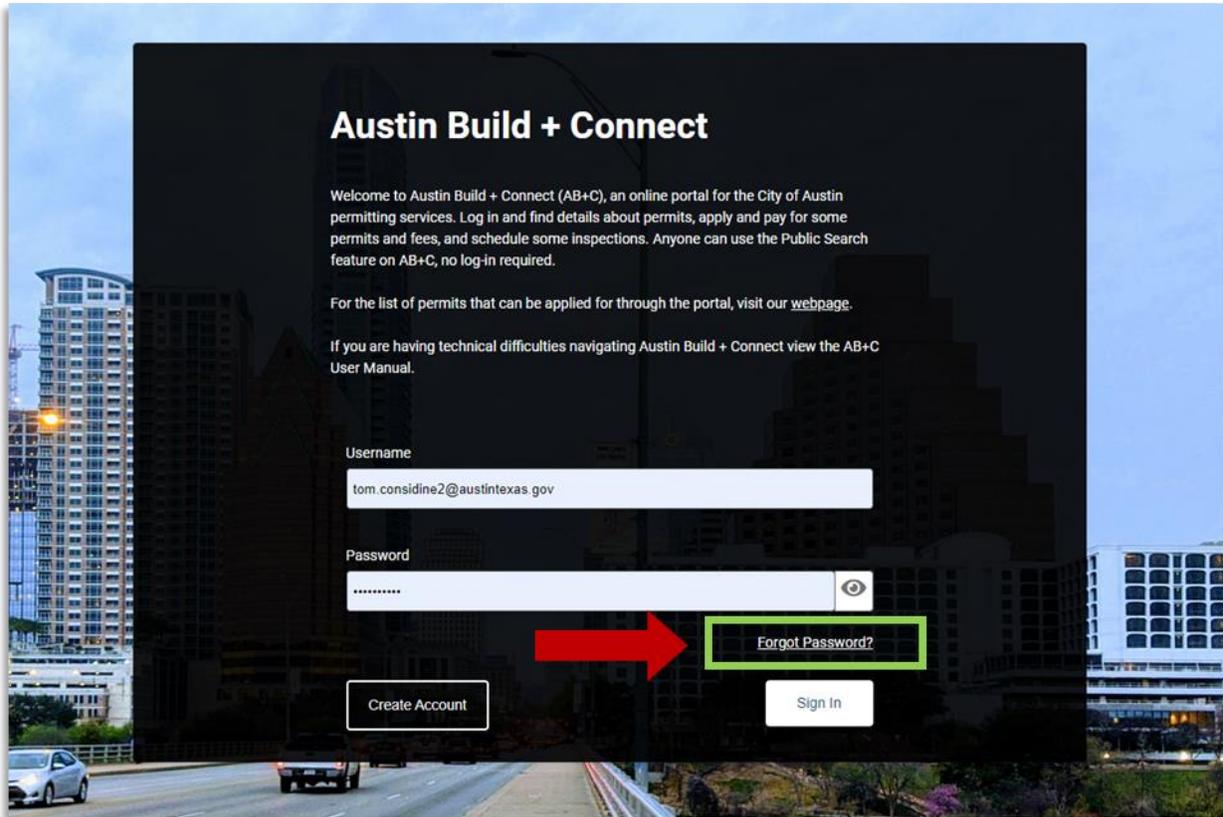
If you received this email from a password reset request and your Service Center contractor account was already linked to your AB+C account, you may not need to relink your account.

Thank you,

Forgotten Password (Reset)

In the event you forget your password, click 'Forgot Password.'
An email will be sent to your AB+C Profile email address with steps to reset your password.

1) RESET PASSWORD:



2) Enter the email address you used to create your profile:

Password Assistance

Enter the email address associated with you Portal account

Email Address

*** Required Field**

3) An email will be sent with additional instructions: (this may take five minutes)

Reset Password Confirmation

Please check your email account for an email with a confirmation code that you can use to reset your password.

Please note, it may take up to 5 minutes to receive the email.

OK

4) **SAMPLE EMAIL: AB+C Password Reset**

The subject line of the email will be: "AB+C Password Reset."

This email contains two important things:

- 1) a link
- 2) a PIN number to complete your AB+C Account Registration

Copy the PIN number before clicking on the link:

Password Reset

 web.registration@austintexas.gov
To  Person, Kind

  Reply  Reply All  Forward  

Mon 3/11/2024 1:57 PM

This email has been sent to you in response to your password request from Austin Build + Connect.

To reset your account password, please click the link below to verify your email and name as entered (case sensitive), and enter the PIN number listed below:

<https://ctznporttest.austintx.gov/citizenportal/app/pin-verify?emailAddress=tom.considine2@austintexas.gov&pin=768585592>

First Name: **Sample**
Last Name: **Sample**
PIN Number: 768585592

Thank you, City of Austin

3) Enter your name: (case sensitive)

PIN Number Confirmation

Your PIN Number can be found in the City of Austin Build + Connect email that linked to this page.

Email Address
tom.considine2@austintexas.gov

First Name

Last Name

* Required Field * Required Field

PIN

4) Create a new password:

Create Password

Passwords must contain at least 12 characters and characters from three of the following categories:

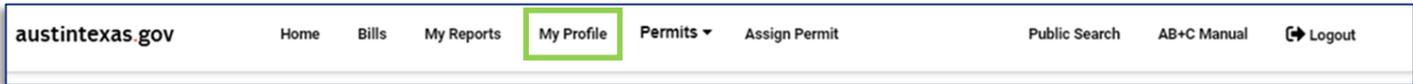
- At least one uppercase letter
- At least one lowercase letter
- At least one number
- At least one special character (e.g. !; @; #; \$; %).

New Password

Confirm Password

Change Password

After login you can change your password.



- 1) Click 'My Profile' in the menu bar, and click 'Change Password' at the bottom of the *UPDATE MY PROFILE* page.

Edit Profile

Austin Build & Connect ID

Email

Personal Title First Name Last Name

Organization Address Prefix

House Number Street Prefix Street Name Street Type Street Dir

Unit Type Unit Number City Country

State Zip Code Phone Number 1 Phone 1 Type

Phone Number 2 Phone 2 Type Phone Number 3 Phone 3 Type

Change Password **Update Profile**

- 2) Enter a new password in the 'New Password' field, and re-enter it in the 'Confirm New Password' field. Click 'Submit'

Change Password

Passwords must contain at least 12 characters and characters from three of the following categories:

- At least one uppercase letter
- At least one lowercase letter
- At least one number
- At least one special character (e.g. !, @, #, \$, %).

New Password

Confirm Password

Back **Submit**

Address Management Services: Address Verification

City of Austin, Address Management Services:

The services offered can provide guidance and support for managing addresses in projects or permits.

Services available:

- Request an ***Address Verification Letter**
- Request an Address, Building, or Unit
- Request Address Change Review
- Reserve a Street Name
- Request Addressing for a Non-City of Austin Subdivision

Address Management Services Site: Additional Resources and Information

<https://www.austintexas.gov/department/address-management-services>

Addressing Standards:

- The 911 Addressing Standards
- Building and Unit Type Standards
- Street Name Standards

References:

- Lookup Address and Jurisdiction Information
- Travis County and City of Austin Street Names
- All Address Changes
- All Annexed Address Ranges

Guides and Instructions:

- Residential Plan Reviews-One Sheet Guide

***Address Verification Form:** Use this Form to request an **Address Verification Letter**

www.austintexas.gov/911addressing

Apply for Plan Review: Plan Review Types and Submittal Processes

Plan Review Application Submittal

There are different types of Plan Review Applications, and the submittal process varies based on the required permits. The City of Austin Development Services Department processes the following applications. Before submitting your application, we recommend reading the brief summary provided for each Electronic Plan Review submittal.

- **Commercial Expedited Review:** Applications are submitted via email: expeditedreview@austintexas.gov. This initiates the intake process. Once the application is processed, the applicant receives an automated email from Project Dox (PDoX) to initiate the upload. The links for uploading the documents to PDoX are included in the email.
- **Residential Expedited Review:** Applications are submitted via email: residentialexpedited@austintexas.gov. This initiates the intake process. Once the application is processed, the applicant receives an automated email from Project Dox (PDoX) to initiate the upload. The links for uploading the documents to PDoX are included in the email.
- **Commercial General Plan Review:** Before submitting your application, you must be registered on Austin Build + Connect. Then, visit the Commercial Plan Review web page [\(link\)#1](#) to complete the application along with any required forms that may be applicable to your project. The final step is to submit all required documents and a plan set via our website [\(link\)#2](#). Please note that projects within the Extra-Territorial Jurisdiction (ETJ) are not accepted.
Link 1 <https://www.austintexas.gov/page/commercial-plan-review>
Link 2 <https://www.austintexas.gov/page/commercial-plan-review>
- **Public Projects Plan Review:** Applications are submitted via this 'Project Initiation' form. Reviews are initiated after Public Project Review staff are notified via their [Project Initiation form](#) from the [Public Project Review web page](#). Staff will confirm preliminary eligibility and follow-up with applicants to establish project status.
- **Volume Builders Plan Review:** Applications are submitted via ABC Portal: The Volume Builder Program is an optional expedited review process that enables volume builders to receive a faster turnaround on residential permit applications for new construction. Builders interested in participating must complete an initial registration form and submit the required documentation. Once the required documentation is submitted, it is assigned to review staff for acceptance into the program. If accepted, the builder will be eligible to submit building permits through the Volume Home Builder Program. Please refer to the Volume Builders website for application submittal guidance: <https://www.austintexas.gov/page/volume-builder-program>
- **General Residential Plan Review:** Applications and supporting documentation are submitted via [Residential Plan Review site](#) <https://www.austintexas.gov/page/residential-plan-review>

Apply for Permits:

The follow sections of this **AB+C User Manual** showcase the typical steps to complete an online application. Each permit and application are slightly different. Look to relevant City Departments for additional guidance on your permits or cases.

AB+C Registered Users may submit online applications for a variety of Permits and Cases.

Not all Permits and Cases are available for online application submittal.

For a list of select permits that can be applied for through the AB+C Portal, visit the [Austin Build + Connect \(AB+C\) webpage](#).

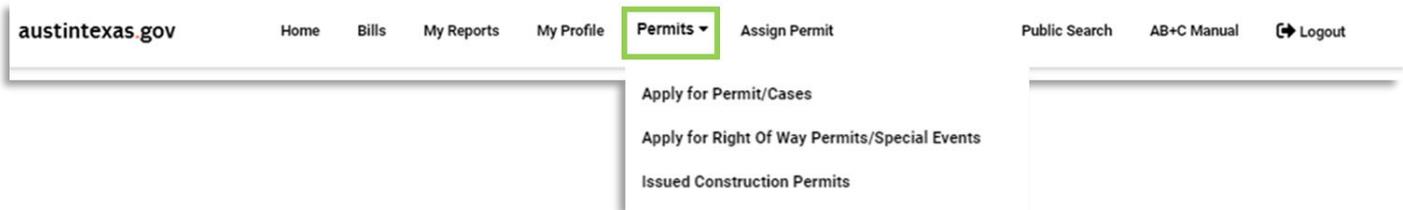


- Want to know if a permit is required for your development project and who to talk to?
- The "Do I Need a Permit?" wizard may help <https://www.austintexas.gov/page/types-permits>

This interactive wizard can help you:

- Identify if the Development Services Department (DSD) requires a permit or application.
- Determine the next step in the development process for your project.
- Determine the appropriate DSD staff who can provide further assistance.

Step 1, Select Permit



Click 'Permits' in the navigation bar and select the application you need:

- Apply for Permit/Cases
- Apply for Right Of Way Permits/Special Events

For Change out Permits: Please review the qualifications for a change out to determine if this permit is appropriate for the work being done. If so, select the type of work from the drop down.

1 Select Type

2 Property Details

3 Additional Information

4 Supporting Documents

5 Review

6 Fees & Payment

New Application
Please select an application type from the list.

Application Type

* Required Field

Cancel Continue

Qualifications to submit a Change Out Application

Review the qualifications below for submitting a Change Out Application online. During inspection if the work performed does not meet these qualifications you will be subject to an investigation fee.

1. Property is an occupied one - two family dwelling or Duplex that contains independent cooling, heating and water heating appliances for each dwelling
2. TOWNHOUSE (Condo). A single-family dwelling unit in which each unit extends from foundation to roof with a yard or public way on at least two sides and must have independent cooling, heating and water heating appliances. All units must be occupied and individually owned in order to qualify for this program.
3. Change Out permits do not apply to stacked units or apartments.
4. A permit fee established under separate ordinance will be charged.
5. Permits issued under this program will expire 180 days after issuance.
6. There will be no refunds issued under this program.
7. A structure must be occupied. If this form is used and the structure is NOT occupied the inspector will fail the inspection and you will be charged an investigation fee.
8. Under this section 'responsible contractor' is defined as follows:
 - HVAC replacement - The responsible contractor is the Licensed Mechanical Contractor
 - Water Heater replacement - The responsible contractor is the Licensed Plumbing Contractor
9. No work shall be allowed which involves circuits larger than 50 amps
10. Water heater not exceeding 100 gallons

Step 1, Part B (not applicable to all applications)

**Some permit applications require a Licensed Contractor.
Select the contractor you want to assign to the permit:**

Contractors must have the following items to be listed in the dropdown selector:

- Contractor License Registration on file with the City
- All fees paid in full
- Active license dates (check dates of license expiration)
- Contractors must have their AB+C account connected to the Permit before they can be selected on this step of the permit application
- Only contractors that match the permit type will be listed.
(e.g. Mechanical Contractors for Mechanical Permit)
- Contact Building and Trade Contractor Services to Link Accounts.

Enter a Permit Description: Enter the description and scope of work for the permit.
Click 'Continue'

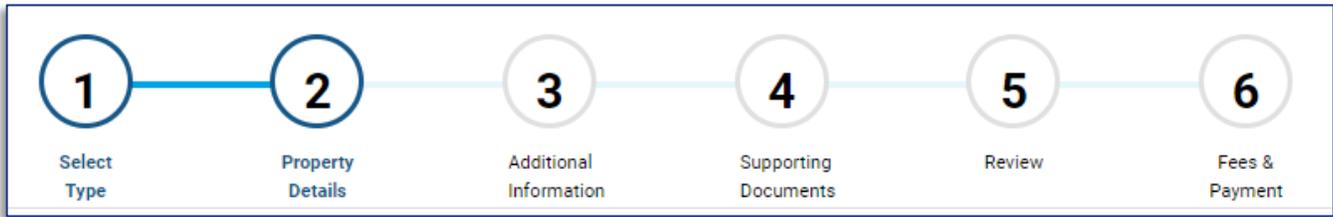
For Development Services Department permits:
You can only assign registered contractors that are linked to your AB+C Account. If you are unable to select the appropriate contractor from the dropdown list, please go online to the DSD [Service Center](#) to set up a new registration for yourself, or link to an existing registered contractor.

Mechanical Contractor

The description and scope of work entered below will be reviewed by the Permit Center to determine if the correct permit application is submitted.

*** Required Field**

Step 2, Property Search and Select:



Select Property: (selection options)

Two search methods available:

- 1-Text Search
- 2-Map Viewer

AB+C Address Searching Tips:

<https://www.austintexas.gov/page/address-search-tips>

Property Search, Option 1: Text Search

Enter the house number and street name of the location. Click **'Search.'**

A list of addresses that contain the street number and name entered will appear.

Select the correct address by clicking 'Select,' then click 'Continue'

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.

Search and Select Properties using

Text Search
 Map Viewer

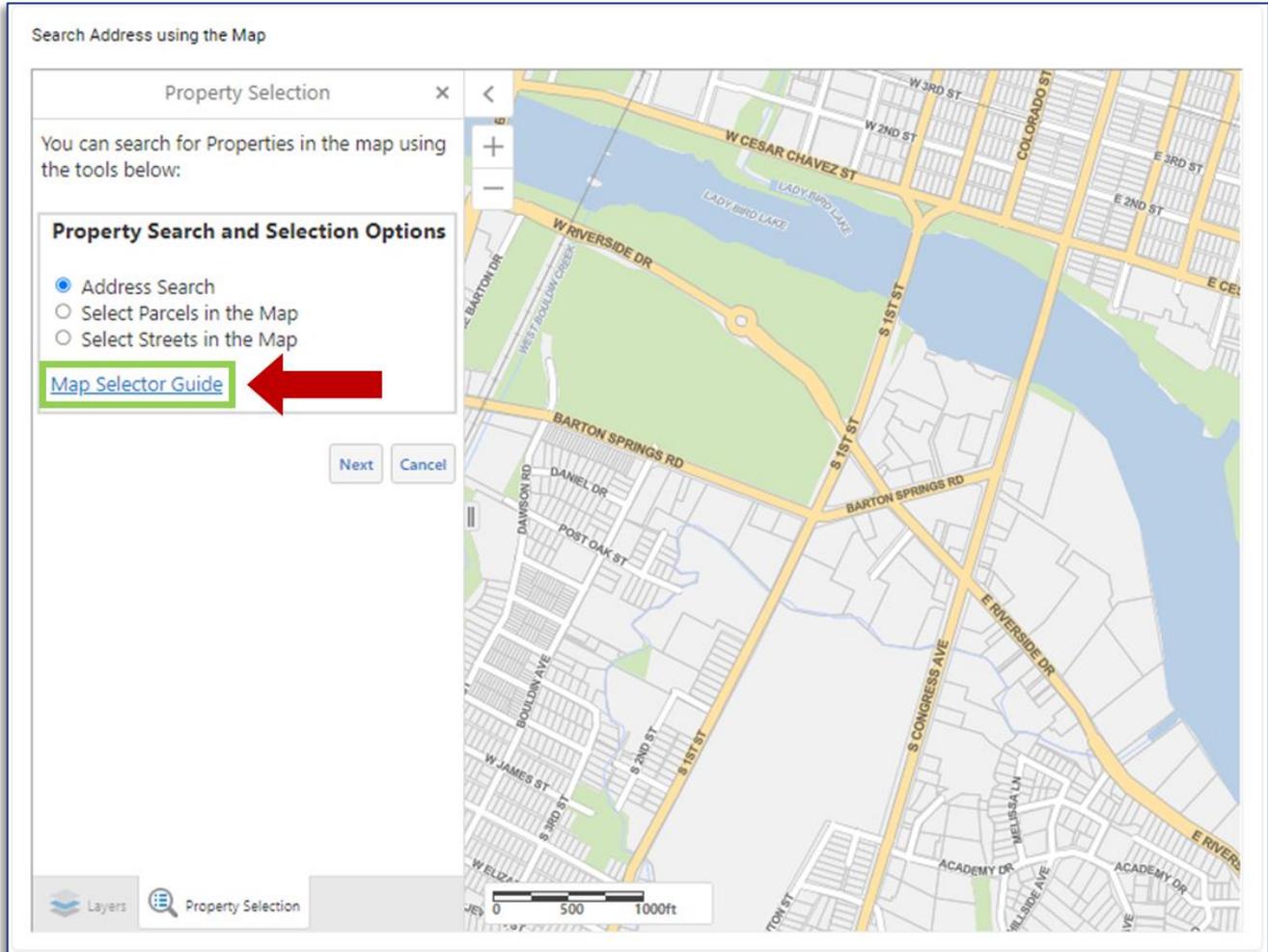
Address Type
All

Street/Segment Number AND Street Name
6310 wilhelmina

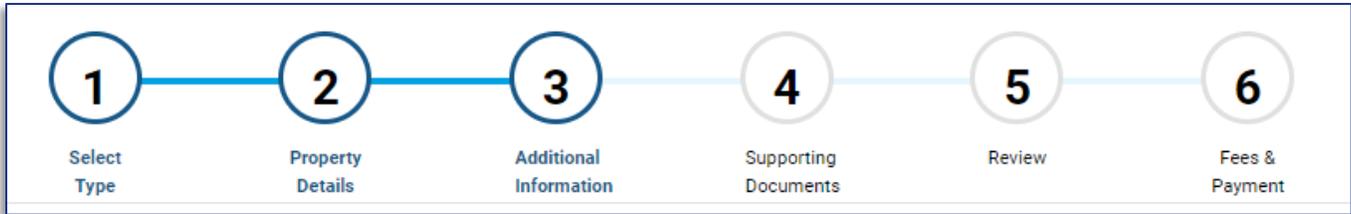
Property Type	Street Address	Zip Code	Actions
Address	6310 WILHELMINA DELCO DR	78752	<input type="button" value="Select"/>

Property Search, Option 2: Map Viewer

*For additional guidance with this feature, reference the online **Map Selector Guide**



Step 3, Additional Information



Application Details

Application Type:	Mechanical Permit - Residential - Change Out
Application Number:	13208189
Application Date:	Mar 13, 2024
Street Address:	6310 WILHELMINA DELCO DR
Legal Description:	LOT 5B AUSTIN MALL RESUB LT 3F
City, State and Postal Code:	AUSTIN TX 78752

Please provide additional details for your application.

For Change Outs: A summary of the information you have entered so far will be displayed.
For Standalone Trade Permits: Use this space(s) to enter a description of the work to be done.

Depending on the permit application type, the Application Details page will appear requesting additionally requested information:

Please provide additional details for your application.

Is this in ETJ?
 Yes
 No

Is this a Gas Unit?
 Yes
 No

Is this a life safety repair to existing services?
 Yes
 No

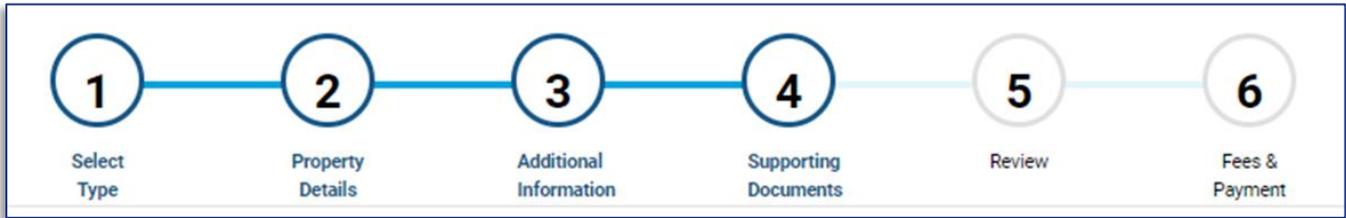
Is property occupied?
 Yes
 No

Mechanical

Number HVAC Install/Changeout

Install/Repair Ductwork?
 Yes
 No

Step 4, Attach/Upload Supporting Documents



Supporting Documents: (attachments for this permit application)
Some applications require specific documentation.

Attachment Tool:

- Select the document(s) you want to upload
- you can drag and drop files
- you can click BROWSE to search and select files
- click 'Upload' before continuing

Attachment Tool parameters:

- A description is required for each upload (as a single file or a group of batched files)
- Upload limit: 200 MB
- You cannot change your attachments after the application has been submitted for approval (if your application is initially rejected, you will be able to adjust your attachments and resubmit your application for approval)
- Accepted attachment file types: jpg, jpeg, pdf

Supporting Documents

- Add any attachments required for this application
- A description is required for each upload (as a single file or a group of batched files)
- Upload limit: 200 MB
- You cannot change your attachments after the application has been submitted for approval
- Accepted attachment file types: jpg, jpeg, pdf, dwg

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

Browse

My picture.jpg 0%

My Plan.pdf 0%

My EV Results.pdf 0%

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

Description

Step 3: click 'upload'

Step 5, Review Application Information and Submit:



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
2024-002908 MP	6310 WILHELMINA DELCO DRIVE	\$ 63.65

1 Result

No record selected

*For **Change Out Permits**, a detailed list of fees will be displayed:

NEXT STEPS

- If you are applying for multiple permits you can **‘Create new application with same info’**
- or **‘Create new application with new info.’**
- You can also **‘Save - Finish Later.’**
- If you are ready to pay, click **‘Submit,’** and proceed to pay any bills

Create new application with same info Create new application with new info

Save for Later Submit

Step 6, Fees and Payment



Certain permit types require review by permit specialists and instead will go into a queue for review.

Permit Application Submission Confirmation: Next Steps

- The application has been submitted.
- Applicants should receive a response within 5 business days.
- Business days exclude weekends and holidays.

Here is your Permit/Case:
2024-003461 MP

You do not have any fees at this time

[Return to My Permits/Cases](#)

You will receive an automated email notification once they are either Accepted or Rejected.

My Permits/Cases

1) My Permits/Cases Tab:

- permits that have been started but not submitted; continue work and Submit
- permits that have been submitted, accepted, and are Active for work to continue

My Permits, actions:

- **Continue:** You may continue adding details to your permit application, and Submit
- **Cancel:** Cancel the application
- **Details:** View the details of submitted applications that have been Accepted/Approved.

Clicking on “Detail” will display the most recent information currently associated with your application.

My Permits/Cases
My Incomplete Applications
My Licenses
My Inspections
My Escrow Account
My Notifications

My Permits/Cases

Shown are permits and cases associated with your account(s). You can view the permit or case details by clicking the Detail 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](#).

External Reviewer Search
+ Apply for Permit/Cases
+ Apply for ROW/Special Events

Permit/Case Number	Project Name	Description	Application Date	Status	Related Folder	Balance	Actions
2024-001935 TR	Chuck Chisel	This guy knows what he is talking about	02-21-24	Active (03-21-30)	No	\$0.00	Detail
2024-001684 TP	1100 E 10TH STREET	Citrus Party!	02-13-24	Application Incomplete	No	\$1,250.00	Continue Cancel
2024-001673 TP	2100-1/2 ANDREW ZILKER ROAD	Zipline installation	02-13-24	Application Incomplete	No	\$0.00	Continue Cancel
2024-001671 EP	6310 WILHELMINA DELCO DRIVE Bldg 1	I am the VOLT	02-13-24	Application Incomplete	No	\$0.00	Continue Cancel
2024-001297 TP	6310 WILHELMINA DELCO DRIVE	Tom's Treehouse	02-06-24	Application Incomplete	No	\$0.00	Continue Cancel

10 Results

1
2

Permit "Details"

- Permit Summary
- Property Details
- Permit Details
- Persons Associated with Permit
- Permit Workflow
- Folder Attachments
- Fees and Payments

2024-001935 TR

Trade Registration - Mechanical Registration

Permit Summary

Property Details

Permit Details

Persons Associated with Permit

Permit Work Flow

Folder Attachment

Fees and Payments

Permit Summary

Permit Number	2024-001935 TR	Status	Active
Sub Type	Mechanical Registration	Work Type	
Reference File	2024-001935 TR	Application Date	Feb 21, 2024
Issued	Feb 21, 2024	Expiration Date	Mar 21, 2030

My Incomplete Applications (MIA)

My Incomplete Applications TAB:

- Permits that have not been completed and submitted for Approval
- permits that have been submitted and Rejected, and need revision before resubmitting for Approval
- three Rejections will Abort the application; after three rejections you must start a new application

My Incomplete Application, actions:

1 Continue: You may continue adding details to your permit application, and Submit

2 Cancel: Cancel the application

3 Details: View the details of submitted applications that have been Accepted/Approved.

Clicking on “Detail” will display the most recent information currently associated with your application. (same the ‘My Permits Tab’)

My Permits/Cases **My Incomplete Applications** My Licenses My Inspections My Escrow Account My Notifications

My Permits/Cases

Shown are permits and cases associated with your account(s). You can view the permit or case details by clicking the Detail button. Continue button and Cancel buttons will be displayed for incomplete applications only. Continue button can be used to resume application. Cancel button can be used to cancel application.

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

Permit/Case Number	Project Name	Description	Application Date	Status	Related Folder	Balance	Actions
2024-003463 MP	6310 WILHELMINA DELCO DRIVE	Replacement of furnace only	03-27-24	Application Incomplete	No	\$63.65	Continue Detail Cancel
2024-003461 MP	6310 WILHELMINA DELCO DRIVE	Replacement of furnace only	03-27-24	Application Incomplete	No	\$0.00	Continue Cancel
2024-001673 TP	2100-1/2 ANDREW ZILKER ROAD	Zipline installation	02-13-24	Application Incomplete	No	\$0.00	Continue Cancel
2024-001671 EP	6310 WILHELMINA DELCO DRIVE Bldg 1	I am the VOLT	02-13-24	Application Incomplete	No	\$110.40	Continue Cancel

Bills

Clicking 'Bills' will only display fees and bills for permits on your account that are eligible for payment:

Click the boxes to select the available Bills that you would like to pay. Continue with payment as prompted.

Bills

<input type="checkbox"/> Bill # ▾	Fee Details	Total	Actions
<input checked="" type="checkbox"/> 7930154	Tree Ordinance	\$1,250.00 \$1,250.00	Invoice

1 Result

Fees selected for payment:

- **\$1,250.00: Bill Number: 7930154**
Tree Ordinance \$1,250.00

Total Amount: **\$1,250.00**

[Pay by Credit Card or Check](#)

Clicking "Invoice" displays the information related to this Bill.
Note the **Invoice #**
-the Invoice # can verify and support many payment inquiries



Your Invoice

Payer Information

Invoice Number	7930154
Company/Facility Name	
Description	Tree Permit
Sub Description	Residential
Work Description	
Invoice Date	Mar 13, 2024 07:28:36
Invoice To	
	12349 Metric Austin TX 78758
Phone No	5558675309
Invoice Amount	\$1,250.00

Additional Information

Department Name	Development Services Department
Invoice Issued By	

Invoice Summary

Total Invoiced	\$1,250.00
Total Paid	\$0.00

View Payment Information on Permit

(all Invoices and Receipts)

My Permits/Cases.

Select Permit 'Details'

[My Permits/Cases](#) [My Incomplete Applications](#) [My Licenses](#) [My Inspections](#) [My Escrow Account](#) [My Notifications](#)

My Permits/Cases

Shown are permits and cases associated with your account(s). You can view the permit or case details by clicking the Detail 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](#).

Apply for Permit/Cases Apply for ROW/Special Events

Permit/Case Number	Project Name	Description	Application Date	Status	Related Folder	Balance	Actions
2024-001684 TP	1100 E 10TH STREET	Citrus Party!	02-13-24	Approved	No	\$0.00	Detail

Click 'Fees and Payments' Tab: Examine Paid and Unpaid Bills, and the Invoices or Receipts.

2024-001684 TP

Tree Permit - Residential

[Permit Summary](#) [Property Details](#) [Permit Details](#) [Persons Associated with Permit](#) [Permit Work Flow](#) [Folder Attachment](#)

[Fees and Payments](#)

Bill #	Fee Details	Total	Payment Status	Actions
7930164	Tree Review with no building permit \$209.00 Technology Surcharge-DSD \$8.36 Tree Review with no building permit \$209.00- Technology Surcharge-DSD \$8.36-	\$0.00	Unpaid	Invoice
7930163	Tree Review with no building permit \$209.00 Technology Surcharge-DSD \$8.36	\$217.36	Paid	Receipt
7930154	Tree Ordinance \$1,250.00	\$1,250.00	Paid	Receipt

3 Results

My Inspections

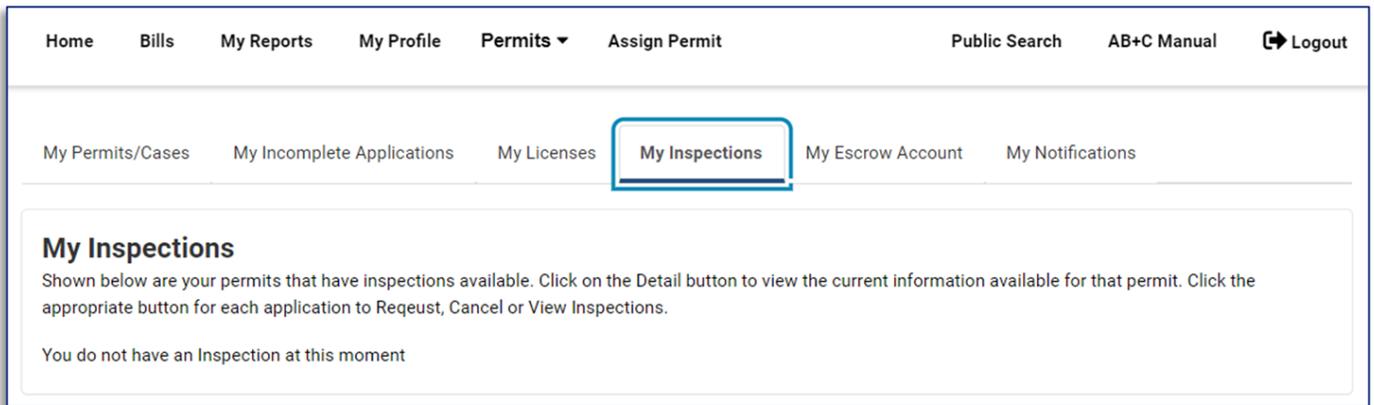
When scheduling or requesting Inspections:

- Permits must have an Active status
- Fees must be paid

If Fees are owed, you will receive a system error message advising you to pay any outstanding Fees before continuing to schedule an inspection.

e.g. Cannot schedule a Final Inspection if any outstanding inspections need to be completed or Paid

- 1) **Clicking 'My Inspections' will display permits with available inspections to be scheduled:**
Select the permit you want to schedule an inspection for by checking the box to the left of it.



If an Active Permit has Inspections available for scheduling, a list of inspections needed for that permit will appear:

- Request Inspection
- Cancel Inspection

302 Electrical Grounding	Open		ELEINSPX	Request Inspection
Web Application Acceptance	Open		ABCPERM	
304 Temporary Electric	Open		ELEINSPX	Request Inspection
306 Electrical TCO Occupancy	Open		ELEINSPX	Request Inspection
305 Final Electric	Scheduled	2024-03-13	ELEINSPX	Cancel Inspection
114 Continuance of work	Open		ELEINSPX	Request Inspection
Inspection Administration	Open			
Spot Location	Open			

2) **Schedule your inspection:**
 click **'Request Inspections.'**

Process	Status	TOD	Start Date	Scheduled End Date	End Date	User	Actions
Process Group: Electrical							
300 Electrical Slab	Open					ELEINSPX	Request Inspection
301 Electrical Rough	Open					ELEINSPX	Request Inspection
302 Electrical Grounding	Open					ELEINSPX	Request Inspection
Web Application Acceptance	Open					ABCPERM	
304 Temporary Electric	Open					ELEINSPX	Request Inspection
306 Electrical TCO Occupancy	Open					ELEINSPX	Request Inspection

Use the **'Request Inspection Date'** drop down to request a day for Inspection
 You may select any date, within the next five days.
 You can also leave comments/notes for the inspector.
 E.g. gate codes, cell #s, "mornings are preferred" etc.

Click **'Submit.'**

Request Inspections
 Add comments for the inspector.

Request Inspection Date
 WED, MAR 27, 2024

Comments for the Inspector
 Gate Code: 1234; Please call Joe X 5124321234

Back Submit

Process	Status	TOD	Start Date	Scheduled End Date	End Date	User	Actions
Process Group: Electrical							
300 Electrical Slab	Scheduled			2024-03-27		ELEINSPX	Cancel Inspection
301 Electrical Rough	Open					ELEINSPX	Request Inspection
302 Electrical Grounding	Open					ELEINSPX	Request Inspection

3) Cancel Inspection:

302 Electrical Grounding	Open		ELEINSPX	Request Inspection
Web Application Acceptance	Open		ABCPERM	
304 Temporary Electric	Open		ELEINSPX	Request Inspection
306 Electrical TCO Occupancy	Open		ELEINSPX	Request Inspection
305 Final Electric	Scheduled	2024-03-13	ELEINSPX	Cancel Inspection
114 Continuance of work	Open		ELEINSPX	Request Inspection
Inspection Administration	Open			
Spot Location	Open			

Inspection Cancellation

Are you sure you want to cancel the scheduled inspection?

302 Electrical Grounding	Open		ELEINSPX	Request Inspection
Web Application Acceptance	Open		ABCPERM	
304 Temporary Electric	Open		ELEINSPX	Request Inspection
306 Electrical TCO Occupancy	Open		ELEINSPX	Request Inspection
305 Final Electric	Cancelled	2024-03-22	ELEINSPX	Request Inspection
114 Continuance of work	Open		ELEINSPX	Request Inspection
Inspection Administration	Open			
Spot Location	Open			

My Reports

Utility Release:

Before an alternative service provider maintains service to a property, The City must **Inspect, Approve, and officially Release** service responsibilities.

Utility Release Report:

This feature will return a list of **Utility Releases** for non-City of Austin Utility Service Providers and Inspectors. -These reports indicate that the City has approved relevant permit inspections, and has approved the exchange of operations/release of responsibility to a new service provider.

e.g. An alternative Service Provider is now allowed to connect an service the property

My Reports

[Print](#)

Gas Utility Release Report by Reminder Date Range

Date From  Date To 

[Back](#) [Search](#)

Power Utility Release Report by Reminder Date Range

Date From  Date To 

[Back](#) [Search](#)

Permit Number	Address	Comments	Date Released
2023-114092 EP	2000 ARBORSIDE DR	NON AE Temporary Release - BLUE BONNET -- 05-OCT-23	OCT 05,2023
2023-113198 EP	11705 ONION HOLLOW RUN	NON AE Temporary Release - PEC -- 19-OCT-23	SEP 28,2023
2023-113195 EP	7500 GRENADINE BLOOM BND	NON AE Temporary Release - BLUE BONNET -- 13-OCT-23	SEP 28,2023
2023-113192 EP	7512 GRENADINE BLOOM BND	NON AE Temporary Release - BLUE BONNET -- 03-OCT-23	SEP 28,2023
2023-113016 EP	505 BARTON SPRINGS RD	NON AE Electric Release - BLUE BONNET	SEP 27,2023
2023-112254 EP	2000 ARBORSIDE DR	NON AE Temporary Release - BLUE BONNET -- 20-SEP-23	SEP 20,2023
2023-105934 EP	9307 SPRINGWOOD DR	NON AE Electric Release - PEC	AUG 24,2023
2023-104153 EP	6434 OLD HARBOR LN	NON AE Electric Release - PEC	AUG 23,2023
2023-103236 EP	8508 TURACO TRL	NON AE Temporary Release - BLUE BONNET -- 18-SEP-23	AUG 18,2023
2023-102529 EP	10617 ICARUS CT	NON AE Electric Release - PEC	AUG 18,2023

Permit Change Requests: Extension and Reactivation

Permit Change Requests are available for Development Services permits only.

Note: Not all permits qualify for permit change requests.

Click “Detail”

My Permits/Cases
Shown are permits and cases associated with your account(s). You can view the permit or case details by clicking the Detail 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](#).

Type to filter the table columns...

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

Permit/Case Number	Project Name	Description	Application Date	Status	Related Folder	Balance	Actions
2024-004386 BP	4800 ALF AVE	retest 4/29/24 boat dock child EP info tab	04-29-24	Active (10-26-24)	Yes	\$0.00	Detail
2024-004385 EP	4800 ALF AVENUE	test homebuilders loop new site 4/29/24	04-29-24	Queue	No	\$58.14	Detail
2024-004316 PP	4610 LAMBS LANE	gas test	04-25-24	Application Incomplete	No	\$0.00	Continue Cancel

Click “Permit Change Request”

2024-004386 BP
Building Permit - R- 437 Residential Boat Dock New

[Permit Summary](#) [Property Details](#) [Permit Details](#) [Persons Associated with Permit](#) [Permit Work Flow](#) [Folder Attachment](#)

Fees and Payments

Permit Summary

Permit Number	2024-004386 BP	Status	Active
Sub Type	R- 437 Residential Boat Dock	Work Type	New
Reference File	2024-004386 BP	Application Date	Apr 29, 2024
Issued	Apr 29, 2024	Expiration Date	Oct 26, 2024

[View Permit](#)
[Permit Change Request](#)

Request Type

Request for Reactivation
Request for Extension

* Required Field

I agree to all of the above terms and conditions.

* Required Field

Back Submit

How to Request an Extension of an Active Permit

The permit status must be Active

Offer a clear description, click "Submit"

-no additional fees are needed for an extension

Request Type

Request for Extension

Comment : (1986 characters left)

Sample description

Terms and Conditions:

I understand that prior to the expiration date, the building official is authorized to grant a one-time extension for a period not to exceed 180 days.

I agree to all of the above terms and conditions.

Back Submit

The extension has been granted.

Back to Home

How to Request a Reactivation of an Expired Permit

The permit status must be Expired

Note: Once you initiate a Request for Reactivation...

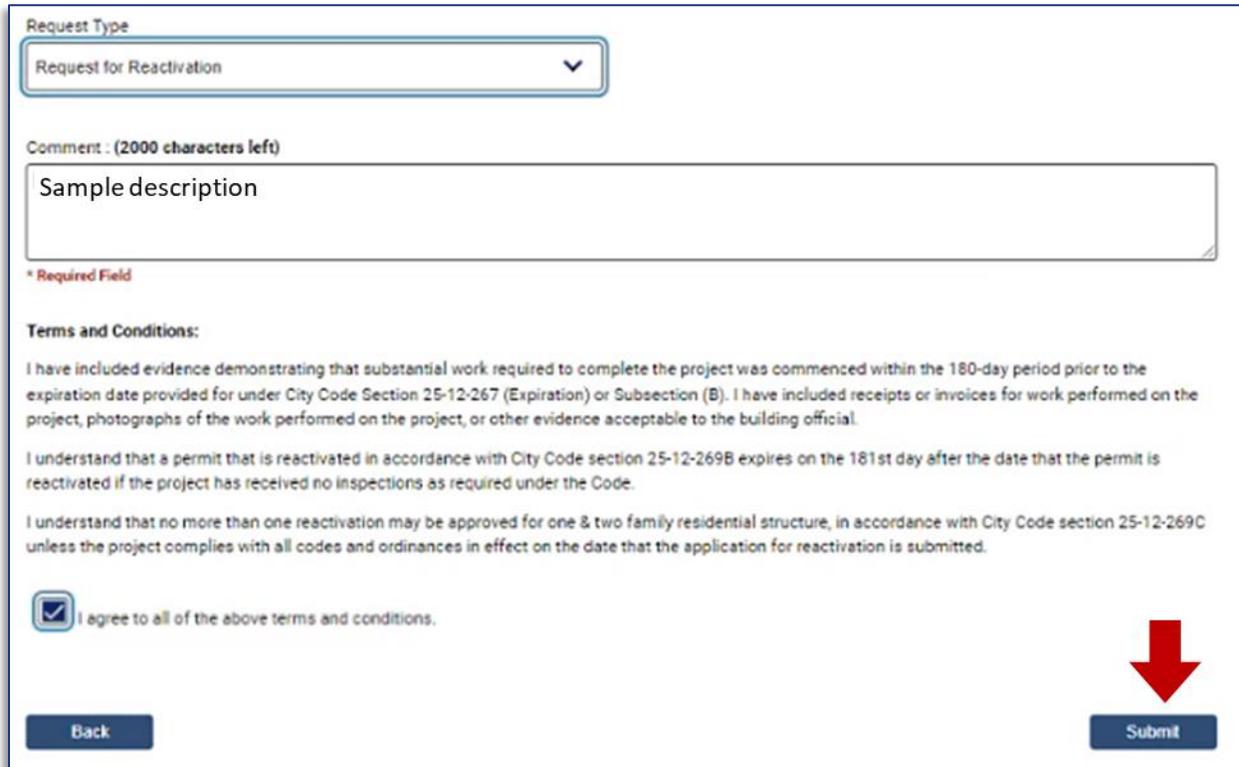
-you only have 24 hours, or your permit will revert to Expired Status

-you only have one attempt to Reactivate

-if it expires, you must reach out to BTCS to initiate another **Request for Reactivation**

The permit status must be Expired

Offer a clear description, click "Submit"



The screenshot shows a web form for requesting a permit reactivation. At the top, there is a dropdown menu labeled "Request Type" with "Request for Reactivation" selected. Below this is a text area for a "Comment" with a 2000-character limit, containing the text "Sample description". A red asterisk indicates this is a required field. The form includes a "Terms and Conditions" section with three paragraphs of text. The first paragraph states that evidence of work must be provided within 180 days of expiration. The second paragraph explains that a reactivated permit expires 181 days after the reactivation date if no inspections are received. The third paragraph notes that only one reactivation is allowed for one- and two-family residential structures. A checkbox is checked, indicating agreement to the terms. At the bottom, there are "Back" and "Submit" buttons. A large red arrow points to the "Submit" button.

The reactivation request has been received.
The process will continue after the Expired Permit Review Fee is paid.
-Navigate to Bills, pay any relevant Fees

[Back to Home](#)

The Permit holder will receive an auto generated notification **30 days** before the permit will expire.
Sample email:

(EXAMPLE: Notification) Permit Expiration 30 Day Notice

Warning: This is an automated 30 day notice generated from the City's electronic system informing you that your permit will expire in 30 days from the date of this automated e-mail.

Permit Number : 2018-123465 EP

Address : 505 BARTON SPRINGS

Issued on : 20 December, 2017

In order to keep your permit active, you must schedule a required inspection.

Please be aware that:

1. If your inspection is posted on the Permitting system as "Cancelled" or "Failed/No Work Performed" the expiration date will not be updated for an additional 180 days.
2. If this permit expires, no work or inspections may be performed under this permit after the expiration date.
3. If you know what inspection is required, you may schedule an inspection by phoning the Interactive Voice Response (IVR) system at (512) 480-0623.
4. If your permit expires, the information and steps to request an extension can be found at the following link:
<http://www.austintexas.gov/department/expired-permits-and-extensions>
5. To determine the status of your application, use the following public access link:
https://abc.austintexas.gov/web/permit/public-search-other?t_detail=1&t_selected_folderrsn=10873971

Closed Permits: (use Public Search)

Closed Permits: After passing Final Inspection, the Permit is no longer Active.

***when the permit is no longer Active it will be considered Closed, and no longer found on My Permits**

To find Closed Permits: Use the **Public Search**

(See the **Public Search** section of this AB+C Manual)

*AB+C User login is not required to use the Public Search

*You will be able to view all Permit Details, but no option to View or Print a singular document

Search By:

Permit numbers should be in '2014-000123 BP' format (starting with the year). Searches with fewer than 3 digits after the hyphen will not find any cases.

Case numbers should be in 'C8-2014-0001' format (starting with the case type code), unless the case pre-dates March 1, 2007. Click for [help on Case Number formats](#).

Permit Number, FolderRSN / ROWID, or Case Number

*** Required Field**

2024-003781 MP

Mechanical Permit - Residential Change Out

[Folder Details](#)
[Additional Information](#)
[Property Details](#)
[People Details](#)
[Folder Fees](#)
[Processes and Notes](#)
[Folder Attachment](#)

Record Details

Permit/Case	2024-003781 MP	Reference File Name	2024-003781 MP
Sub Type	Residential	Work Type	Change Out
Project Name	6310 WILHELMINA DELCO DR BLDG 1	Status	Active
Application Date	2024-04-09 16:07:25	Issued	2024-04-09 16:19:54
Expiration Date	2024-10-06 00:00:00	Related Folder	No
Description	Replacement of furnace only		

2024-003781 MP

Mechanical Permit - Residential Change Out

[Folder Details](#)
[Additional Information](#)
[Property Details](#)
[People Details](#)
[Folder Fees](#)
[Processes and Notes](#)
[Folder Attachment](#)

Application Information

Single Category

Required Inspections

Mechanical Inspection

Yes
 No

2024-003781 MP

Mechanical Permit - Residential Change Out

[Folder Details](#)
[Additional Information](#)
[Property Details](#)
[People Details](#)
[Folder Fees](#)
[Processes and Notes](#)
[Folder Attachment](#)

Property Detail

Legal Address(es)

Address: 6310 WILHELMINA DELCO DR, AUSTIN, TX, 78750

Legal Desc: LOT 28-A-107676-000000-01-01

2024-003781 MP

Mechanical Permit - Residential Change Out

[Folder Details](#)
[Additional Information](#)
[Property Details](#)
[People Details](#)
[Folder Fees](#)
[Processes and Notes](#)
[Folder Attachment](#)

People Details

Permit Type	Name / Address	Phone	Email
Mechanical Contractor	Mechanical Works, LLC (Show/Hide)		
Online Applicant	No worries FlowTech 10248 Melvin, Texas 78750	(512) 847-8339	tom.comstock@flowtech.com

1 Results

2024-003781 MP

Mechanical Permit - Residential Change Out

[Folder Details](#)
[Additional Information](#)
[Property Details](#)
[People Details](#)
[Folder Fees](#)
[Processes and Notes](#)
[Folder Attachment](#)

Folder Fees

Bill #	Fee Details	Total	Payment Status
7638867	Change Out Program - Mechanical (611-20 Technology Submittal) (611-20)	300.00	Paid

1 Results

2024-003781 MP

Mechanical Permit - Residential Change Out

[Folder Details](#)
[Additional Information](#)
[Property Details](#)
[People Details](#)
[Folder Fees](#)
[Processes and Notes](#)
[Folder Attachment](#)

Processes and Notes

Process Desc	Status	Start Date	Scheduled Start	End Date	# of Attempts	Assigned Staff	Staff Email
Permit Refund	Open				0		
Administrative Fee	Open				0		
Net Tag Hold	Open				0		
Permitting	Open				0		
400-Floor Mechanical	Open				0		

2024-003781 MP

Mechanical Permit - Residential Change Out

[Folder Details](#)
[Additional Information](#)
[Property Details](#)
[People Details](#)
[Folder Fees](#)
[Processes and Notes](#)
[Folder Attachment](#)

Folder Attachment

Printing Permits: Active/Inactive(Closed)

You can print copies of ACTIVE permits:

-As a registered AB+C User and person listed on the Permit

(Active Permit)

Search for your Permit or Case:

My Permits (Active Status) > Details > View > Print

My Permits/Cases

Shown are permits and cases associated with your account(s). You can view the permit or case details by clicking the Detail 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](#).

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

Permit/Case Number	Project Name	Description	Application Date	Status	Related Folder	Balance	Actions
2024-005946 MP	6310 WILHELMINA DELCO DRIVE	Replacement of furnace only	05-20-24	Application Incomplete	No	\$0.00	Continue Cancel
2024-005549 TP	6310 WILHELMINA DELCO DRIVE	Treehouse	05-06-24	Queue	No	\$235.64	Detail
2024-003781 MP	6310 WILHELMINA DELCO DR BLDG 1	Replacement of furnace only	04-09-24	Active (10-06-24)	No	\$0.00	Detail
2024-003675 MP	6310 WILHELMINA DELCO DRIVE Bldg 1	Wingnut replacement	04-05-24	Queue	No	\$47.74	Detail

2024-003781 MP

Mechanical Permit - Residential Change Out

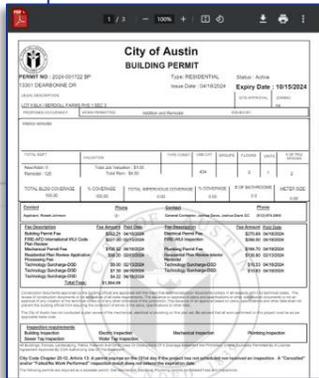
[Permit Summary](#)
[Property Details](#)
[Permit Details](#)
[Persons Associated with Permit](#)
[Permit Work Flow](#)
[Folder Attachment](#)

Fees and Payments

Permit Summary

Permit Number	2024-003781 MP	Status	Active
Sub Type	Residential	Work Type	Change Out
Reference File	2024-003781 MP	Application Date	Apr 09, 2024
Issued	Apr 09, 2024	Expiration Date	Oct 06, 2024

[View Permit](#)
[Permit Change Request](#)



(Inactive/Closed Permits)

If your Permit is no longer Active, and you need a copy of your Permit or additional documents, please submit a request with the Public Records Center.

City's Online Public Records Center: <http://www.austintexas.gov/pir>

-CO, Certificates of Occupancy

-Final/Closed Permits

-Site Plans

Customers may email the **Public Records Center** directly with **PIR, Public Information Requests**.

Email: public.information@austintexas.gov

***Certificate of Occupancy, or a Temporary Certificate of Occupancy**

A Certificate of Occupancy (CO) is a document provided by the City that proves a structure is habitable based on its legal use and type of property and meets all housing and building codes. Since 1931, all residential buildings in Austin have been required to have a Certificate of Occupancy (CO) for their current use.

-The Certificate of Occupancy is automatically emailed to all People listed on Permit, when **Final Inspection** is Passed

-Additional copies must be requested

Certificate of Occupancy: additional information

<https://www.austintexas.gov/page/certificate-occupancy>

Question: How much does it cost to make a **Public Information Request**?

Answer: There is no initial cost to submit a public information request. If there is a cost associated with your request, you will receive notification of estimated cost in writing.

Public Records

This service will increase citizen access to public information while allowing the City the ability to meet and exceed all state Open Records compliance rules. With the Open Records Center, individuals go to one central location on the City's website to submit an Open Records request. Requestors have the ability to log into the Open Records Center to track the status of requests, communicate with the City, and either receive records electronically, mailed to them, or they may pick them up. Requestors will also be able to search for answers to common Open Records questions in the knowledge base library.

The City of Austin's goal with respect to open records requests is to provide high-quality customer service to residents, business owners, and stakeholders in accordance with state and federal open government/public information laws and practices. Section 552.234 of the Texas Public Information Act provides that a person may make a written request for information by delivering the request by U.S. mail, electronic mail, hand delivery, or any appropriate method approved by the governmental body.

My Escrow Account

Click on the “**My Escrow Account**” Tab

-Active Escrow Accounts linked to your AB+C Account will be displayed

You can view balances and statements for all escrow accounts associated with the contractors linked to your online account.

Escrow Account Number	Account Holder's Name	Status	Balance	Actions
2023-114427 GE	Debra Fonseca Fonseca & Fonseca Inc	Active	\$103,944.94	Detail Escrow Statement
2023-080123 ME	Glen Smith Team Services	Active	\$5,876.38	Detail Escrow Statement
2018-054254 PE	Glen LDon Shipman Cedar Park Plumbing Heating & Air Inc	Active	\$2,150.97	Detail Escrow Statement
2006-017833 IE	John Martin Tropical Irrigation Co., Inc	Active	\$548.48	Detail Escrow Statement
1999-000111 EE	Bowne Electric (Robert Bowne)	Active	\$3,393.60	Detail Escrow Statement

5 Results

Clicking on “**Detail**” reveals more Tabs to display details associated with that Escrow Account

Escrow Details: Record Details Tab

2023-114427 GE

General Contractor Escrow

Record Details | People Details | Withdraw Transactions | Deposit Transactions

Record Details

Escrow Number	2023-114427 GE	Status	Active
Name	D.F. Fonseca and Fonseca Inc	Application Date	Oct 17, 2023
Balance Date	Mar 21, 2024 14:25	Balance	\$103,944.94
Description			

[Back](#)

Escrow Details: People Details Tab

2023-114427 GE

General Contractor Escrow

Record Details | **People Details** | Withdraw Transactions | Deposit Transactions

People Details

People Type ▾	Name / Address	Phone	Email
General Contractor	Fonseca & Fonseca General HELP 505 BARTON SPRINGS RD AUSTIN Texas	(512) 978-	@austintexas.gov

1 Result

Escrow Details: Withdraw Transactions Tab

2023-114427 GE

General Contractor Escrow

Record Details People Details **Withdraw Transactions** Deposit Transactions

Withdraw Transactions

Date	Transaction Details	Comments	Amount
Oct 17, 2023 16:57	EF - Escrow Setup Fee 2023-000013 EF Escrow Folder Receipt: 7744016 Bill: 7926940	Escrow Setup Fee	-\$31.00
Oct 17, 2023 17:44	BP - Building Permit Fee 2023-113201 BP 505 BARTON SPRINGS RD Receipt: 7744017 Bill: 7926941	Payment made over the web BY Debra Fonseca ON 10-17-2023	-\$483.85
Oct 17, 2023 17:44	BP - Energy Fee 2023-113201 BP 505 BARTON SPRINGS RD Receipt: 7744017 Bill: 7926941	Payment made over the web BY Debra Fonseca ON 10-17-2023	-\$59.82
Oct 17, 2023 17:44	BP - Foundation pre-pour tree	Payment made over the web BY	-\$181.00

Escrow Details: Deposit Transactions Tab

2023-114427 GE

General Contractor Escrow

Record Details People Details Withdraw Transactions **Deposit Transactions**

Deposit Transactions

Date	Transaction Details	Comments	Amount
Oct 17, 2023 16:57	ESCROW DEPOSIT Receipt: 7744015	check TEST	\$5,000.00
Mar 06, 2024 09:15	ESCROW DEPOSIT Receipt: 7745784	ck TEST	\$100,000.00

2 Results

Clicking on **“Escrow Statement”** allows you to generate transactional statement between specified dates
 Click **“Generate Escrow Statement Report”**
 You can Save a copy for your records, or Print a copy to send payments via mail

Escrow Statement Report by Date Range

Insert Start and End date for the required period.

Start Date: 2021-12-01

End Date: 2024-03-21

[Back](#) [Generate Escrow Statement Report](#)



City of Austin
 Development Services Department
 Austin, Texas 78767

Escrow Monthly Statement

TO:

Fonseca & Fonseca General HELP
505 BARTON SPRINGS ROAD
AUSTIN TX

Account Status: Active

Account No: 2023-114427 GE

Statement Period: 12/01/2021 - 3/21/24

Statement Date: 3/21/24

Debra Fonseca, Fonseca & Fonseca Gener

Date	Transaction Details	Comments	Debit	Credit	Balance
10/17/2023	ESCROW DEPOSIT Receipt: 7744015	* check TEST	\$0.00	\$5,000.00	\$5,000.00
10/17/2023	EF - Escrow Setup Fee 2023-000013 EF Escrow Folder Receipt: 7744016 Bill: 7926940	Escrow Setup Fee	\$31.00	\$0.00	\$4,969.00
10/17/2023	BP - Building Permit Fee 2023-113201 BP 505 BARTON SPRINGS RD	Payment made over the web BY Debra	\$483.85	\$0.00	\$4,485.15
03/06/2024	ESCROW DEPOSIT Receipt: 7745784	* ck TEST	\$0.00	\$100,000.00	\$103,944.94

Totals: \$1,055.06 \$105,000.00

Balance on Account \$103,944.94

Note: Your Current Balance is \$103,944.94 and your account will be closed if the balance drops to zero or below. If this happens, there will be \$31.00 charge for setting up a new account.

You can mail payments with check made payable to 'The City of Austin' to the following address:

Mail to:	Overnight Delivery to:	Pay In-Person by Appointment
City of Austin - PDC P.O. Box 1088 Austin, Texas 78767	City of Austin - PDC DSD - Cashier 6310 Wilhelmina Delco Drive Austin, Texas 78752	website: https://www.austintexas.gov/page/escrow-accounts

Please print the name of the escrow account holder and account number on the check.

Escrow ID: 2023-114427 GE 13203452

Pay for Permits with Escrow

ADD FUNDS

1. Prepare a Check

- Prepare a check for the Escrow deposit
- Make checks payable to “**City of Austin**”

2. Prepare a Letter

- Let us know you want to add funds to your existing DSD Escrow Account
- Provide the Escrow Account #
- Provide the AB+C Name and email address
- Provide the registered Trade Contractor’s Building and Trade Contractor Services PIN number

3. Submit Check and Letter

- Submit your check and letter to Development Services

Mail to:

City of Austin - PDC
DSD - Cashier
PO Box 1088
Austin, TX 78767

Overnight Delivery to:

City of Austin - PDC
DSD - Cashier
6310 Wilhelmina Delco Dr.
Austin, TX 78752

Pay in Person

City of Austin - PDC Cashiers
6310 Wilhelmina Delco Dr.
Austin, TX 78752

ESCROW Payments

There are two ways to pay for permits using Escrow on Austin Build + Connect:

Option 1 Individual standalone permit

- located in My Permits: select an active permit with available payments

- located in Bills: see all available Bills for all of your permits

Make your selection, make your payment

Option 2 **Assign Permit** (contractor self-assignment)

Option 1: When paying a standalone permit fee by Escrow, navigate to **"Bills"**

- If you have an escrow account,

- If Bills are available,

- if your escrow account balance is high enough to cover the payment, you will have an option to pay with escrow

Bill #	Fee Details	Total	Actions
<input type="checkbox"/> Permit #: 2022 186199 000 00 PP Project Name: 9400 CAPITOL VIEW DR Status: Active			<input type="button" value="Pay with Escrow"/>
<input type="checkbox"/> 7917205	Per Inspection after 2 Inspections fee Technology Surcharge-DSD	\$23.40 \$0.94 \$24.34	<input type="button" value="Invoice"/>
<input type="checkbox"/> 7921809	Per Inspection after 2 Inspections fee Technology Surcharge-DSD	\$23.40 \$0.94 \$24.34	<input type="button" value="Invoice"/>
<input type="checkbox"/> 7911827	Per Inspection after 2 Inspections fee Technology Surcharge-DSD	\$23.40 \$0.94 \$24.34	<input type="button" value="Invoice"/>
<input type="checkbox"/> 7901856	Per Inspection after 2 Inspections fee Technology Surcharge-DSD	\$23.40 \$0.94 \$24.34	<input type="button" value="Invoice"/>

Select your Escrow Account
Enter your Escrow PIN
Click "Continue"

Select you Escrow account to make a payment

Pay From Escrow Account

23 114427 000 00 GE - Fonseca & Fonseca Inc

Account Name	General Contractor Escrow
Account Address	505 BARTON SPRINGS RD AUSTIN Texas
Current Account Balance	103944.94
Post Payment Account Balance	103847.58

Escrow PIN Number

#####

* Required Field

Back Continue

Your Escrow Payment Receipt

Payment Information

Payment Number 7746176
Payment Date Mar 21, 2024 14:34:52



Payer Information

Payment Made by
Phone Number 51241
Address 129 ROAD Austin TX 78719
Phone Number 51241
Folder Number 2022 186199 000 00 PP
Folder Type Plumbing Permit
Folder Subtype C- 324 Office, Bank & Professional Bldgs
Payment Method General Contractor Escrow
Payment Received \$24.34
Payment Applied \$24.34
Cash Returned \$0.00
Comments 7746176

Your Payment Receipt

Purchase Information

Fee Code	Fee Description	Invoice Number	Amount
50014	Technology Surcharge-DSD	Inv#7921809/PDRD	\$0.94
50373	Per Inspection after 2 Inspections fee	Inv#7921809/PDRD	\$23.40

2 Results

Back

Print

Option 2: (“Assign Permit & Pay section”) Pay a permit fee by Escrow through “Assign Permit” navigate to “**Assign Permit**” (see the **Assign Permit** section of this manual)



When pulling existing permits through Assign Permit, If the contractor has an escrow account with enough money to cover the cost of the permit, an escrow payment option will be available under the invoice.

Search for permits paid through Escrow

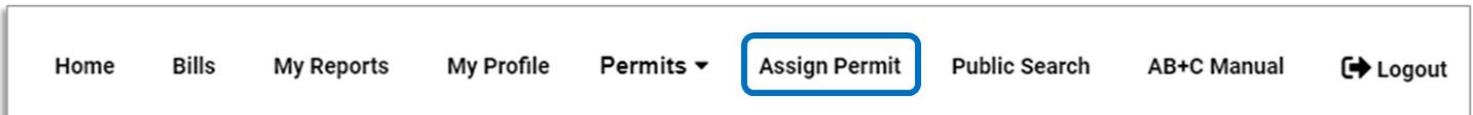
To find permits paid through Escrow, select **My Escrow Account**.
Select the **Escrow Account**, Select **Escrow Statement**

The screenshot shows a web interface for managing escrow accounts. At the top, there is a navigation bar with several tabs: 'My Permits/Cases', 'My Incomplete Applications', 'My Licenses', 'My Inspections', 'My Escrow Account' (which is highlighted with a blue box), and 'My Notifications'. Below the navigation bar, the main heading is 'My Escrow Account' with a sub-heading 'Please use this section to view and manage your Escrow Account.' There is a search input field with the placeholder text 'Type to filter the table columns...'. Below the search field is a table with five columns: 'Escrow Account Number', 'Account Holder's Name', 'Status', 'Balance', and 'Actions'. The table contains five rows of data. The first row is highlighted with a green box around the 'Detail' and 'Escrow Statement' buttons in the 'Actions' column. At the bottom of the table, there is a footer that says '5 Results'.

Escrow Account Number	Account Holder's Name	Status	Balance	Actions
2023-114427 GE	Debra Fonseca Fonseca & Fonseca Inc	Active	\$103,944.94	Detail Escrow Statement
2023-080123 ME	Glen Smith Team Services	Active	\$5,876.38	Detail Escrow Statement
2018-054254 PE	Glen LDon Shipman Cedar Park Plumbing Heating & Air Inc	Active	\$2,150.97	Detail Escrow Statement
2006-017833 IE	John Martin Tropical Irrigation Co., Inc	Active	\$548.48	Detail Escrow Statement
1999-000111 EE	Bowne Electric (Robert Bowne)	Active	\$3,393.60	Detail Escrow Statement

5 Results

Assign Permit (Contractor Self-Assign) and Payment



The 'Assign Permit' process on AB+C typically applies to registered contractors with Active Permits

- Residential Building or Trade Permits

- Commercial Building or Trade Permits

- *This Assign Permit process does not apply to Smart Housing Permits

Registered Contractors:

- Contractors must have active licenses on file with the City

- Permit payment will be due after a successful Assign Permit process on AB+C

Assign Permit, on AB+C:

Adding an individual Contractor to an Active Permit, to take action on a Permit or make payments

- The ability to add an authorized contractor that is linked/associated with your online AB+C account

Authorized Contractors:

Name of a pre-approved Contractor that is allowed to be linked to Active Permits

- May require a signed Letter of Authorization

Linked Account:

- AB+C accounts are connected (Applicant and Contractor), and have shared Permit access online

- *Customers do not have the ability to link accounts; only City Staff can link AB+C accounts

- Please contact the Building and Trade Contractor Services Team to link accounts

General Contractors cannot assign themselves to the BP, Building Permit

They must put in a request with Building and Trade Contractor Services

- City staff will manually add the General Contractor to the active Building Permit

- City staff will create the Bill for payment

Building and Trade Contractor Services

Ways to contact the (BTCS) Team:

1. Live Chat, online Monday-Thursday, during business hours

- Chat is available after logging in to AB+C, located in the lower right corner of the screen

2. Online Request forms:

<https://www.austintexas.gov/page/activating-permit>

BTCS: support topics

- Adjust AB+C Account Profile information
- Authorize other users to be added or linked to your account
- Link accounts
- Activate Permits
- Extend Permits
- Manage Trade Contractor Licenses
- many more subjects

Payment

Standard Payment options available

- AB+C online payments through CityBase
- In-person payment options with a cashier
- Exceptions and changes to permits are only done in person at the Permit Center.

Steps to Assign a Permit

Click 'Assign Permit' in the navigation bar.



Retrieve a specific permit:

Enter the permit number using the following format:
Year, Permit Sequence Number and Permit Type
(2016-123456 MP).

Assign Permit

Note:
Please enter your permit number in the exact format as the example below to select a single trade permit (electrical, mechanical, or plumbing). Wildcard search are not allowed.

Permit Number:(2013-123456 EP)

Search

The Permit Details will be displayed:

SAMPLE Permit and Permit Details:

Project Name (address), Permit Number, Description, Address, General Contractor, and Fee Due.

Permit/Case	Reference File Nam	Description	Sub Type / Work Type	Project Name	Status	Related Folder	Actions
2024-005773 EP		test self assignment 5/14/24	R- 437 Residential Boat Dock - New	4800 ALF AVE	Pending	Yes	Detail

1 Result

Click 'Assign & Pay' to take you to Contractor Selection:

2024-005773 EP

Electrical Permit - R- 437 Residential Boat DockNew

[Folder Details](#) [Property Details](#) [Folder People](#) [Folder Fees](#)

Record Details

Permit Number	2024-005773 EP	Status	Pending
Sub Type	R- 437 Residential Boat Dock	Work Type	New
Reference File		Application Date	2024-05-14 09:25:56
Issued		Expiration Date	2024-11-10 00:00:00

[Search Again](#) [Assign & Pay](#)

Select the contractor you want to assign to the permit:

Contractors must have the following items to be listed:

- Contractor License Registration on file with the City
- All fees paid in full
- Active license dates (check dates of license expiration)
- Contractors must have their AB+C account connected to the Permit before they can be selected on this step
- Only contractors that match the permit type will be listed.
(e.g. Mechanical Contractors for Mechanical Permit)

The screenshot shows a table titled "People Details" with two columns: "Contractor Name" and "Actions".

Contractor Name	Actions
Joshua Davis Electric (JoshuaDavis)	<input type="button" value="Select"/>
DSD TR Electrical Contractor (BTCS Test AccountElectrical)	<input type="button" value="Select"/>

At the bottom of the table, it says "2 Results". The "Select" button for Joshua Davis Electric is highlighted with a green border.

Depending on the permit assignment, additional information may be required.

The screenshot shows a form titled "Application Details" with the instruction "Please provide additional details for your application."

Is this in ETJ ?

Yes

No

Electrical Meter Provider

Electric Meter Provider Information.
In this section, only select an Electrical Meter Provider if your work consist of any work performed on the line side of the meter enclosure, including any work performed to the mast/riser and weather head. Such as but not limited to, replacing, relocating or upgrading an existing meter enclosure, replacing line side wire or mast/riser etc. All work performed on the line side of the meter enclosure, (ahead of the meter)

Only select **"No meter can required"** if all the work you perform will be behind the load side of the meter enclosure, (bottom side of the meter enclosure). Such as replacing a breaker panel or installing equipment on the customer side of the meter enclosure. All work performed will be behind the load side of the meter, (bottom side of the meter enclosure)

Electric Service Planning Application Req'd?

Yes

No

To proceed to the CityBase site to pay, click 'Pay Now:'

If you want to pay multiple permits, click 'Return to My Permits/Cases' and select additional permits to pay in one transaction.

Click 'Cancel Assignment' if you wish to remove the contractor assigned on the Select Contractor page. Click 'Pay Now' if you wish to pay for just that permit.

Fees & Payment

You will be re-directed to the bank's site for payment where you can Check out as Guest OR Check out with Wallet. You can register and set up a [Wallet](#). The Wallet allows you to save credit cards or checking accounts (ACH) at the bank. The information saved is security encrypted and once added, the details are not visible and cannot be edited, but can be deleted and re-added. The Wallet allows you to speed up the checkout process, but it is not part of the City of Austin feature. You may pre-register your credit card(s) or checking accounts, or you may maintain what saved payment methods you have at the bank through this link. You will be required to create and maintain a separate username and logon at the bank's site.

CityBase Payment Gateway

Attention: No more than 25 invoices are allowed per payment transaction. Total amount must be between \$10 and \$800,000. Clicking the "Pay Now" button will redirect you to CityBase secure website to complete the payment process.

Payments made on CityBase may take a few minutes to reflect on the Austin Build + Connect website. ACH payments take 24 hours to be processed. Once on the CityBase site ONLY use the "Continue" link located towards the bottom of the page to return to Austin Build + Connect. If you select "Cancel" before the payment is confirmed your payment will be cancelled and you will be redirected to Austin Build + Connect website.

Here is your Permit/Case:
2024-006201 EP

Please review the fees associated to your application.
Click and select any unpaid fee rows in table to select fees and make a payment.

For all payment inquiries:

- Use LiveChat
- Call Austin 3-1-1
- Call Cashiers

[Pay with Escrow](#)

Bill #	Fee Details	Total	Payment Status
<input checked="" type="checkbox"/> 7932051	Electrical Permit Fee \$273.39 Technology Surcharge-DSD \$10.94	\$284.33	Unpaid

1 Result

Fees selected for payment:

- **\$284.33: Bill Number: 7932051**
Electrical Permit Fee \$273.39
Technology Surcharge-DSD \$10.94

Total Amount: **\$284.33**

[Pay by Credit Card or Check](#)

[Return to My Permits/Cases](#)

Reference: Permit Payments *online transactions

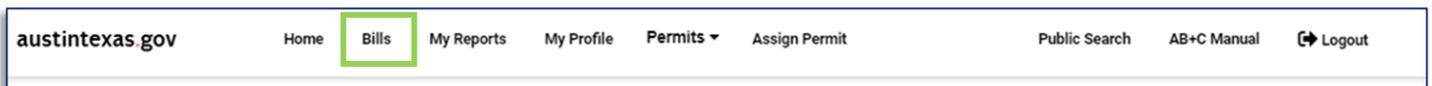
AB+C Portal and online CityBase Payments

CityBase is a digital Payment Gateway used to facilitate secure online transactions across the internet. The City of Austin has partnered with CityBase to facilitate transactions on the AB+C Portal. CityBase is not directly supported by City of Austin Staff.

Payment Errors:

If you submit a payment but receive a page error or close the page, you will not be able to immediately select the permit to try again. The CityBase system will put the permit on hold for approximately 10 minutes in order to prevent multiple payments on the same permit. After the 10 minute period, the permit will be available to select again if the previous payment did not get processed.

Making Payments



1) Select your Permits and Payments

- located in My Permits: select an active permit with available payments
 - located in Bills: see all available Bills for all of your permits
- Make your selection, make your payment:

- #### 1) Select the check box next to the eligible permit, Click 'Pay' to continue the payment process
- You will get a summary page displaying the permit(s) you are paying:

<input type="checkbox"/> Bill #	Fee Details	Total	Actions
<input checked="" type="checkbox"/> Permit #: 2024 001684 000 00 TP Project Name: 1100 E 10TH STREET Status: Application Incomplete			
<input checked="" type="checkbox"/> 7930154	Tree Ordinance	\$1,250.00 \$1,250.00	<button>Invoice</button>

1 Result

Fees selected for payment:

- \$1,250.00: Bill Number: 7930154
Tree Ordinance \$1,250.00

Total Amount: \$1,250.00

[Pay by Credit Card or Check](#)

Clicking 'Pay by Credit Card or Check' will direct you to the CityBase site to process the payment:

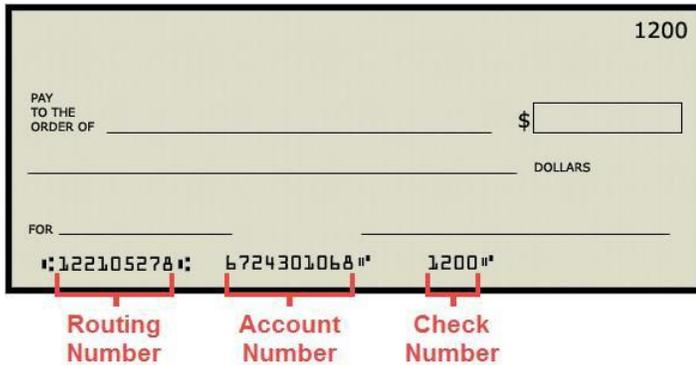
Select the payment method

- Bank Account
- Credit card/Debit card
- Checking Account/echeck/ACH

Reference: eCheck Payment Process

Information required for eCheck payments:

- Bank Routing Number
- Bank Account Number:



- 1) **Select 'Bank Account'**
Enter your banking information and click **'Next'**.

<input checked="" type="radio"/> Bank account	2022- EP \$214.52
Name on bank account	Inv#7545680/PDRD
<input type="text"/>	
Routing number What is this?	Subtotal: \$214.52
<input type="text"/>	
Confirm routing number	
<input type="text"/>	
Account number What is this?	Total: \$214.52
<input type="text"/>	
Confirm account number	
<input type="text"/>	
<input type="radio"/> Credit or debit card	
<input type="button" value="Cancel"/>	<input type="button" value="Next"/>

2) Customer Information

Enter your billing and contact information and click 'Next'.

Customer Information	Payment Details
Billing Information	2022- EP \$214.52 Inv#7545680/PDRD
Country United States of America	
Address	
Apt, Suite, Unit, Floor, etc. (Optional)	
City	
State Please select state	
Zip code	
	Subtotal: \$214.52
	Total: \$214.52

Contact Phone Number	
Phone number	
Contact Email Address	
Email address	
Back	Next

3) Review and Confirm

Review and Confirm your billing information, accept the Terms and Conditions, then click 'Pay'.

Review & Confirm	Payment Details
Payment method Checking Account ending in 1312 Edit	2022- EP \$82.16 Inv#7545679/PDRD
Payment date 2/9/2022	Subtotal: \$82.16
Billing address 2114 Austin, TX 78745 Edit	Total: \$82.16
Contact phone number (512) 867- Edit	
Contact email @austintexas.gov Edit	

Terms and Conditions

These Payment Gateway Terms of Use ('Terms' or 'Terms of Use') governs your use of pay.austintexas.org, maintained and managed by CityBase, Inc., its authorized agents and contractors ('collectively, 'CityBase') on behalf of the City of Austin, Texas. The collection, use and sharing of your information is governed by CityBase's Privacy Policy available at thecitybase.com/privacy-policy. All such guidelines or rules are hereby incorporated by reference into these Terms of Use.

[Learn More](#)

[Back](#) [Pay](#)

4) **Confirmation of your payments will be displayed.**

Click 'Continue' to return to the Austin Build + Connect site.

The screenshot displays a payment confirmation interface with the following sections:

- Payment details:** 2022- EP, Inv#7545679/PDRD, \$82.16
- Subtotal:** \$82.16
- Total:** \$82.16
- Payment method:** Account number: ****1312, Auth code: 123456
- Payment date:** 2/9/2022
- Billing information:** Mickey Mouse, 2114, Austin, TX 78745 US

At the bottom, there are two buttons: "Continue" and "Register for Wallet".

5) **Your payment has been processed:**

You will receive payment confirmation emails.

*City Staff are not notified when you make a payment

Transaction(s) Confirmation emails

Payment Accepted: email from no-reply@pay.for.austintexas.gov

-with a subject line of "Payment Success: Austin Build + Connect Payment Portal."

This is an email from CityBase informing you the payment has been accepted.

Payment Applied to Permit Confirmation: email from web.registration@austintexas.gov

-with a subject line of "Austin Build + Connect Payment Confirmation"

Informing you the payment has been received from CityBase, and your permit has been issued.

Permit Approval Confirmation: email will be from noreply@cityofaustin.org

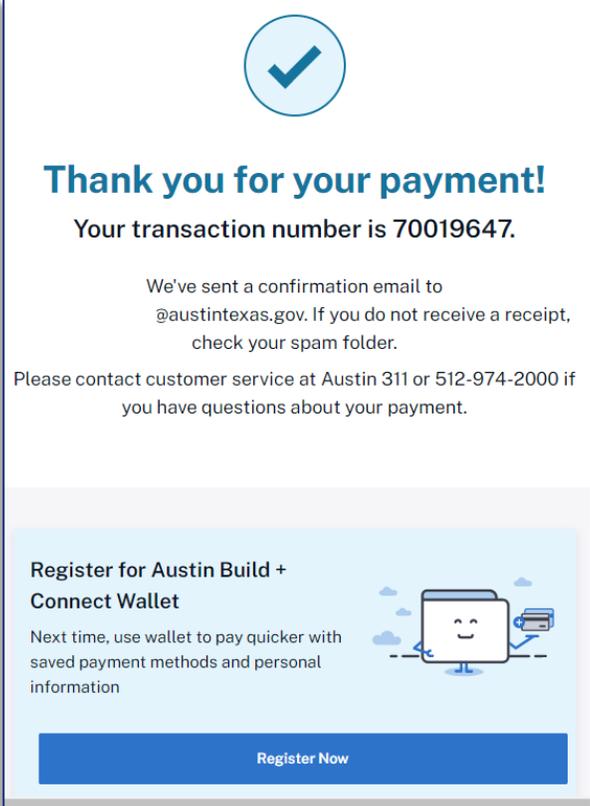
Issuing you the approved permit.

Setting up Your Wallet (optional) by clicking 'Register Now.'

It is recommended that you set up your payment information in Wallet prior to making any payments.

The Wallet allows you to speed up the checkout process with pre-registered credit card(s) or checking account(s). You will be required to create and maintain a separate username and logon at the bank's site.

- The Wallet allows you to save credit cards or checking accounts (ACH) with CityBase.
- The information saved is security encrypted. Once added, the details are not visible and cannot be edited, but can be deleted and re-added.
- You cannot create a Wallet account while you are making the payment
- You cannot modify wallet payment info while you are making the payment.
- The information saved is security encrypted. Once added, the details are not visible and cannot be edited, but can be deleted and re-added.



A confirmation screen for a payment transaction. At the top center is a blue circular icon containing a white checkmark. Below this, the text reads "Thank you for your payment!" in a bold blue font, followed by "Your transaction number is 70019647." in a smaller black font. A paragraph of text states: "We've sent a confirmation email to @austintexas.gov. If you do not receive a receipt, check your spam folder." Below this, it says: "Please contact customer service at Austin 311 or 512-974-2000 if you have questions about your payment." The bottom section of the screen has a light blue background and contains the text "Register for Austin Build + Connect Wallet" in bold, followed by "Next time, use wallet to pay quicker with saved payment methods and personal information" in a smaller font. To the right of this text is a cartoon illustration of a smiling laptop with arms and legs, holding a credit card. At the bottom of this section is a solid blue button with the text "Register Now" in white.

Reference: Credit Card Payment Process

Note: It is the responsibility of the customer to pay the credit card service fee when using a credit card. Customers choosing to pay via credit card will incur a **2.35% service fee** (\$2.00 minimum).

1) Select 'Credit or debit card'

Fill out the Credit Card information and click 'Next'.

Payment Method

Checking account

Credit or debit card 

Name on card

Credit card number

Expiration date (MM/YY) CVV 

i **Card Processing Fee - \$2.00**
There is a processing fee of 2.35% with a minimum of \$2.00 on all card payments.

2) **Customer Information**

Enter billing and contact information, then click 'Next'.

Customer Information

Billing Information

Country
United States of America

Address

Apt. Suite, Unit, Floor, etc. (Optional)

City

State
Please select state

Zip code

Contact Phone Number

Phone number

Contact Email Address

Email address

Back Next

3) Review and Confirm

Review and Confirm your billing information, accept the Terms and Conditions, then click 'Pay'.

Review & Confirm	Payment Details
<p>Payment method</p> <div> Card ending in 1111 Edit</div>	2022-01 \$73.04 Inv#
<p>Payment date</p> <div><input type="text"/></div>	<hr/> Subtotal: \$73.04 Service Fee: \$2.00
<p>Billing address</p> <div>Austin, TX 78777 Edit</div>	<hr/> Total: \$75.04
<p>Contact phone number</p> <div>(555) 555-5555 Edit</div>	
<p>Contact email</p> <div>@austintexas.gov Edit</div>	
<p><input checked="" type="checkbox"/> Terms and Conditions</p> <p>These Payment Gateway Terms of Use ('Terms' or 'Terms of Use') governs your use of pay.austintexas.gov, maintained and managed by CityBase, Inc., its authorized agents and contractors (collectively, 'CityBase') on behalf of the City of Austin, Texas. The collection, use and sharing of your information is governed by CityBase's Privacy Policy available at thecitybase.com/privacy-policy. All such guidelines or rules are hereby incorporated by reference into these Terms of Use.</p> <p>Learn More</p>	
<div> I am human <small>This hCaptcha is for testing only. Please contact the site admin if you see this.</small></div> <div> hCaptcha <small>Privacy - Terms</small></div>	

4) Confirmation

A confirmation of your payments will be displayed.
Click 'Continue' to return to the Austin Build + Connect site.

5) Your payment has been processed:

You will receive 3 emails.
-The same confirmation emails received for ACH/echecks

Transaction(s) Confirmation emails

Payment Accepted: email from no-reply@pay.for.austintexas.gov
-with a subject line of "Payment Success: Austin Build + Connect Payment Portal."
This is an email from CityBase informing you the payment has been accepted.

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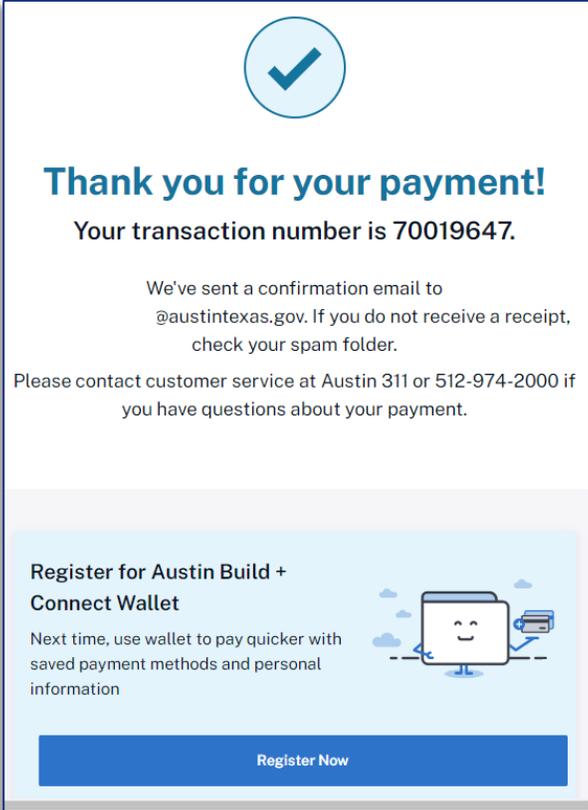
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The image shows a confirmation email interface. At the top, there is a blue circular icon with a white checkmark. Below it, the text reads "Thank you for your payment!" in a bold, blue font, followed by "Your transaction number is 70019647." in a smaller, black font. A paragraph of text states: "We've sent a confirmation email to @austintexas.gov. If you do not receive a receipt, check your spam folder." Below this, it says: "Please contact customer service at Austin 311 or 512-974-2000 if you have questions about your payment." The bottom section of the email has a light blue background and contains the text "Register for Austin Build + Connect Wallet" in bold. Below this, it says: "Next time, use wallet to pay quicker with saved payment methods and personal information." To the right of this text is a small illustration of a smiling computer monitor with a credit card and a checkmark. At the very bottom, there is a prominent blue button with the text "Register Now" in white.

Reference: Permit Status Definitions and Permit Types

Status and Meaning

Internet Pending	An application has been submitted online and is awaiting acceptance by City staff.
Application Incomplete	Applicant is in the process of submitting application or corrections need to be done to the submitted application.
Pending	An application has been submitted and is awaiting further processing or may require payment.
Queue	Application is in a department Queue awaiting staff review.
Expired	Application has Expired.
Approved	Application has been Approved.
Withdrawn	Application has been Withdrawn.
Inactive Pending Revision	Application is currently inactive while a revision to the approved plan set is being reviewed.
Revision Submitted	A revision to an approved plan set has been submitted for review.
Revision Approved	A revision to an approved plan set has been submitted for review and Approved.
Revision Rejected	A revision to an approved plan set has been submitted for review and Rejected.
Revision In Review	A revision to an approved plan set is currently being reviewed.
New Application Required	The current application cannot be processed and a new application must be submitted to continue.
Awaiting Update	The City is waiting for the applicant to provide an Updated plan set.
Approved and Released	Case has been approved and associated documents (when applicable) are released and published.
Rejected	The application has gone through a review cycle and the Case Manager has Rejected.
Intake Rejected	There is missing information/documentation in the application submittal.
In E-Review	A submitted plan set is currently being reviewed electronically (paperless).
Awaiting Upload	Applicant is uploading a plan set for review.

Intake Pending	An application has been submitted and is awaiting acceptance by City staff.
Intake Accepted	Application has been accepted by intake staff.
Admin Hold	Temporary status to pause the current process. The applicant should be contacted by the case/permit coordinator to resolve this status.
Awaiting Update - Fees Due	The City is waiting for the applicant to provide an Updated plan set and pay fees.
Awaiting Update - Fee Paid	The City is waiting for the applicant to provide an Updated plan set only.
Prerequisite Review Pending	DSD partner departments (Health, Austin Energy, etc.) are reviewing the submitted plan set.
Prerequisite Review Approved	DSD partner departments (Health, Austin Energy, etc.) have reviewed and Approved the submitted plan set.
e-Prerequisite Review Pending	DSD partner departments (Health, Austin Energy, etc.) are reviewing the submitted plan set electronically.
In Review	A submitted plan set is currently being reviewed.
VOID	The case is no longer valid. Applications in this status have typically been replaced by a newer version.

NOTE: These Permit Types and Case Types are visible to the public online.
 There are many more types of Permits and Cases that are issued by the City of Austin but may not be visible to the public.

Permit/Case Type	SUFFIX	Reference PREFIX	# of Subtypes
Auxiliary Water	AUXW	AUXW	2
Board of Adjustment	BA	C15	3
Sign Review Board Variance	BA	C16	3
Building Permit	BP	Same	45
Concrete License	LC	LC	0
Development Assistance Center	DA	DA or CD or C8I	3
Driveway / Sidewalks	DS	Same	15
Electrical Permit	EP	Same	36
Environmental Inspection	EV	SP or SPC	2
General Permit	GP	GP or None	4
Mechanical Permit	MP	Same	2
Neighborhood Planning	NP	NP or NPA	2
Operating License	OL	None	12
Plan Review	PR	Same	40
Plumbing Permit	PP	Same	36
Right of Way Excavation Permit	EW	Same or None	1
Right of Way Use Permit	RW	Same or None	8
Sign / Banner Permit	SB	Same or None	2
Site Plan – Administrative approval	SP	SP	4
Site Plan – Commission approval	SP	SPC	4
Site Plan Correction	SC	Various (SP, C8)	0
Sound Ordinance	SO	SO	7
Subdivision	C8	C8	4
Subdivision Joint City/ County	C	C8J, C8F, C	4
TAP Permit	W	None	2
Trade Permit	TR	Same	10
Tree Permit	TP	None	2
Zoning	ZC	C14	10
-Historic		C14H	
-PUD		C814	
-MUD		C12M	
-Capitol View Corridor		C17	