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## Steps for pulling a permit for the Contractor Disconnect Program

In order for your permit to be eligible for the Contractor Disconnect program it must fit into one of these categories:

### **Residential Overhead**

1. upgrade and reconnect electric service (using AE approved splices). Line side conductor must not need to be altered/changed out.
2. install transfer switches
3. main panel change out
4. replace load side conductors

**A limited number of upgrades where the meter can/riser will need to be changed out will be eligible. The Spotter will identify those that qualify upon their field visit.**

### **Residential Underground**

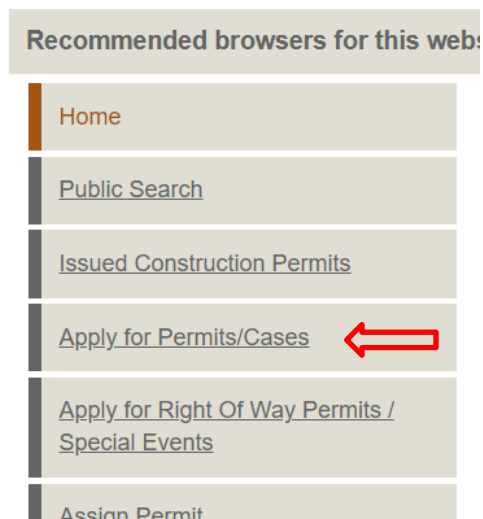
1. install transfer switches
2. main panel change out
3. replace load side conductors in the meter can

**If the meter can will need to be replaced the project will not meet requirements for this program.**

### **Selecting the correct type of permit**

After you log in to your account on the AB+C portal:


You will select “Apply for Permits/Cases”



From the list available you will select the type of permit you will need; repair or upgrade.

**STEP 1 OF 7 - SELECT APPLICATION TYPE**

- [+] Austin Energy Additional Services
- [+] Development Assistance Center
- [-] Electrical Permits
  - [+] Commercial
  - [-] Residential
    - [Auxiliary Power](#)
    - [Homebuilder Loop](#)
    - [Repairs](#)
    - [Special Inspection Program](#)
    - [Upgrade](#)



### Inputting the information

On step 3 of the permitting process you will input *\*Request to Disconnect\** at the top of your description and scope of work. Give as much detail as possible about what you are doing so there is no question in the Spotter’s mind about what is happening. Write a book if you need to.

**STEP 3 OF 7 - QUALIFICATION/TYPE OF WORK**

This permit type requires a master trade contractor with a valid state license. If doing work in the city's ETJ and the electrical service provider is not Austin Energy, please cancel this permit application and contact the Permit Center at 978-4000. A permit may not be required. Information on building codes can be found at this link [Austin City Code and Land Development Code](#). If you are a homeowner, please visit the Permit Center at 505 Barton Springs Road for assistance.

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

**Enter the description and scope of work for this permit. \***

*\*Request to Disconnect\**  
Input the work you will be performing here. Give as much detail as possible.

**Cancel - I do not meet these criteria** **Continue - Apply Online**

**Back**

Continue filling out the permit.

## Application Details

On the page with step 6 fill in ALL the fields you see below, with your project information.

Below is an example of how you fill out the permit IF you are working on the revenue service/meter.

### STEP 6 OF 7 - APPLICATION DETAILS

**ADDITIONAL INFORMATION:**

Is this in ETJ ? \*  Yes  No

Electric Service Planning Application Req'd?  Yes  No

ESPA Application Number:

ESPA Approval Date:


ESPA Information:

AE Reconnect existing service :  Yes  No

**LABOR & MATERIALS (REMODEL)**

Electrical Valuation Remodel: \*

Electrical Meter Provider:

 If you are not performing work on the revenue service/meter then choose “No Meter Can Required” in the Electrical Meter Provider section.



If you are NOT performing work on the revenue service/meter do not enter load information.

**ELECTRICAL METER INFORMATION 1**

Quantity of Meters:	<input type="text" value="1"/>
Actual Electrical Phase:	<input type="text" value="1"/>
Wire Size:	<input type="text" value="3/0"/>
Wire type:	<input type="text" value="AL"/>
Number of Wire Runs:	<input type="text" value="1"/>
Calculated Load:	<input type="text" value="100"/>
Can Size:	<input type="text" value="200R"/>
Voltage:	<input type="text" value="120/240"/>
Service Type:	<input type="text" value="Over"/>

### Uploading your ESPA

Only upload your APPROVED ESPA form if you are performing work on the revenue service/meter.

**STEP 7 OF 7 - APPLICATION ATTACHMENTS**  
You currently have no attachments associated with this Application

**UPLOAD NEW ATTACHMENT**

Attachment Comment:

Attachment File (PDF or JPG only):  No file chosen

## Submitting for Permit Review/Approval

NEW APPLICATIONS SUMMARY		
Permit Number	Address	Fee Amount
2022-011400 EP	505 BARTON SPRINGS RD	\$163.44

Number of Application(s): 1

Create new application with same info

Create new application with new info

Submit

Save - Finish Later

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.

## Permitting process

- Once your permit has been submitted it will go into “Queue” awaiting personnel with the Permitting Dept. to review the information.
- Once they approve the permit it will go into “Pending” status and await any payment that has been added.
- Once payment has been made the permit will go into “Active” status and will be released to the Spot Dept. to field check/verify if this project can proceed through the Contractor Disconnect program.
- The day your permit goes active you will need to send an email to [aelectricspots@austinenergy.com](mailto:aelectricspots@austinenergy.com) and give the permit number and the address and let them know it is a Contractor Disconnect/Reconnect permit so they can pull it and perform the field verification/spot.
- You will need to check your “Spot Location comments” on your permit in the portal to verify status.

## Verifying Spot status

You will go to your permit and under “Permit Summary” scroll down to the “Spot Location comments” to find the comments left by the Spotter. You must be associated with the permit to pull up the permit and see all of the comments. The top portion of the permit page will look like this.

Service Type	Over
Quantity of Meters (optional)	0
Calculated Load (optional)	0
Engineering Required	No
Spot Location Comments	"Ok to cut seal" or "Does not qualify" This area will direct the contractor on how to proceed and if the project does or does not qualify, and any necessary information.
Service Area	NE/OH
Electric Inspection	Yes
Has Smart Housing Been Approved?	No

### Locating your Spotter contact information

If you continue to scroll down to “Permit Work Flow” you can find your Spotter contact info. As well as clicking on any of the “Process” listed to get a pop up window with even more detail.

PERMIT WORK FLOW						
PROCESS	STATUS	TOD	Start Date	Scheduled End Date	End Date	STAFF
<a href="#">305 Final Electric</a>	Open					Electrical No Inspector
<a href="#">Inspection Administration</a>	Open					
<a href="#">Spot Location</a>	Closed		02/14/22		02/14/22	Danny Cummins (512-505-7559)
<a href="#">Meter Engineering</a>	Open					
<a href="#">Metering Operations</a>	Open					

## Amending an existing permit

If you have an existing permit and you choose to amend it to get it into the program you will be charged a Field Ops Consult fee of \$165 for the Spotter to re-process the permit and the spot location comments, as well as the \$165 fee for the Completeness check once the project has been completed.

To amend your permit you must now go through: <http://austintexas.gov/page/service-center-and-trade-permits> and click on the “Modify an existing permit” and follow the steps.

Be sure to add the comment “Request to Disconnect” to the beginning of the work description of the permit and then send an email to [aeelectricspots@austinenergy.com](mailto:aeelectricspots@austinenergy.com) to let them know you have changed your permit to get it into the program. Include the address and the permit number with your email.

## Metering

Meter socket or metering equipment must meet today’s standards unless otherwise approved through DMO.

*Meter sockets with locking jaw lever bypass is in short supply. In the event our contractors are unable to locate the required Milbank meter socket with the locking jaw lever bypass, AE is requesting you to email the DMO group with the cutsheet and picture of the proposed replacement meter socket with locking jaw lever bypass to [AEDistributionMetering@austinenergy.com](mailto:AEDistributionMetering@austinenergy.com) for **TEMPORARY** approval until Milbank stock levels have increased in local supply warehouses.*

Contractors should be contacting us early in their project to find out what’s expected on the metering side before scheduling their job.

If we give the customer a 72 hour notice to repair or replace something, they need to take action on that ASAP or we will remove the meter and the customer will not have power.

For all metering information you can visit Austin Energy’s website and click on the sidebar “Other Guides, Specifications, Standards, & Code” – “Meter Sockets” (<https://austinenergy.com/ae/contractors/electric-service-design-and-planning/otherresources/meter-sockets>)