General Process for Customer-Requested Distribution Projects

Customer must provide the following (if needed):
- Completed ESPA form (for every address)
- Current AutoCad file of approved site plan
- Riser (One-line) diagram
- 911 address validation form

Legend
AE tasks in blue
Customer tasks in red
COA tasks in green

Design Phase

Average duration of these tasks combined:
On average 4 – 16 weeks (depending on job complexity)

Construction Phase

Please contact North and South Work management for current estimates**

AE Design Intake

- ESPA Approved
- Work Request tracking number is assigned
- Project assigned to an AE Designer

AE Design Process

- AE receives customer design information
- AE develops timeline
- AE forecasts materials and notifies Supply Chain
- AE obtains Permits as necessary
- AUS Utility corridor approval
- AE determines meter locations
- Customer determines which meter equipment is necessary
- Customer obtains electric permit with approved ESPA
- Designer creates preliminary design
- Customer provides necessary easements to AE (if required)

Optional Pre-Design Consultations are available upon request and may be submitted through the Design Intake Process
Please note this should be reserved for special circumstances

Customer Quote

- Customer approves preliminary design
- Internal review and checking process

Release to AE Work Mgmt and Customer

- Customer pays quote amount to AE
- Designer obtains receipt of payment

- Customer is given print and necessary specifications to construct civil portion (as required) of infrastructure

Civil Inspection & Vegetation Mgmt

- Customer installs necessary civil work and required electrical metering equipment

Construction Crew

- AE reserves equipment and material from Supply Chain
- AE inspects civil work and approves
- AE installs 3-phase pad mounted equipment set
- Pending crew availability to schedule work

Pre-Energization

- Customer works with AE to install secondary conductor in 3ph equipment

- AE Metering inspection and approval (as required)
- COA Electrical Inspection and approval
- Customer applies for service
- Billing account set up
- Service crew scheduled
- Meter set

Service Energized

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For more information on the design process, please go to https://austinenergy.com/contractors/construction-renovation/forms
*a separate process exists for residential projects or service only project

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