

Complete an Intake Request (Non-Permitted Job)

Austin Build + Connect (AB+C)



March 30, 2021

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Step 1. “Register a New Account”

- Use the City of Austin’s Austin Build + Connect Portal to submit or check on your permits and fees.
- You will need to register with the City of Austin online in order submit your Design Intake Request (move to Step 2 if you already have a registered account). To register, go to <https://abc.austintexas.gov> and click on the “Register a New Account” link.

Austin Build + Connect (AB+C)
Permit and Payment Portal

Public Search Admin Calendar Development Services Survey

Austin Build + Connect (AB+C)

[Public Search](#) allows all users to research information about specific properties, including case histories (registration not required).

Registered Users have the following capabilities :

- Apply for and Self-Assign Permits
- Pay for Permits and Fees
- Schedule Inspections
- View Status of your Permits, Inspections, and Fees
- Sign up for Demolition Notifications

Login

User ID *
josh.contreras@austinenergy.com

Password *
.....

Login

[Forgot Password?](#) [Register a New Account](#)

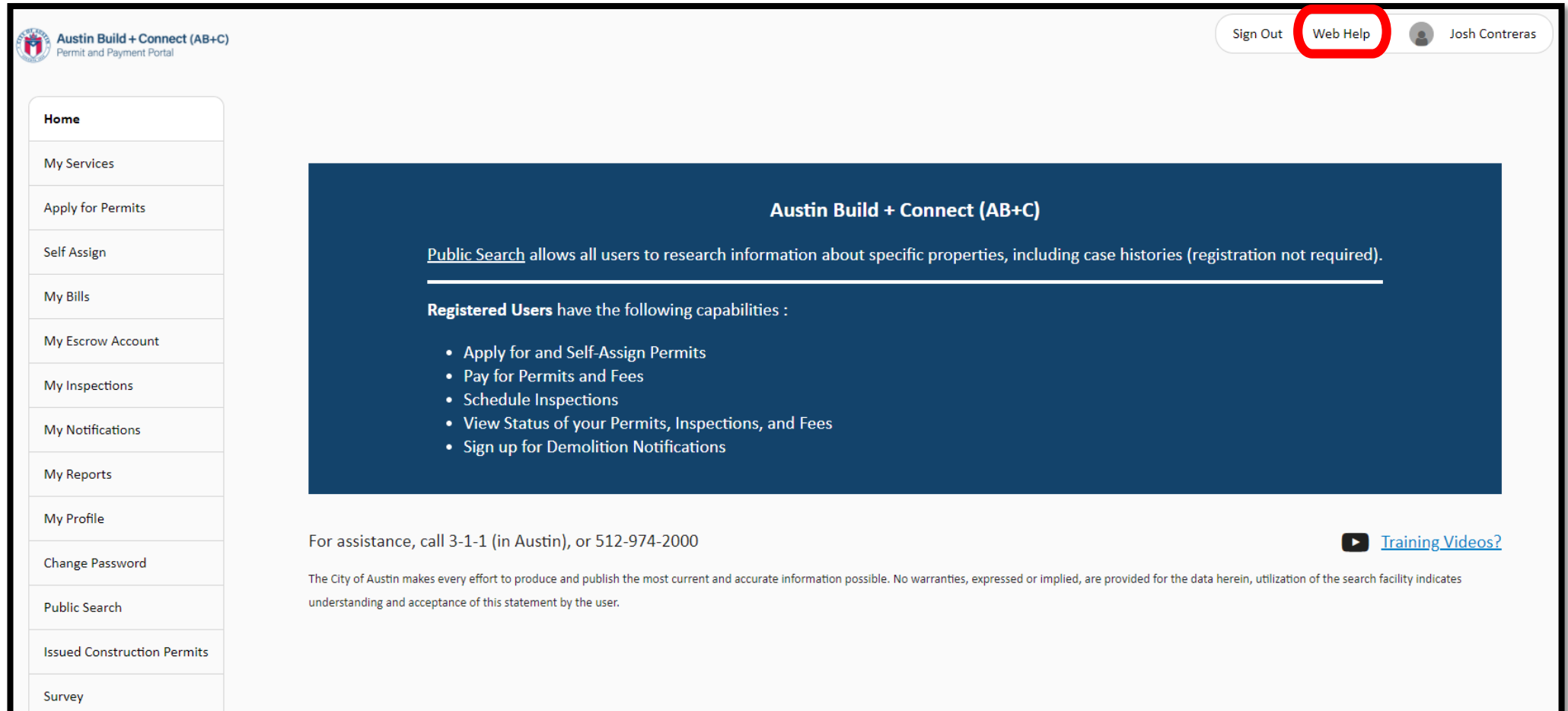
For assistance, call 3-1-1 (in Austin), or 512-974-2000 [Training Videos?](#)

The City of Austin makes every effort to produce and publish the most current and accurate information possible. No warranties, expressed or implied, are provided for the data herein, utilization of the search facility indicates understanding



Quick Tip

- You may want to familiarize yourself with the City's online process before starting the Design Intake process . Select the [Web Help](#) tab (top right of the screen when you've logged in). This will give you all the information you need to address your questions.



Austin Build + Connect (AB+C)
Permit and Payment Portal

Sign Out **Web Help** Josh Contreras

Home

- My Services
- Apply for Permits
- Self Assign
- My Bills
- My Escrow Account
- My Inspections
- My Notifications
- My Reports
- My Profile
- Change Password
- Public Search
- Issued Construction Permits
- Survey

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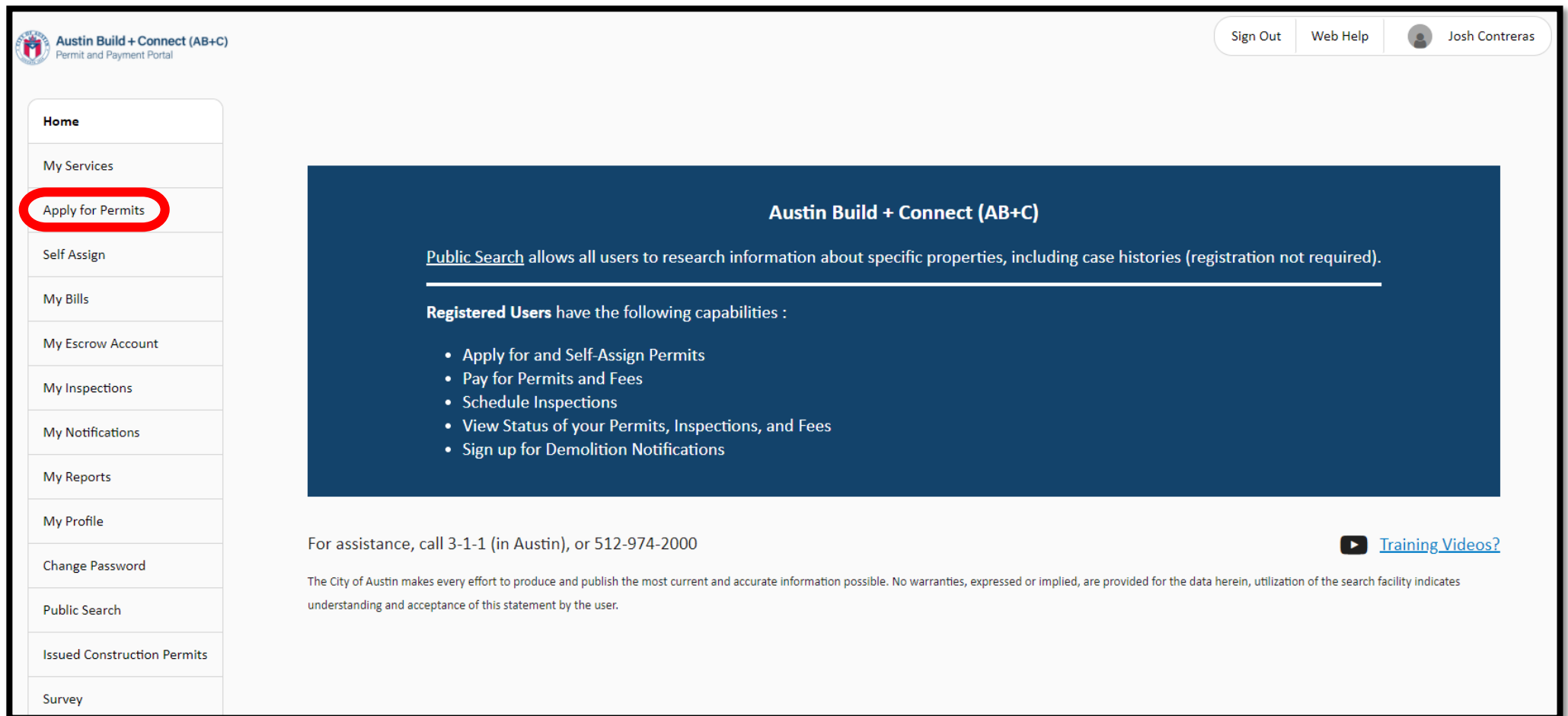
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Step 2. “Apply for Permits”

- Once registered/logged in you will be taken to the Home Page. Here you will select “Apply for Permits.” Please note the following steps are **NOT** for applying for your Electric Permit.



Austin Build + Connect (AB+C)
Permit and Payment Portal

Sign Out | Web Help | Josh Contreras

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Step 3. “Austin Energy Additional Services”

- Click on the arrow next to “Austin Energy Additional Services.”

The screenshot displays the Austin Build + Connect (AB+C) Permit and Payment Portal. The top navigation bar includes the Austin Energy logo, the text "Austin Build + Connect (AB+C) Permit and Payment Portal", and user options: "Sign Out", "Web Help", and a profile icon for "Josh Contreras".

The left sidebar contains a menu with the following items: Home, My Services, Apply for Permits, Self Assign, My Bills, My Escrow Account, My Inspections, My Notifications, My Reports, My Profile, Change Password, and Public Search.

The main content area is titled "Select Application" and features a "Select Application Type" dropdown menu. The dropdown is open, showing a list of application types. The first item, "Austin Energy Additional Services", is highlighted with a red square and a red arrow pointing to its right-pointing chevron. Other items in the list include Banner Permits, Development Assistance Center, Driveway / Sidewalks, Electrical Permits, Excavation, Historic Review, Land Management, and Mechanical Permits.



Step 3 (cont.). “Austin Energy Additional Services”

- From the Austin Energy Additional Services list choose the service that you have been instructed to select by your AE Contact.

The screenshot displays the 'Austin Build + Connect (AB+C) Permit and Payment Portal'. The top right corner features 'Sign Out', 'Web Help', and a user profile for 'Josh Contreras'. The left sidebar contains a navigation menu with items: Home, My Services, Apply for Permits, Self Assign, My Bills, My Escrow Account, My Inspections, My Notifications, My Reports, My Profile, Change Password, and Public Search. The main content area is titled 'Select Application' and includes a sub-section 'Select Application Type'. A red circle highlights the 'Austin Energy Additional Services' category, which is expanded to show the following sub-options: Design Intake, Field Ops Consult, Outages/Clearances, Specialty Locates, Specialty Metering, Banner Permits, Development Assistance Center, and Driveway / Sidewalks.



Step 4. “Design Intake”

- For Design Intake you will choose the appropriate selection from the Design Intake list: **Design Consult** or **Design Submission**

The screenshot displays the Austin Build + Connect (AB+C) Permit and Payment Portal. The user is logged in as Josh Contreras. The main content area is titled "Select Application" and "Select Application Type". Under "Austin Energy Additional Services", the "Design Intake" category is expanded, showing a list of options: "Design Consult", "Design Submission", "Field Ops Consult", and "Outages/Clearances". The "Design Consult" and "Design Submission" options are highlighted with a red circle. A yellow callout box provides details: "A Design Consult is to answer customer questions, provide order of magnitude estimates and any other items that the customer needs prior to the official Design Submission which place projects into the Design queue. Fees may apply." and "A Design Submit is an official request for a design of projects that are over 350 Amp Single-Phase or 225 Amp Three-Phase or are located in the downtown Network area. For projects outside of these parameters, please submit an ESPA form to the One Stop business unit as directed on the top of the ESPA form."



Step 5. Follow AB+C Prompts to Completion

- From here you will follow the prompts on each page and give as much detail about your request to help Austin Energy best understand your needs



Post-Submission Information

- Emails will be sent to you detailing next steps upon completing your Design Intake request.
- You will be assigned a Permit/Case# upon hitting the Submit button. Please reference this Permit/Case# in any correspondence with AE. You will also use this Permit/Case# when logging back in to the system to make payments or check on your request.
- Use the information provided in the Web Help tab if you have any questions or need help.
- **PLEASE NOTE: This process is NOT applying for your Electric Permit. This is ONLY submitting your project to AE Design.**





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