

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

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**

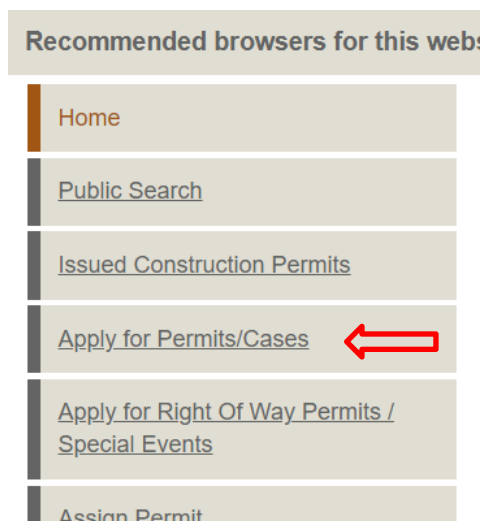
1. install transfer switches
2. main panel change out
3. replace load side conductors in the meter can

**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](#)

### Entering the Permit Description

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. A permit may not be required if working in the city's ETJ and the electrical service provider is **NOT** Austin Energy . Please visit the [Do I Need a Permit page](#).

This application is for a stand-alone permit request. To prevent delays, if the scope of work for this request is related to an active Building Permit, you may find instructions on how to self-assign using this [user manual](#).

Information on building codes can be found at this link [Austin City Code and Land Development Code](#).

Please enter a detailed description of the work below. It will be reviewed by Building and Trade Contractor Services to determine if the correct application has been submitted.

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

Request to disconnect  
Installation of 200 amp transfer  
switch on service with existing 200  
amp meter can to remain.

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

## Permitting Instructions

- When applying for a CDP permit make sure the work description states – Request to Disconnect - This should be done exactly as shown with no additional symbols or words mixed in due to our Bookings website extracting the permits based on these criteria.
- Any permits with changes to the main panel or addition of a transfer switch shall include the following on the permit description
  - Existing meter can size
  - Main disconnect size – new disconnect size for panel upgrades or change outs, or existing disconnect size for transfer switch installs on existing panels
  - Transfer switch size (The transfer switch cannot exceed the allowed ampacity of the main panel or meter enclosure.)
  - **Example Permit Description** – Request to disconnect new 200 amp automatic transfer switch installation on existing 200 amp panel, no new meter can required.

## 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 style="width: 100%;" type="text" value="1"/>         |
| Actual Electrical Phase: | <input style="width: 100%;" type="text" value="1"/> ▾       |
| Wire Size:               | <input style="width: 100%;" type="text" value="3/0"/> ▾     |
| Wire type:               | <input style="width: 100%;" type="text" value="AL"/> ▾      |
| Number of Wire Runs:     | <input style="width: 100%;" type="text" value="1"/> ▾       |
| Calculated Load:         | <input style="width: 100%;" type="text" value="100"/>       |
| Can Size:                | <input style="width: 100%;" type="text" value="200R"/> ▾    |
| Voltage:                 | <input style="width: 100%;" type="text" value="120/240"/> ▾ |
| Service Type:            | <input style="width: 100%;" 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

Add Attachment

2

Cancel this Application

Continue

## 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 [aeelectricspots@austinenergy.com](mailto:aeelectricspots@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 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   |     |            |                    |          |                              |

## Verifying Schedule date

You can also verify your scheduled date by scrolling to the “Last Action” section and reading what AE Dispatch has entered for your project.

|                                |   |
|--------------------------------|---|
| Customer who received the Call |   |
| Job Type                       |   |
| Last Action                    | Appointments Appt. 12/28/22 CDP Permit# 22-167143 Dustin 512-348-6988 |
| Last Action Date               | 2022-12-01  |
| Meter Equipment Issued By      |   |

This will keep you from needing to make a phone call or send an email to AE Dispatch. In the event the information online is different from your own information you will need to contact AE Dispatch and verify.

Your scheduled CDP permits can also be checked on the Bookings website, once logged into the Bookings website you will see a list of permits. If the permit has already been scheduled the date will show and the status will show as Scheduled.

|           |           |                                     |                       |  |
|-----------|-----------|-------------------------------------|-----------------------|--|
| Scheduled | 6/12/2024 | ABACUS PLUMBING, AC, AND ELECTRICAL | 2024 057063 000 00 EP | 1153 EBERT AVE, AUSTIN TX 78721          |
| Scheduled | 6/26/2024 | ABACUS PLUMBING, AC, AND ELECTRICAL | 2024 040162 000 00 EP | 14608 HARCOURT HOUSE LN, AUSTIN TX 78660 |
| Scheduled | 6/26/2024 | ABACUS PLUMBING, AC, AND ELECTRICAL | 2024 067330 000 00 EP | 1101 VARGAS RD UNIT A, AUSTIN TX 78741   |

## Amending an existing permit

If you have an existing permit and you choose to amend the permit to work the job through the program you will be charged a Field Ops Consult fee of \$165 for the Spotter to re-process the permit and to perform the field visit.

To amend your permit you must now go through:

<https://abc.austintexas.gov/web/permit/index?reset=true> and click on the “Modify an existing permit” and follow the steps.

*If the only amendment to the permit is to enter the phrase Request to Disconnect , please email [aedisconnectprogram@austinenergy.com](mailto:aedisconnectprogram@austinenergy.com) with the permit number and request us to make this modification to the permit description for faster processing. THIS ONLY APPLIES TO CDP PERMITS*

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.