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.

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.

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.

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.

**Uploading your ESPA**

Only upload your APPROVED ESPA form if you are performing work on the revenue service/meter.
Submitting for Permit Review/Approval

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 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.
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.
**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](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 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 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](https://austinenergy.com/ae/contractors/electric-service-design-and-planning/otherresources/meter-sockets))