



## AUSTIN ENERGY ELECTRIC DESIGN REVIEW PORTAL FAQs- V 1.0

### INTRODUCTION

Thank you for your interest in using Austin Energy's Electric Design Review Portal (Portal). These FAQs are viewed by Austin Energy as a living document that will be regularly updated as additional questions and comments are received.

### FAQS

**How do I access the Design Review Portal?** Follow this link: [austinenergy.com/developerportal](https://austinenergy.com/developerportal) Once there, you'll need to set up an account with your email by clicking on "New User?" Once you've created an account and a password, you can search the portal using the Work Order number assigned to your project.

**Do I need to create an account?** Yes, the way the portal is configured requires users to create an account using their active email address.

**What do I do if I forget my password?** On the Portal's sign-in page, click on "Forgot Password?" You will be sent a link to your email/username containing a link to reset your password.

**Can I use the permit number to search in the Portal?** No, the Portal requires an active Work Order number to search for your project.

**How do I know if Austin Energy is waiting on something from my company?** When you click "Link to Details" on an AE Work Order, you'll see the box to the right called "Design Release to Construction Pre-Requisites". If "Easement" or "Payment Received Prior to Work" are listed as "Required" and "Not Completed", Austin Energy may be waiting on your company to complete a task. At that point, it is a good idea to verify payment and/or easement documents have been submitted.

**Can I make changes to my Work Orders in the Portal?** No, you can not. The Portal receives data from a different, internal-to-Austin Energy system every morning at 6 am. The Portal only displays that data in a static user interface.

**Who do I contact if I have questions about a Work Order?** Please contact the "Designer Email" first with any questions. If you don't hear back, please then contact the "Design Lead Email."

**Who do I contact if I have an issue with the Design Portal?** Please email: [dataofficesupport@austinenergy.com](mailto:dataofficesupport@austinenergy.com)