

BTU LINE DESIGN CITIZENSERVE PORTAL TRAINING MANUAL



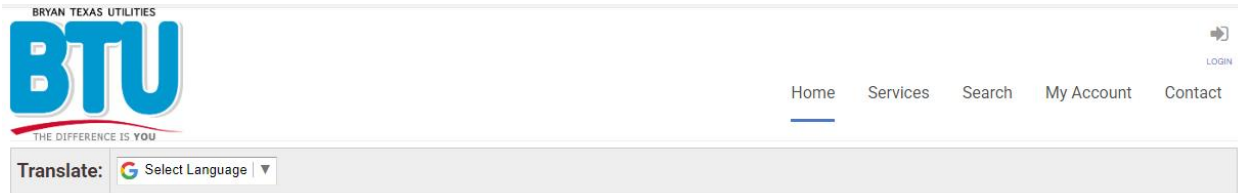
Table of Contents

REGISTER FOR AN ACCOUNT OR LOGIN TO AN EXISTING ACCOUNT	2
APPLY FOR A LINE DESIGN PROJECT PERMIT	3
EDIT A LINE DESIGN PROJECT PERMIT	7
APPLY FOR A DAMAGE WAIVER PERMIT	10
REQUEST AN INSPECTION	12
VIEW INSPECTION DETAILS AND RESULTS	15

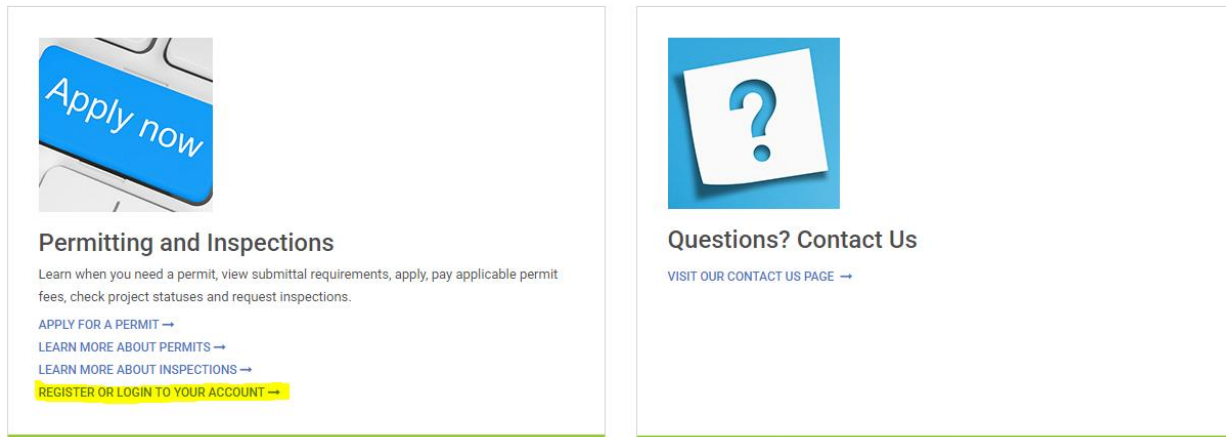
REGISTER FOR AN ACCOUNT OR LOGIN TO AN EXISTING ACCOUNT

Navigate to: Home-->BTU SERVICES PORTAL-->Permitting and Inspections

- Click on 'REGISTER OR LOGIN TO YOUR ACCOUNT'.



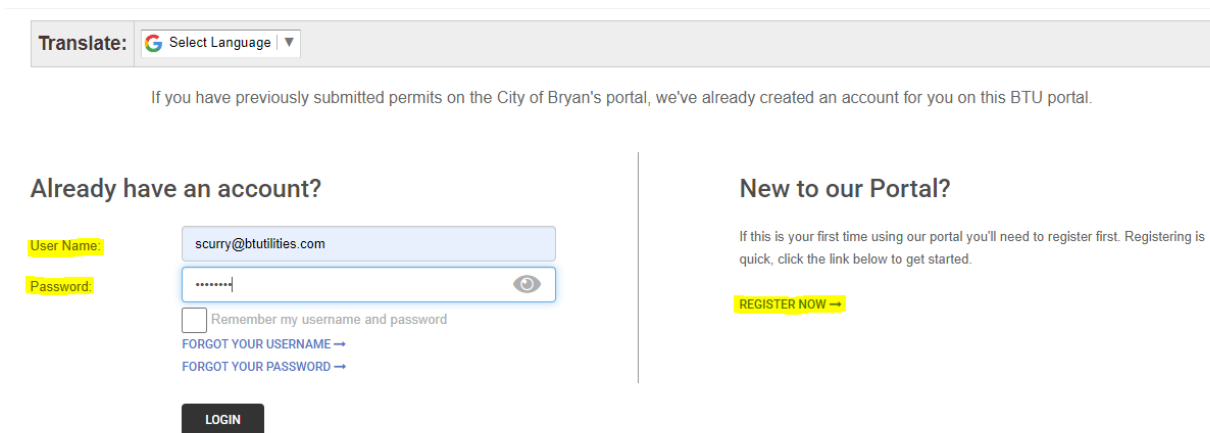
BTU SERVICES PORTAL



- From the 'LOGIN' screen, enter your User Name and Password, or select 'REGISTER NOW' to set up a new account.

LOGIN

Home / My Account / Login



APPLY FOR A LINE DESIGN PROJECT PERMIT

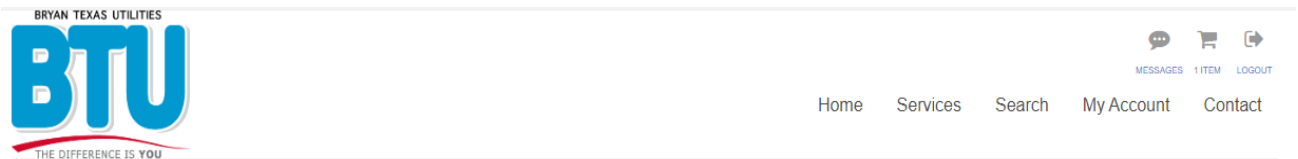
1) Once you are logged in, navigate to: Home-->BTU SERVICES PORTAL-->Permitting and Inspections

- Click on 'APPLY FOR A PERMIT'.

The screenshot shows the BTU Services Portal website. At the top left is the BTU logo with the tagline "THE DIFFERENCE IS YOU". To the right of the logo are navigation links: Home, Services, Search, My Account, and Contact. Below the navigation is a "Translate:" section with a "Select Language" dropdown menu. The main content area is titled "BTU SERVICES PORTAL" and contains two boxes. The left box is titled "Permitting and Inspections" and features a blue button that says "Apply now". Below the title, it says "Learn when you need a permit, view submittal requirements, apply, pay applicable permit fees, check project statuses and request inspections." There are three links: "APPLY FOR A PERMIT →", "LEARN MORE ABOUT PERMITS →", and "LEARN MORE ABOUT INSPECTIONS →". At the bottom of this box is a link: "REGISTER OR LOGIN TO YOUR ACCOUNT →". The right box is titled "Questions? Contact Us" and features a blue square icon with a white question mark. Below the title is a link: "VISIT OUR CONTACT US PAGE →".

2) All projects must start with the submittal of a Line Design Project Application. Fill out the permit application. Fields with a red bar next to them are required.

- You are now designated as the “Applicant”. You will have full access to project details. You will receive all project related email notifications, including status updates for inspections that you requested.
- Select the **Line Design Project Application Type** for all new projects.
- Use the definitions to assist with selecting the correct project **Sub Type** for your project.
- Enter the project Address or Parcel# and click ‘**FIND ADDRESS**’. You may still proceed with a valid 911 Address, even if it is not found.



APPLY FOR A PERMIT

Home / Services / Line Design Projects / Apply for a permit

Translate: Select Language ▼

All projects must start with the submittal of a Line Design Project Application.

Damage Waiver Applications and Lighting Agreement Applications (where applicable) can be submitted through the portal after the project permit Application has been submitted. An application number, project number or job number will be required for these Application Types.

[Click here for more information about how to submit damage waivers.](#)

Line Design Sub Types Definitions:

1. **Residential** means a permanent building or permanent mobile home that will serve as living quarters for a single-family or group of not more than four unrelated persons who live together as single housekeeping unit.
2. **Non-Residential** means a barn, farm outbuilding, well pump, or similar installation that does not primarily include residential living quarters and is not operating for profit.
3. **Commercial** means any installation, structure, or building, including apartment buildings, offices or other businesses that are operating for the purposes of purchase, sale, barter or exchange of goods, wares, merchandise, instruction or services for profit, including industrial facilities.

Application Type:

Sub Type:

Address or Parcel #:

indicates a required field

If you know the property parcel number enter it here for fast lookup, if not enter the address, city state and zip code. Parcel numbers should contain letters and numbers only, no spaces, dashes or other characters.

Red bars indicate required fields.

Where available, hover above these question marks for more information about a field.

3) Once the Address has been entered, provide required project details.

- The *Project Owner* is the Builder or the entity responsible for construction of the project.
- The *Service Request Type* will be **New Construction** for most new projects.
- The *Point of Contact* must be a registered user. If the name entered is not found, you will be prompted to create a new user contact. The *Point of Contact* has full access to project details. They will receive all project related email notifications, including status updates for inspections requested by the *Point of Contact*.

PROJECT DETAILS

Project Owner:	<input type="text"/>	?
Business Name:	<input type="text"/>	
Service Area:	<input type="text"/>	▼
Service Request Type:	New Construction	▼
Subdivision:	<input type="text"/>	
County:	<input type="text"/>	▼
Point of Contact:	Mr. Electrician	...
Role of Point of Contact:	No matches found, click here to enter a new contact	?

- Complete user contact registration form, if necessary.

Personal Information:		Contact Information:		Company Information:	
First Name:	<input type="text"/>	E-mail:	<input type="text"/>	Name:	<input type="text"/>
Last Name:	<input type="text"/>	Primary:	() -	Business Address:	
Home Address:		Home:	() -	Line1:	<input type="text"/>
Line1:	<input type="text"/>	Work:	() -	Line2:	<input type="text"/>
Line2:	<input type="text"/>	Cell:	() -	City,State,Zip:	<input type="text"/>
City,State,Zip:	<input type="text"/>	Fax:	() -	<input type="text"/>	<input type="text"/>

SAVE

4) Once project details have been entered, you will be asked whether temporary construction power will be required at the site.

- This questions is relevant to **New Construction** projects. Applicants should answer ‘No’ to this question for most other *Service Request Types*.
- The *Service Area* must be selected before addressing this question.
- NOTE: Please be sure to answer these questions accurately. BTU personnel may respond to the site based on responses to these questions. A re-inspection fee may be assessed if Tpole is not ready for inspection as indicated.

TEMPORARY CONSTRUCTION POWER

Temporary construction power may be necessary to facilitate the construction of new or existing facilities. This would apply to New Construction, Service Modifications, or Service Upgrades. For all other Service Request Types, please select "NO", as temporary construction power will not be needed.

Will temporary construction power be needed?:

5) You may attach a damage waiver or a load analysis at this time.

- Both documents can be uploaded to the portal later in the design process.
- You may also submit an electronic damage waiver using the Damage Waiver permit application.
- Click the link at the top of the page to learn more about damage waivers.

DOCUMENT ATTACHMENTS

Damage waiver:

Select File

Load analysis:

Select File



6) Finalize the project Application and submit it for review.

- Read acknowledgements.
- Sign the Application.
- Click ‘SUBMIT’ to submit the Application for review, or click ‘SAVE FOR LATER’ if you wish to save the Application and submit it at a later date.

ACKNOWLEDGEMENTS

A Damage Waiver must be submitted prior to inspections being scheduled or prior to any jobs being approved for construction.

Applicant Signature:

Sign Here

SUBMIT

SAVE FOR LATER

EDIT A LINE DESIGN PROJECT PERMIT

1) Navigate to: My Account--> View my requests

- Click on 'View my requests'

2) Locate the permit application you wish to edit.

- Click on the 'Under Review' tab.
- Find the correct address/job.
- Click on the APP# to bring up the 'VIEW PERMIT' screen.
- You may also use the search field to search for the applicable application.

3) Select 'Edit my Permit' from the left hand toolbar.

- NOTE: Instructions on how to edit the project details can be found at the top of the permit details page.

BRYAN TEXAS UTILITIES
BTU
THE DIFFERENCE IS YOU

MESSAGES LOGOUT

Home Services Search My Account Contact

VIEW PERMIT

Home / Services / Line Design Projects / View Permit

Edit my Permit

Request an inspection

Upload documents

Leave message


Translate: Select Language

With the exception of the project address, the project details shown below can be edited by selecting the "Edit my Permit" option in the left hand toolbar.

To edit the project address, select "Edit my Permit" and add a note requesting the change (including the correct address) in the Project Comments field, OR you may send BTU a direct message using the "Leave a Message" option in the left hand toolbar. BTU staff will review the request and update the file's primary address accordingly.


Permit #: APP25-000285
Project #: 25-000285
Status: Online Application Received
Address: 2205 FOUNTAIN AV BLDG 110
Description: New Construction - Residential

Permit Reviews Documents Inspections



4) Make required edits/corrections.

- Once on the 'EDIT PERMIT' screen, you may edit any open field.
- If you wish to edit any of the locked fields, you must submit a comment requesting the change (including the correct address, if applicable) in the Project Comments field, OR
- You may also request an edit or correction by sending BTU a direct message using the "Leave Message" option in the left hand toolbar of the 'VIEW PERMIT' screen.
- NOTE: Instructions on how to edit the project details can be found at the top of the permit details page.

 **EDIT PERMIT**

[Home](#) / [Services](#) / [Line Design Projects](#) / [View Permit](#) / [Edit Permit](#)

Permit #:	APP25-000285
Address:	2205 FOUNTAIN AV BLDG 110
Permit Type:	Line Design Project
Sub Type:	Residential
Work Description:	New Construction - Residential

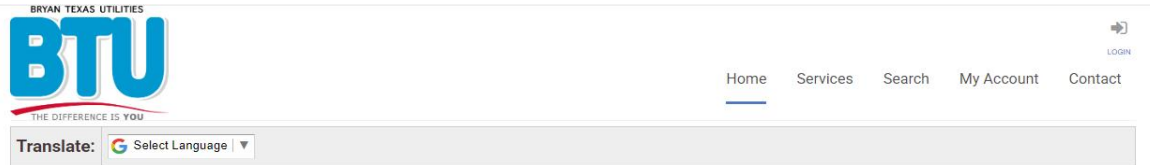
PROJECT DETAILS

Project Owner:	<input type="text"/>	?
Service Area:	City of Bryan City Limits (COB) ▼	
Service Request Type:	New Construction ▼	
Subdivision:	<input type="text"/>	
County:	Brazos County ▼	
Point of Contact:	<input type="text"/>	...
Role of Point of Contact:	General Contractor ▼	?
GPS Coordinates: LAT, LONG:	<input type="text"/>	
Project Comments:	<input style="height: 100px;" type="text"/>	?

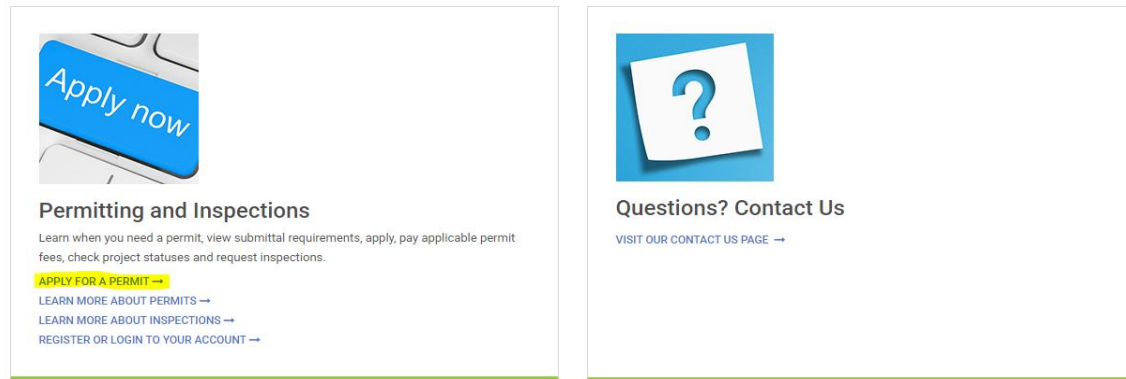
APPLY FOR A DAMAGE WAIVER PERMIT

Once you are logged in, navigate to: Home-->BTU SERVICES PORTAL-->Permitting and Inspections

- Click on 'APPLY FOR A PERMIT'.
- Select the **Damage Waiver Application Type**.

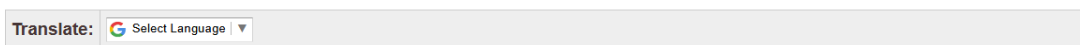


BTU SERVICES PORTAL



APPLY FOR A PERMIT

Home / Services / Line Design Projects / Apply for a permit



All projects must start with the submittal of a Line Design Project Application.

Damage Waiver Applications and Lighting Agreement Applications (where applicable) can be submitted through the portal after the project permit Application has been submitted. An application number, project number or job number will be required for these Application Types.

[Click here for more information about how to submit damage waivers.](#)

Line Design Sub Types Definitions:

1. **Residential** means a permanent building or permanent mobile home that will serve as living quarters for a single-family or group of not more than four unrelated persons who live together as single housekeeping unit.
2. **Non-Residential** means a barn, farm outbuilding, well pump, or similar installation that does not primarily include residential living quarters and is not operating for profit.
3. **Commercial** means any installation, structure, or building, including apartment buildings, offices or other businesses that are operating for the purposes of purchase, sale, barter or exchange of goods, wares, merchandise, instruction or services for profit, including industrial facilities.

Application Type:

- Area Lighting Agreement
- Damage Waiver**
- Line Design Project

- Enter the Job# and click 'FIND' to locate your project. You may also enter the APP#, or Project#.
- Read the damage waiver Application.
- Enter Name and sign the Application.
- Click 'SUBMIT' to submit damage waiver application for review, or click 'SAVE FOR LATER' if you wish to save the application and submit it at a later date.

Indicates a required field

Application Type:

Sub Type:

Enter existing project or job number:

Application Type:

Sub Type:

Enter existing project or job number:

Project verified

DAMAGE WAIVER

The Customer, whose name is shown below, requests that Bryan Texas Utilities ("BTU") dig a trench, drill a hole for a pole, excavate for any other designated purpose, and/or enter Customer's property to perform work or service on or near the Customer's property in order to establish or maintain proper electrical service, provide lighting, or perform some other work or service beneficial to the Customer.

The Customer agrees to (1) locate and clearly mark, or preferably expose by digging, any underground facilities such as water pipes, septic tanks, gas pipes, conduit, cable, or any other facility near or in the area of excavation and (2) indemnify and hold BTU harmless from, and to assume all responsibility for any liability or damages arising from or relating to such work or service, including all damages to the premises or to any real or personal property of the Customer (including animals or livestock or any kind) that may be located on or near the premises.

By signing this document, the Customer acknowledges receipt of BTU's Service Entrance Requirements Manual, a copy of which can be found by clicking on the link below.

[BTU Service Entrance Requirements Manual](#)

By providing an electronic signature below, Customer hereby warrants that he/she is the owner of the premises on which the work or service is to be performed, or that he/she is otherwise authorized to grant this waiver of indemnification of liability to BTU.

Name:

Signature:

REQUEST AN INSPECTION

5) Navigate to: My Account--> View my requests

- Click on 'View my requests'

MY ACCOUNT
Home / My Account

Translate:

Welcome to your online account

You can review your submittals, pay fees or submit new requests through our online services listed below. If you have any questions please view the [Contact Page](#) for departmental contact information.

All projects must start with the submittal of a Line Design Project Application.

- My pending application
- View my requests**
- Update my information
- Logout
- Make a payment

6) Locate the job that is ready to be inspected.

- Click on the 'Approved' tab.
- Find the correct address/job.
- Click on the JOB# to bring up the job permit screen.
- You may also use the search field to search for the applicable job.

MY REQUESTS
Home / My Account / My Requests

View My Line Design Projects

Under Review **Approved** Issued Closed All

Permit#	Address	Approval Date	Status	Work Description	Balance Due
JOB54623	2200 FOUNTAIN AV	01/16/2025	Approved and Pending	- Underground Secondary	0.00

7) Request an Inspection.

- From the 'VIEW PERMIT' screen, click 'Request an inspection'.

BRYAN TEXAS UTILITIES
BTU
THE DIFFERENCE IS YOU

MESSAGES 1 ITEM LOGOUT

Home **Services** Search My Account Contact


VIEW PERMIT

Home / Services / Line Design Projects / View Permit

- Make a payment
- Request an inspection**
- Upload documents
- Leave message
- View other Permits on this project

Translate: Select Language | ▼

Permit #: JOB54623
Project #: 2501-C-70097
Status: Approved and Pending
Balance Due: \$0.00
Address: 2200 FOUNTAIN AV
Description: - Underground Secondary



Permit | **Reviews** | Documents | Inspections

Permit #: JOB54623
Permit Type: Job Permit
Sub Type: Underground Secondary
Issue Date:
Expiration Date:

PROJECT DETAILS

Point of Contact:
Schedule Date:
Complete Date:

8) Choose the Inspection Type and submit inspection request

- Select the appropriate *Inspection Type* using the chart as a guide.
- Enter the desired inspection date.
- Review inspection details and check the box to confirm acknowledgement.
- Sign the inspection request.
- Click 'SUBMIT' to submit the request.



MESSAGES 1 ITEM LOGOUT

Home Services Search My Account Contact

REQUEST AN INSPECTION

Home / Services / Line Design Projects / View Permit / Request an inspection

Translate: Select Language

Please submit your inspection request below. Please note, that the requested date is not guaranteed. The date may change depending on the inspector's availability. BTU will try to make requested schedule date, but the inspection could be completed the next business day after the scheduled date.

What type of inspection do I need?

What facilities are installed and ready to be inspected?	Slab Marked for 'Early Pipe' Only?	Conduit Only?	Transformer Pad Only?	Meter Loop Only? (Ready for Meter Set)	Secondary Conduit & Meter Loop? (Ready for Meter Set)	Meter Pole? (Ready for Meter Set)	Primary Conduit & Other Facilities (Riser, Transformer Pad, Tie-ins, etc.)
Most likely Inspection type	Early Pipe	Primary or Secondary Conduit Cover Up	3-Phase Transformer Pad ONLY	Meter Loop	Underground Secondary	Meter Pole	Underground Primary

Inspection Type:

Desired Date:

Meter rack, meter pedestal, meter pack, or wall mounted meter socket has been installed. If applicable, the meter socket and riser have been mounted and secured. A clear path has been made available and shall be maintained until BTU has installed conduit & pulled in conductor.

Inspection will include but not limited to:

- Meter socket riser plumb and level
- Meter socket mounted at proper height
- Tight lugs in meter socket where electrician terminates conductor
- Ground rod, ground wire and connections
- Conductor taped and marked correctly
- Riser installed properly and 2 hole riser clamp in place
- Main disconnect installed
- Where applicable, address labeling

Note: Once inspection has passed, the job may be released to BTU distribution for conductor and conduit installation.

I hereby acknowledge that the site will be ready for inspection, and in compliance with all BTU inspection standards on the requested inspection date. I further acknowledge that a re-inspection fee will be assessed if the site fails an inspection or does not meet required readiness standards at the time of inspection.

Check to confirm acknowledgement

Signature:

Notes:

SUBMIT

VIEW INSPECTION DETAILS AND RESULTS

1) Navigate to: My Account--> View my requests

- Follow the steps above to locate the appropriate job.
- Once the job has been selected, click on the 'Inspections' tab.
- Prior to the requested inspection date, the inspection may be rescheduled or canceled.

BRYAN TEXAS UTILITIES
BTU
THE DIFFERENCE IS YOU

MESSAGES 1 ITEM LOGOUT

Home Services Search My Account Contact


VIEW PERMIT

Home / Services / Line Design Projects / View Permit

Make a payment
Request an inspection
Upload documents
Leave message
View other Permits on this project

Translate: Select Language ▼

Permit #: JOB54623
Project #: 2501-C-70097
Status: Approved and Pending
Balance Due: \$0.00
Address: 2200 FOUNTAIN AV
Description: - Underground Secondary



Permit Reviews Documents **Inspections**

Inspection Type	Inspector	Date	Status
Underground Secondary		Requested for 01/17/2025 RESCHEDULE → CANCEL →	Online Inspection Requested

2) Inspection results can be viewed once the inspection has been completed and the inspector has uploaded results to the portal.

- Click on the 'Inspections' tab.

The screenshot shows the BTU portal interface. At the top left is the BTU logo with the tagline 'THE DIFFERENCE IS YOU'. The top right contains navigation links: Home, Services, Search, My Account, and Contact. Below the navigation is a 'VIEW PERMIT' section with a breadcrumb trail: Home / Services / Line Design Projects / View Permit. On the left side, there are several utility icons: 'Make a payment', 'Request an inspection', 'Upload documents', 'Leave message', and 'View other Permits on this project'. The main content area features a 'Translate:' dropdown menu set to 'Select Language'. Below this, permit details are listed: Permit #: JOB54623, Project #: 2501-C-70097, Status: Approved and Pending, Balance Due: \$25.00, Address: 2200 FOUNTAIN AV, and Description: - Underground Secondary. A small photo of a building is shown to the right. Below the details are tabs for 'Permit', 'Reviews', 'Documents', and 'Inspections'. The 'Inspections' tab is active, displaying a table with the following data:

Inspection Type	Inspector	Date	Status
Underground Secondary		01/16/2025	Failed VIEW COMMENTS

- Click 'VIEW COMMENTS' to see inspector comments.

The screenshot shows the 'INSPECTION COMMENTS' page. At the top is a 'Translate:' dropdown menu set to 'Select Language'. Below this, permit details are listed: Permit #: JOB54623, Work description: - Underground Secondary, Address: 2200 FOUNTAIN AV, Department: BTU Line Design, Inspector: [redacted], and Status: Failed. Below the details is a section titled 'Inspection Comments:' containing a list of two items:

1. Photos available. See Documents tab.
2. Pathway not cleared for conduit install

- Click on the 'Documents' tab to view any photos uploaded by the inspector.



MESSAGES 1 ITEM LOGOUT

Home Services Search My Account Contact

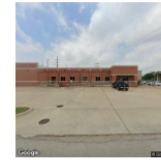
VIEW PERMIT

Home / Services / Line Design Projects / View Permit

- Make a payment
- Request an inspection
- Upload documents
- Leave message
- View other Permits on this project

Translate: Select Language ▼

Permit #: JOB54623
 Project #: 2501-C-70097
 Status: Approved and Pending
 Balance Due: \$25.00
 Address: 2200 FOUNTAIN AV
 Description: - Underground Secondary



Permit Reviews **Documents** Inspections

Date	Type	File Name	Description
01/16/25	Document	CSweblimage.png	