

Question/ Comment:

Tell me more about the Virtual Inspection Program.

Response:

The requirements for the Virtual Inspection Program may be found here:
[Virtual Inspection SOP FINAL04152021.pdf \(austintexas.gov\)](#)

Question/ Comment:

I wished I would have known about the Virtual Inspection Program. How can I learn more about this program and others?

Response:

Please sign up for important updates and monthly newsletters from Development Services. Please click the following link to register: [Signup Form \(constantcontactpages.com\)](#). Registration can be cancelled at any time.

Question/ Comment:

Is surge protection required if I am not doing any work in the main panel?

Response:

No, per 2020 NEC Art. 230.67 (D), the surge protection requirement is only required when the service is replaced.

Question/ Comment:

Is GFCI protection on receptacles required in an existing dwelling if I am only changing out or doing work in the main or sub-panel?

Response:

No, GFCI protection on receptacles is not required for work in the main or sub-panel. GFCI protection of receptacles in existing dwellings would be required under the following circumstances:

- When replacing a receptacle in an existing dwelling in an area required by 2020 NEC Art. 210.8 to be GFCI protected per 2020 NEC Art. 406.4(D)(3).
- When installing a new receptacle in an area required by 2020 NEC Art. 210.8 to be GFCI protected.

Question/ Comment:

How do we handle supply chain issues with meter sockets?

Response:

Email Austin Energy a cut sheet and/or photos of the meter socket you wish to use/procure. Contact the following address for more information: AEDistributionMetering@austinenergy.com

Question/ Comment:

How do we ensure we are meeting the Energy Code requirements?

Response:

When plans are submitted in plan review, the reviewers will check for Energy Code requirements. The inspectors will verify everything that was submitted was installed as planned.

To receive Green Building certification, the building would need to meet [Austin Energy Green Building](#) requirements.