

# BTU LINE DESIGN CITIZENSERVE PORTAL TRAINING MANUAL



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## 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'.

BRYAN TEXAS UTILITIES

**BTU**

THE DIFFERENCE IS YOU

Home

Services


Search

My Account

Contact

Translate: Select Language ▼

BTU SERVICES PORTAL



### Permitting and Inspections


Learn when you need a permit, view submittal requirements, apply, pay applicable permit fees, check project statuses and request inspections.

[APPLY FOR A PERMIT →](#)

[LEARN MORE ABOUT PERMITS →](#)

[LEARN MORE ABOUT INSPECTIONS →](#)

[REGISTER OR LOGIN TO YOUR ACCOUNT →](#)



### Questions? Contact Us

[VISIT OUR CONTACT US PAGE →](#)

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

BTU

THE DIFFERENCE IS YOU

Home / My Account / Login

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### LOGIN

If you have previously submitted permits on the City of Bryan's portal, we've already created an account for you on this BTU portal.

Already have an account?

User Name:

scurry@btutilities.com

Password:

.....

☐ Remember my username and password

[FORGOT YOUR USERNAME →](#)

[FORGOT YOUR PASSWORD →](#)

LOGIN

New to our Portal?

If this is your first time using our portal you'll need to register first. Registering is quick, click the link below to get started.

REGISTER NOW →

2

## 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'.

BRYAN TEXAS UTILITIES

**BTU**

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BTU SERVICES PORTAL



### Permitting and Inspections

Learn when you need a permit, view submittal requirements, apply, pay applicable permit fees, check project statuses and request inspections.

**APPLY FOR A PERMIT →**

LEARN MORE ABOUT PERMITS →

LEARN MORE ABOUT INSPECTIONS →

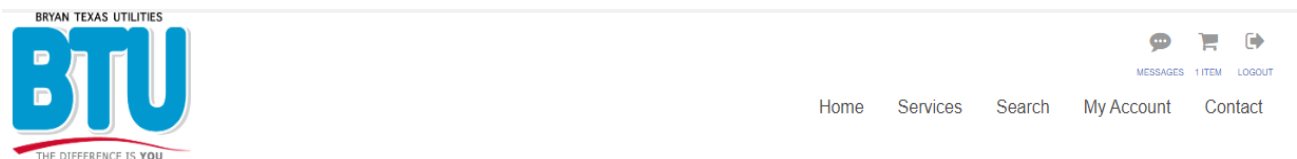
REGISTER OR LOGIN TO YOUR ACCOUNT →



### Questions? Contact Us


VISIT OUR CONTACT US PAGE →

- 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.

The screenshot shows the 'Find Address' form with the following fields and annotations:

- Application Type:** A dropdown menu with 'Line Design Project' selected. A red vertical bar to the left of the label indicates it is a required field.
- Sub Type:** A dropdown menu with 'Commercial' selected.
- Address or Parcel #:** A text input field containing 'Bryan', 'TX', and '77805'.
- Find Address:** A black button with white text.
- Annotation 1:** A red vertical bar next to the 'Application Type' label indicates it is a required field.
- Annotation 2:** A red vertical bar next to the 'Line Design Project' dropdown indicates it is a required field.
- Annotation 3:** A blue box with a question mark icon and a line pointing to the 'Address or Parcel #' field. The text inside the box reads: '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.'
- Annotation 4:** A blue box with a question mark icon and a line pointing to the 'Find Address' button. The text inside the box reads: '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, <a href="#">click here</a> to enter a new contact

- Complete user contact registration form, if necessary.

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

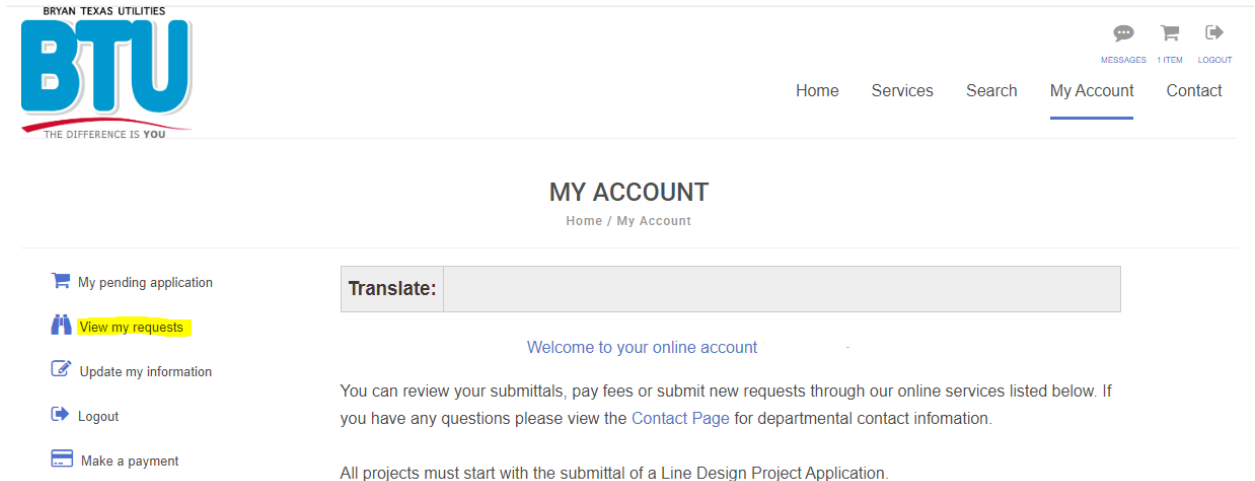
SUBMIT

SAVE FOR LATER

## EDIT A LINE DESIGN PROJECT PERMIT

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

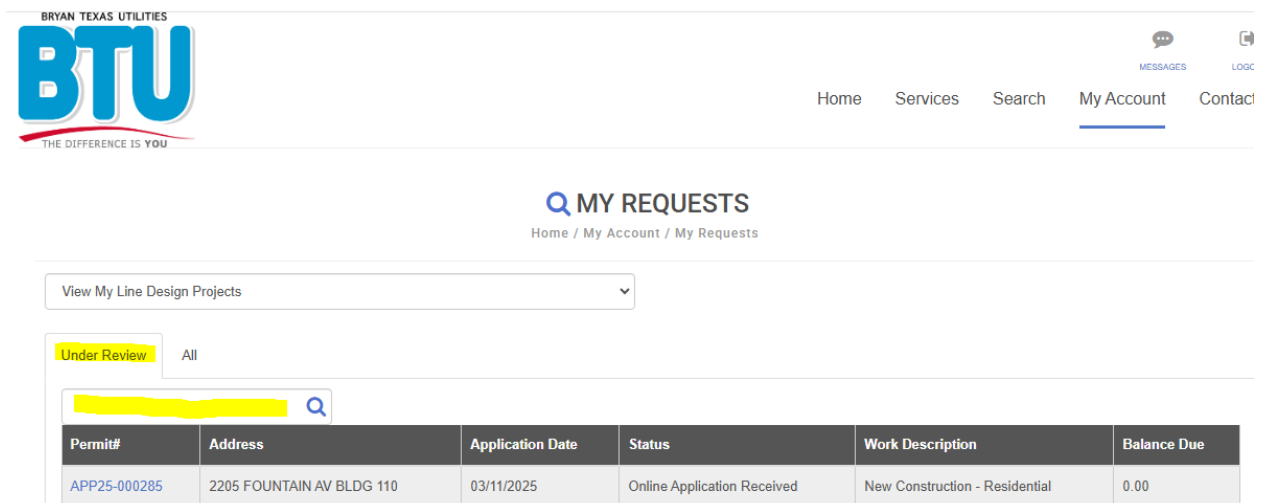
- Click on 'View my requests'



The screenshot shows the BTU (Bryan Texas Utilities) website's 'MY ACCOUNT' page. The header includes the BTU logo with the tagline 'THE DIFFERENCE IS YOU' and navigation links: Home, Services, Search, My Account (highlighted), and Contact. In the top right corner, there are icons for Messages, 1 Item, and Logout. The main heading is 'MY ACCOUNT' with a breadcrumb trail 'Home / My Account'. On the left, a sidebar lists account actions: 'My pending application', 'View my requests' (highlighted in yellow), 'Update my information', 'Logout', and 'Make a payment'. To the right of the sidebar is a 'Translate:' dropdown menu. Below the sidebar, a welcome message reads: 'Welcome to your online account'. A paragraph follows: '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.' At the bottom, a note states: 'All projects must start with the submittal of a Line Design Project Application.'

### 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.




The screenshot shows the BTU website's 'MY REQUESTS' page. The header is identical to the previous screenshot. The main heading is 'MY REQUESTS' with a breadcrumb trail 'Home / My Account / My Requests'. Below the heading is a dropdown menu labeled 'View My Line Design Projects'. There are two tabs: 'Under Review' (highlighted in yellow) and 'All'. Below the tabs is a search bar with a magnifying glass icon. A table displays the list of requests:

Permit#	Address	Application Date	Status	Work Description	Balance Due
APP25-000285	2205 FOUNTAIN AV BLDG 110	03/11/2025	Online Application Received	New Construction - Residential	0.00



### 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.



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**BTU**  
THE DIFFERENCE IS YOU

[Home](#) [Services](#) [Search](#) [My Account](#) [Contact](#)

[MESSAGES](#) [LOGOUT](#)

## 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 #:

Address:

Permit Type:

Sub Type:

Work Description:

APP25-000285

2205 FOUNTAIN AV BLDG 110

Line Design Project

Residential

New Construction - Residential

**PROJECT DETAILS**

Project Owner:

Service Area:

Service Request Type:

Subdivision:

County:

Point of Contact:

Role of Point of Contact:

GPS Coordinates: LAT, LONG:

Project Comments:

City of Bryan City Limits (COB)

New Construction

Brazos County

General Contractor

?

...

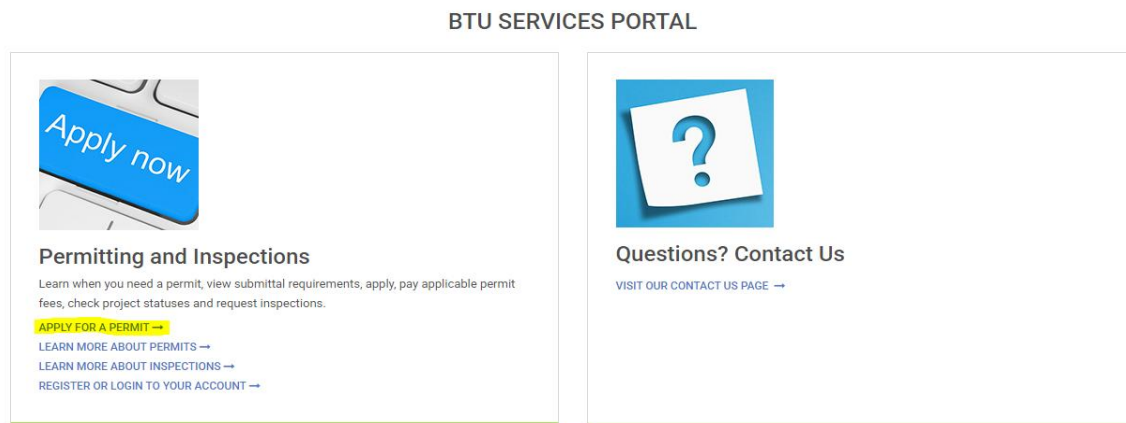
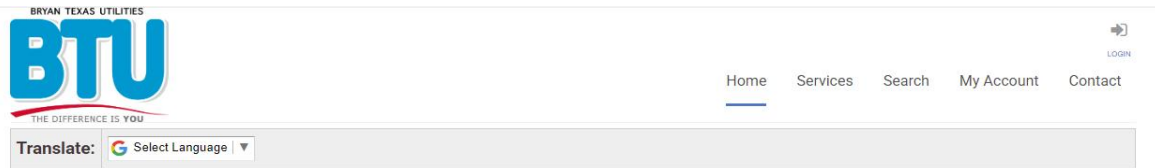
?

?

## 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**.



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:

indicates a required field

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:

**FIND**

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:

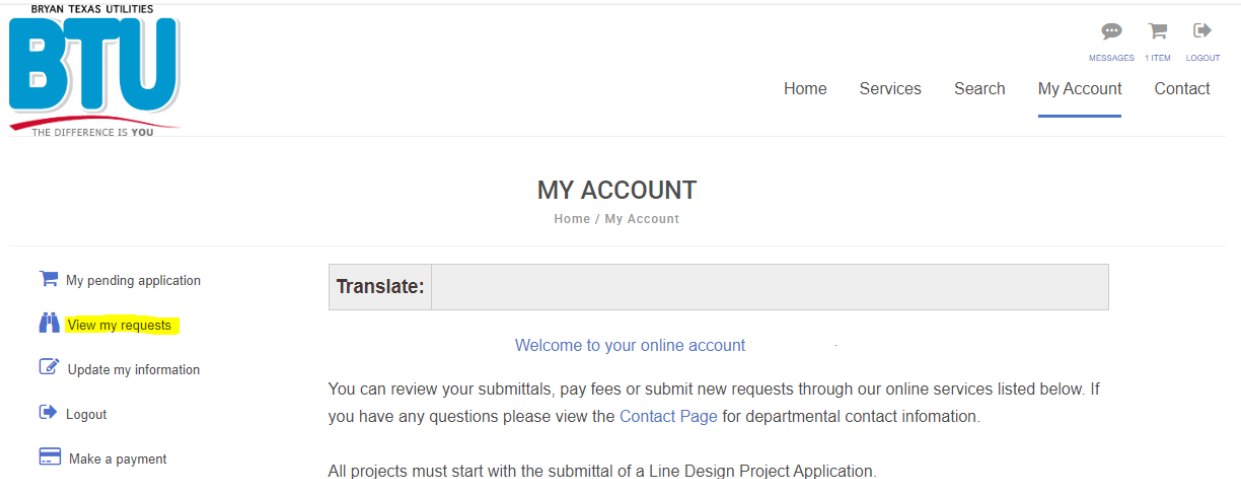
**SUBMIT**

**SAVE FOR LATER**

## REQUEST AN INSPECTION

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

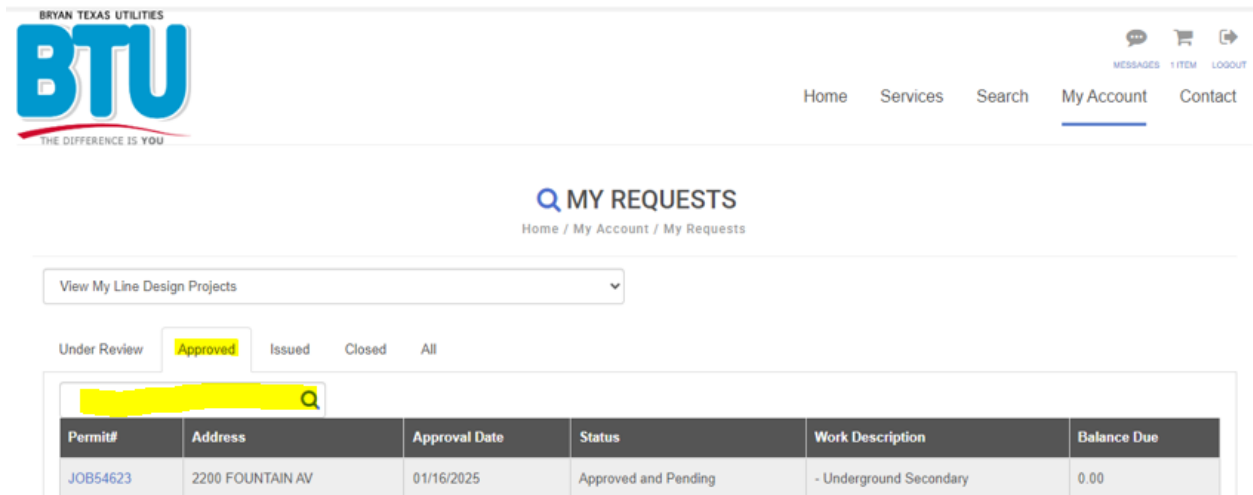
- Click on 'View my requests'



The screenshot shows the BTU (Bryan Texas Utilities) website's 'MY ACCOUNT' page. The header includes the BTU logo and navigation links: Home, Services, Search, My Account (underlined), and Contact. On the right, there are icons for Messages, 1 Item, and Logout. The main content area is titled 'MY ACCOUNT' with a breadcrumb 'Home / My Account'. On the left, there is a sidebar with links: 'My pending application', 'View my requests' (highlighted in yellow), 'Update my information', 'Logout', and 'Make a payment'. The main content area has a 'Translate:' dropdown, a welcome message 'Welcome to your online account', and a paragraph explaining that users can review submittals, pay fees, or submit new requests. It also mentions a 'Contact Page' for departmental contact information and states that all projects must start with a Line Design Project Application.

### 2) 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.



The screenshot shows the BTU website's 'MY REQUESTS' page. The header is identical to the previous screenshot. The main content area is titled 'MY REQUESTS' with a breadcrumb 'Home / My Account / My Requests'. Below the title is a dropdown menu labeled 'View My Line Design Projects'. There are four tabs: 'Under Review', 'Approved' (highlighted in yellow), 'Issued', and 'Closed'. Below the tabs is a search bar with a magnifying glass icon. A table displays the following data:

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

### 3) 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:

- 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.

14

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

- 






**BRYAN TEXAS UTILITIES**  
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[Home](#)
[Services](#)
[Search](#)
[My Account](#)
[Contact](#)



[MESSAGES](#)
[1 ITEM](#)
[LOGOUT](#)

## 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

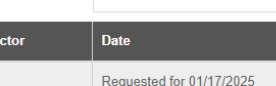
Project #: 2501-C-70097

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 <a href="#">RESCHEDULE →</a> <a href="#">CANCEL →</a>	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.

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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**

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

- Click 'VIEW COMMENTS' to see inspector comments.

**INSPECTION COMMENTS**  
Home / Services / Line Design Projects / View Permit / Inspection / Inspection Comments

**Translate:** Select Language ▼

Permit #: JOB54623  
Work description: - Underground Secondary  
Address: 2200 FOUNTAIN AV  
Department: BTU Line Design  
Inspector:  
**Status: Failed**

**Inspection Comments:**

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

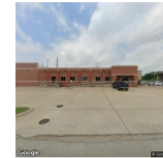
Home / Services / Line Design Projects / View Permit

- 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	CSwebImage.png	