



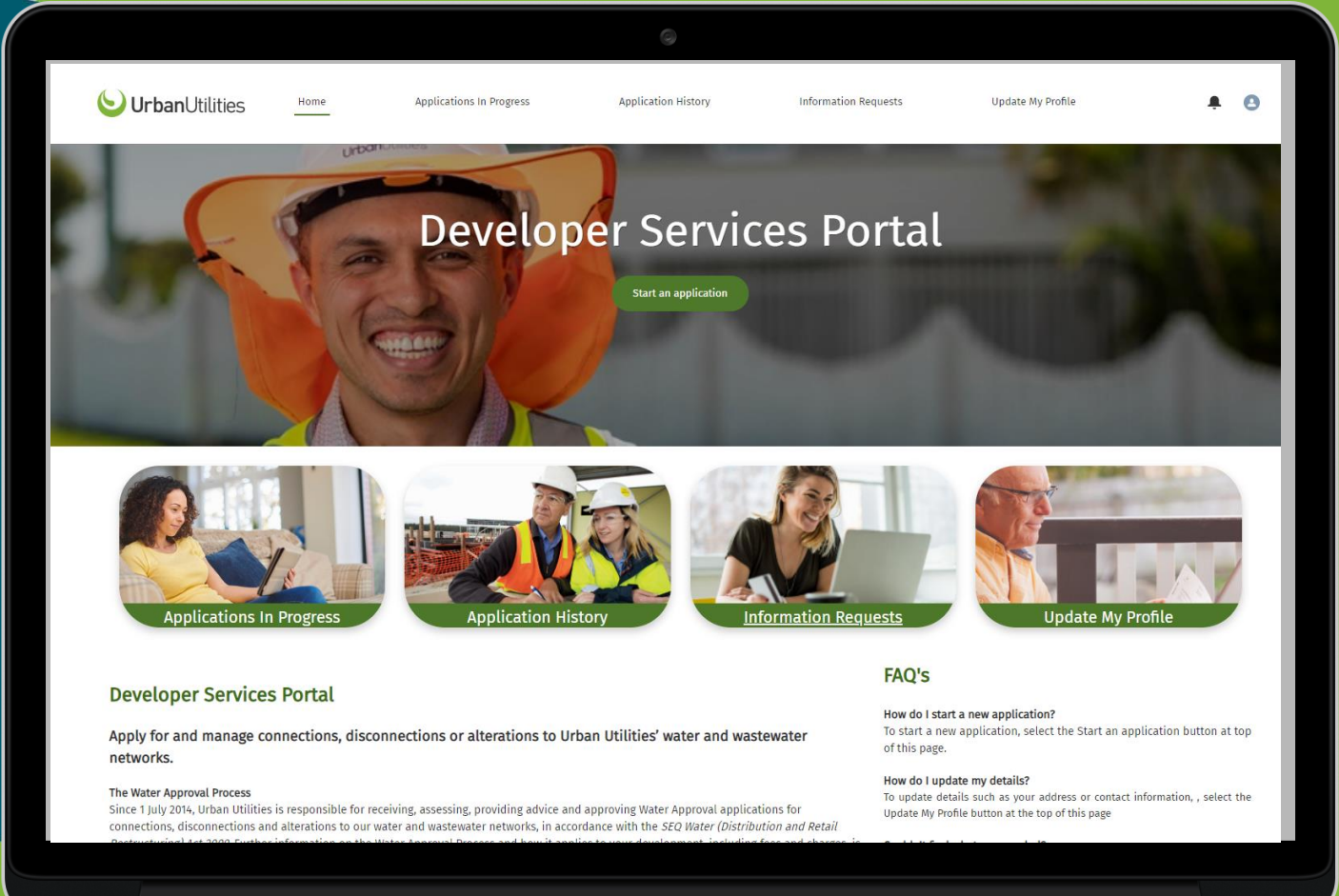
DEVELOPER SERVICES APPLICATION PORTAL

QUICK REFERENCE GUIDES



The following document provides you with a Quick Reference Guides for the Developer Services Application Portal.

External Portal





How to submit an application

How to apply as an Agent, add a Property Owner and other contact as Billing Entity

How to request an Extension of Currency

Uploading multiple documents

How to add/update the Billing Entity

How to view my Audits

How to apply as an Owner or Agent

How do I respond to an Information Request?

How to view Issues from Audits

How to apply as an Owner – no other contact

How to request an Amendment to a Decision Notice

How to register as a Business Entity

How to apply as an Agent and add a Property Owner

How to request a Design Amendment

How to administer your business account access

HOW TO SUBMIT AN APPLICATION

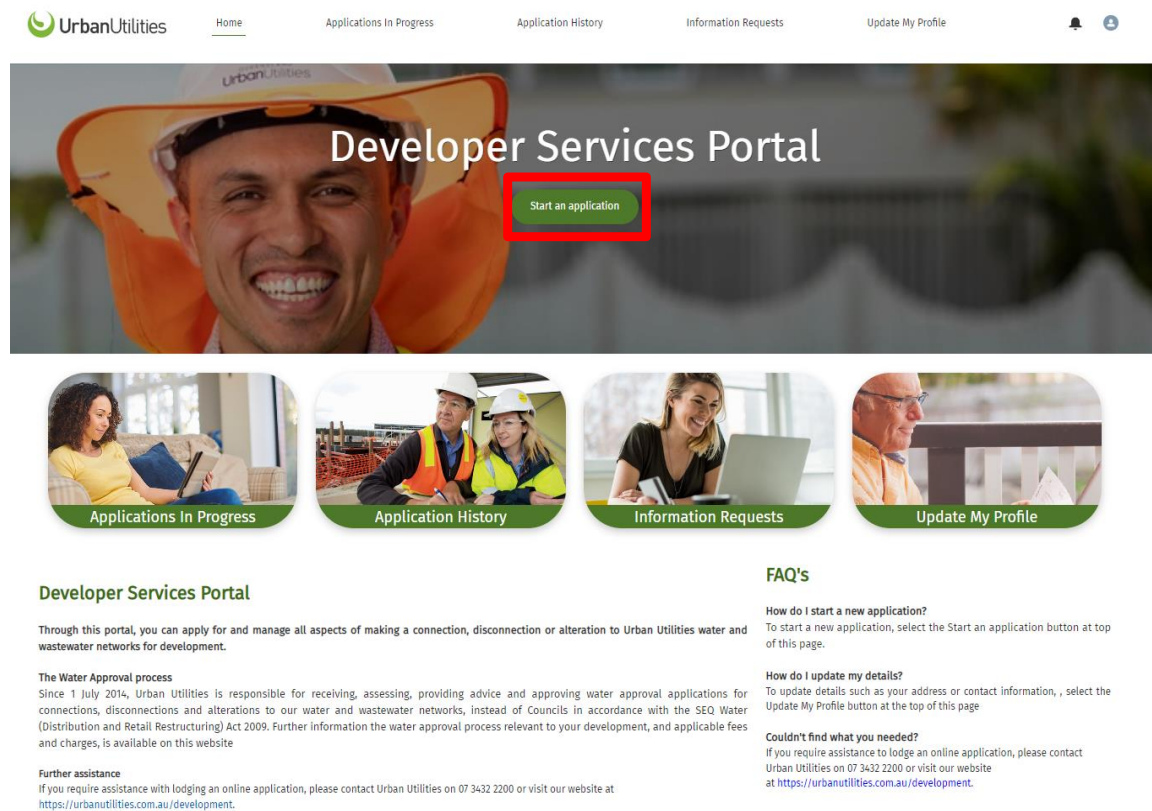
➤ The following applications can be lodged in the Developer Services Portal:

- Standard Connection
- Non-Standard Connection
- Services Advice Notice (SAN)

➤ You can now:

- Upload one or multiple supporting documents per category
- Download all documents per application

➤ GET STARTED: Click the **Start an Application** button on the Welcome screen, shown in the red box below



Developer Services Portal

[Start an application](#)

[Applications In Progress](#) [Application History](#) [Information Requests](#) [Update My Profile](#)

FAQ's

Developer Services Portal

Through this portal, you can apply for and manage all aspects of making a connection, disconnection or alteration to Urban Utilities water and wastewater networks for development.

The Water Approval process

Since 1 July 2016, Urban Utilities is responsible for receiving, assessing, providing advice and approving water approval applications for connections, disconnections and alterations to our water and wastewater networks, instead of Councils in accordance with the SEQ Water (Distribution and Retail Restructuring) Act 2009. Further information the water approval process relevant to your development, and applicable fees and charges, is available on this website

Further assistance

If you require assistance with lodging an online application, please contact Urban Utilities on 07 3432 2200 or visit our website at <https://urbanutilities.com.au/development>.

How do I start a new application?

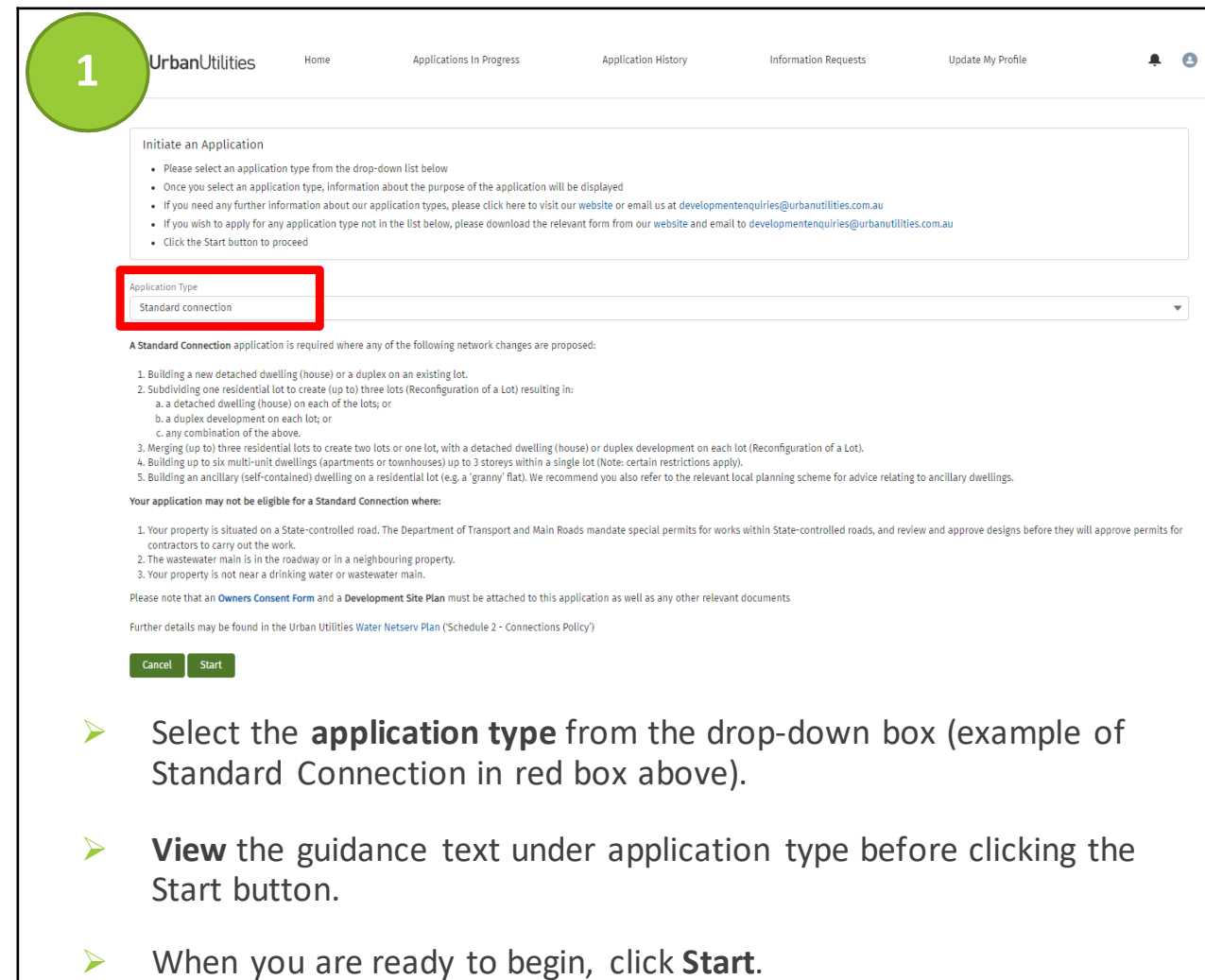
To start a new application, select the Start an application button at the top of this page.

How do I update my details?

To update details such as your address or contact information, select the Update My Profile button at the top of this page.

Couldn't find what you needed?

If you require assistance to lodge an online application, please contact Urban Utilities on 07 3432 2200 or visit our website at <https://urbanutilities.com.au/development>.



1 UrbanUtilities

Home Applications In Progress Application History Information Requests Update My Profile

Initiate an Application

- Please select an application type from the drop-down list below
- Once you select an application type, information about the purpose of the application will be displayed
- If you need any further information about our application types, please click here to visit our [website](#) or email us at developmentenquiries@urbanutilities.com.au
- If you wish to apply for any application type not in the list below, please download the relevant form from our [website](#) and email to developmentenquiries@urbanutilities.com.au
- Click the Start button to proceed

Application Type

Standard connection

A Standard Connection application is required where any of the following network changes are proposed:

1. Building a new detached dwelling (house) or a duplex on an existing lot.
2. Subdividing one residential lot to create (up to) three lots (Reconfiguration of a Lot) resulting in:
 - a. a detached dwelling (house) on each of the lots; or
 - b. a duplex development on each lot; or
 - c. any combination of the above.
3. Merging (up to) three residential lots to create two lots or one lot, with a detached dwelling (house) or duplex development on each lot (Reconfiguration of a Lot).
4. Building up to six multi-unit dwellings (apartments or townhouses) up to 3 storeys within a single lot (Note: certain restrictions apply).
5. Building an ancillary (self-contained) dwelling on a residential lot (e.g. a 'granny' flat). We recommend you also refer to the relevant local planning scheme for advice relating to ancillary dwellings.

Your application may not be eligible for a Standard Connection where:

1. Your property is situated on a State-controlled road. The Department of Transport and Main Roads mandate special permits for works within State-controlled roads, and review and approve designs before they will approve permits for contractors to carry out the work.
2. The wastewater main is in the roadway or in a neighbouring property.
3. Your property is not near a drinking water or wastewater main.

Please note that an **Owners Consent Form** and a **Development Site Plan** must be attached to this application as well as any other relevant documents

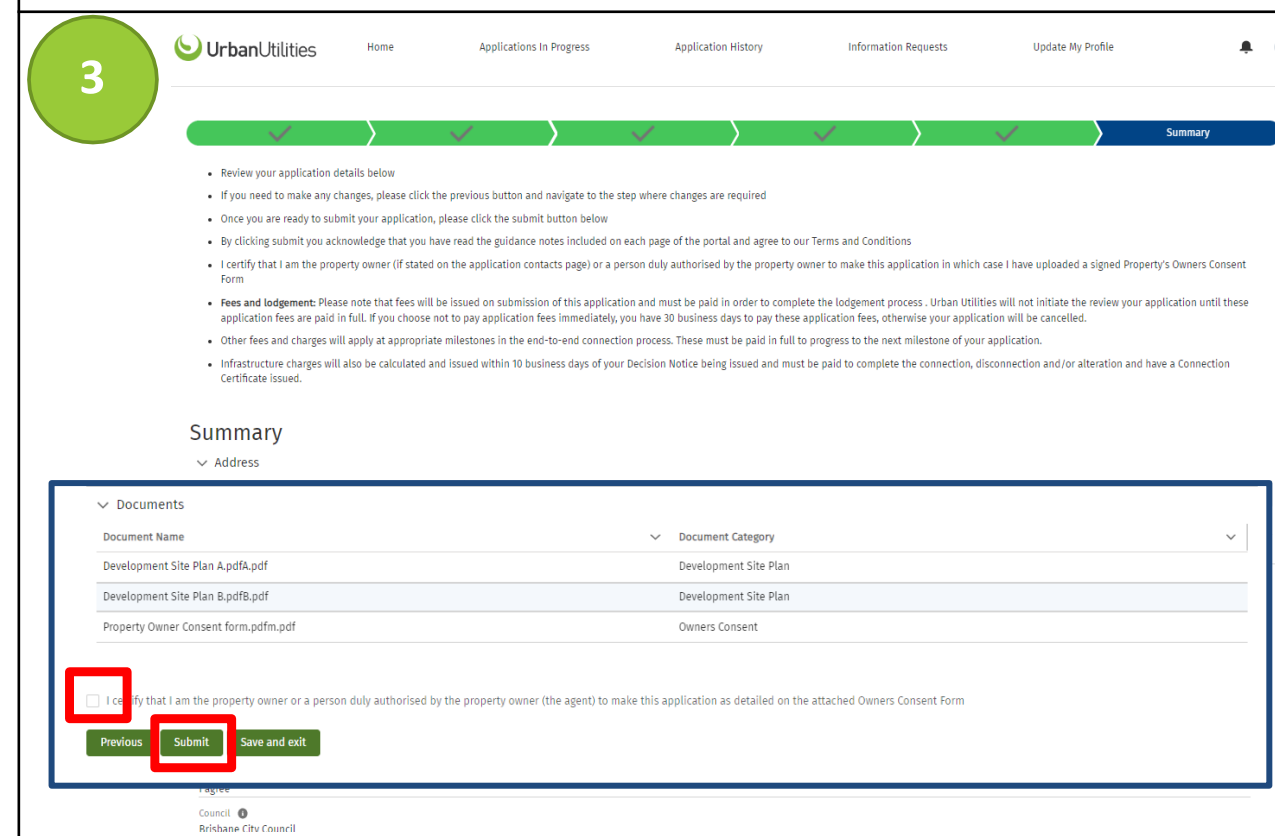
Further details may be found in the Urban Utilities [Water Netserv Plan](#) (Schedule 2 - Connections Policy)

[Cancel](#) [Start](#)

➤ Select the **application type** from the drop-down box (example of Standard Connection in red box above).

➤ **View** the guidance text under application type before clicking the Start button.

➤ When you are ready to begin, click **Start**.



3 UrbanUtilities

Home Applications In Progress Application History Information Requests Update My Profile

Summary

Address

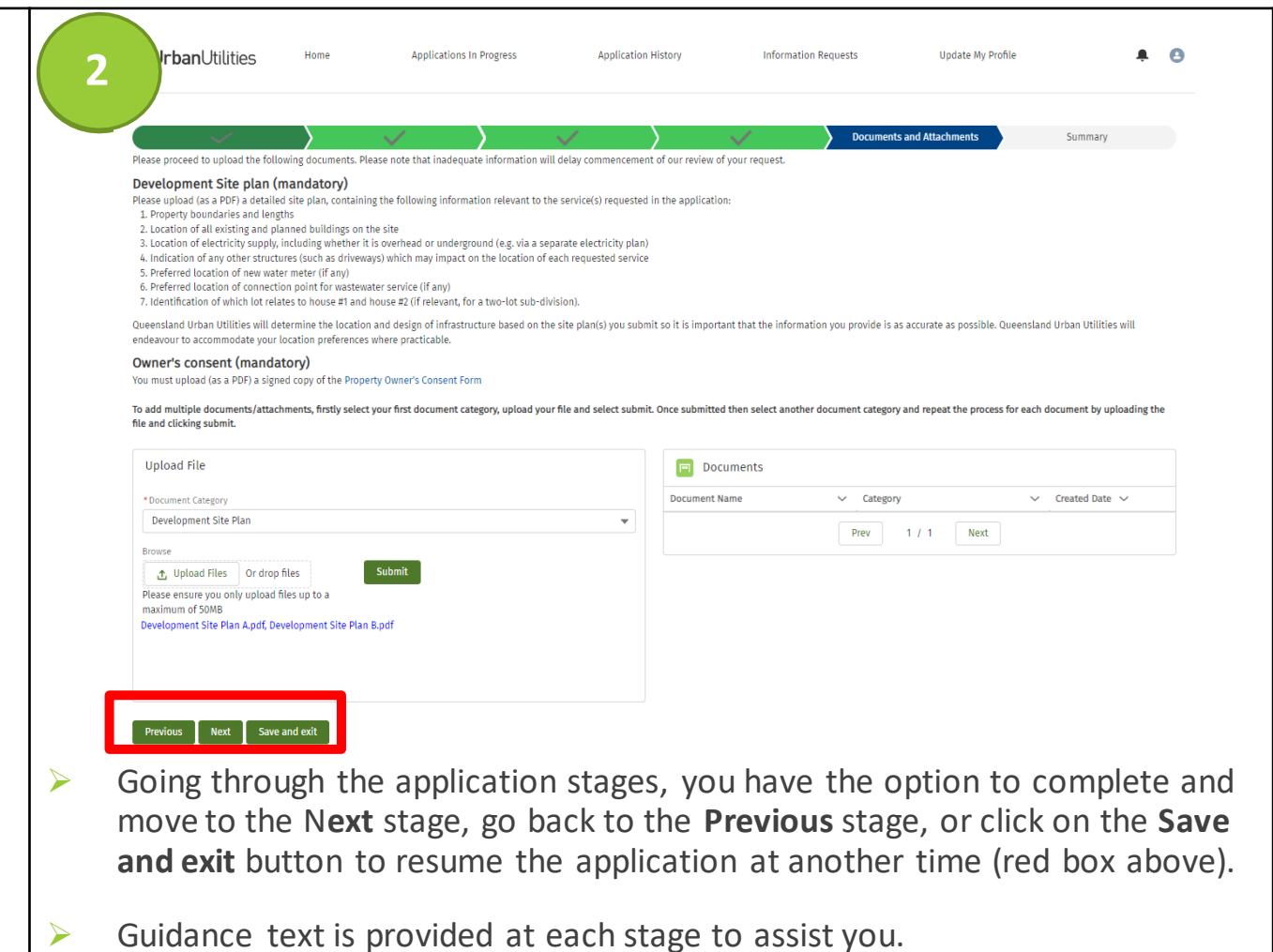
Documents

Document Name	Document Category
Development Site Plan A.pdf	Development Site Plan
Development Site Plan B.pdf	Development Site Plan
Property Owner Consent form.pdf	Owners Consent

☐ I certify that I am the property owner or a person duly authorised by the property owner (the agent) to make this application as detailed on the attached Owners Consent Form

[Previous](#) [Submit](#) [Save and exit](#)

➤ All the information you provided during the application is consolidated in the **Summary** where you can check your application before clicking on the certification box and then the **Submit** (red boxes above).



2 UrbanUtilities

Home Applications In Progress Application History Information Requests Update My Profile

Documents and Attachments

Please proceed to upload the following documents. Please note that inadequate information will delay commencement of our review of your request.

Development Site plan (mandatory)

Please upload (as a PDF) a detailed site plan, containing the following information relevant to the service(s) requested in the application:

1. Property boundaries and lengths
2. Location of all existing and planned buildings on the site
3. Location of electricity supply, including whether it is overhead or underground (e.g. via a separate electricity plan)
4. Indication of any other structures (such as driveways) which may impact on the location of each requested service
5. Preferred location of new water meter (if any)
6. Preferred location of connection point for wastewater service (if any)
7. Identification of which lot relates to house #1 and house #2 (if relevant, for a two-lot sub-division).

Queensland Urban Utilities will determine the location and design of infrastructure based on the site plan(s) you submit so it is important that the information you provide is as accurate as possible. Queensland Urban Utilities will endeavour to accommodate your location preferences where practicable.

Owner's consent (mandatory)

You must upload (as a PDF) a signed copy of the [Property Owner's Consent Form](#)

To add multiple documents/attachments, firstly select your first document category, upload your file and select submit. Once submitted then select another document category and repeat the process for each document by uploading the file and clicking submit.

Upload File

* Document Category: Development Site Plan

Browse: [Upload Files](#) Or drop files [Submit](#)

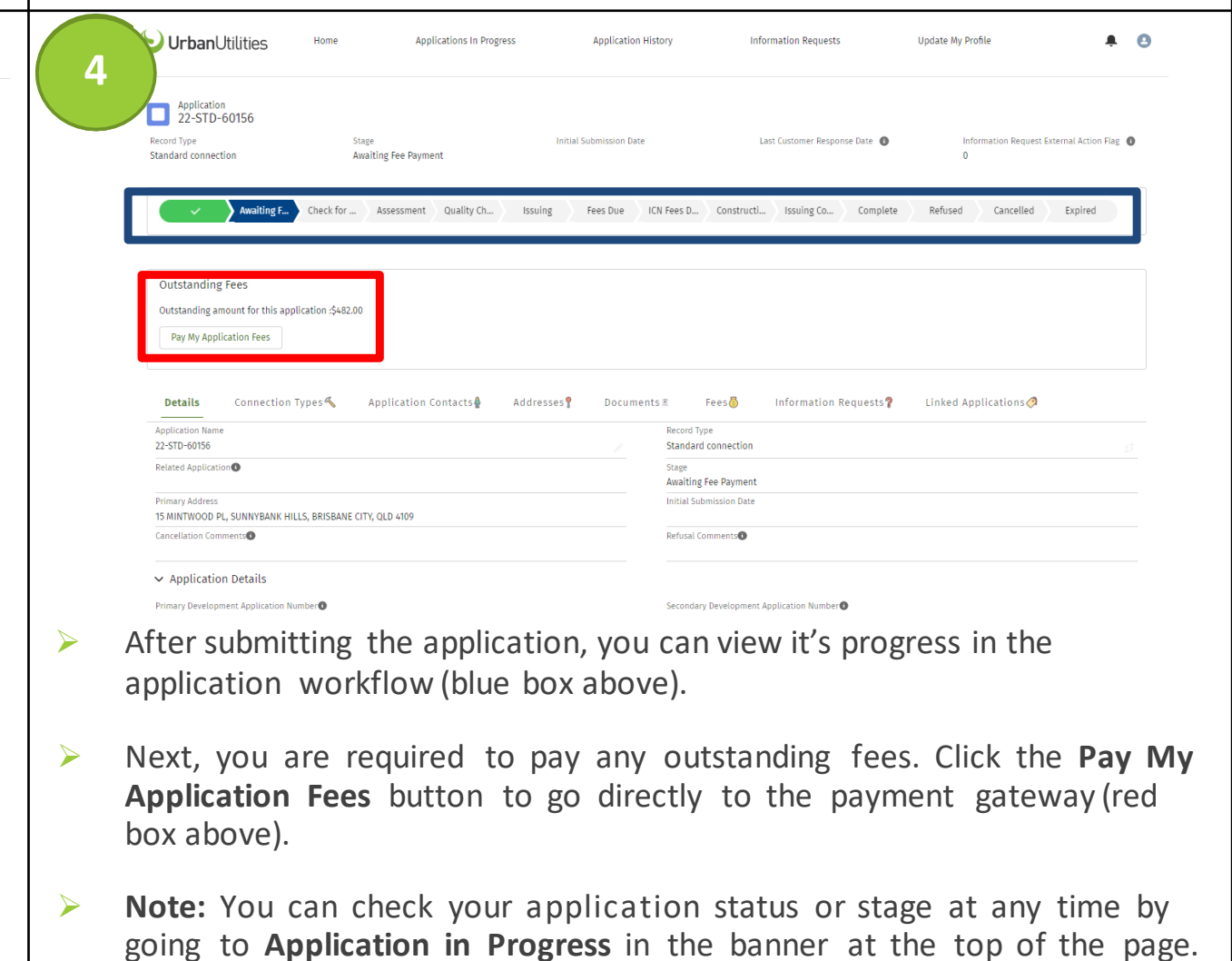
Please ensure you only upload files up to a maximum of 50MB

[Development Site Plan A.pdf](#), [Development Site Plan B.pdf](#)

[Previous](#) [Next](#) [Save and exit](#)

➤ Going through the application stages, you have the option to complete and move to the **Next** stage, go back to the **Previous** stage, or click on the **Save and exit** button to resume the application at another time (red box above).

➤ Guidance text is provided at each stage to assist you.



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Home Applications In Progress Application History Information Requests Update My Profile

Application Progress

Application: 22-STD-60156

Record Type: Standard connection Stage: Awaiting Fee Payment Initial Submission Date: Last Customer Response Date: Information Request External Action Flag: 0

[Awaiting F...](#) [Check for ...](#) [Assessment](#) [Quality Ch...](#) [Issuing](#) [Fees Due](#) [ICN Fees D...](#) [Construct...](#) [Issuing Co...](#) [Complete](#) [Refused](#) [Cancelled](#) [Expired](#)

Outstanding Fees

Outstanding amount for this application: \$482.00

[Pay My Application Fees](#)

Details **Connection Types** **Application Contacts** **Addresses** **Documents** **Fees** **Information Requests** **Linked Applications**

Application Name: 22-STD-60156 **Record Type**: Standard connection

Related Application: **Stage**: Awaiting Fee Payment **Initial Submission Date**: **Refusal Comments**:

Primary Address: 15 MINTWOOD PL, SUNNYBANK HILLS, BRISBANE CITY, QLD 4109

Application Details

Primary Development Application Number: **Secondary Development Application Number**:

➤ After submitting the application, you can view it's progress in the application workflow (blue box above).

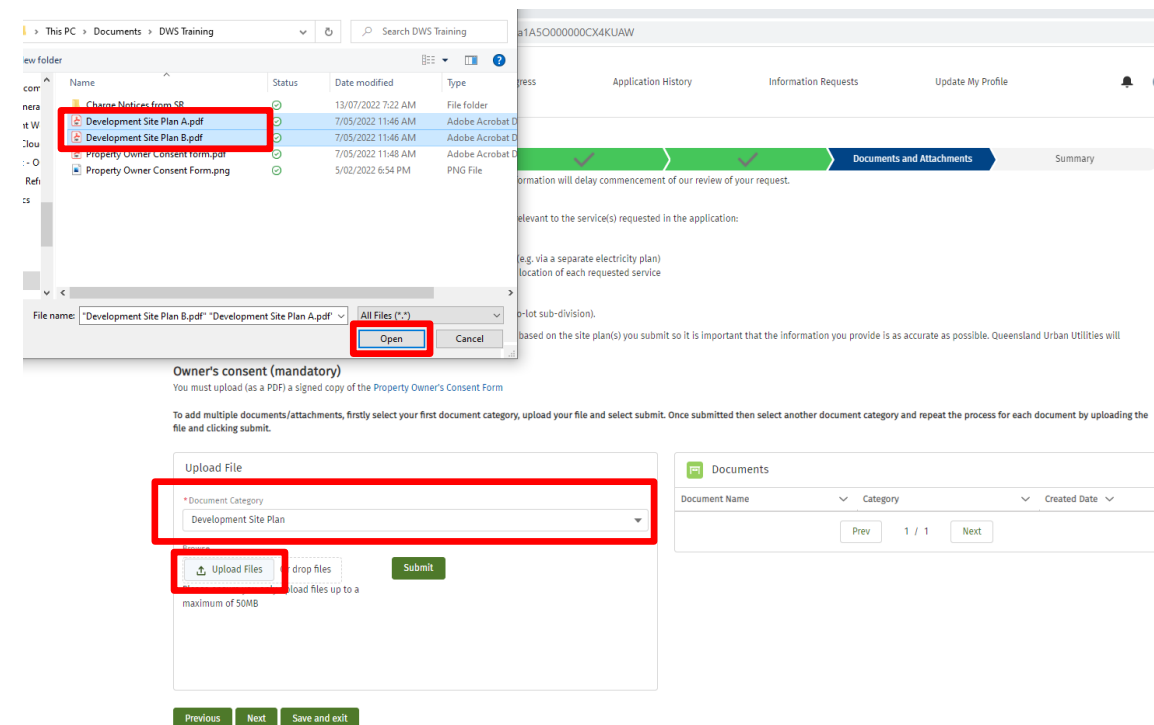
➤ Next, you are required to pay any outstanding fees. Click the **Pay My Application Fees** button to go directly to the payment gateway (red box above).

➤ **Note:** You can check your application status or stage at any time by going to **Application in Progress** in the banner at the top of the page.

QUICK TIP WHEN UPLOADING MULTIPLE DOCUMENTS

- When uploading supporting documents to your application, you can now upload multiple documents per drop-down category.

1



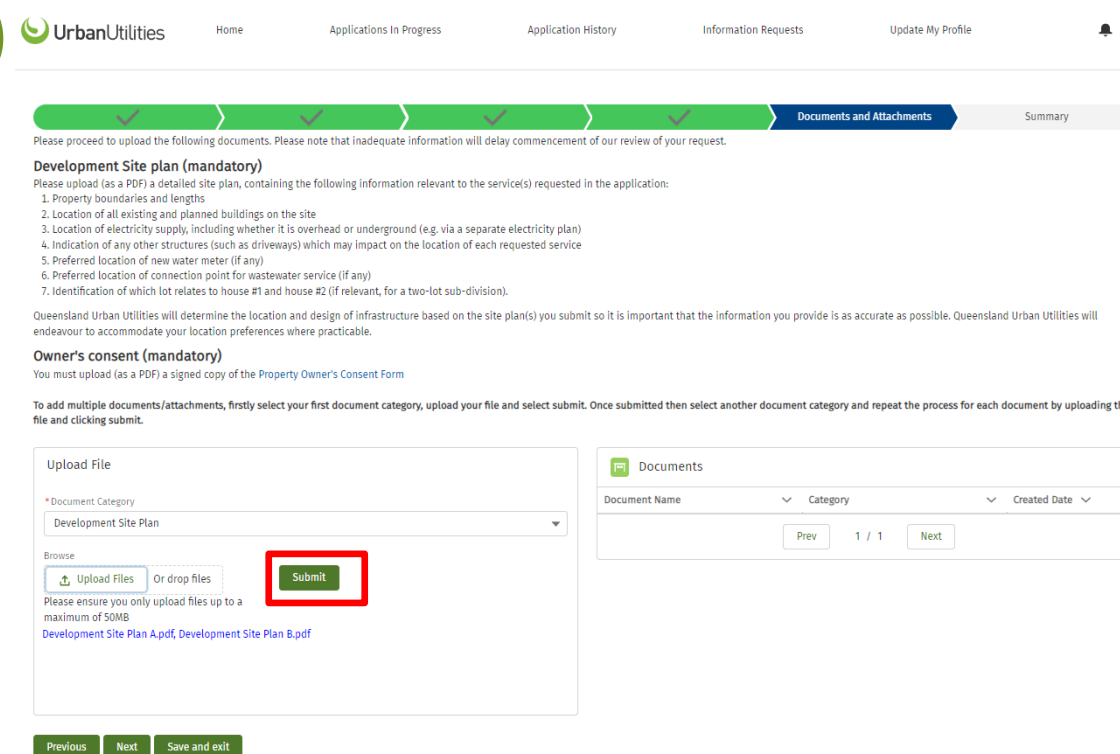
The screenshot shows a file explorer window with the following files selected:

Name	Status	Date modified	Type
Change Notices from SR		11/07/2022 7:22 AM	File folder
Development Site Plan A.pdf		7/05/2022 11:46 AM	Adobe Acrobat D
Development Site Plan B.pdf		7/05/2022 11:46 AM	Adobe Acrobat D
Property Owner Consent Form.pdf		7/05/2022 11:48 AM	Adobe Acrobat D
Property Owner Consent Form.png		5/10/2022 6:54 PM	PNG File

The web form shows the 'Documents and Attachments' section with a red box around the 'Upload Files' button. The 'Document Category' dropdown is set to 'Development Site Plan'.

- Select the relevant **Document Category** from the drop-down list.
- You can either Drag and Drop your files from a files window to the **or drop files** button, or use the **Upload Files** button.
- When you click on the **Upload Files** button, the pop-up window appears for you to find the location of your supporting files.
- Press the CTRL key on your keyboard and select multiple files and then the **Open** button.

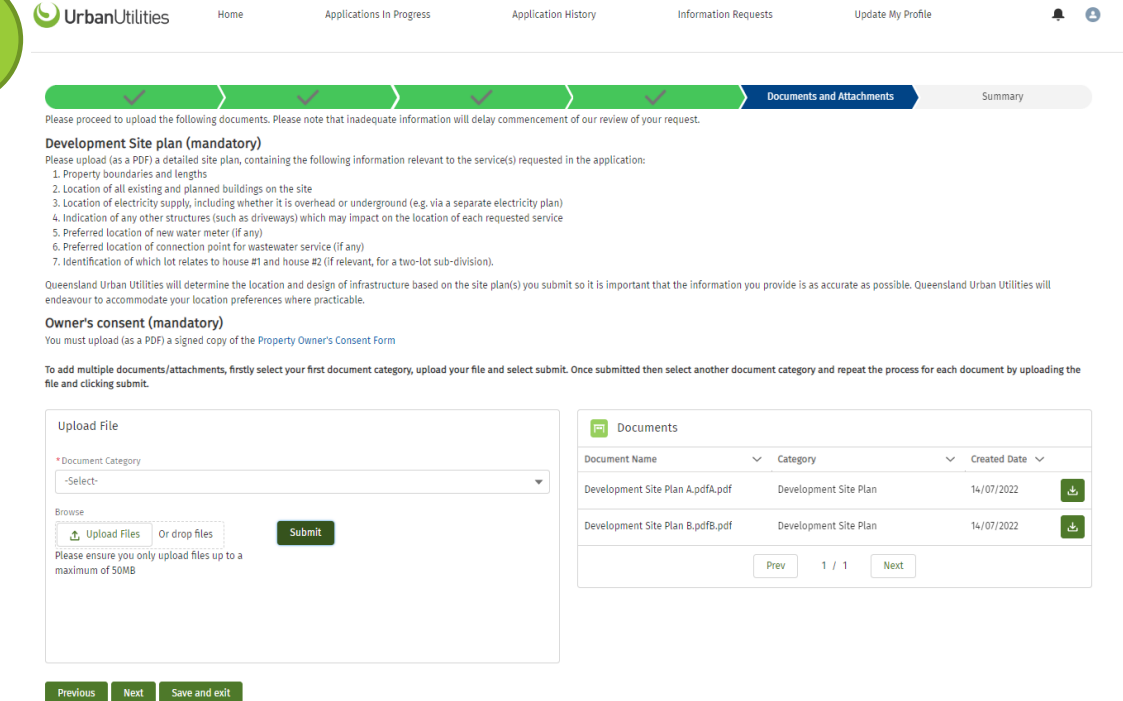
2



The screenshot shows the 'Development Site plan (mandatory)' section with a red box around the 'Submit' button. The 'Document Category' dropdown is set to 'Development Site Plan'.

- Click the **Submit** button.

3



The screenshot shows the 'Development Site plan (mandatory)' section with files uploaded. The 'Document Category' dropdown is set to 'Development Site Plan'.

Document Name	Category	Created Date
Development Site Plan A.pdf	Development Site Plan	14/07/2022
Development Site Plan B.pdf	Development Site Plan	14/07/2022

- Your files have now been uploaded to the portal.

HOW TO APPLY AS AN OWNER OR AGENT

- **Who is an Owner?** Registered property owner/s.
- **Who is an Agent?** Authorised by the property owner as lawfully responsible for the water approval application, such as a consultant or other third party.

Note: The **Property Owner** and **Agent** listed in the application **must** match the uploaded Property Owners Consent Form (not required for Services Advice Notice).

- Please refer to the adjacent table and following quick reference guides for instructions to ensure you have the correct billing addressee for your application.
- You can view the Charge Notices and Tax Invoices by downloading them in the **Documents** tab in your application. (Note: Charge Notices will be available after you submit the application, and Tax Invoices will be available after payment is made).

Who is a Billing Entity? A Billing Entity is the addressee on Charge Notices and Tax Invoices.

Note: Only one Property Owner and one Billing Entity (when required) can be selected per application.

Stakeholder	Additional contacts?	Do I need to add a Billing Entity or contact Developer Services?	Charge Notice and Tax Invoice Result
Owner submits the application. Go to Quick Reference Guide	<ul style="list-style-type: none">• If you are the owner and you are submitting this application, then you need to click on the ‘Property Owner’ checkbox on the Application Contacts page of your application and continue to follow application steps.• You may add additional contacts if needed.	1. Do I need to check the Billing Entity checkbox? No 2. Do I need to contact Developer Services? No You are the Billing Entity and Charge Notices and Tax Invoices will be addressed to you.	To: Property Owner Property Owner Address
Agent submits the application on behalf of owner. Go to Quick Reference Guide	<ul style="list-style-type: none">• As the Agent, check your contact details by clicking the Edit button on the Application Contacts page.• Add the Property Owner as an additional contact on the Application Contacts page of your application by clicking the Add button. In the contact pop-up box click on the ‘Property Owner’ checkbox for the record.• Continue to follow application steps.	1. Do I need to check the Billing Entity checkbox? No 2. Do I need to contact Developer Services? No You are the Billing Entity and Charge Notices and Tax Invoices will be addressed to the Property Owner care of the Agent.	To: Property Owner C/- Agent Agent Address
Agent submits the application on behalf of owner and wants the Charge Notice and Tax invoice addressed to a third party (e.g. Developer). Go to Quick Reference Guide	<ul style="list-style-type: none">• As the Agent, check your contact details by clicking the Edit button on the Application Contacts page.• Add the Property Owner as an additional contact on the Application Contacts page of your application by clicking the Add button. In the contact pop-up box click on the ‘Property Owner’ checkbox for the record.• Add a further additional contact (e.g. Developer) on the Application Contacts page of your application by clicking the Add button. In the contact pop-up box click on the ‘Billing Entity’ checkbox for the record.• Continue to follow application steps.	1. Do I need to check the Billing Entity checkbox? Yes, but only for the additional contact who you wish to address the Charge Notices and Tax Invoices to. 2. Do I need to contact Developer Services? No The Developer (in this example) is the Billing Entity and Charge Notices and Tax Invoices will be addressed to them.	To: Billing Entity Billing Entity Address

* In the event where the **Property Owner** submits the application and decides they want a third party (Agent) to handle the application on their behalf, please contact developmentenquiries@urbanutilities.com.au

** In the event where you need to change the Billing Entity, please follow the [How to Add/Update the Billing Entity quick reference guide](#)

HOW TO APPLY AS AN OWNER – NO OTHER CONTACT

- Who is an Owner? Registered property owner/s.
- Who is an Agent? Authorised by the property owner as lawfully responsible for the water approval application, such as a consultant or other third party.

Note: The **Property Owner** and **Agent** listed in the application must match the uploaded Property Owners Consent Form (not required for Services Advice Notice).

- When you are on the Application Contacts page of an application, edit your contact details add click on the **Property Owner** checkbox
- Please **do not** click the **Billing Entity** checkbox as the system automatically has you as the contact who will receive the Charge Notices/Tax Invoices

1

UrbanUtilities

HomeApplications In ProgressApplication HistoryInformation RequestsUpdate My Profile

Application Contacts

Documents and Attachments

Summary

Please note that if you are not the property owner, you must add the property owner via the 'Add' button at the bottom right of the screen.

You may grant additional contacts access to this application via this page, by clicking the Add button below.

When creating this application contact, you can specify whether the contact has full edit access by selecting Edit for their access type. Application Contacts with this access can

- view all information about the application;
- retrieve documents such as the Decision Notice and Tax Invoices;
- upload documents;
- respond to potential information requests;
- pay invoices

To provide view only access to this application contact, select 'Read Only' as their access type. Application Contacts with this access can

- view all information and access all documents only.

Additional contacts will also receive all notifications about the application unless you decide to switch notifications off for the additional contact by selecting No as the Notification value

If you wish to pause your application and resume at a later time, click the Save and exit button. Please note that you will be required to complete any required fields to do this.

Click the Next button to proceed to the next step

First Name

Last Name

Email

Access Type

Notifications

Is this person the Pro...

Status

Billing Entity

Santhosh

Ramadas

santoshkumar.ram...

Edit

Yes

Active

Previous

Next

Save and exit

Add

In the **Applications Contacts** tab, click on the **Edit** button to update your details

2

Edit Record

* First Name

Santhosh

* Last Name

Ramadas

* Email

santoshkumar.ramadas@gmail.com

* Access Type

Edit

* Notifications

Yes

Is this person the Property Owner?

☐

* Status

Active

Billing Entity

☐

Cancel

Save

In the pop-up screen, click on the **Property Owner** checkbox

Click the **Save** button

3

UrbanUtilities

ABN 86 673 835 011

CHARGES NOTICE

Your reference
Our reference
Issued

22-PNT-60140
22-PNT-60140-2022_07_12_09_14_28
12/07/2022

Santhosh Ramadas

815 Hay St
Perth WA 6000

Reference number

810100000601400

(07) 3432 2200

Amount Due

\$821.00

Expiry Date

11/08/2022

Fees and charges due as at the date of this Charges Notice:

\$821.00

(Refer to the following page for details of all fees and charges associated with this Charges Notice)

Fees and charges in relation to connection(s) at:

4 GREEN CL
URRAWEEEN
QLD
4655

** Total of GST Component included: \$0.00

Total Payable

\$821.00

Please do not pin or staple this slip. See reverse for payment methods

Your Charge Notice and Tax Invoice will be addressed to:

Property Owner

Property Owner address

4

Application

22-STD-60006

Record Type

Standard connection

Stage

Awaiting Fee Payment

Initial Submission Date

9/6/2022

Last Customer Response Date

Information Request External Action Flag

0

Awaiting...

Check for ...

Assessment

Quality Ch...

Issuing

Fees Due

ICN Fees D...

Constructi...

Issuing Co...

Complete

Refused

Cancelled

Expired

Outstanding Fees

Outstanding amount for this application \$0.00

Pay My Application Fees

Details

Connection Types

Application Contacts

Addresses

Documents

Fees

Information Requests

Linked Applications

Upload File

* Document Category

-Select-

Browse

Upload Files

Or drop files

Submit

Please ensure you only upload files up to a maximum of 50MB

Documents

Document Name

Category

Created Date

22-STD-60006-2022_06_09_08_31_39 - Tax Invoice - For Issue.pdf

Tax Invoice

09/06/2022

Property Owner Consent Form.png.png

Cover Letter

09/06/2022

22-STD-60006-2022_06_09_05_43_07 - Charge Notice - For Issue.pdf

Charge Notice

09/06/2022

Throughout the application stages, you can view any documents that are uploaded (including Charge Notices and Tax Invoices/Receipts) by clicking on the **Documents** tab and clicking the **download** button next to the relevant document

HOW TO APPLY AS AN AGENT AND ADD PROPERTY OWNER

- **Who is an Owner?** Registered property owner/s.
- **Who is an Agent?** Authorised by the property owner as lawfully responsible for the water approval application, such as a consultant or other third party.

Note: The **Property Owner** and **Agent** listed in the application must match the uploaded Property Owners Consent Form (not required for Services Advice Notice).

- If you are an Agent, you must add the property owner as a contact
- When you are on the Application Contacts page of an application, check your contact details
- Add the Property Owner as an additional and click on the **Property Owner** checkbox in their contact record
- Please **do not** click the **Billing Entity** checkbox as the system automatically has you as the contact who will receive the Charge Notices/Tax Invoices

1

UrbanUtilities

HomeApplications In ProgressApplication HistoryInformation RequestsUpdate My Profile

Application Contacts

Documents and Attachments

Summary

Please note that if you are not the property owner, you must add the property owner via the 'Add' button at the bottom right of the screen.

You may grant additional contacts access to this application via this page, by clicking the Add button below.

When creating this application contact, you can specify whether the contact has full edit access by selecting Edit for their access type. Application Contacts with this access can

- view all information about the application;
- retrieve documents such as the Decision Notice and Tax Invoices;
- upload documents;
- respond to potential information requests;
- pay invoices

To provide view only access to this application contact, select 'Read Only' as their access type. Application Contacts with this access can

- view all information and access all documents only.

Additional contacts will also receive all notifications about the application unless you decide to switch notifications off for the additional contact by selecting No as the Notification value

If you wish to pause your application and resume at a later time, click the Save and exit button. Please note that you will be required to complete any required fields to do this.

Click the Next button to proceed to the next step

First Name

Last Name

Email

Access Type

Notifications

Is this person the Pro...

Status

Billing Entity

Santhosh

Ramadas

✉ santoshkumar.ram...

Edit

Yes

Active

Previous

Next

Save and exit

Edit

Add

■ In the **Applications Contacts** tab, click on the **Edit** button to update your details

■ Click on the **Add** button to add a new contact to your application

2

Add Record

* First Name

Sam

* Last Name

Parker

* Email

san.ramadas@gmail.com

* Access Type

Edit

* Notifications

No

Is this person the Property Owner?

☐

* Status

Active

Billing Entity

☐

Cancel

Save

■ In the pop-up screen, add Property Owner information and click on the **Property Owner** checkbox

■ Click the **Save** button

3

UrbanUtilities

ABN 86 673 835 011

CHARGES NOTICE

Your reference 22-STD-60142

Our reference 22-STD-60142-2022_07_12_09_25_39

Issued 12/07/2022

Reference number 81010000601426

(07) 9432 2200

Amount Due \$241.00

Expiry Date 11/08/2022

Santhosh Ramadas

C/- John Smith

815 Hay St

Perth WA 6000

Fees and charges due as at the date of this Charges Notice: \$241.00

(Refer to the following page for details of all fees and charges associated with this Charges Notice)

Fees and charges in relation to connection(s) at:

4 GREEN CL

URRAWEEEN

QLD

4655

** Total of GST Component included: \$0.00

Total Payable \$241.00

Please do not pin or staple this slip. See reverse for payment methods

■ Your Charge Notice and Tax Invoice will be addressed to:

Property Owner

C/- Agent

Agent Address

4

Application 22-STD-60006

Record Type Standard connection

Stage Awaiting Fee Payment

Initial Submission Date 9/6/2022

Last Customer Response Date

Information Request External Action Flag 0

Awaiting Fee Payment

Check for ...

Assessment

Quality Ch...

Issuing

Fees Due

ICN Fees D...

Constructi...

Issuing Co...

Complete

Refused

Cancelled

Expired

Outstanding Fees

Outstanding amount for this application \$0.00

Pay My Application Fees

Details

Connection Types

Application Contacts

Addresses

Documents

Fees

Information Requests

Linked Applications

Upload File

* Document Category

-Select-

Browse

Upload Files

Or drop files

Submit

Please ensure you only upload files up to a maximum of 50MB

Documents

Document Name

Category

Created Date

22-STD-60006-2022_06_09_08_31_39 - Tax Invoice - For Issue.pdf

Tax Invoice

09/06/2022

Property Owner Consent Form.png.png

Cover Letter

09/06/2022

22-STD-60006-2022_06_09_05_43_07 - Charge Notice - For Issue.pdf

Charge Notice

09/06/2022

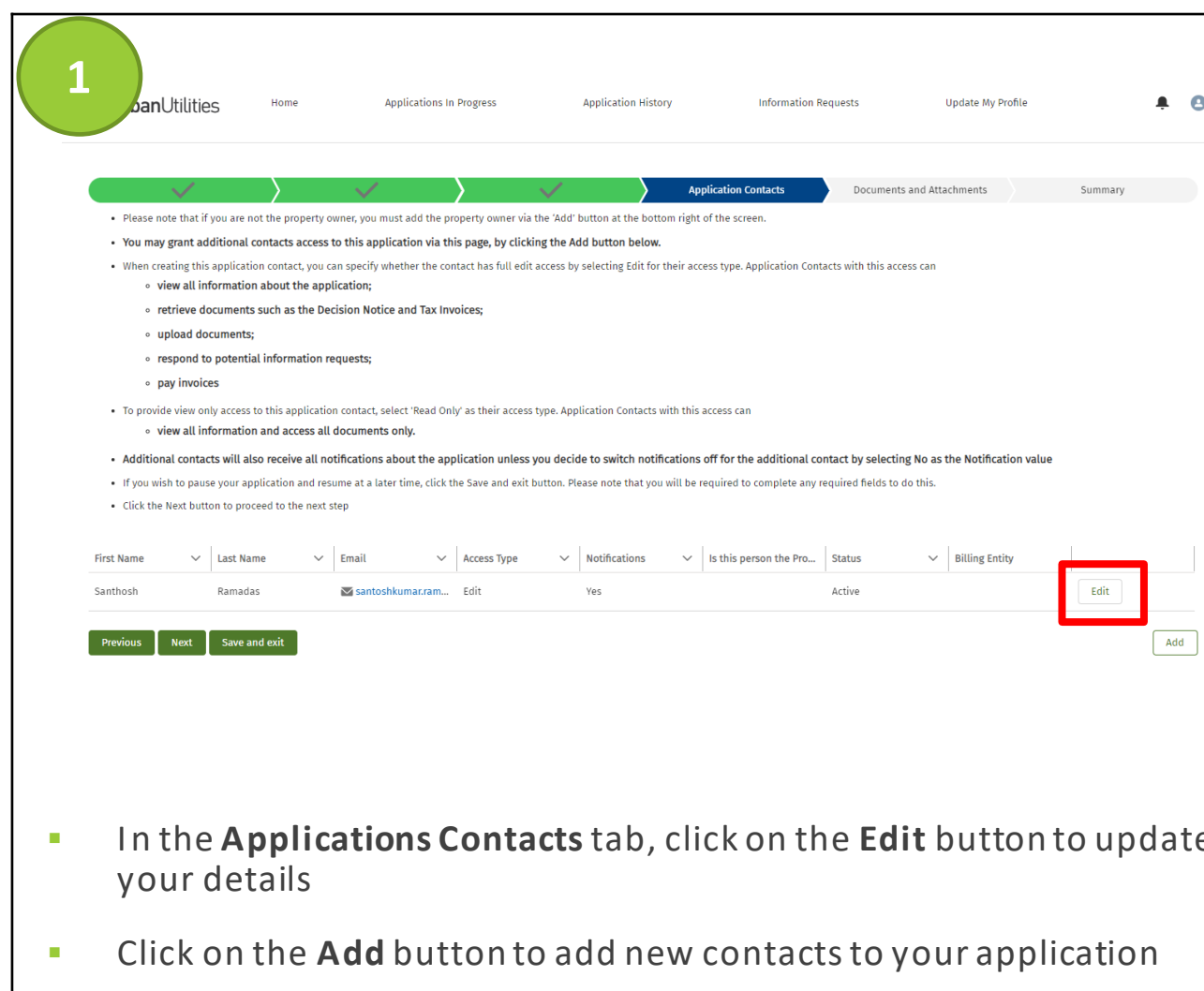
■ Throughout the application stages, you can view any documents that are uploaded (including Charge Notices and Tax Invoices/Receipts) by clicking on the **Documents** tab and clicking the **download** button next to the relevant document

ADDRESSEE FOR CHARGE NOTICES AND TAX INVOICES

HOW TO APPLY AS AN AGENT, ADD A PROPERTY OWNER AND OTHER CONTACT AS BILLING ENTITY

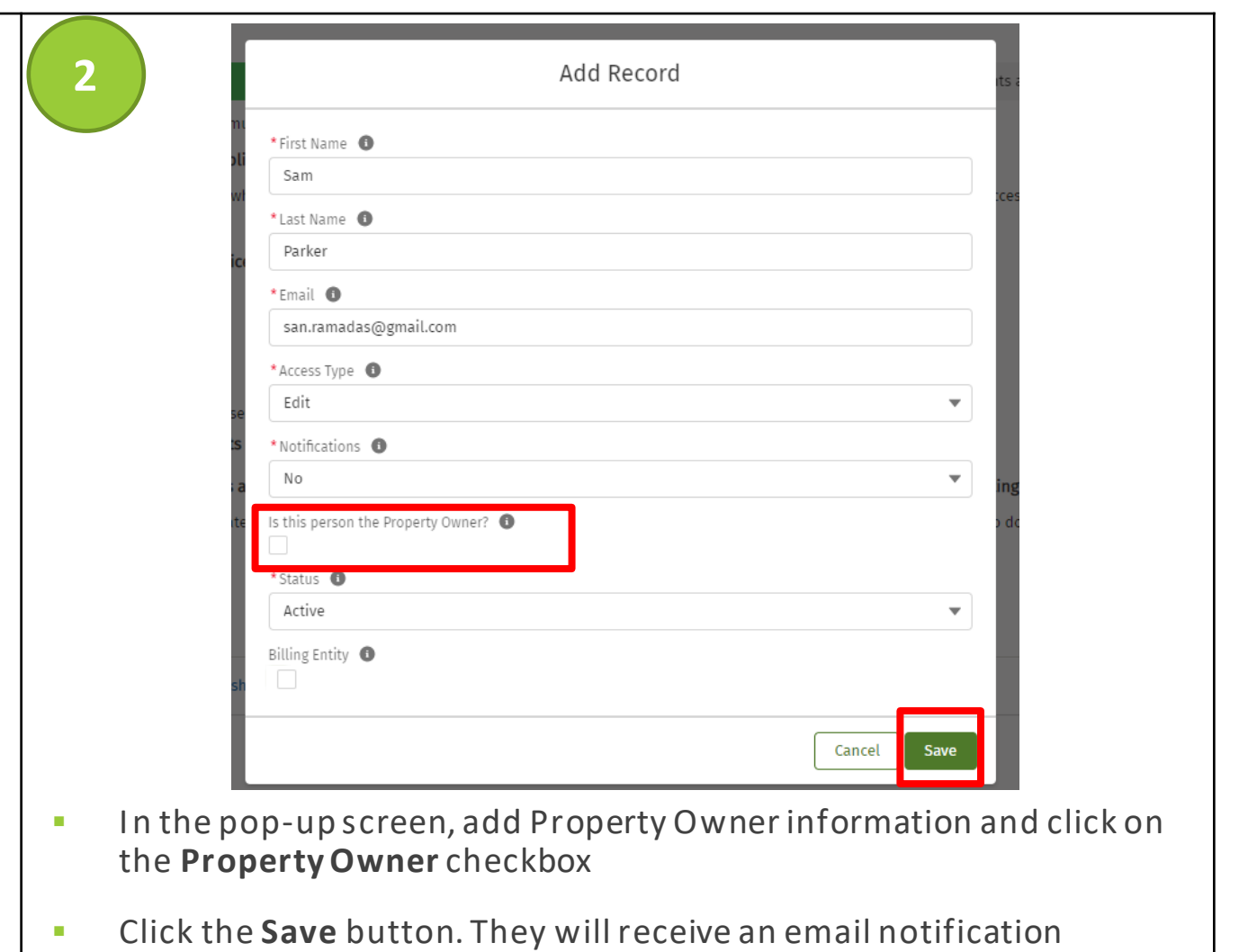
- **Who is an Owner?** Registered property owner/s.
- **Who is an Agent?** Authorised by the property owner as lawfully responsible for the water approval application, such as a consultant or other third party.
- If you are an Agent, you must add the property owner as a contact
- When you are on the Application Contacts page of an application, check your contact details
- Add the Property Owner as an additional and click on the **Property Owner** checkbox in their contact record
- Add the other contact (e.g. Developer) who will need to receive the Charge Notices and Tax Invoices, and click on the **Billing Entity** checkbox in their contact record

1



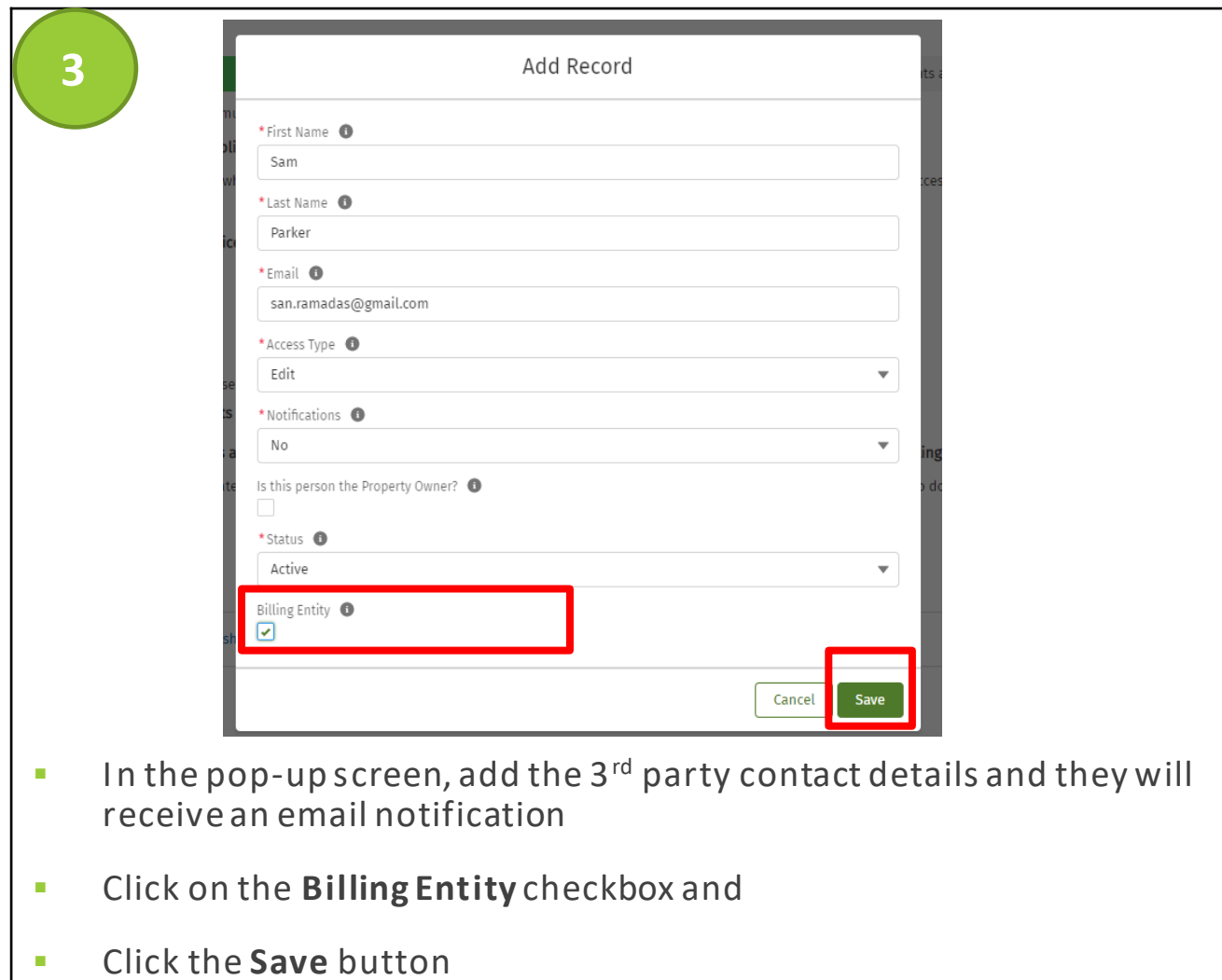
- In the **Applications Contacts** tab, click on the **Edit** button to update your details
- Click on the **Add** button to add new contacts to your application

2



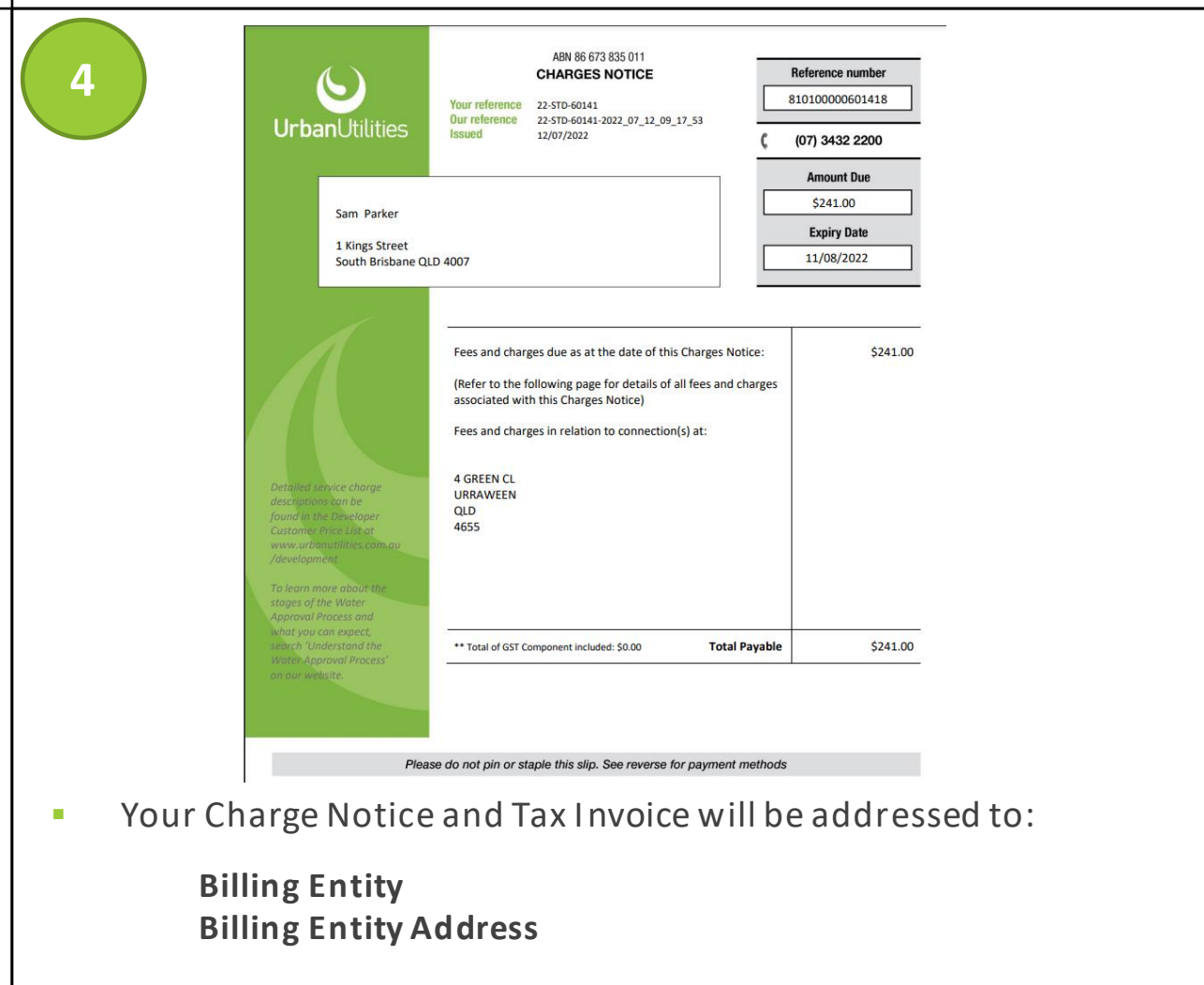
- In the pop-up screen, add Property Owner information and click on the **Property Owner** checkbox
- Click the **Save** button. They will receive an email notification

3



- In the pop-up screen, add the 3rd party contact details and they will receive an email notification
- Click on the **Billing Entity** checkbox and
- Click the **Save** button

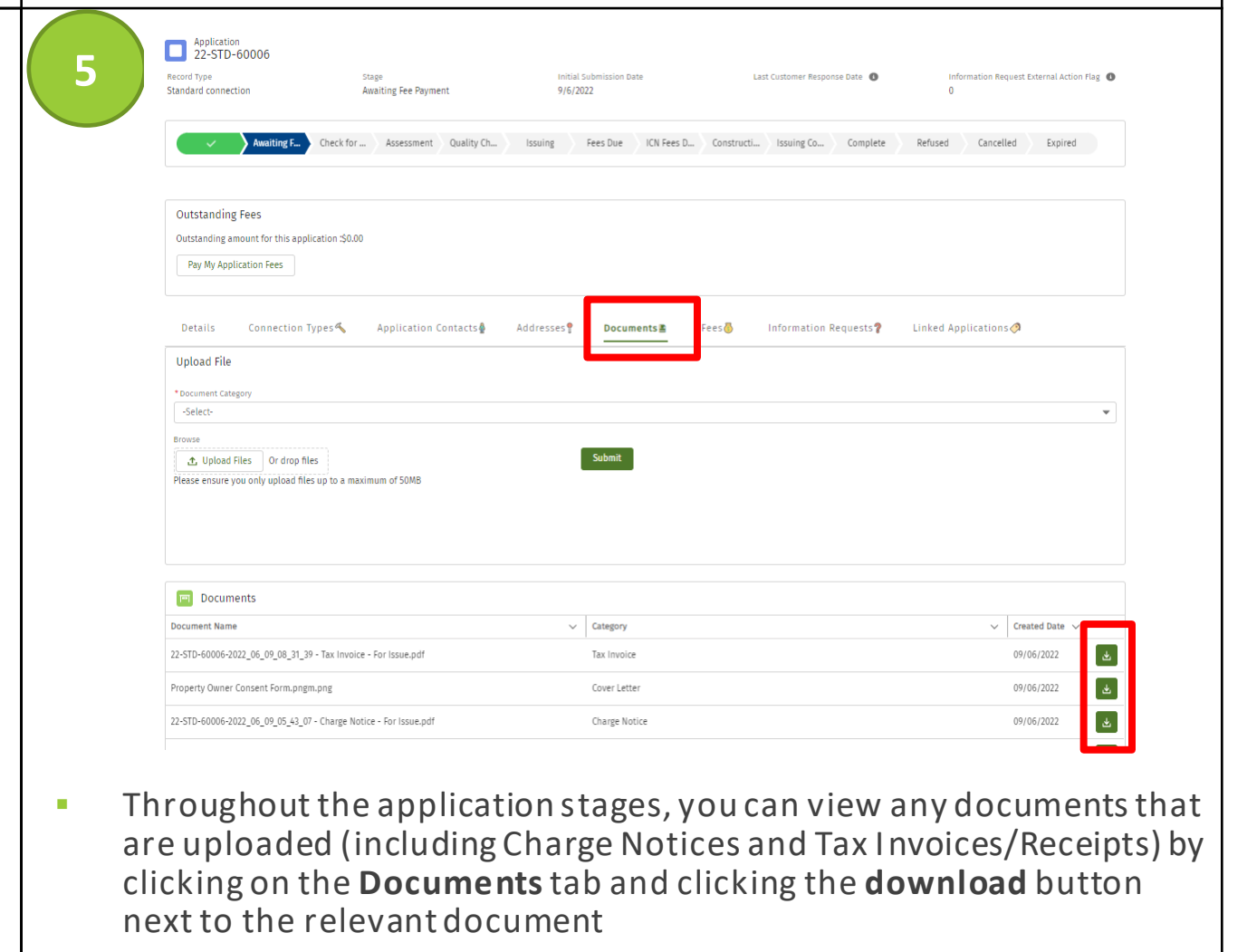
4



- Your Charge Notice and Tax Invoice will be addressed to:

Billing Entity
Billing Entity Address

5



- Throughout the application stages, you can view any documents that are uploaded (including Charge Notices and Tax Invoices/Receipts) by clicking on the **Documents** tab and clicking the **download** button next to the relevant document

HOW TO ADD/UPDATE THE BILLING ENTITY

- You can nominate another contact as the Billing Entity during the application process, or after you have submitted an application.
- A Billing Entity is the addressee on Charge Notices and Tax Invoices.
- The Billing Entity can be changed at any time

Note: Only one Property Owner and one Billing Entity can be selected

1

UrbanUtilities Home Applications In Progress Application History Information Requests Update My Profile

Application Contacts Summary

- Please note that if you are not the property owner, you must add the property owner via the 'Add' button at the bottom right of the screen.
- You may grant additional contacts access to this application via this page, by clicking the Add button below.
- When creating this application contact, you can specify whether the contact has full edit access by selecting Edit for their access type. Application Contacts with this access can
 - view all information about the application;
 - retrieve documents such as the Decision Notice and Tax Invoices;
 - upload documents;
 - respond to potential information requests;
 - pay invoices
- To provide view only access to this application contact, select 'Read Only' as their access type. Application Contacts with this access can
 - view all information and access all documents only.
- Additional contacts will also receive all notifications about the application unless you decide to switch notifications off for the additional contact by selecting No as the Notification value
- If you wish to pause your application and resume at a later time, click the Save and exit button. Please note that you will be required to complete any required fields to do this.
- Click the Next button to proceed to the next step

First Name	Last Name	Email	Access Type	Notifications	Is this person the Pro...	Status	Billing Entity	
Amanda	Watson	amandawatson282...	Edit	Yes	Yes	Active		Edit

Previous Next Save and exit Add

- You can now view which contact is the **Property Owner** and which contact is the **Billing Entity**

1

UrbanUtilities Home Applications In Progress Application History Information Requests Update My Profile

Application Contacts Summary

- Please note that if you are not the property owner, you must add the property owner via the 'Add' button at the bottom right of the screen.
- You may grant additional contacts access to this application via this page, by clicking the Add button below.
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- Click the Next button to proceed to the next step

First Name	Last Name	Email	Access Type	Notifications	Is this person the Pro...	Status	Billing Entity	
Amanda	Watson	amandawatson282...	Edit	Yes	Yes	Active		Edit

Previous Next Save and exit Add

- During the application process, click on the **Add** button to add a new contact to your application

2

Add Record

*First Name 1 Justine

*Last Name 1 Owens

*Email 1 opjustine@gmail.com

*Access Type 1 Edit

*Notifications 1 No

Is this person the Property Owner? 1 ☐

*Status 1 Active

Billing Entity 1 ☒

Cancel Save

- In the pop-up screen, click on the **Billing Entity** checkbox
- Click the **Save** button

4

UrbanUtilities Home Applications In Progress Application History Information Requests Update My Profile

Application 22-PNT-56335

Record Type Non-standard connection Stage Check for Completeness Initial Submission Date 8/6/2022 Last Customer Response Date Information Request External Action Flag 0

Check for Complete... Assessment Quality Check Complete Refused Cancelled Expired

Outstanding Fees

Outstanding amount for this application \$0.00

Pay My Application Fees

To request a Charge Notice, please email Developer Services (please reference your application number) and advise details of your preferred addressee for the Charge Notice: developmentenquiries@urbanutilities.com.au

Details Application Contacts 1 Addresses 1 Fees 1 Information Requests 1 Linked Applications 1

Application Contacts (2)

2 Items - Updated a minute ago

Application Contact...	First Name	Last Name	Email	Status	Notifications	Is this person the ...	Access Type	
1 AC-81230	Amanda	Watson	amandawatson282@gmail.com	Active	Yes	<input checked="" type="checkbox"/>	Edit	
2 AC-81286	Justine	Owens	opjustine@gmail.com	Active	No	<input type="checkbox"/>	Edit	

View All

- Throughout the application stages, you can update the Billing Entity by clicking on the **Application Contacts** tab and using the drop-down box per contact to **Edit** the application details.

5

Edit AC-81230

Application Contact Name AC-81230

Application 22-PNT-56335

*First Name 1 Amanda

*Last Name 1 Watson

*Email 1 amandawatson282@gmail.com

Is this person the Property Owner? 1 ☒

*Status 1 Active

*Notifications 1 Yes

*Access Type 1 Edit

Billing Entity 1 ☒

Cancel Save & New Save

- Note:** Remember to uncheck the details from the contact who is not the Property Owner or Billing Entity
- Click the **Save** button

HOW DO I RESPOND TO AN INFORMATION REQUEST?

- You will receive an email notification.
- Log into the portal and action the information request.

1

Dear Applicant,

Following review, the Non-standard connection application lodged with Urban Utilities cannot progress past the current stage due to incomplete information.

Please provide one consolidated response by logging into your [Developer Services Portal](#) account, selecting 'Information Requests' and completing the response process. The application will progress once we have received the complete and correct information.

You may attach documents to support your response if required by uploading documents within the Information Request.

If the information requested is not provided via the Developer Services Portal within 20 business days, the application cannot be accepted in accordance with statutory obligations and your application will be cancelled and fees forfeited.

Kind regards,
Urban Utilities Developer Services Team

UrbanUtilities Home Applications In Progress Application History **Information Requests** Update My Profile

Information Requests

Info Request Name	Application	Status	Description	Customer Response	Date Requested
IR-0301	22-STD-56455	Complete			15-09-2022
IR-0302	22-STD-56455	Awaiting More Info			15-09-2022
IR-0308	22-STD-56455	Awaiting More Info	Please provide floor plans		26-09-2022

- You will receive an email notification.
- Log into the portal and click on the **Information Requests** tab.
- Select the Info Request hyperlink.

2

UrbanUtilities Home Applications In Progress Application History Information Requests Update My Profile

Details Supporting Documents

Information Request IR-0308

Application 22-STD-56455 Status Awaiting More Info

Information Request Name IR-0308 Date Requested 26/9/2022

Application 22-STD-56455 Status Awaiting More Info

Description 2

Request Details

Description Please provide floor plans

Customer Response

Response Complete ☐

Information Request Problem Codes (1)

Information Request Problem Code Name IRP-0263 Problem Code Description To progress assessment of the application, floor plans are required to be provided of the proposed house being built

Review the Information Request and note the instruction on how to respond is shown on the green help text.

3

UrbanUtilities Home Applications In Progress Application History Information Requests Update My Profile

Details **Supporting Documents**

Upload File

Document Category -Select-

Browse

Upload Files Or drop files

Please ensure you only upload files up to a maximum of 50MB

Submit

Documents

Document Name Category Created Date Date Registered

Prev 1 / 1 Next

- If required, you can upload documents by clicking on the **Supporting Documents** tab.
- Select relevant **Document Category** and click on the **Upload files** button.
- Click on the **Submit** button. Any documents uploaded here will be able to be viewed via the **Documents** tab in the application.

4

UrbanUtilities Home Applications In Progress Application History Information Requests Update My Profile

Details Supporting Documents

Information Request IR-0308

Application 22-STD-56455 Status Awaiting More Info

Information Request Name IR-0308 Date Requested 26/9/2022

Application 22-STD-56455 Status Awaiting More Info

Description 2

Request Details

Description Please provide floor plans

Customer Response I have uploaded floor plans

Response Complete ☒

Cancel Save

Information Request Problem Codes (1)

Information Request Problem Code Name IRP-0263 Problem Code Description To progress assessment of the application, floor plans are required to be provided of the proposed house being built

- To resolve the information request, add your comments to the **Customer Response** box and tick the **Response Complete** checkbox.
- Click the **Save** button.

5

UrbanUtilities Home Applications In Progress Application History Information Requests Update My Profile

Details Supporting Documents

Information Request IR-0308

Application 22-STD-56455 Status Customer response complete

Information Request Name IR-0308 Date Requested 26/9/2022

Application 22-STD-56455 Status Customer response complete

Description 2

Request Details

Description Please provide floor plans

Customer Response I have uploaded floor plans

Response Complete ☒

Information Request Problem Codes (1)

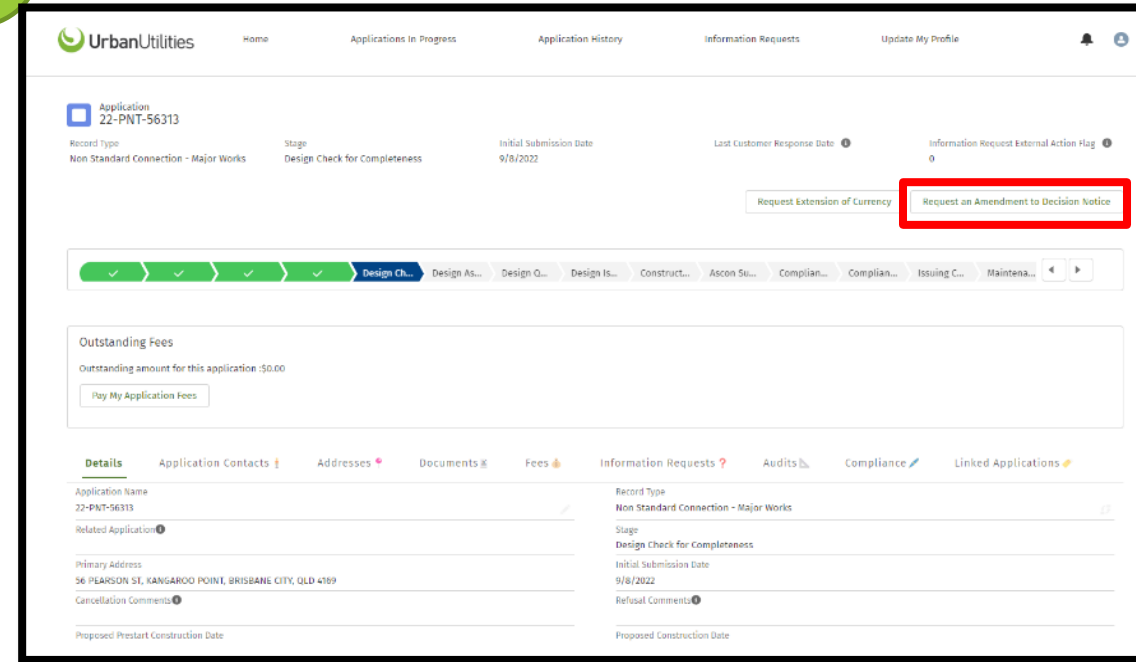
Information Request Problem Code Name IRP-0263 Problem Code Description To progress assessment of the application, floor plans are required to be provided of the proposed house being built

You have now responded to the Information Request.

HOW TO REQUEST AN AMENDMENT TO A DECISION NOTICE

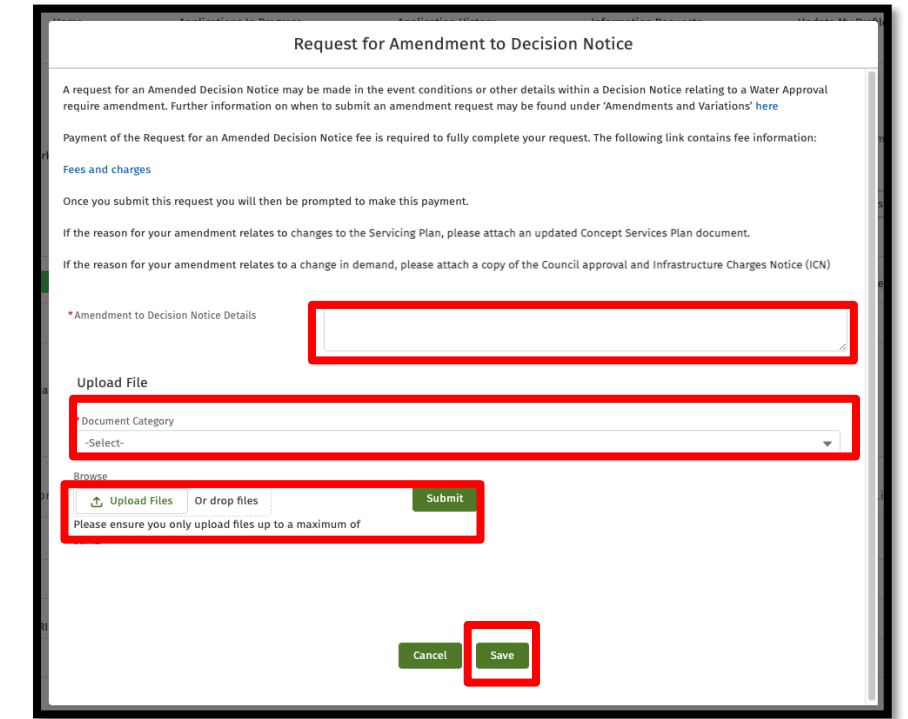
- You can request an amendment to a decision notice for Standard and Non-Standard applications that have passed the **Fees Due** stage.

1



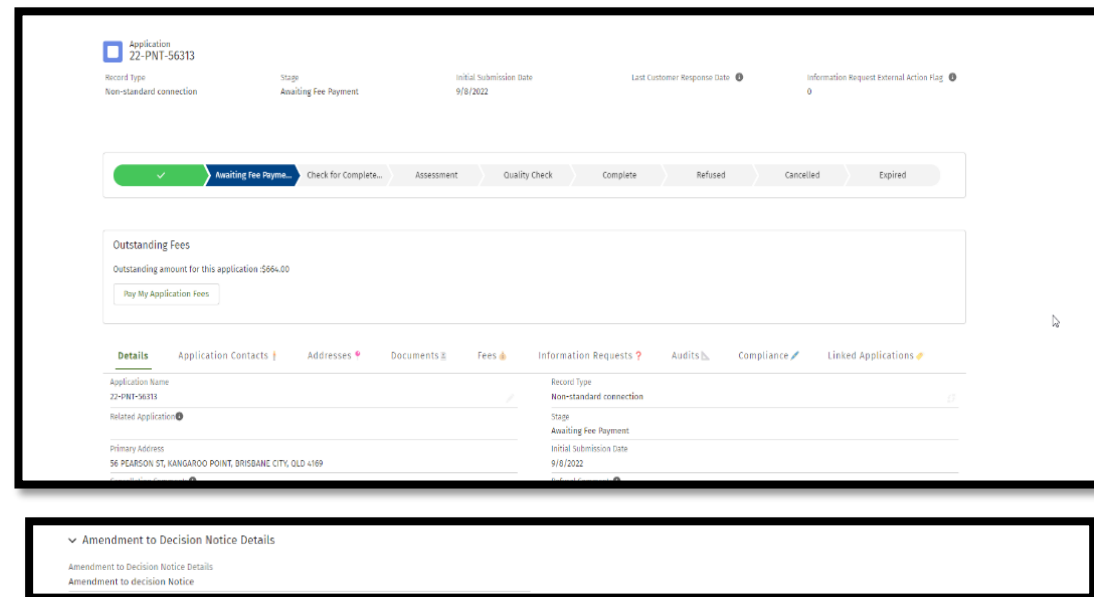
- If you want to request an amendment to decision notice, click on the **Request an Amendment to Decision Notice** Button

2



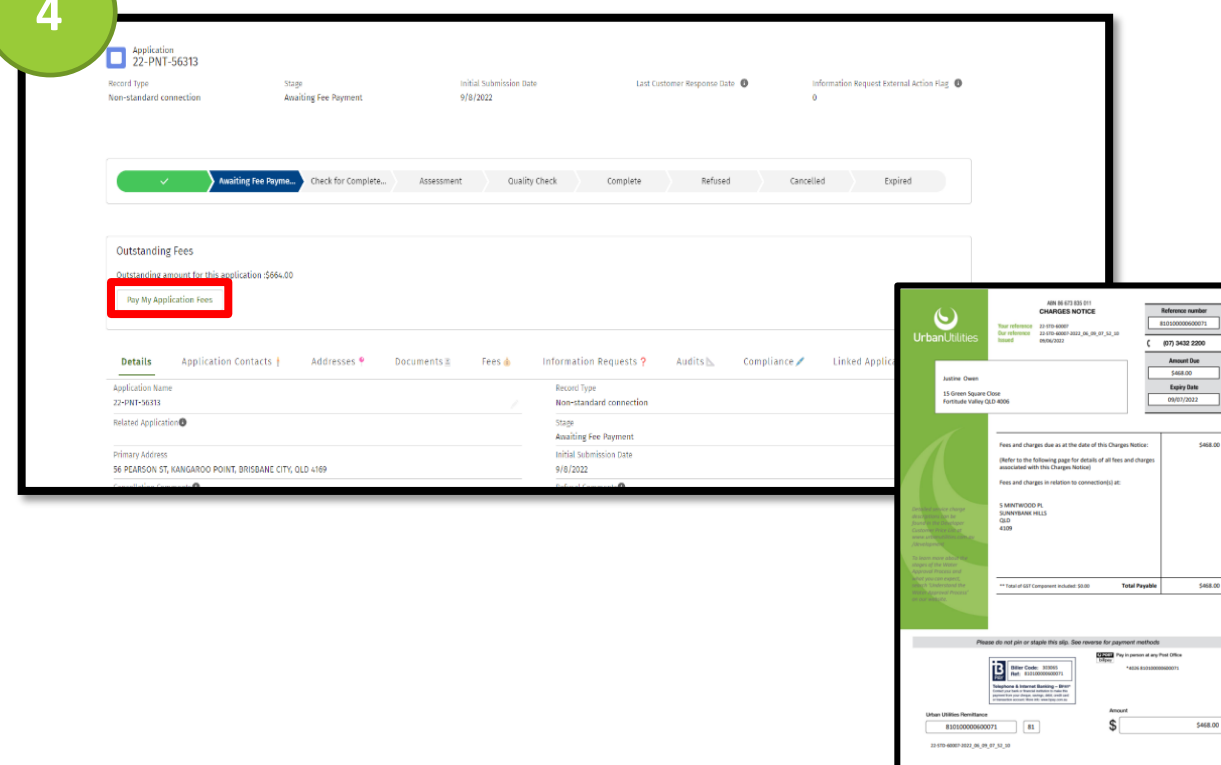
- In the pop-up screen, add your comments to the **Amendment to Decision Notice Details** field and upload relevant documents to the associated **Document Category**.
- Click the **Save** button

3



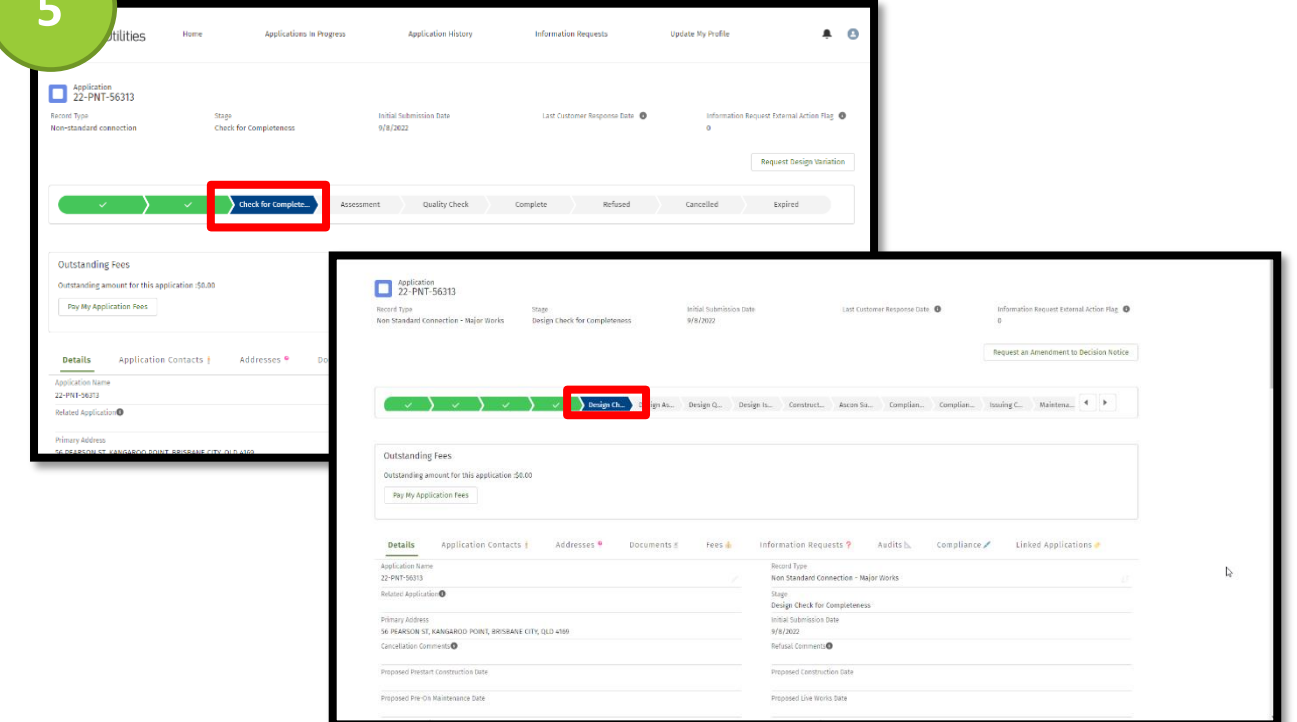
- The application moves back to **Awaiting Fee Payment** Stage and a fee is added automatically.
- The details of the Amendment to Decision Notice is also shown in the application details section.

4



- You can pay fees via the portal, or download the Charge Notice and pay via alternative methods (e.g. Bpay)

5

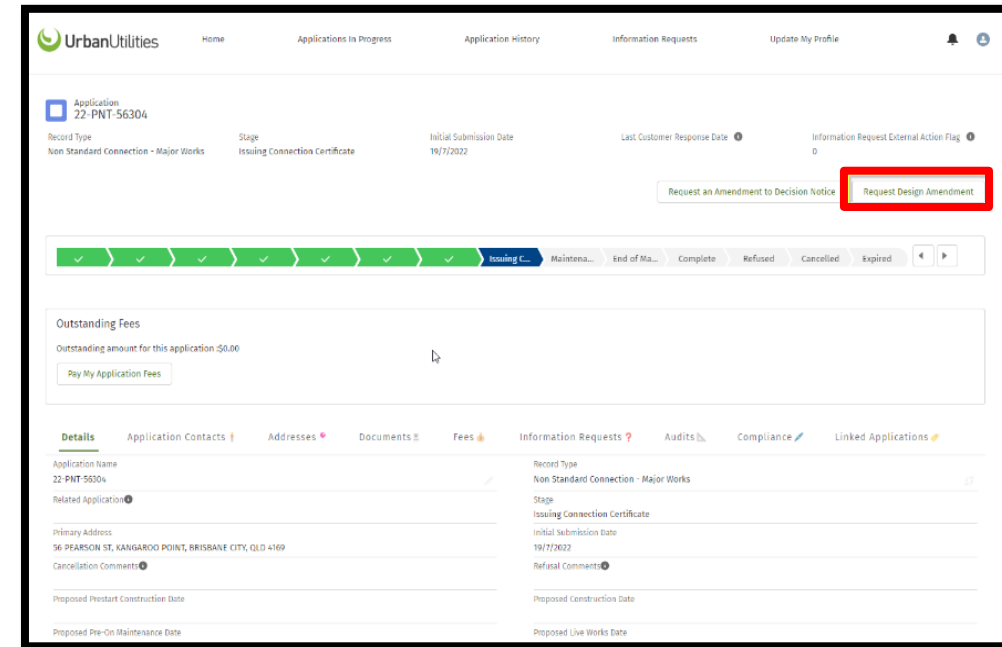


- When fees are paid, the stage moves to **Check for Completeness** for internal review.
- When assessed, the application will move to appropriate stage to continue the process.

HOW TO REQUEST A DESIGN AMENDMENT

- You can request a design amendment for Non-Standard – Major applications only.

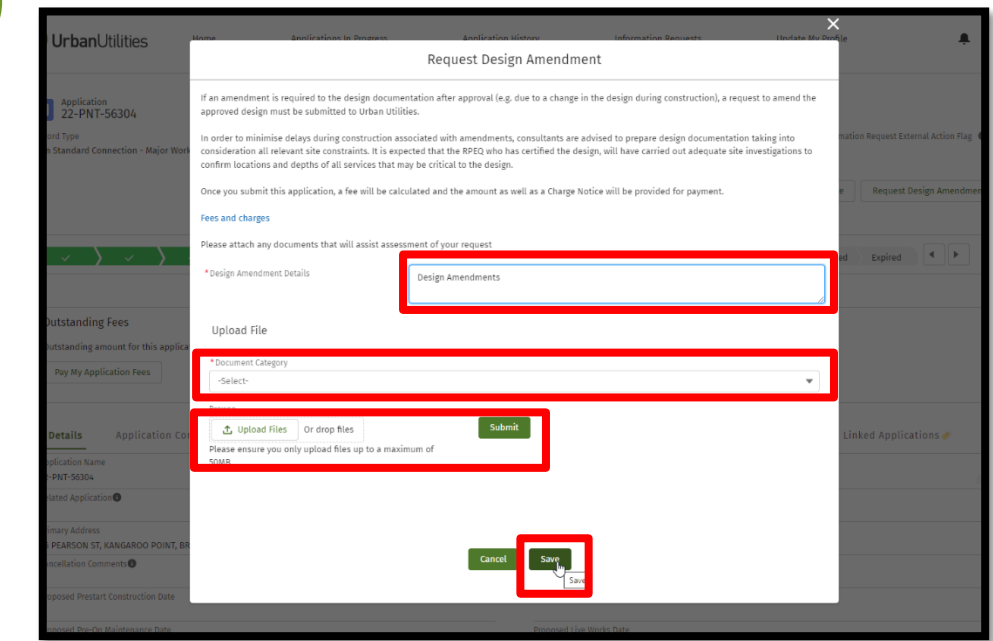
1



- If you want to request a design amendment, click on the **Request Design Amendment** Button.

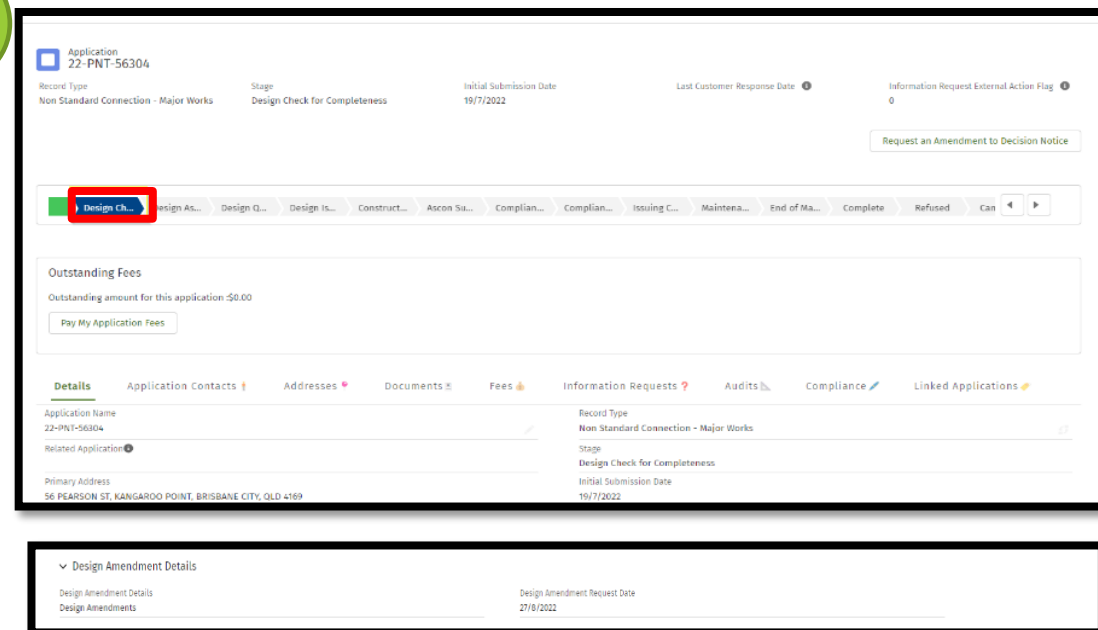
Note: this button will not be available at all stages.

2



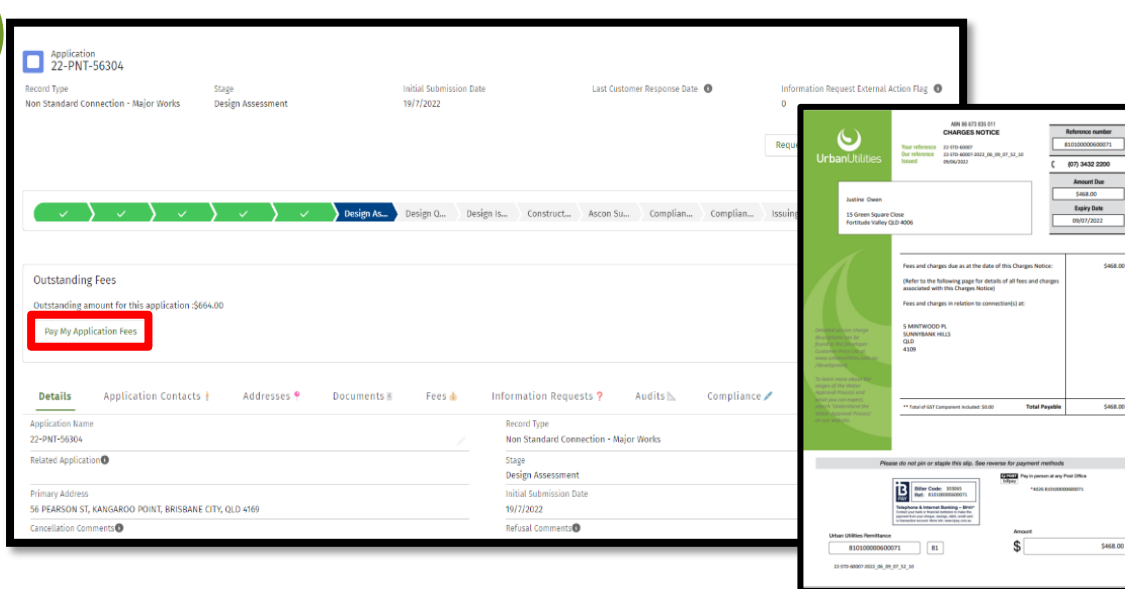
- In the pop-up screen, add your comments to the **Design Amendment Details** field and upload relevant documents to the associated **Document Category**.
- Click the **Save** button

3



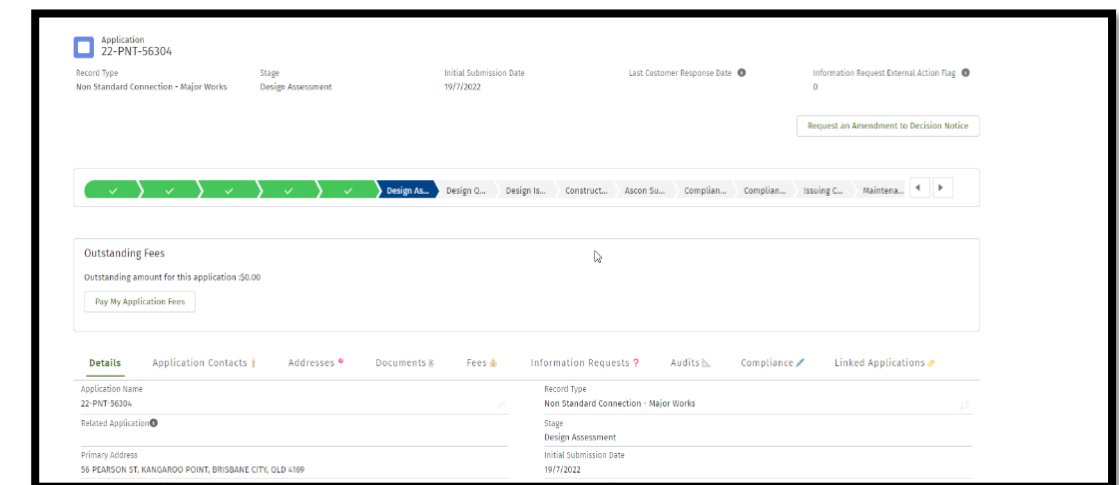
- The application will now move back to the **Design Check for Completeness** Stage.
- The details of the Design Amendment is also shown in the application details section.

4



- Urban Utilities will assess the request and carry out **Design Check for Completeness**.
- As part of **Design Check for Completeness** process, Urban Utilities will add a fee and move the stage to **Design Assessment** and you will receive an email notification to pay the fees.
- You can pay fees via the portal, or download the Charge Notice and pay via alternative methods (e.g. Bpay).

5

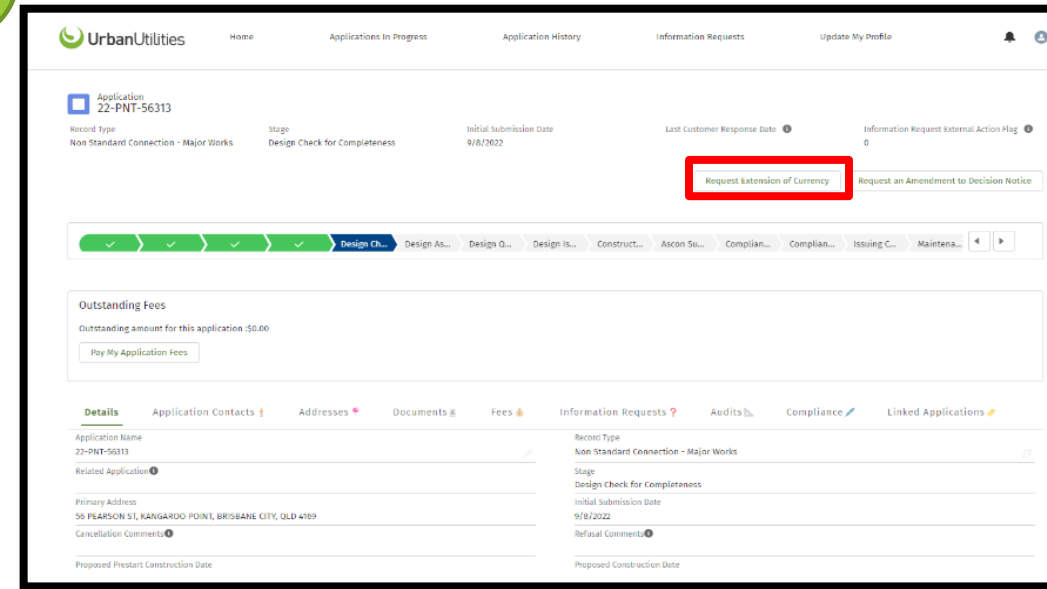


- When fees are paid, Urban Utilities will assess the request and take next set of actions.

HOW TO REQUEST AN EXTENSION OF CURRENCY

- You can request an extension of currency in Standard and Non-Standard applications after the **Fees Due** stage.

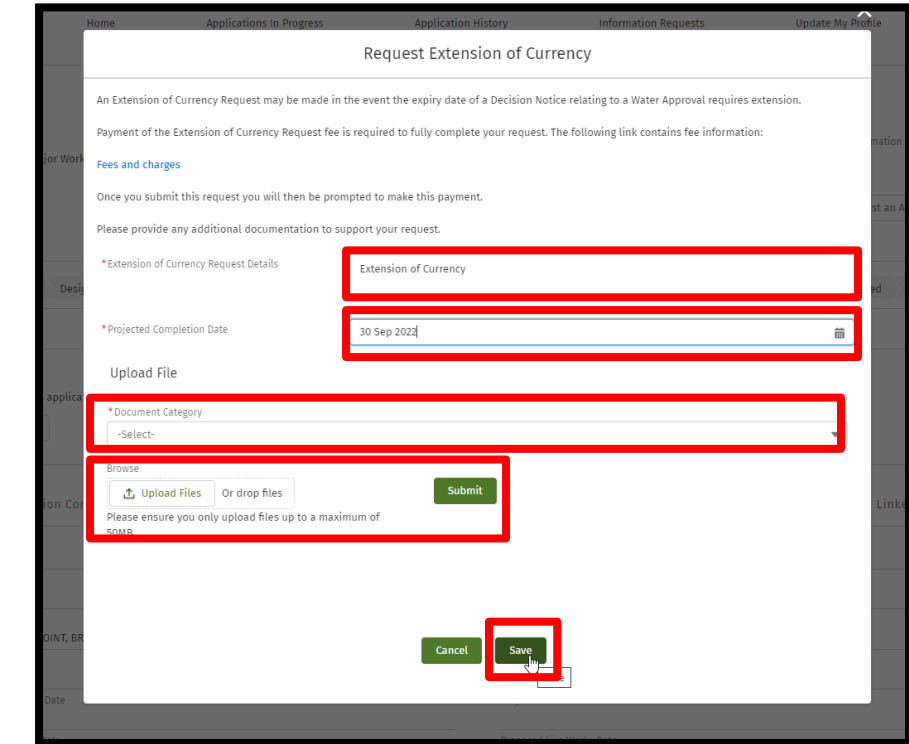
1



The screenshot shows the UrbanUtilities portal interface. At the top, there are navigation tabs: Home, Applications in Progress, Application History, Information Requests, and Update My Profile. Below this, the application details for '22-PNT-56313' are displayed, including the record type 'Non Standard Connection - Major Works', stage 'Design Check for Completeness', and initial submission date '9/8/2022'. A red box highlights the 'Request Extension of Currency' button located in the top right corner of the application details section.

- Open the application and click on the **Request Extension of Currency** button.

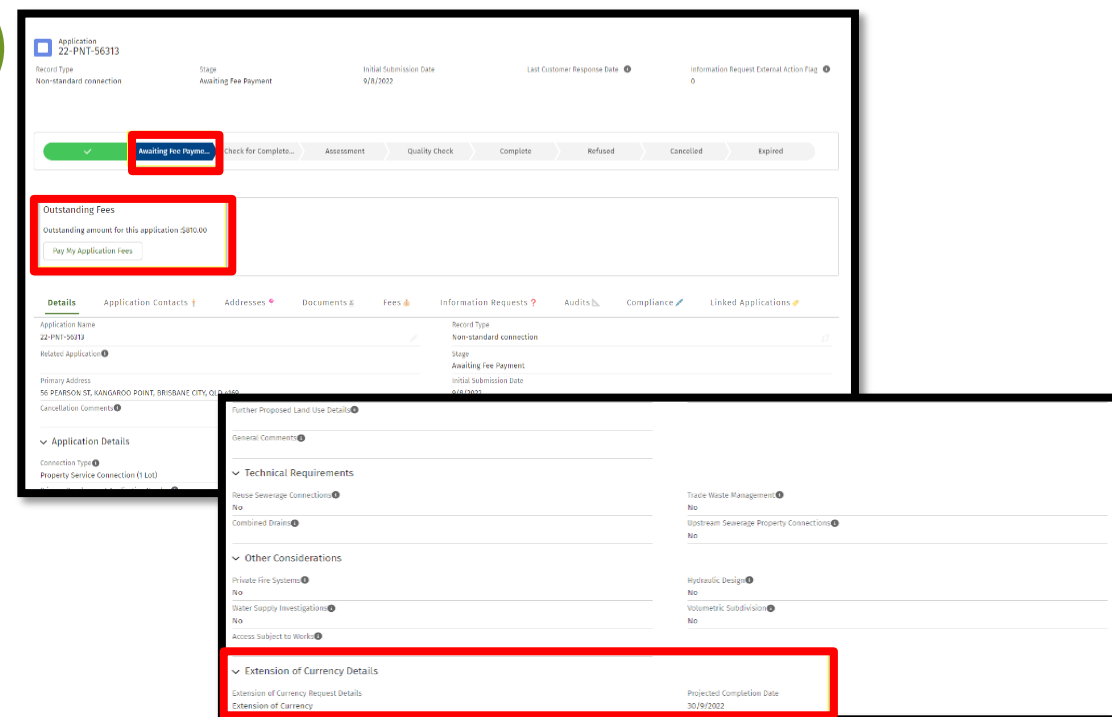
2



The screenshot shows the 'Request Extension of Currency' pop-up screen. It contains the following fields and buttons: 'Extension of Currency' (text input), 'Projected Completion Date' (date picker), 'Document Category' (dropdown menu), 'Upload File' (button), 'Submit' (button), and 'Save' (button). Red boxes highlight the 'Extension of Currency' field, the 'Projected Completion Date' field, the 'Document Category' dropdown, and the 'Save' button.

- In the pop-up screen, add your comments to the **Extension of Currency Request Details** field, add a date to the **Projected Completion Date** field, and upload relevant documents to the associated **Document Category**.
- Click the **Save** button

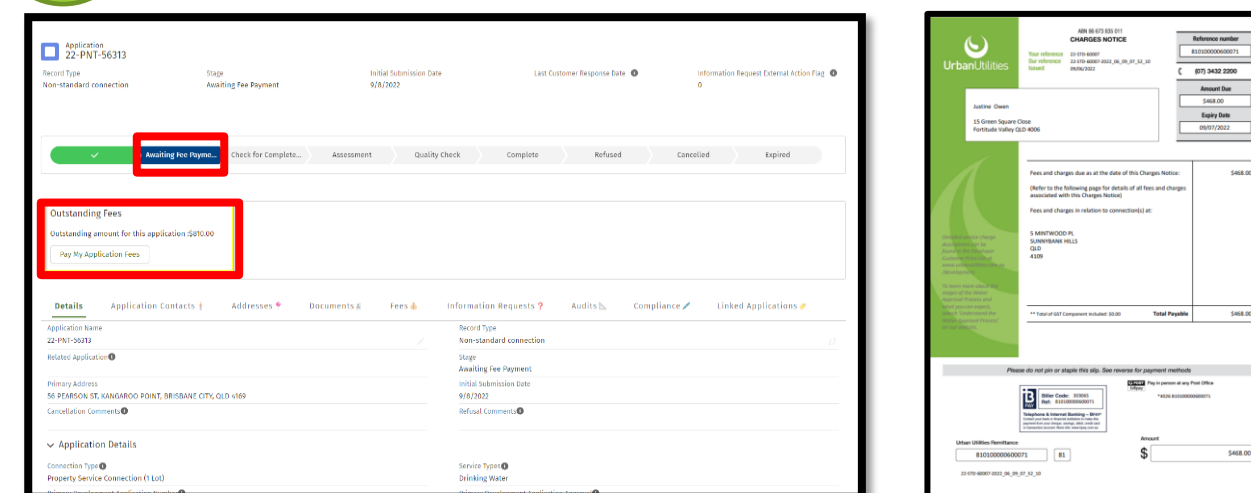
3



The screenshot shows the UrbanUtilities portal interface. The application details for '22-PNT-56313' are displayed, and the stage is 'Awaiting Fee Payment'. A red box highlights the 'Awaiting Fee Payment' button. Below the application details, the 'Extension of Currency Details' section is highlighted in red, showing the 'Extension of Currency Request Details' and 'Projected Completion Date'.

- The application will now move back to the **Awaiting Fee Payment** Stage and a fee is added automatically.
- The details of the extension of currency is also shown in the application details section.

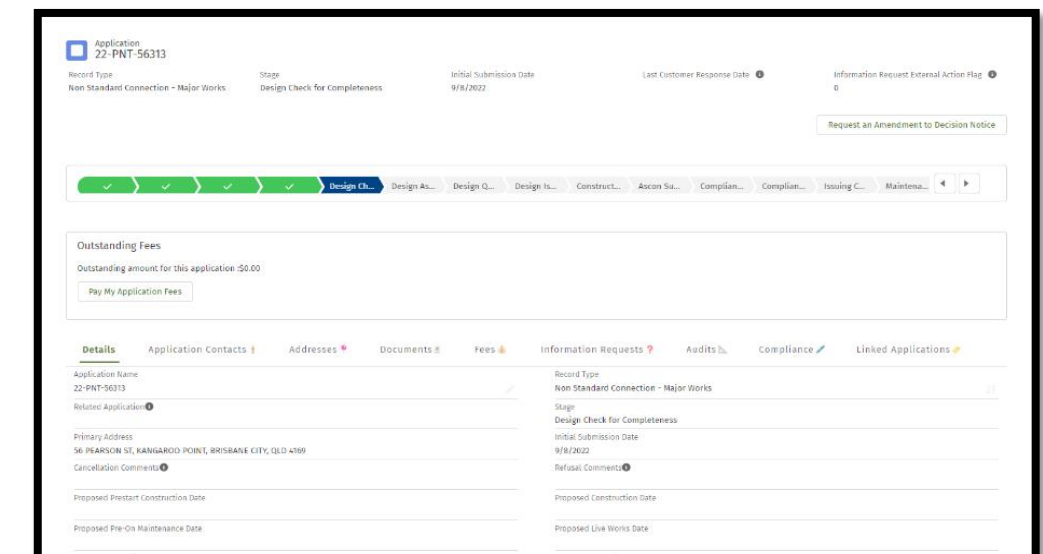
4



The screenshot shows the UrbanUtilities portal interface. The application details for '22-PNT-56313' are displayed, and the stage is 'Awaiting Fee Payment'. A red box highlights the 'Awaiting Fee Payment' button. Below the application details, the 'Extension of Currency Details' section is highlighted in red, showing the 'Extension of Currency Request Details' and 'Projected Completion Date'.

- You can pay fees via the portal, or download the Charge Notice and pay via alternative methods (e.g. Bpay).
- Urban Utilities will assess the request and carry out next set of actions.

5



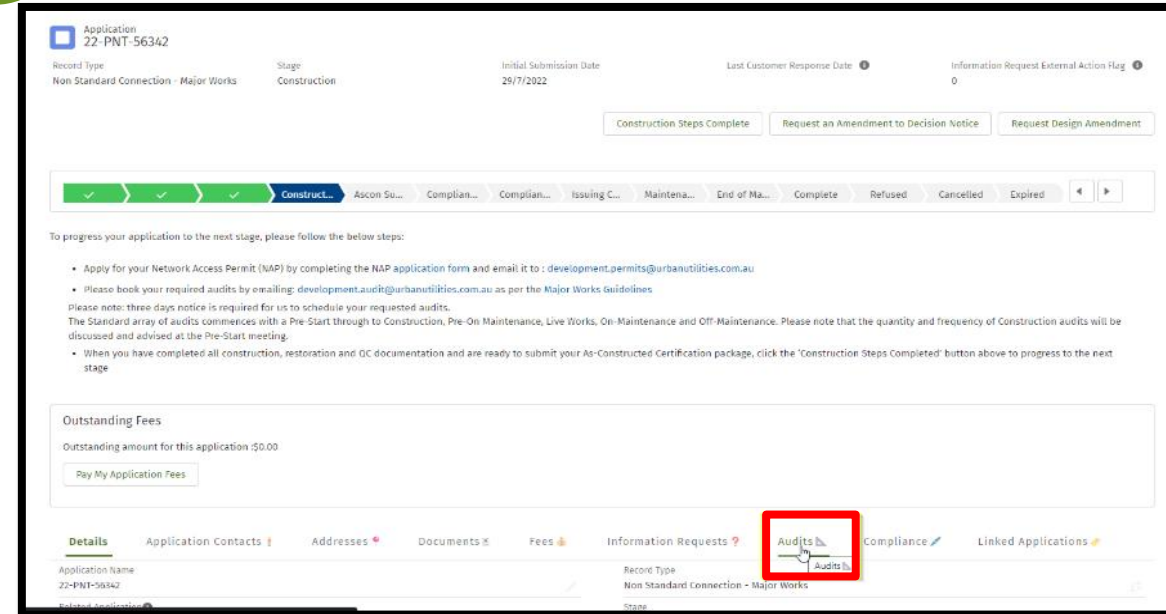
The screenshot shows the UrbanUtilities portal interface. The application details for '22-PNT-56313' are displayed, and the stage is 'Awaiting Fee Payment'. A red box highlights the 'Awaiting Fee Payment' button. Below the application details, the 'Extension of Currency Details' section is highlighted in red, showing the 'Extension of Currency Request Details' and 'Projected Completion Date'.

- When finalised, the Request Extension of Currency button is no longer visible.

HOW TO VIEW MY AUDITS

- You can view audit for your Non-Standard applications.

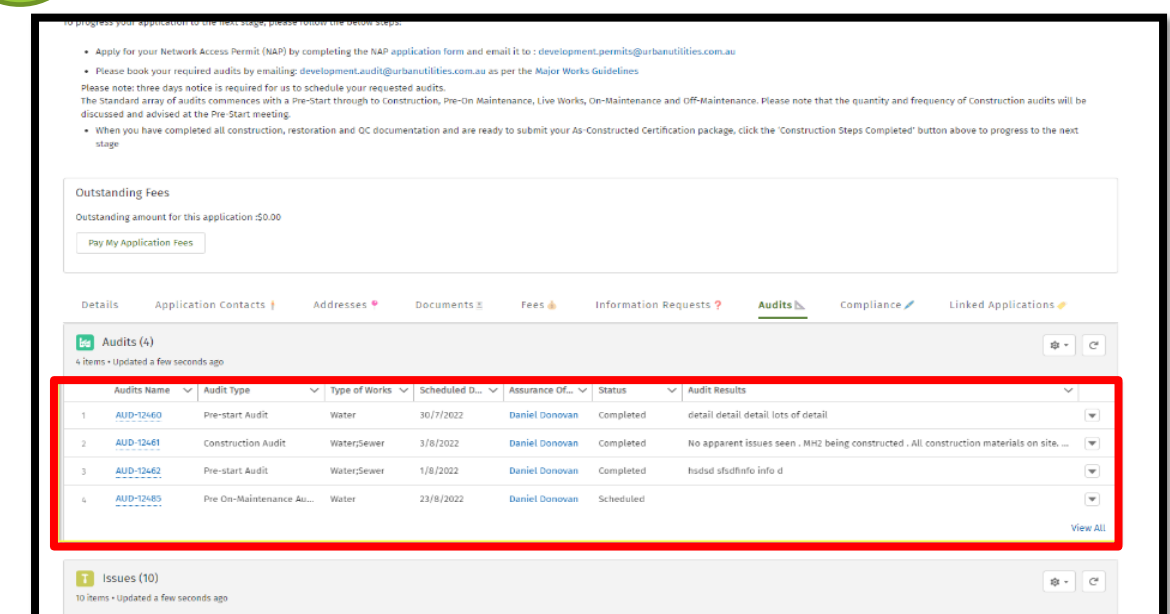
1



The screenshot shows the 'Application' page for a Non-Standard Connection. The 'Audits' tab is highlighted in a red box at the bottom of the page. The page includes a progress bar at the top, a list of steps to progress the application, and a table of outstanding fees.

- Open your Non-Standard application and click on the **Audits** tab.

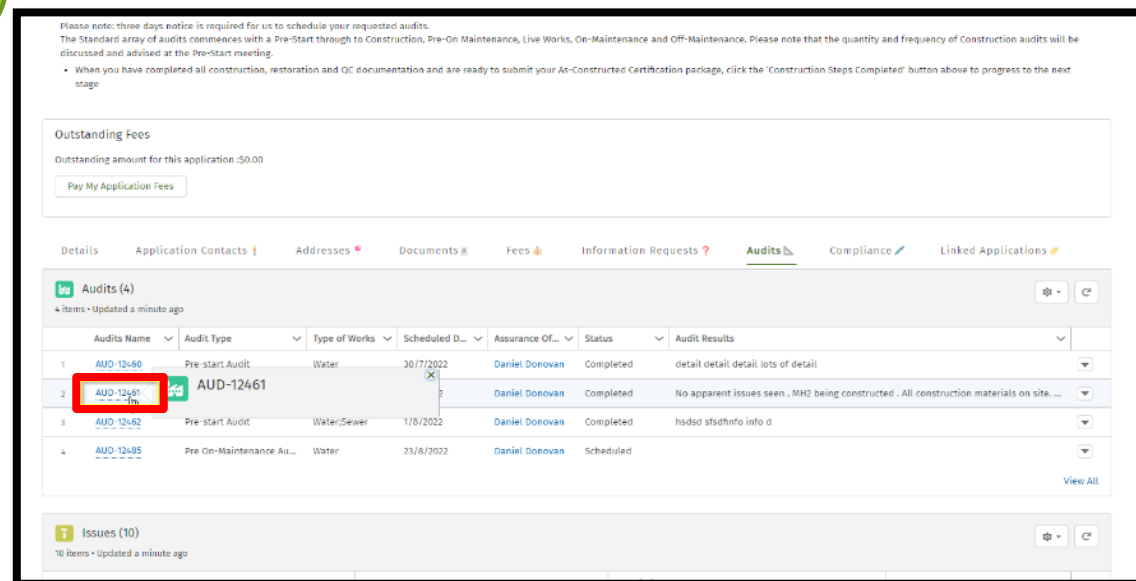
2



The screenshot shows the 'Audits' component of the application. It displays a table with 4 audit records. The table has columns for Audit Name, Audit Type, Type of Works, Scheduled Date, Assurance Of, Status, and Audit Results. The first row is highlighted in a red box.

- Here you will see the **Audits** component.

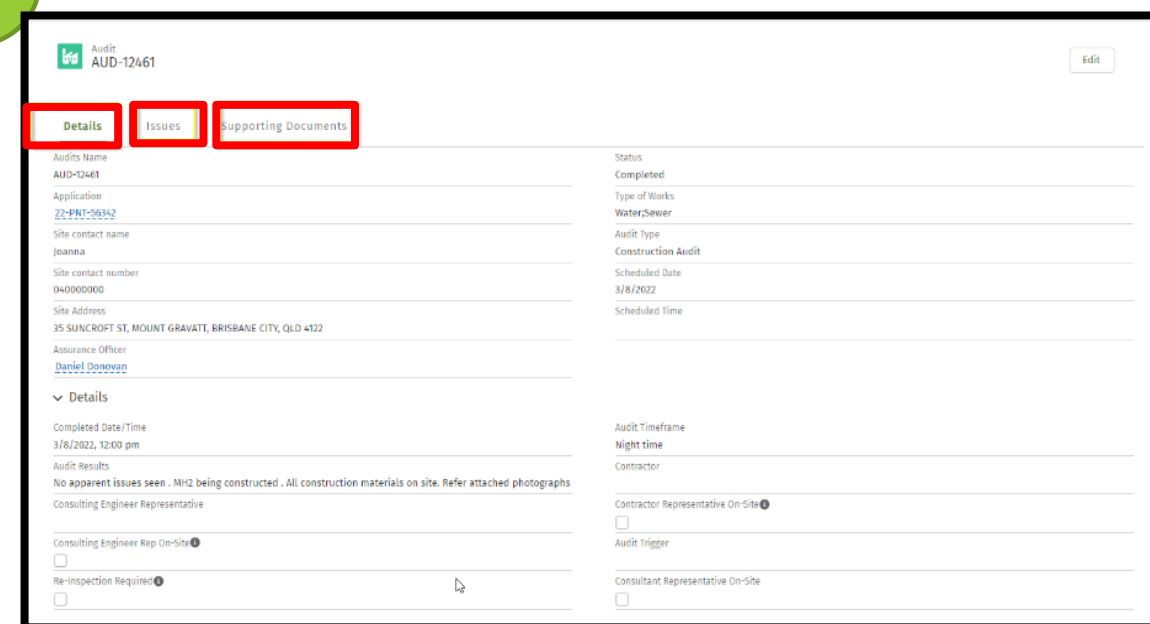
3



The screenshot shows the 'Audits' component of the application. It displays a table with 4 audit records. The first row is highlighted in a red box.

- Click on the Audit name link to open and view the Audit record details.

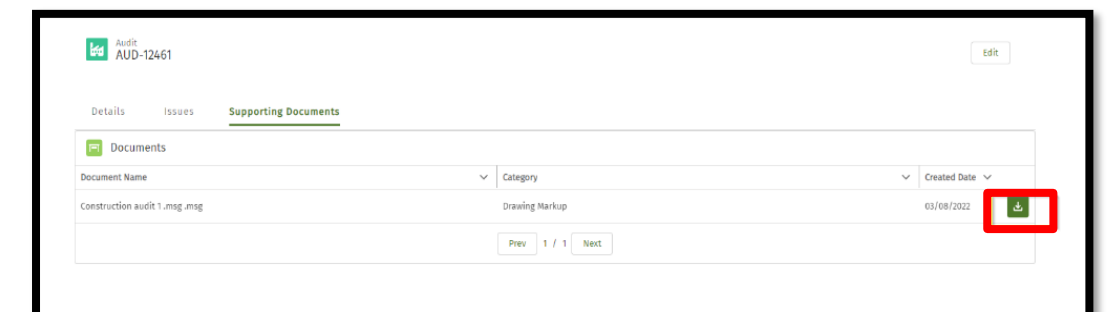
4



The screenshot shows the 'Details' tab of an audit record. It displays a form with fields for Audit Name, Application, Site contact name, Site contact number, Site Address, Assurance Officer, and Details. The 'Details' tab is highlighted in a red box.

- You can view information in the **Details** tab, **Issues** tab, or the **Supporting Documents** tab.

5



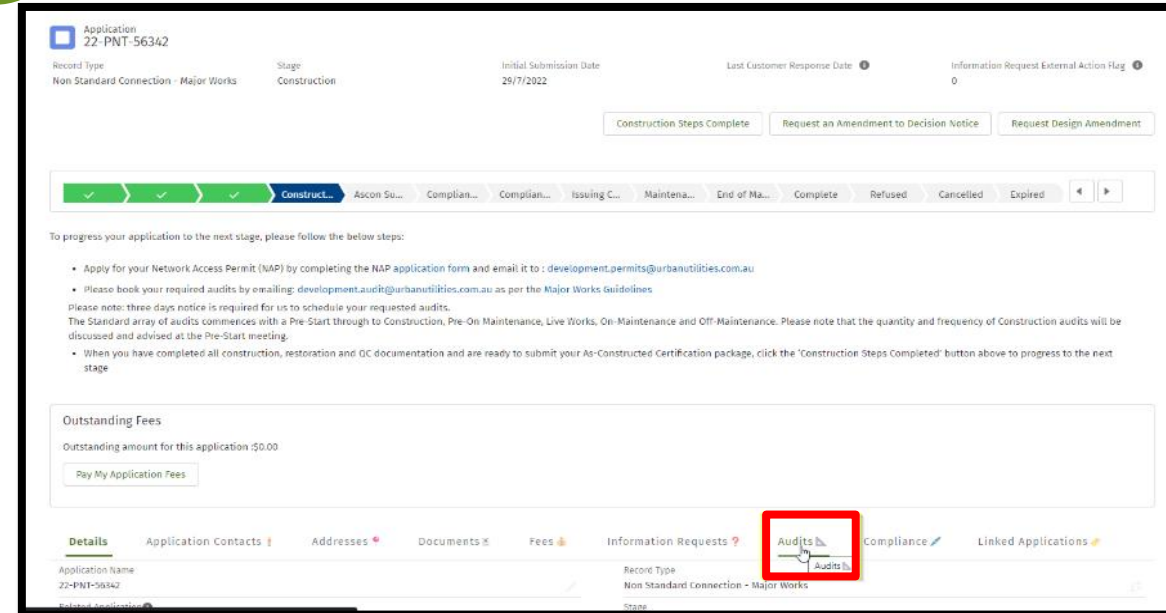
The screenshot shows the 'Supporting Documents' tab of an audit record. It displays a table with columns for Document Name, Category, and Created Date. The first row is highlighted in a red box.

- The **Supporting Documents** tab is the place where documents related to an Audit can be viewed and downloaded by you at any time.

HOW TO VIEW ISSUES FROM AUDITS

- You can view issues for your Non-Standard applications.
- You can view issues via an **Audit** link, or from the **Issues** component.

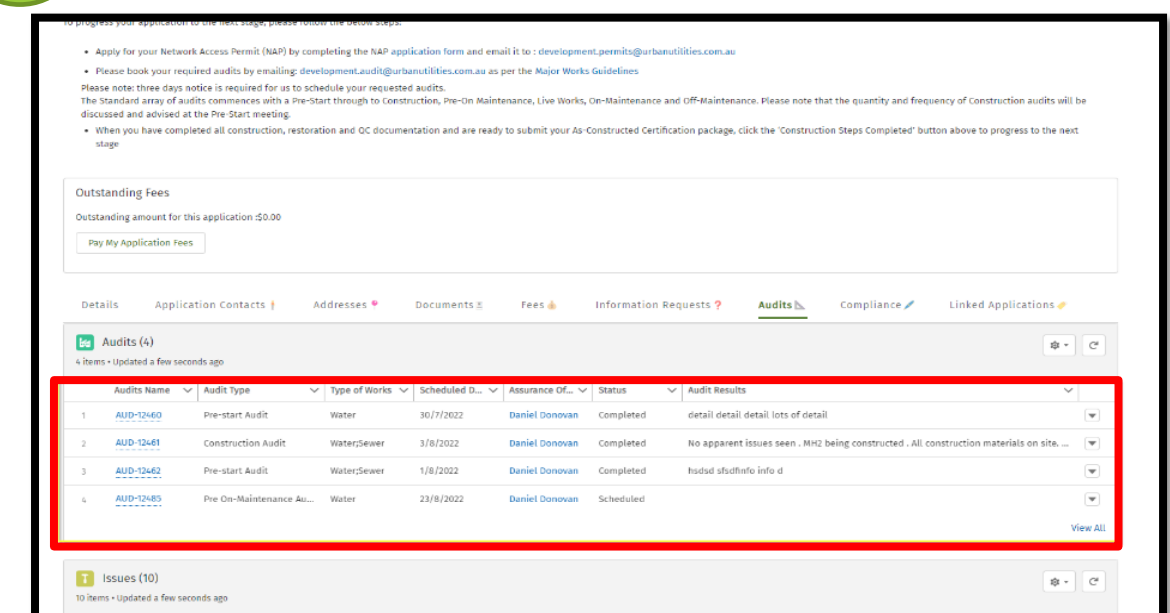
1



The screenshot shows the 'Application' page for '22-PNT-56342'. The 'Audits' tab is highlighted in a red box. The page includes a progress bar at the top, a list of steps (Construct, Ascon Se..., Complian..., Issuing C..., Maintena..., End of Ma..., Complete, Refused, Cancelled, Expired), and a section for 'Outstanding Fees'.

- Open your Non-Standard application and click on the **Audits** tab.

2

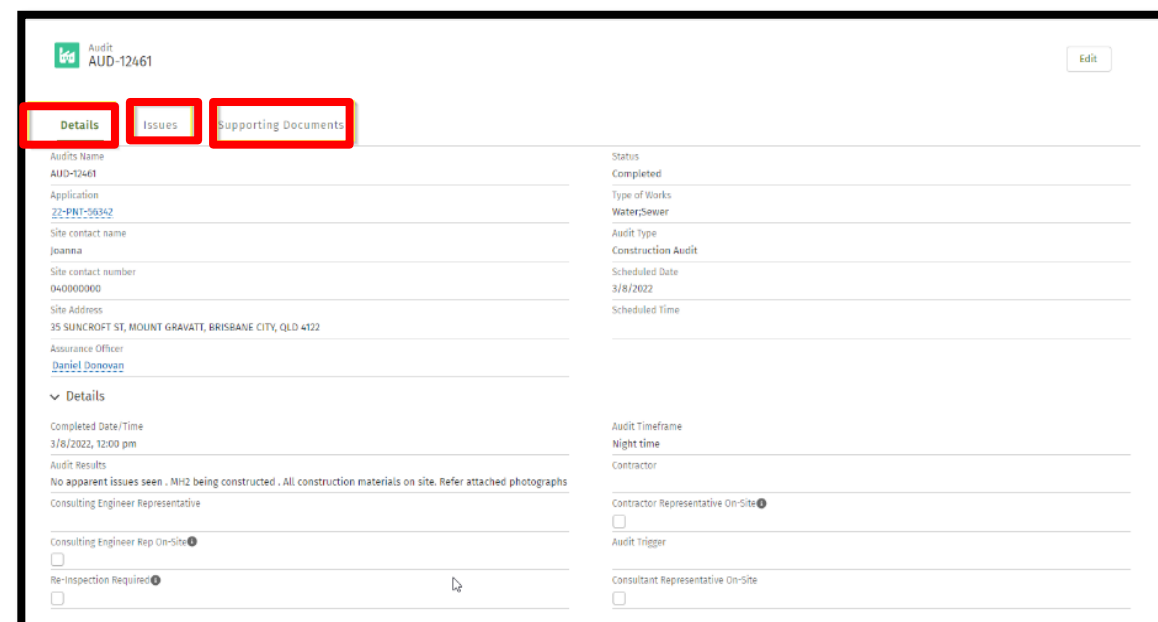


The screenshot shows the 'Audits' component with a table of audit records. The table has columns: Audit Name, Audit Type, Type of Works, Scheduled Date, Assurance Of..., Status, and Audit Results. The first four rows are highlighted in a red box.

Audit Name	Audit Type	Type of Works	Scheduled Date	Assurance Of...	Status	Audit Results
AUD-12460	Pre-start Audit	Water	30/7/2022	Daniel Donovan	Completed	detail detail detail lots of detail
AUD-12461	Construction Audit	WaterSewer	3/8/2022	Daniel Donovan	Completed	No apparent issues seen. NH2 being constructed. All construction materials on site...
AUD-12462	Pre-start Audit	WaterSewer	1/8/2022	Daniel Donovan	Completed	Isual shuffInfo Info d
AUD-12463	Pre On-Maintenance Au...	Water	23/8/2022	Daniel Donovan	Scheduled	

- Here you will see the **Audits** component.
- Click on the Audit name link to open and view the Audit record details.

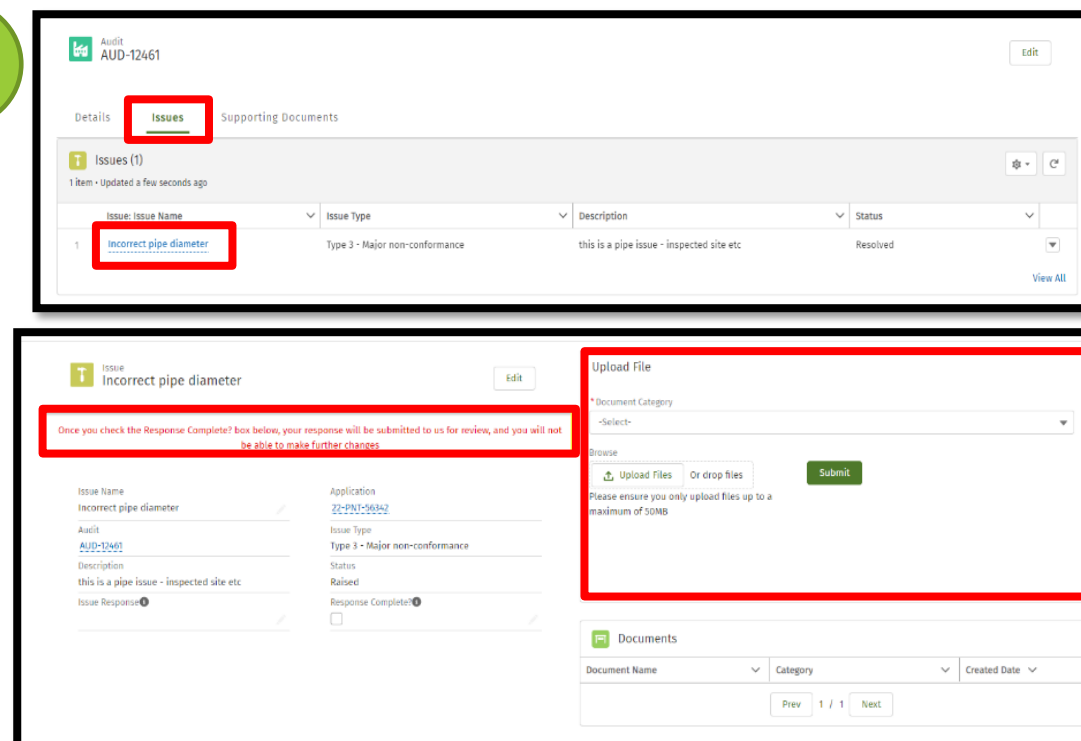
3



The screenshot shows the 'Details' tab of an audit record for 'AUD-12461'. The 'Details' tab is highlighted in a red box. The page includes a sidebar with navigation links (Details, Issues, Supporting Documents) and a main content area with fields for Audit Name, Application, Site contact name, Site contact number, Site Address, Assurance Officer, and Audit Results.

- You can view information in the **Details** tab, **Issues** tab, or the **Supporting Documents** tab.

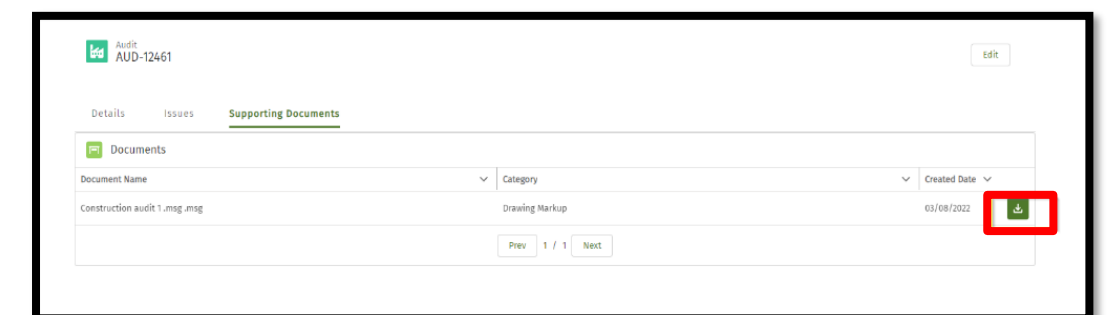
4



The screenshot shows the 'Issues' tab of an audit record for 'AUD-12461'. The 'Issues' tab is highlighted in a red box. The page includes a table of issues with columns: Issue Name, Issue Type, Description, and Status. The first row is highlighted in a red box. Below the table, there is a section for 'Incorrect pipe diameter' with a red box highlighting the 'Once you check the Response Complete? box below, your response will be submitted to us for review, and you will not be able to make further changes' message.

- You can view information in the **Issues** tab. Click on the **Issue Name** to view the details of the issue linked to the Audit record.
- A banner information on how to respond to issue is also present in this screen. You can also upload any required documents.

5



The screenshot shows the 'Supporting Documents' tab of an audit record for 'AUD-12461'. The 'Supporting Documents' tab is highlighted in a red box. The page includes a table of documents with columns: Document Name, Category, and Created Date. The first row is highlighted in a red box.

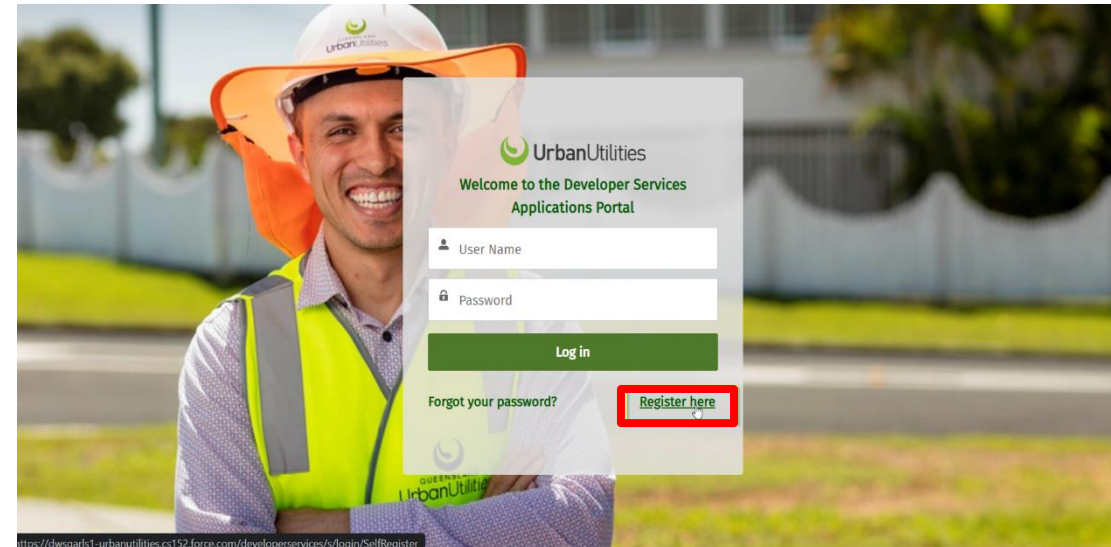
Document Name	Category	Created Date
Construction audit 1.msg.msg	Drawing Markup	03/08/2022

- The **Supporting Documents** tab is the place where documents related to an Audit can be viewed and downloaded by you at any time.

HOW TO REGISTER AS A BUSINESS ENTITY

- You can register as a Business Entity.

1

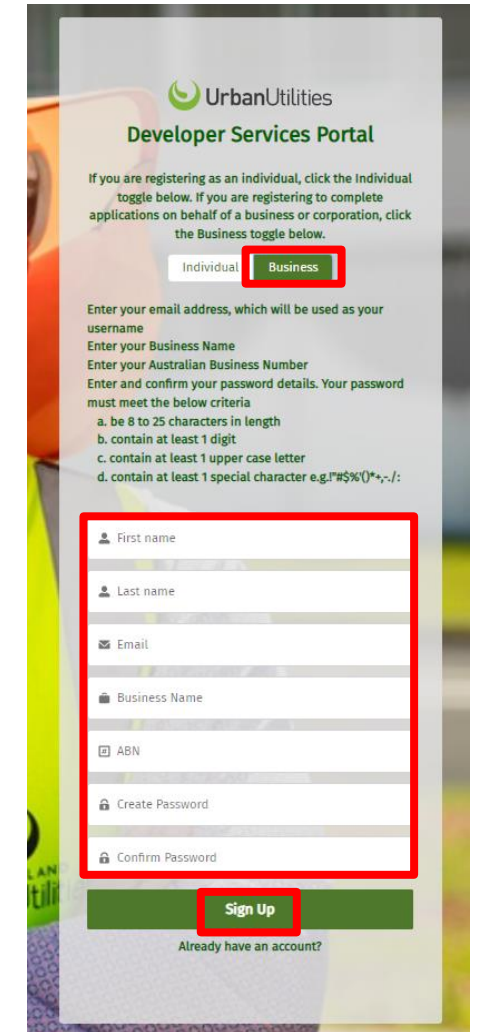


- Go to the Developer Services Applications Portal and click the **Register here** button to Register a Business Entity.

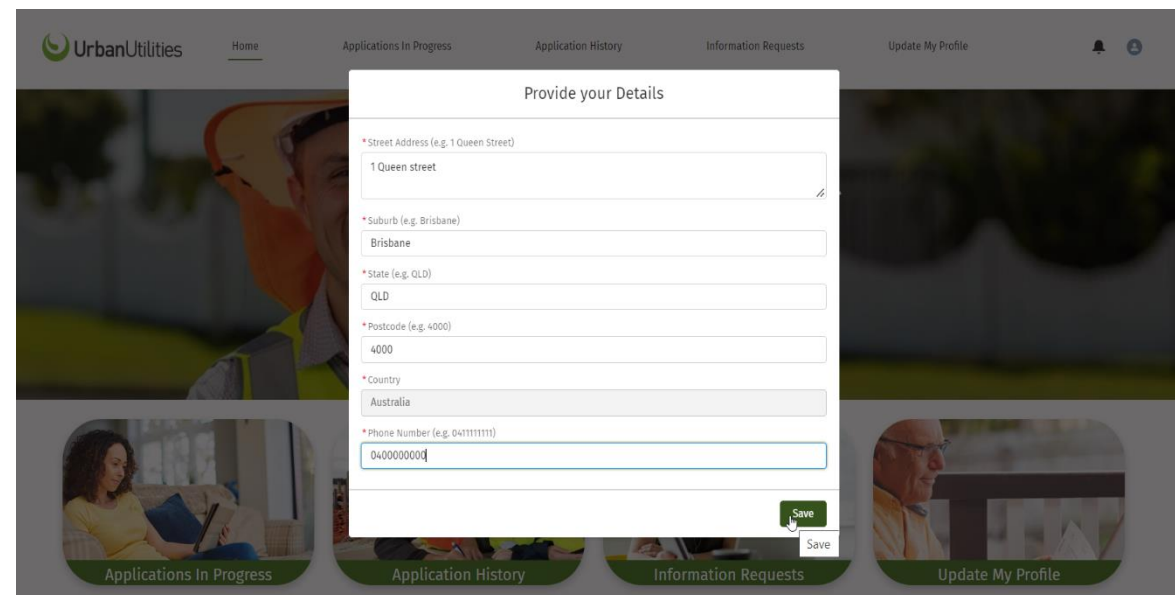
2

- Select the **Business** tab and enter the business details.
- Click the **Sign Up** button

Note: you cannot use an existing ABN that is current in the system.

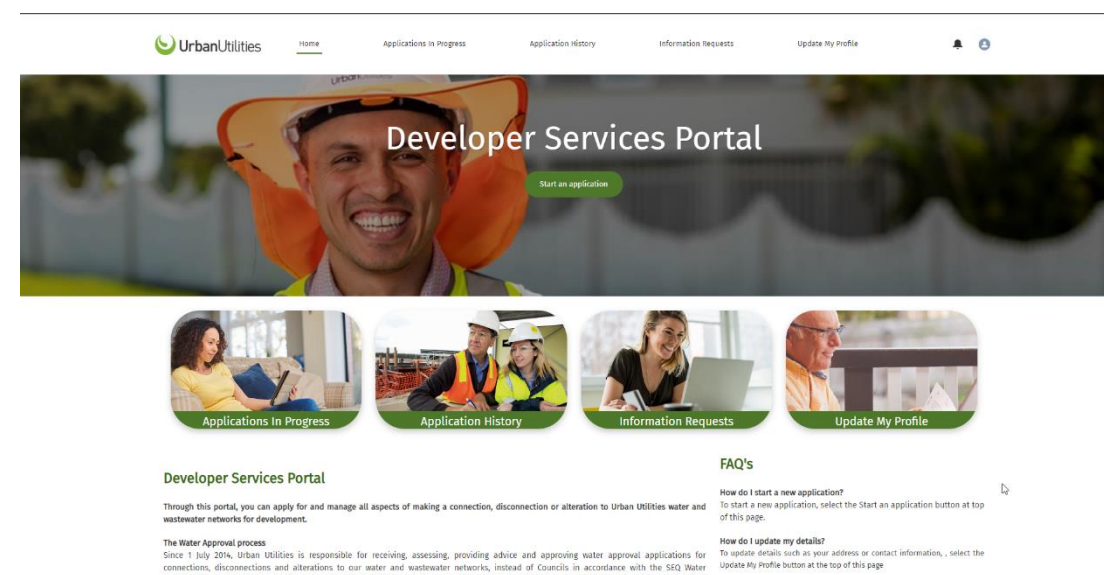


3



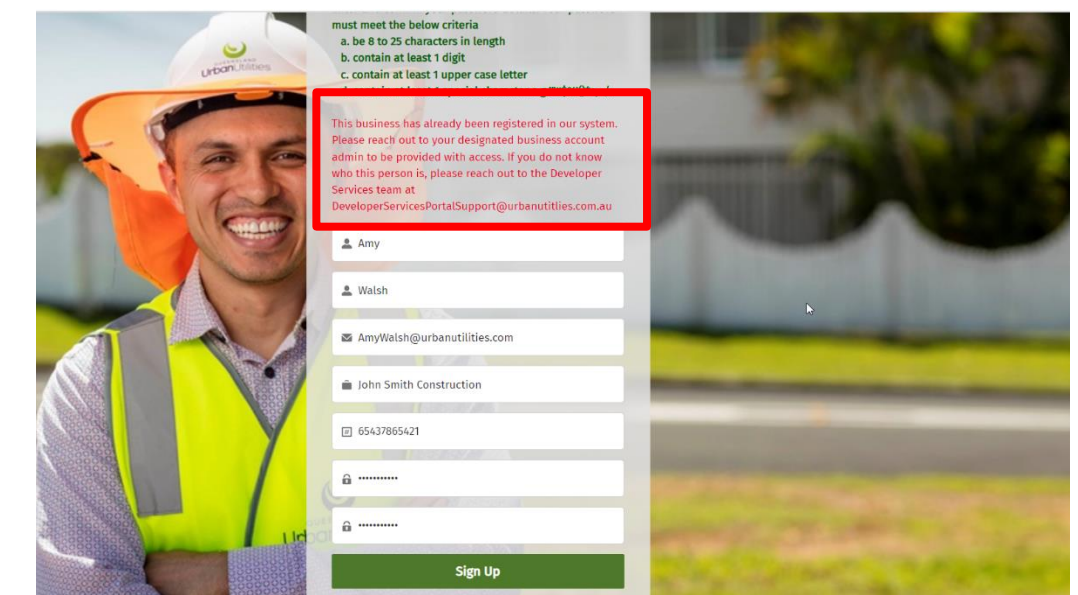
- Enter the business address details and phone number in the pop-up box.
- Click the **Save** button.

4



- You have now successfully registered your Business.

5



Note: If you try to use an existing ABN that is in the system, the above error will appear, and you will not be able to continue with the registration process.

- 1

2453

- Select the contact record that needs to be disabled from the **Contacts** component under the **Update My Profile** tab.
- Click on the **Disable Customer User** button. Then again on the pop-up box. The user access to Portal is now disabled.