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

UrbanUtilities

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

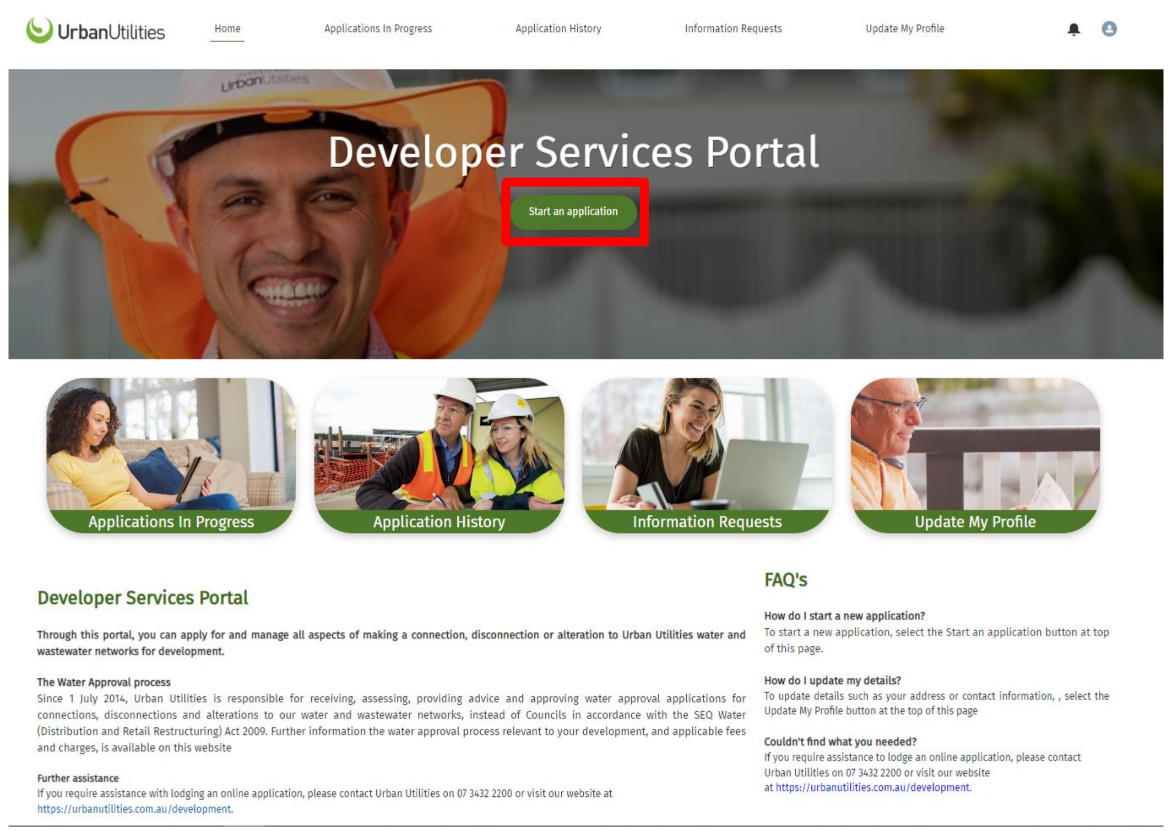
How to request a Design Amendment

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



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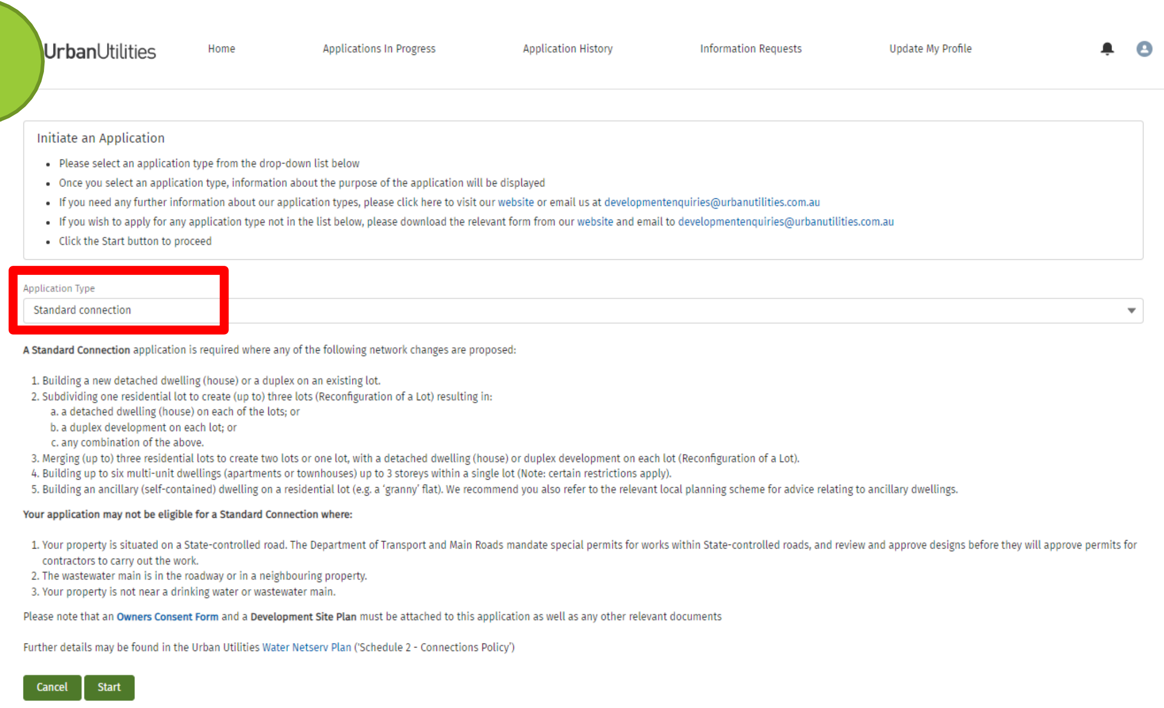

- Select the **application type** from the drop-down box (example of Standard Connection in red box above).
- **View** the guidance text under application type before clicking the Start button.
- When you are ready to begin, click **Start**.

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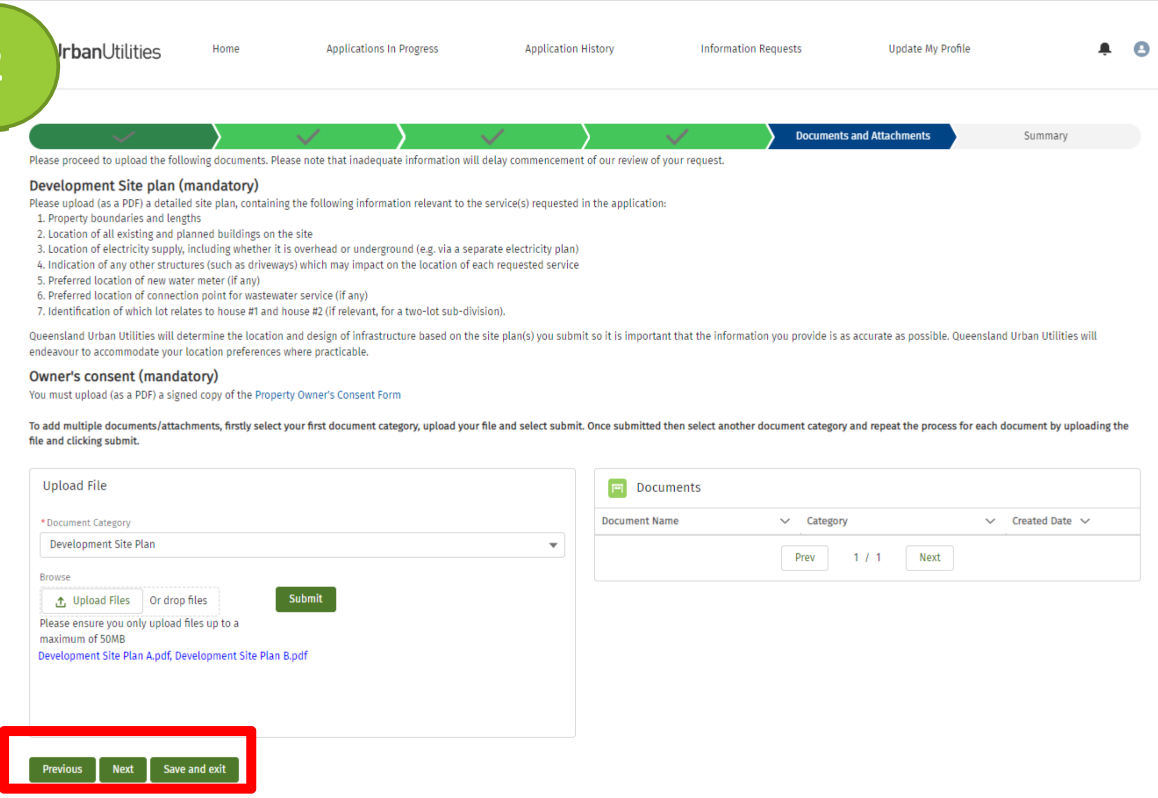
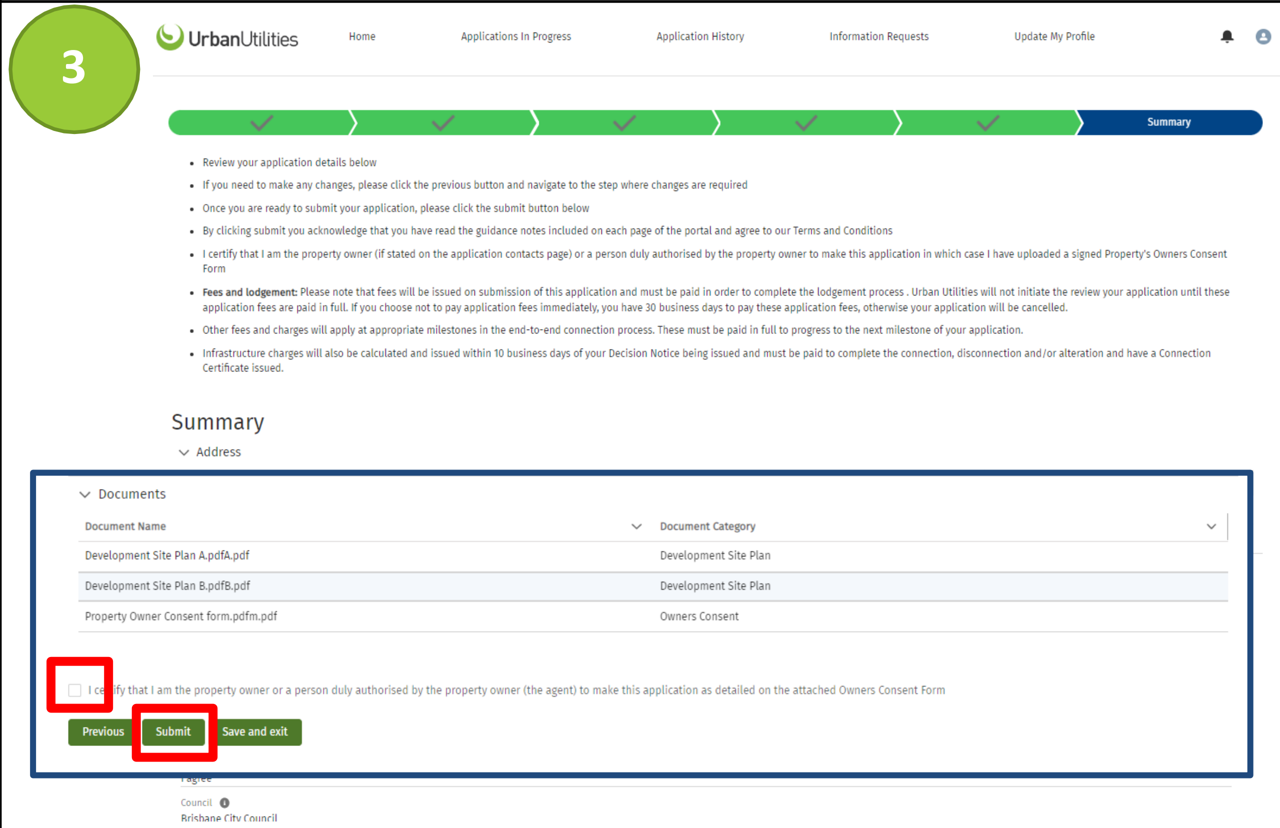


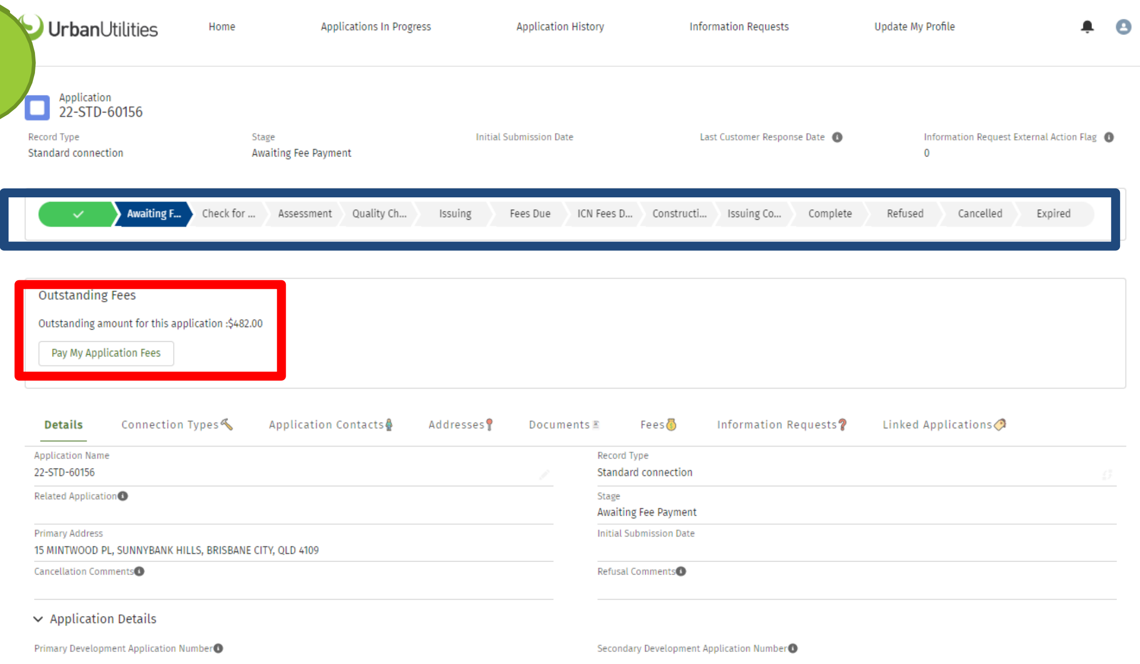
- Going through the application stages, you have the option to complete and move to the **Next** stage, go back to the **Previous** stage, or click on the **Save and exit** button to resume the application at another time (red box above).
- Guidance text is provided at each stage to assist you.

3



- 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).

4

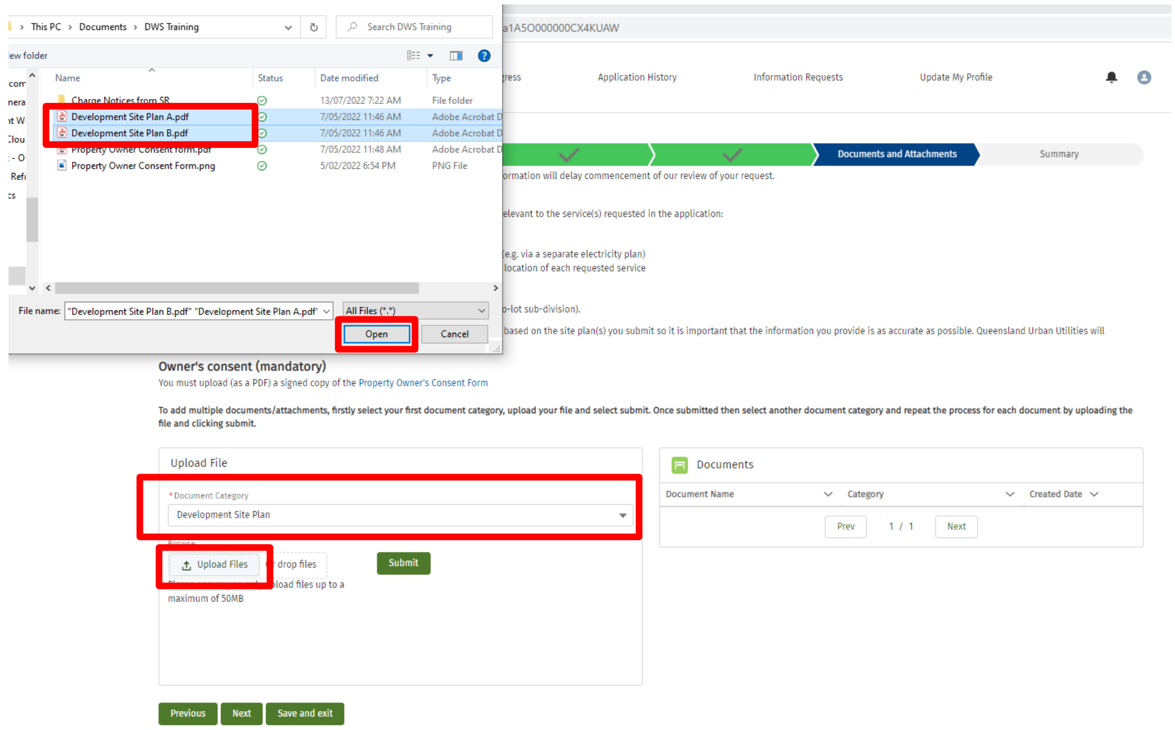


- After submitting the application, you can view it's progress in the application workflow (blue box above).
- Next, you are required to pay any outstanding fees. Click the **Pay My Application Fees** button to go directly to the payment gateway (red box above).
- **Note:** You can check your application 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



- 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.

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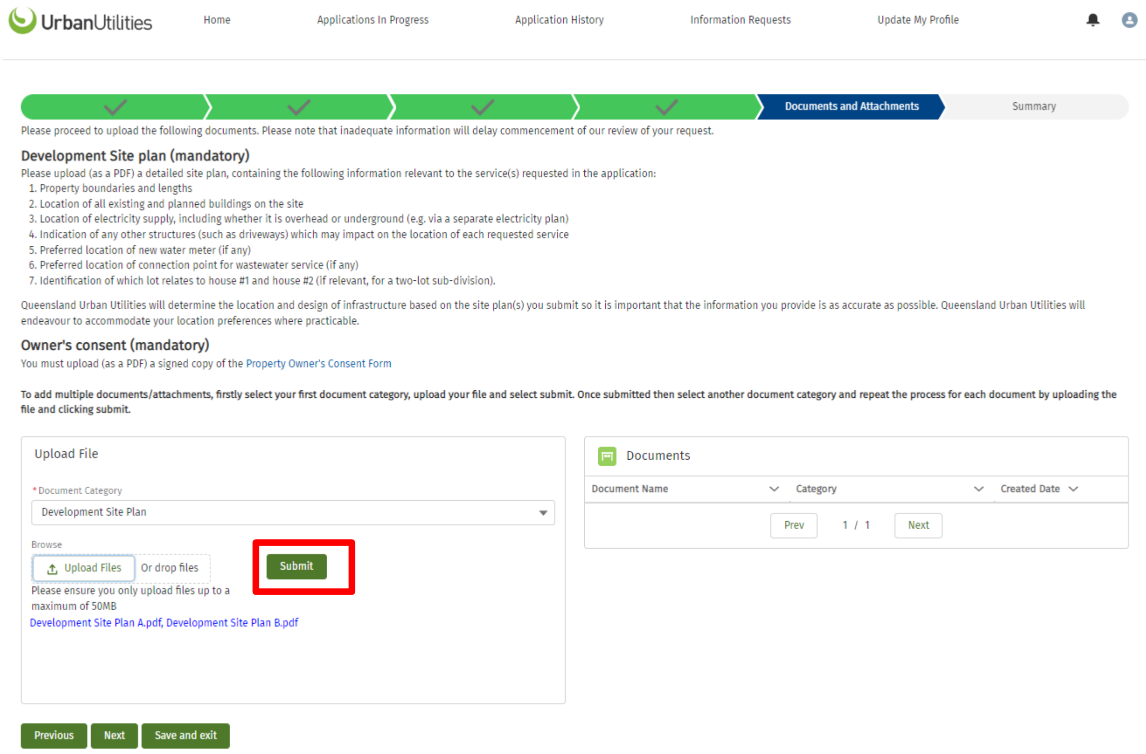

- Click the **Submit** button.

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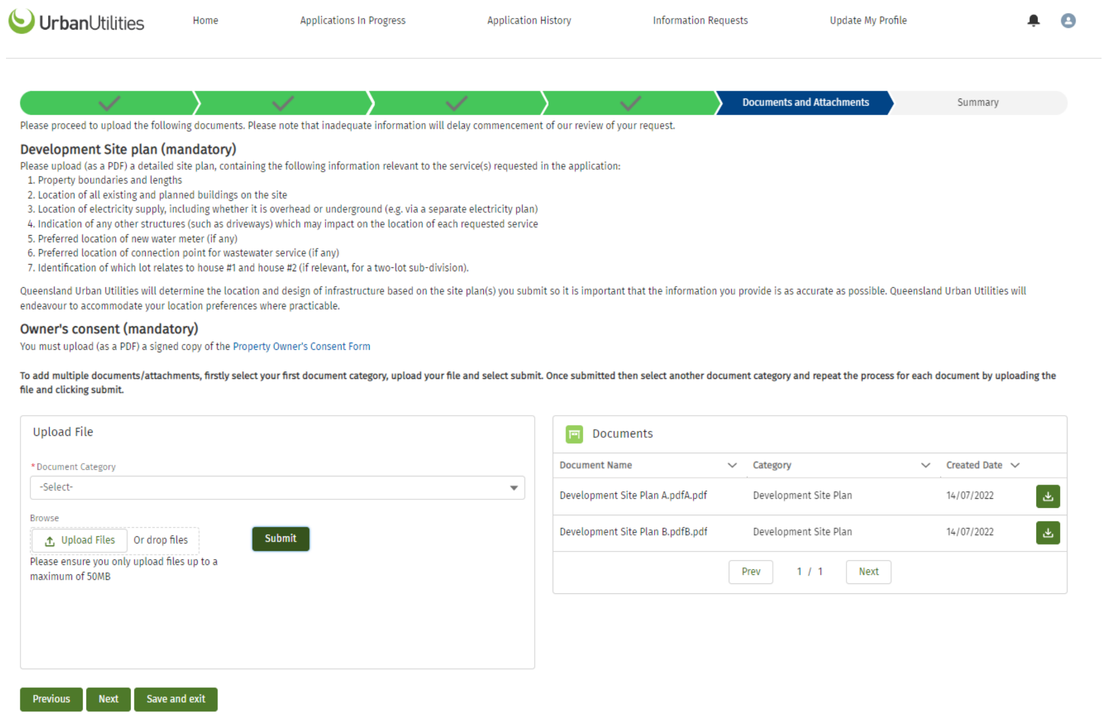


- Your files have now been uploaded to the portal.

UrbanUtilities

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	• 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	• 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	• 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**

UrbanUtilities

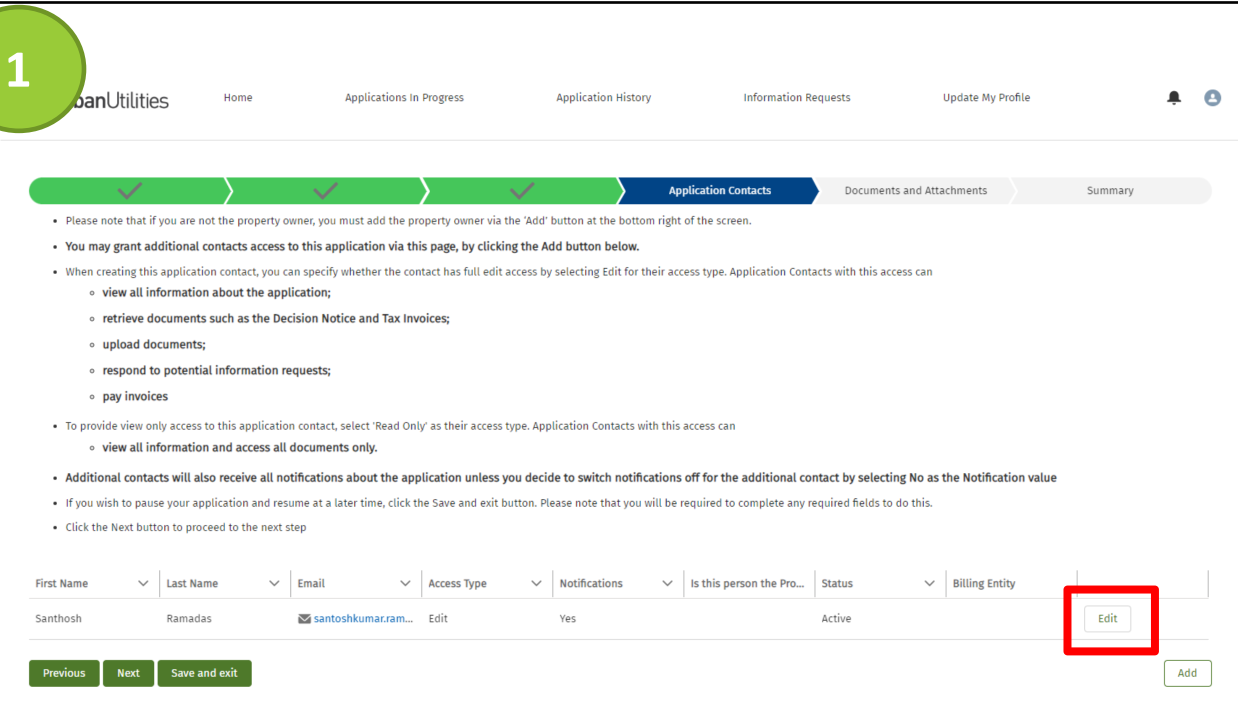
HOW TO APPLY AS AN OWNER – NO OTHER CONTACT

- **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 **<u>must</u>** match the uploaded Property Owners Consent Form (not required for Services Advice Notice).

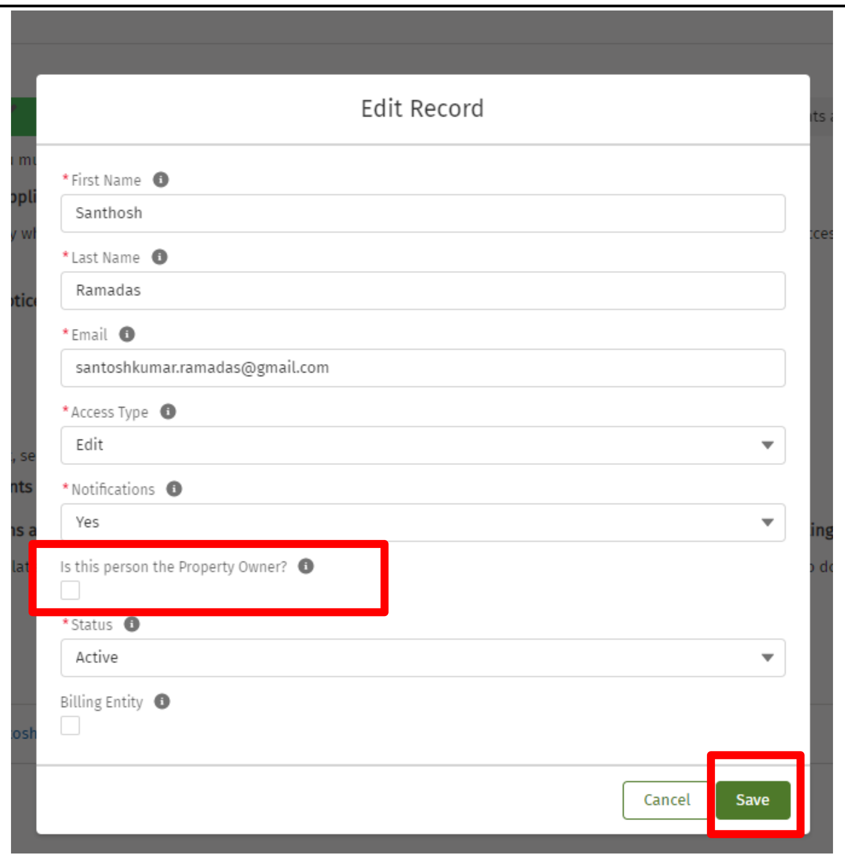
- When you are on the Application Contacts page of an application, edit your contact details add click on the **Property Owner** checkbox
- Please **do not** click the **Billing Entity** checkbox as the system automatically has you as the contact who will receive the Charge Notices/Tax Invoices

1



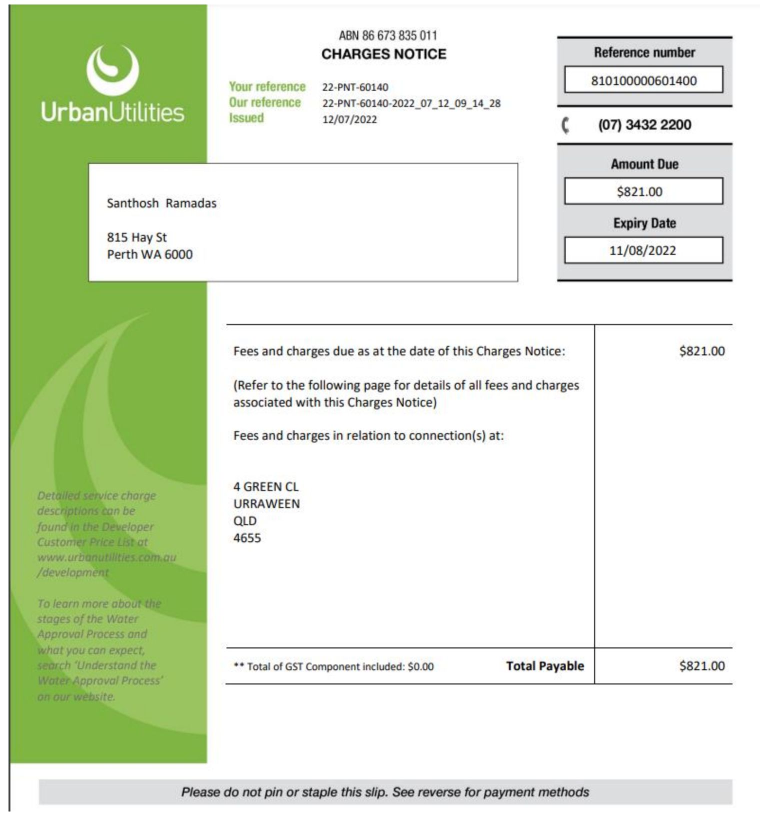
- In the **Applications Contacts** tab, click on the **Edit** button to update your details

2



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

3



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

  Property Owner
  Property Owner address

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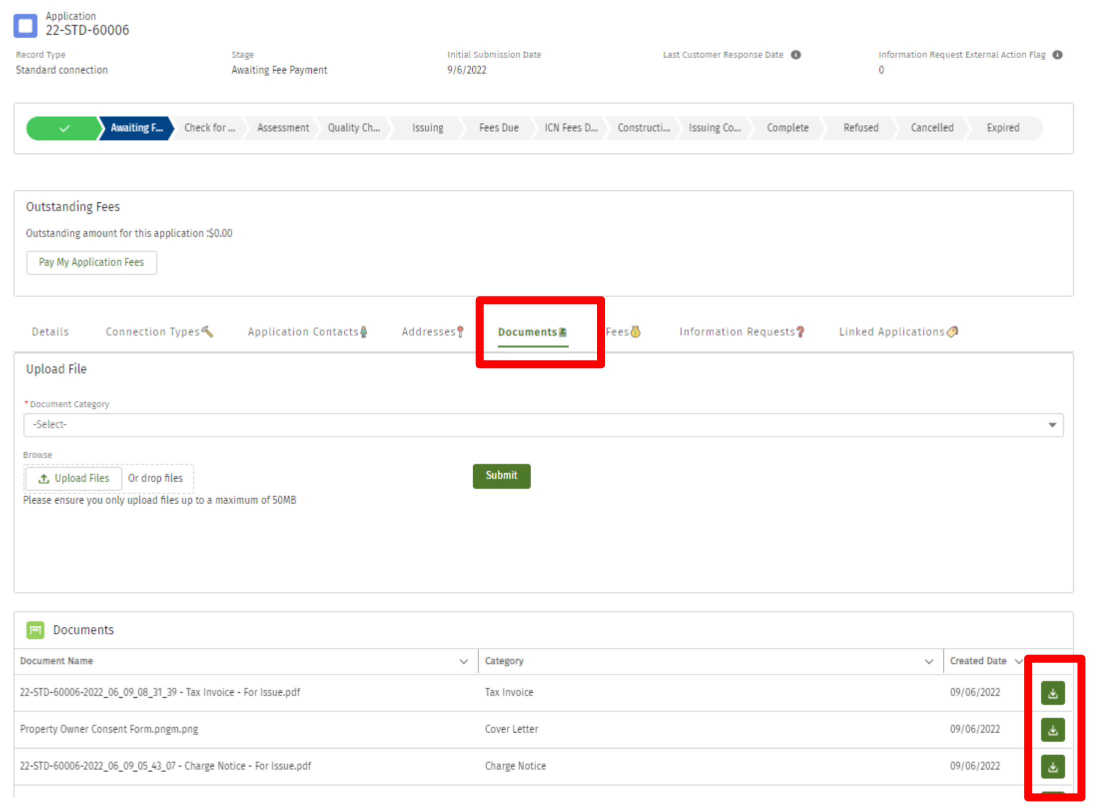


- Throughout the application stages, you can view any documents that are uploaded (including Charge Notices and Tax Invoices/Receipts) by clicking on the **Documents** tab and clicking the **download** button next to the relevant document

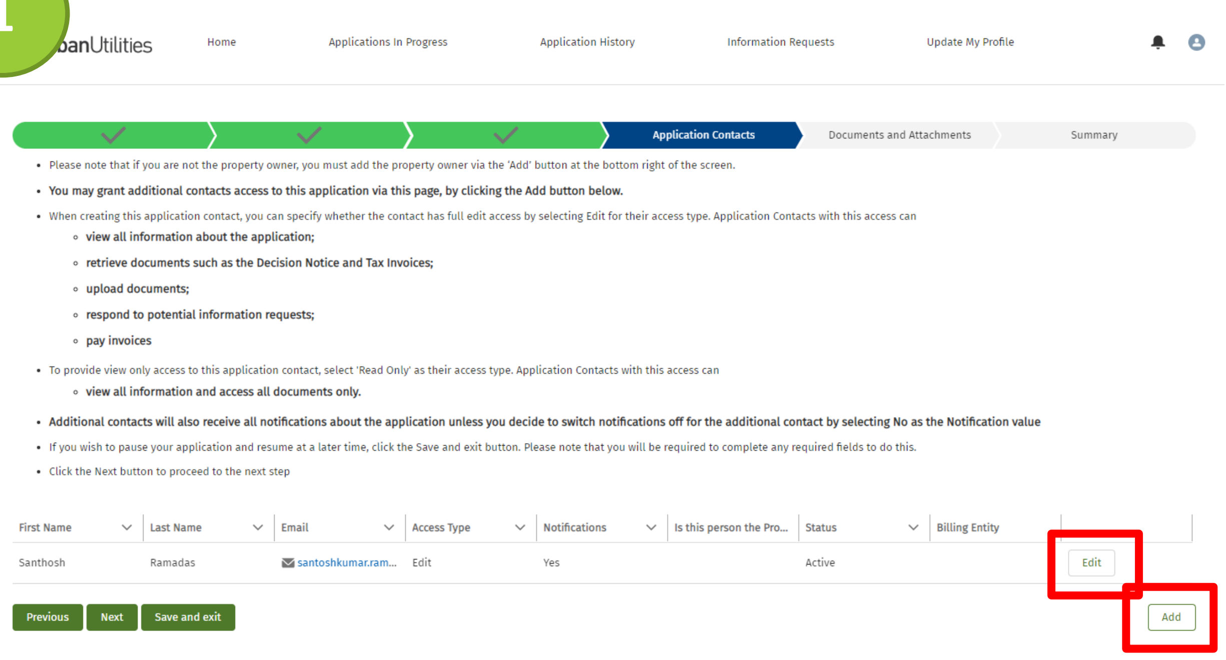
HOW TO APPLY AS AN AGENT AND ADD PROPERTY OWNER

- **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



- 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

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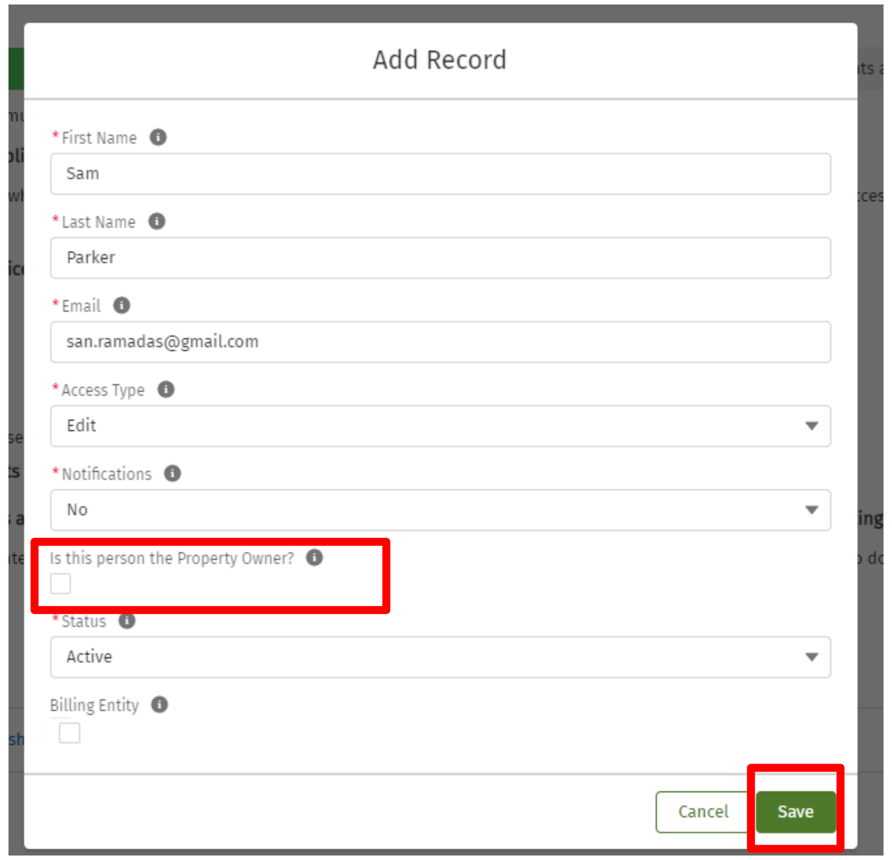
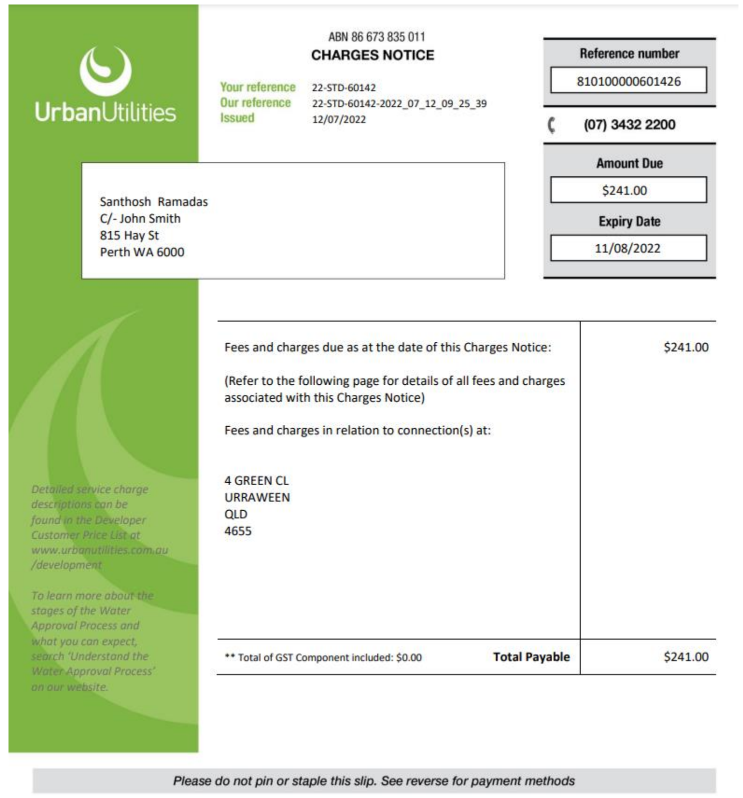


- In the pop-up screen, add Property Owner information and click on the **Property Owner** checkbox
- Click the **Save** button

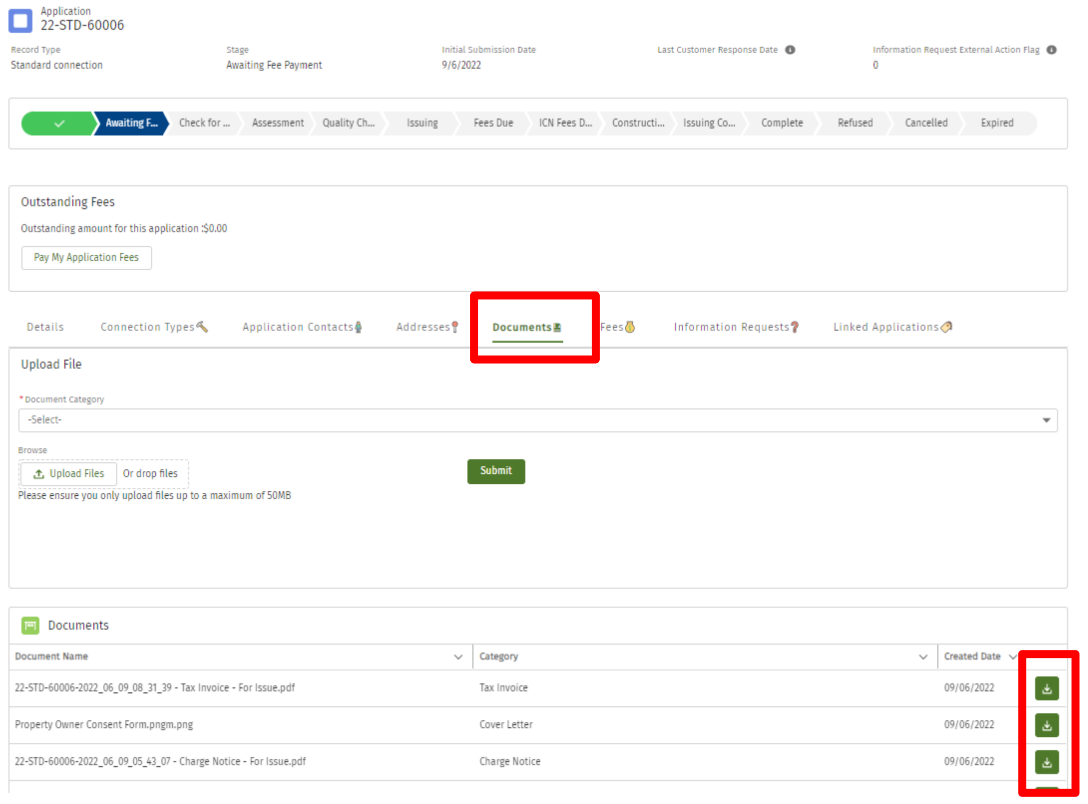
3



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

  Property Owner
  C/- Agent
  Agent Address

4



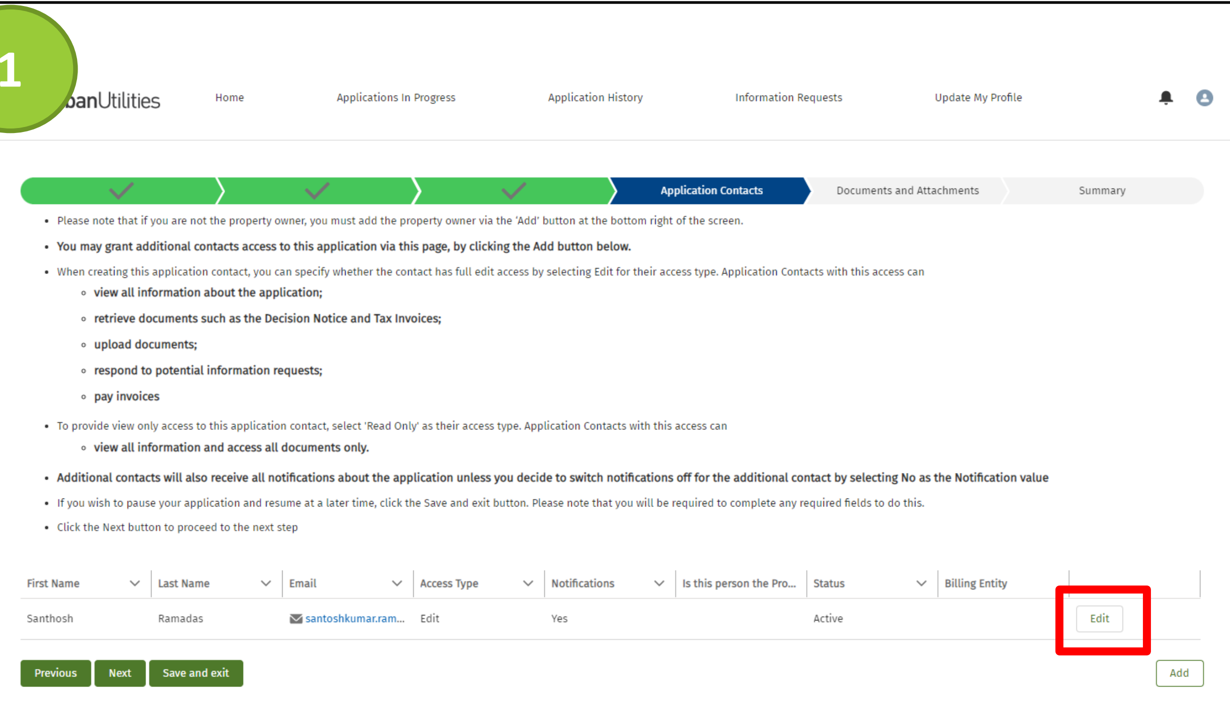
- Throughout the application stages, you can view any documents that are uploaded (including Charge Notices and Tax Invoices/Receipts) by clicking on the **Documents** tab and clicking the **download** button next to the relevant document

ADDRESSEE FOR CHARGE NOTICES AND TAX INVOICES

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

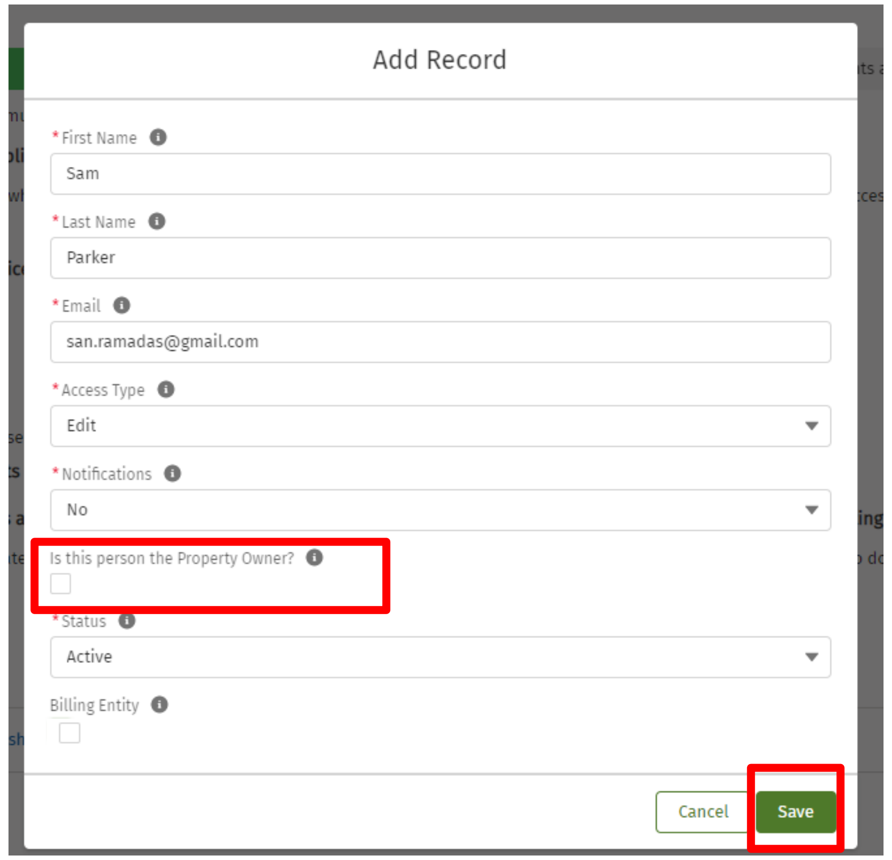
- **Who is an Owner?** Registered property owner/s.
- **Who is an Agent?** Authorised by the property owner as lawfully responsible for the water approval application, such as a consultant or other third party.
- If you are an Agent, you must add the property owner as a contact
- When you are on the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



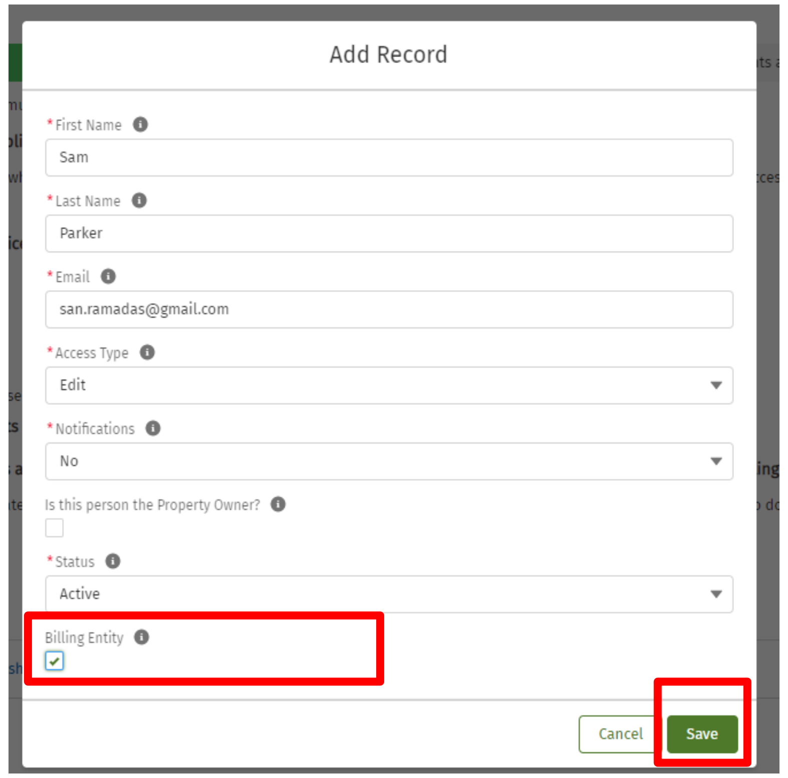
- In the **Applications Contacts** tab, click on the **Edit** button to update your details
- Click on the **Add** button to add new contacts to your application

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



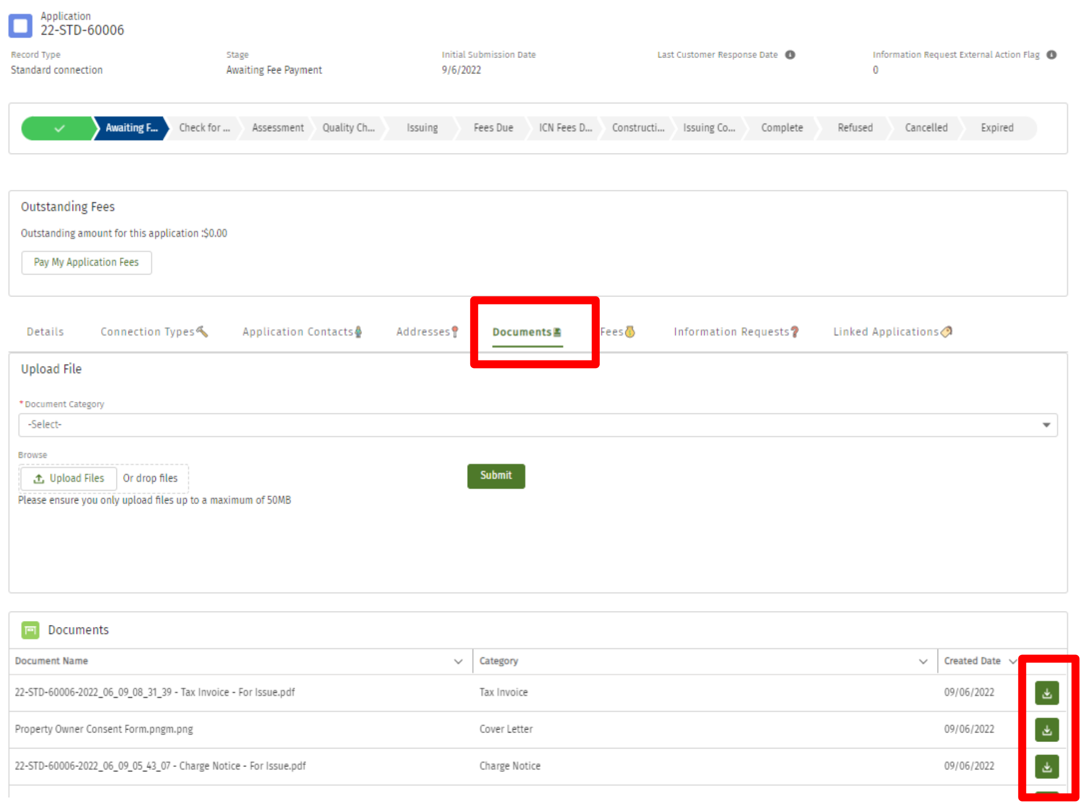
- In the pop-up screen, add the 3rd party contact details and they will receive an email notification
- Click on the **Billing Entity** checkbox and
- Click the **Save** button

4

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

  Billing Entity
  Billing Entity Address

5



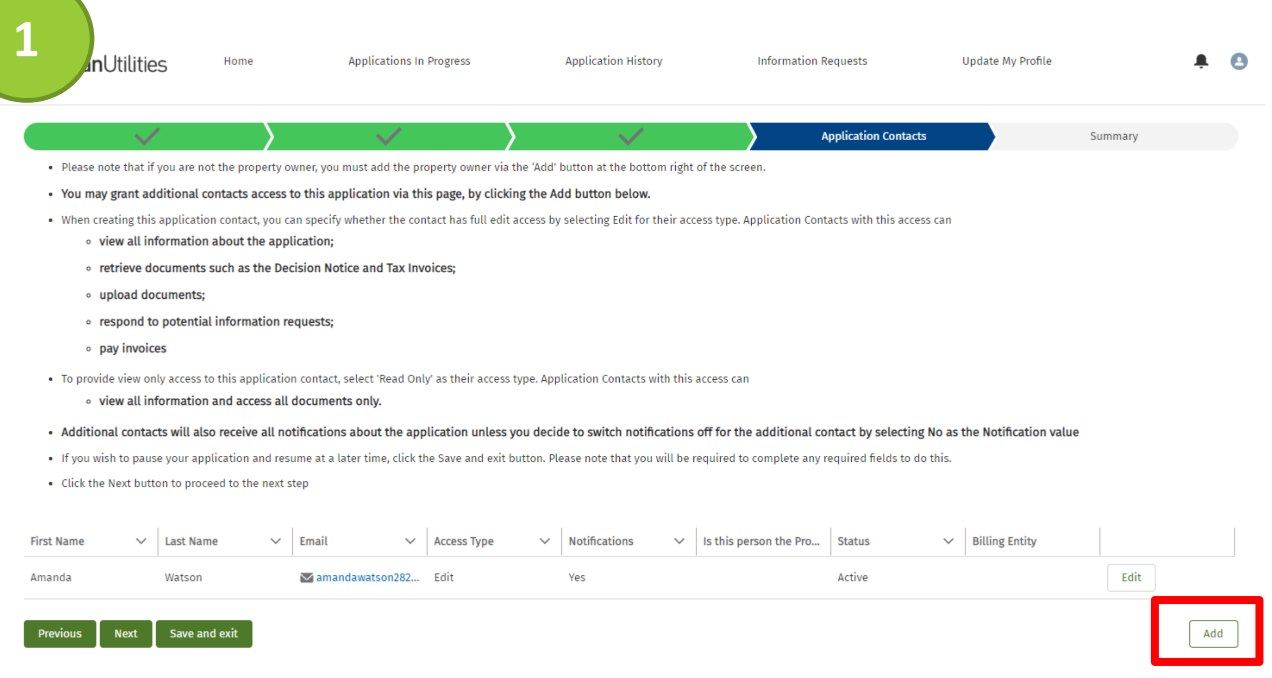
- Throughout the application stages, you can view any documents that are uploaded (including Charge Notices and Tax Invoices/Receipts) by clicking on the **Documents** tab and clicking the **download** button next to the relevant document

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

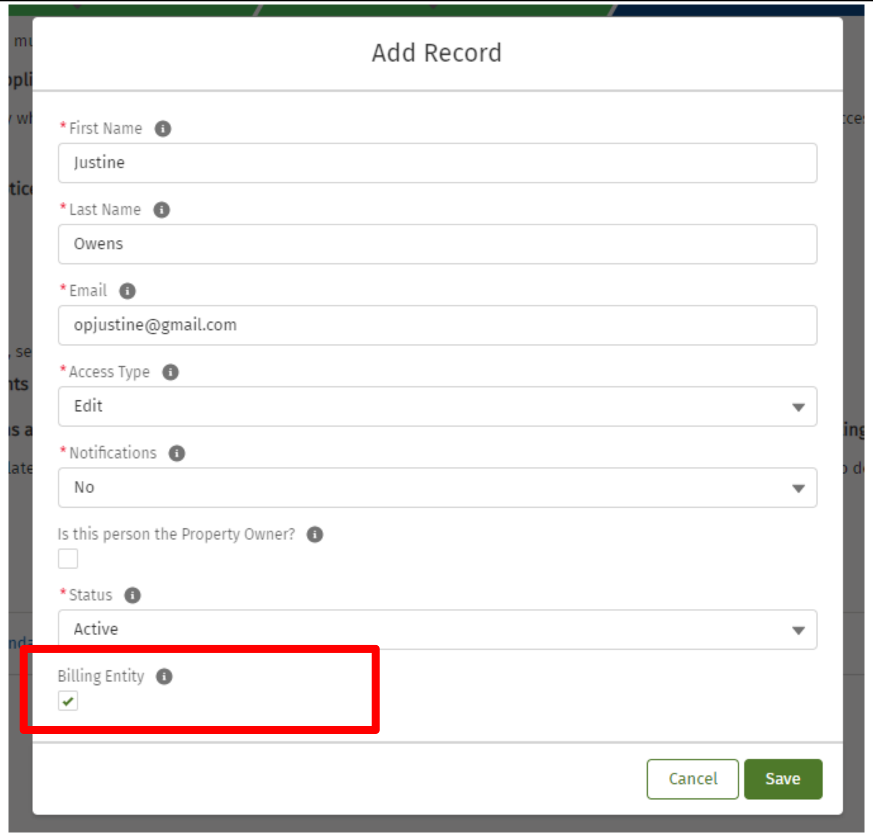
Note: Only <u>one</u> Property Owner and <u>one</u> Billing Entity can be selected

1



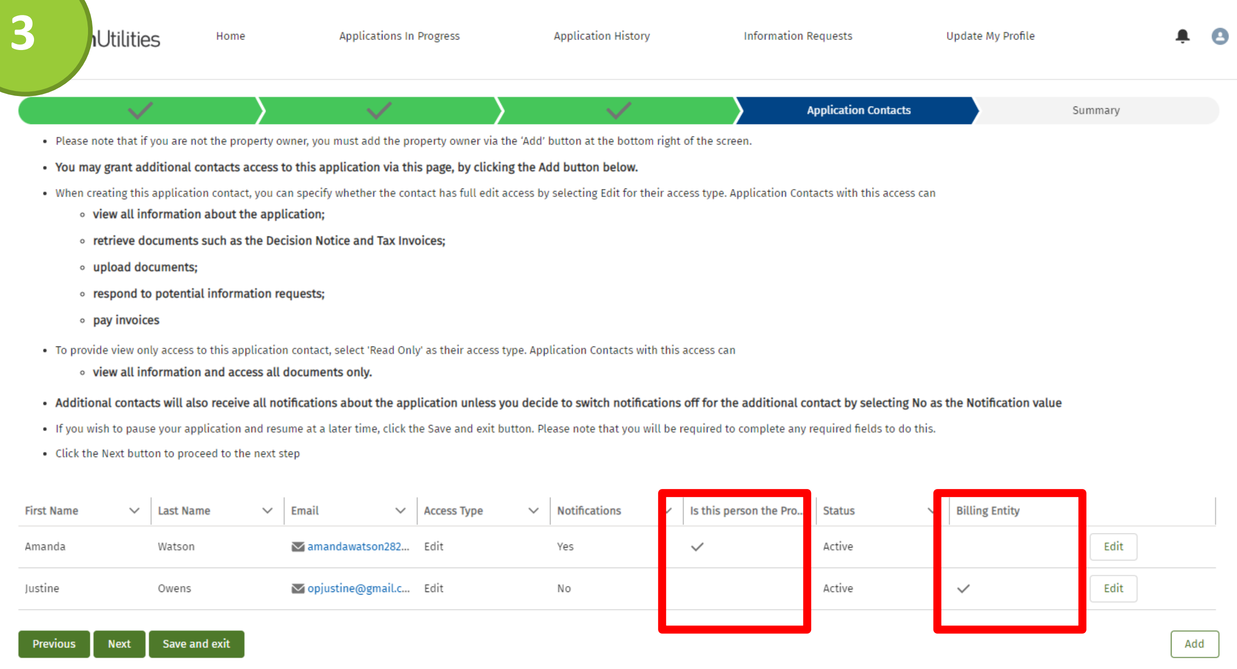
- During the application process, click on the **Add** button to add a new contact to your application

2



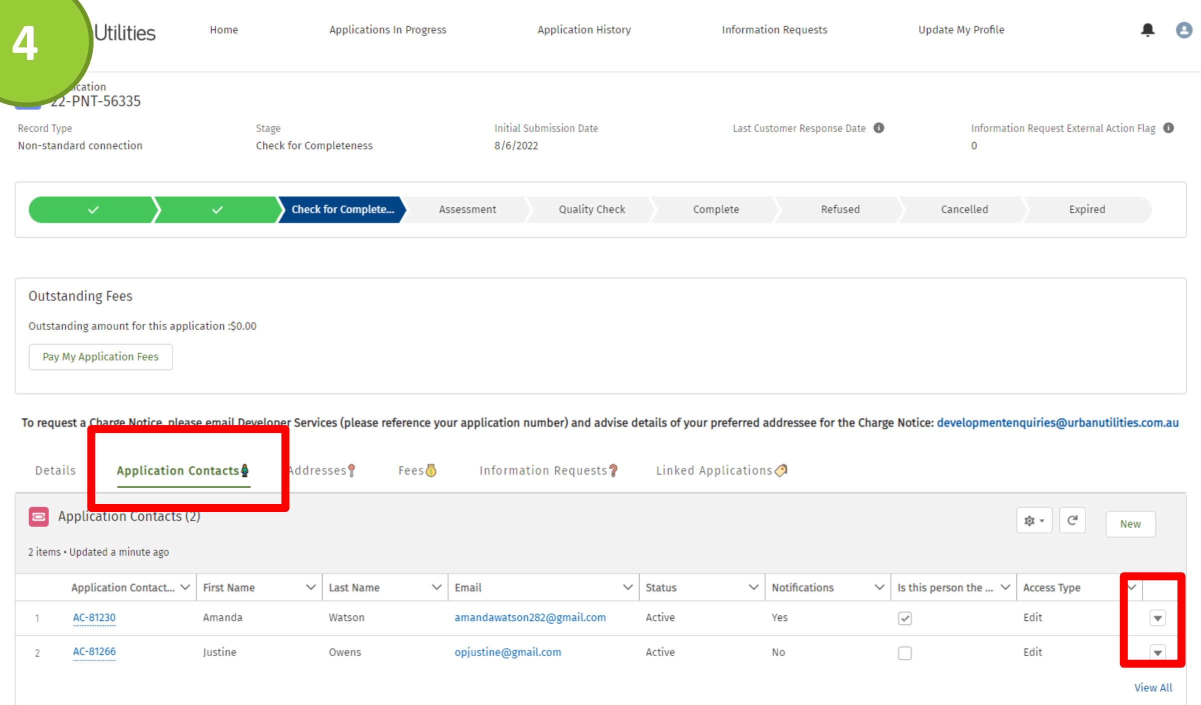
- In the pop-up screen, click on the **Billing Entity** checkbox
- Click the **Save** button

3



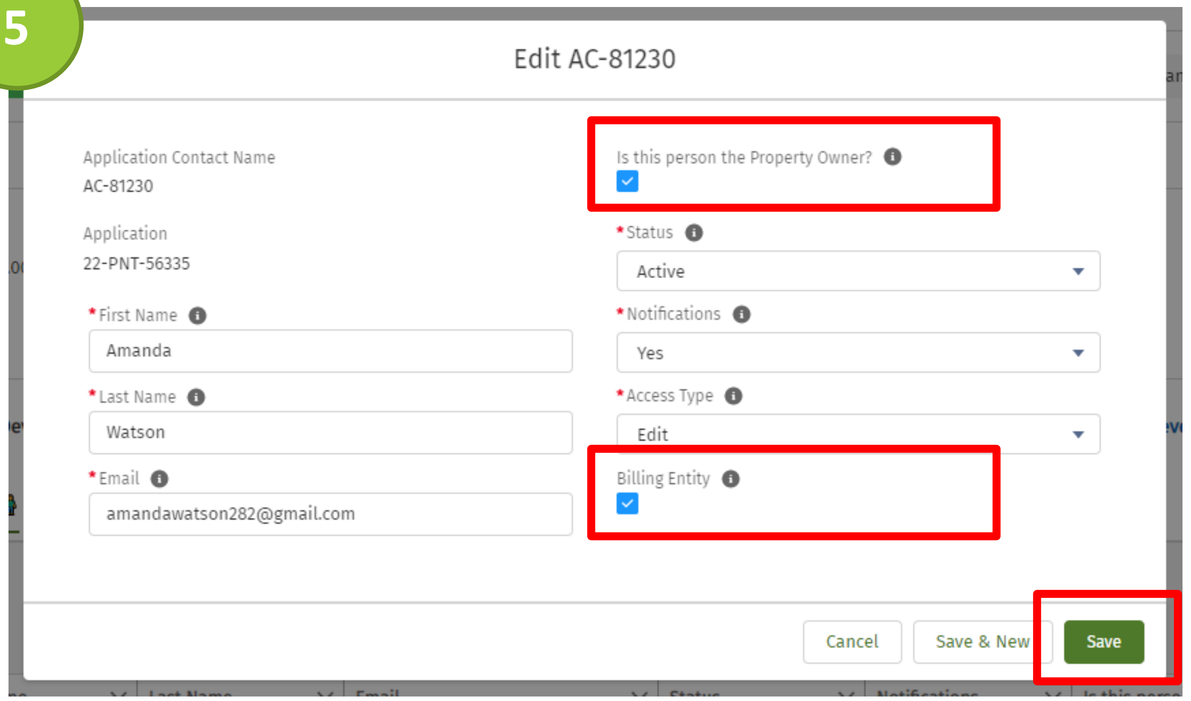
- You can now view which contact is the **Property Owner** and which contact is the **Billing Entity**

4



- 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

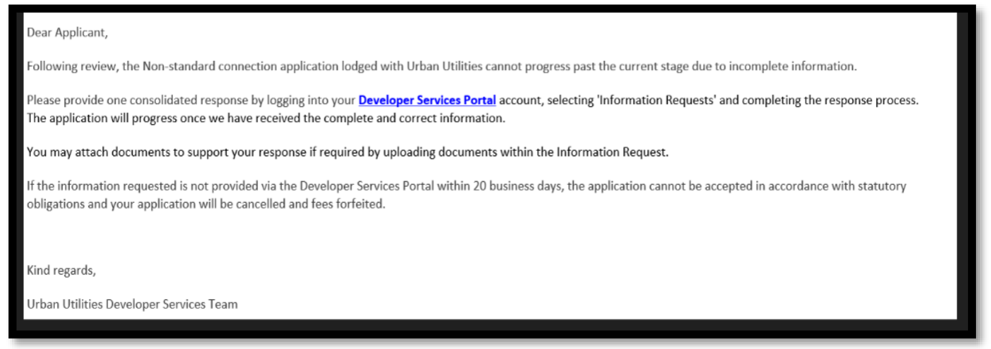


- **Note:** Remember to uncheck the details from the contact who is not the Property Owner or Billing Entity
- Click the **Save** button

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.

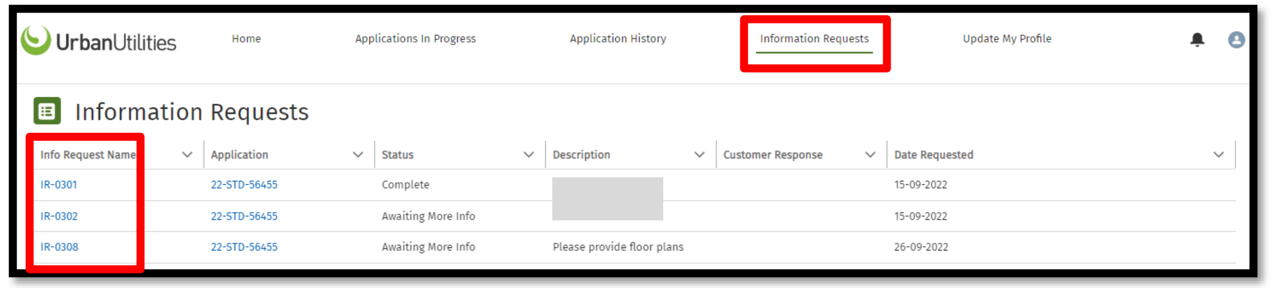
Please provide one consolidated response by logging into your Developer Services Portal account, selecting 'Information Requests' and completing the response process. The application will progress once we have received the complete and correct information.

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.

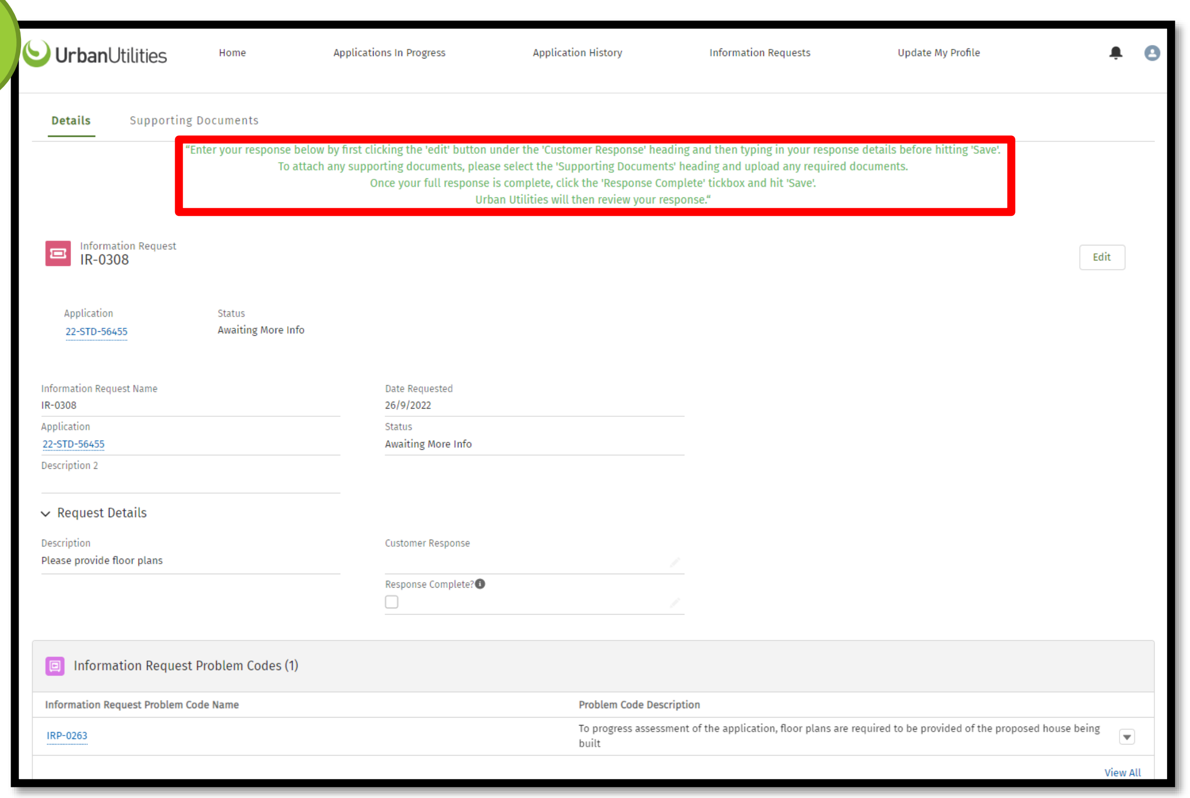
Kind regards,

Urban Utilities Developer Services Team



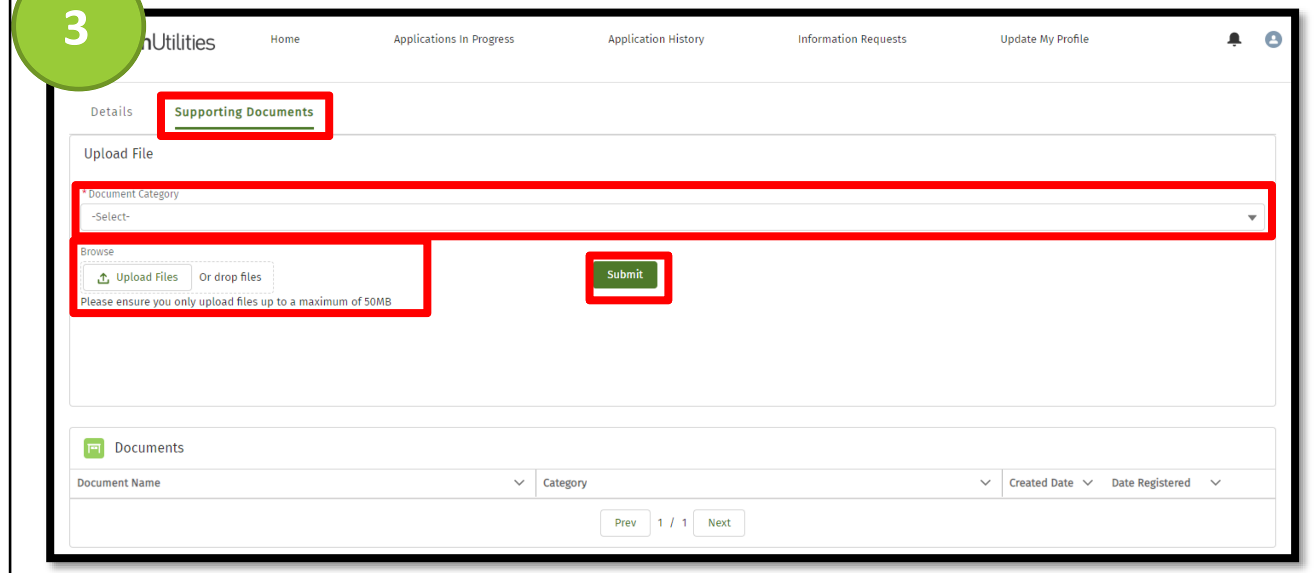
- You will receive an email notification.
- Log into the portal and click on the **Information Requests** tab.
- Select the Info Request hyperlink.

2



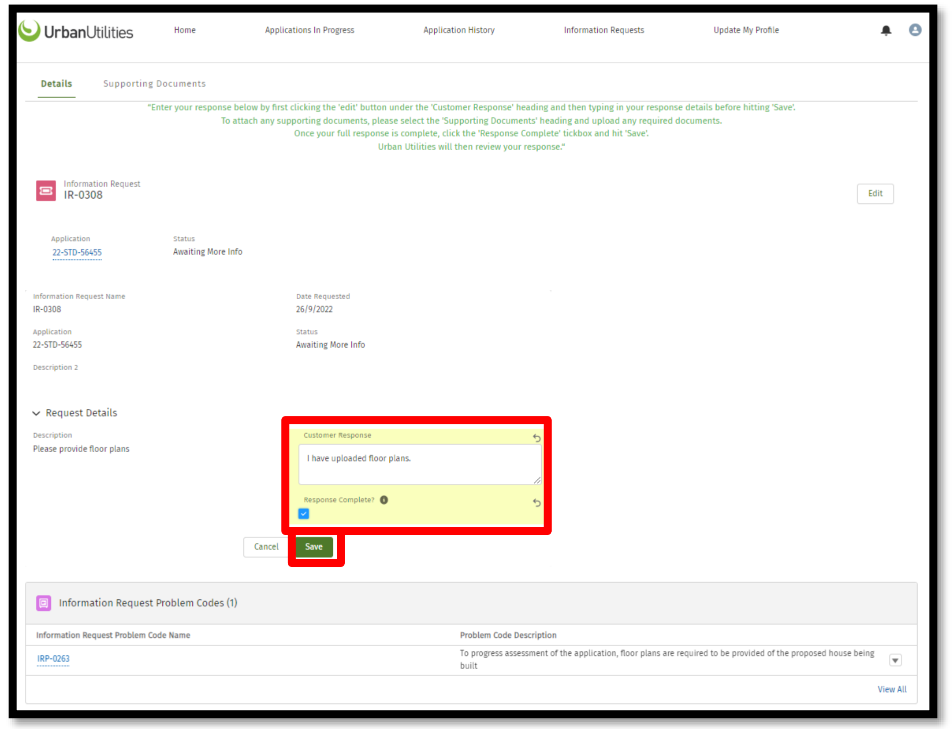
- Review the Information Request and note the instruction on how to respond is shown on the green help text.

3



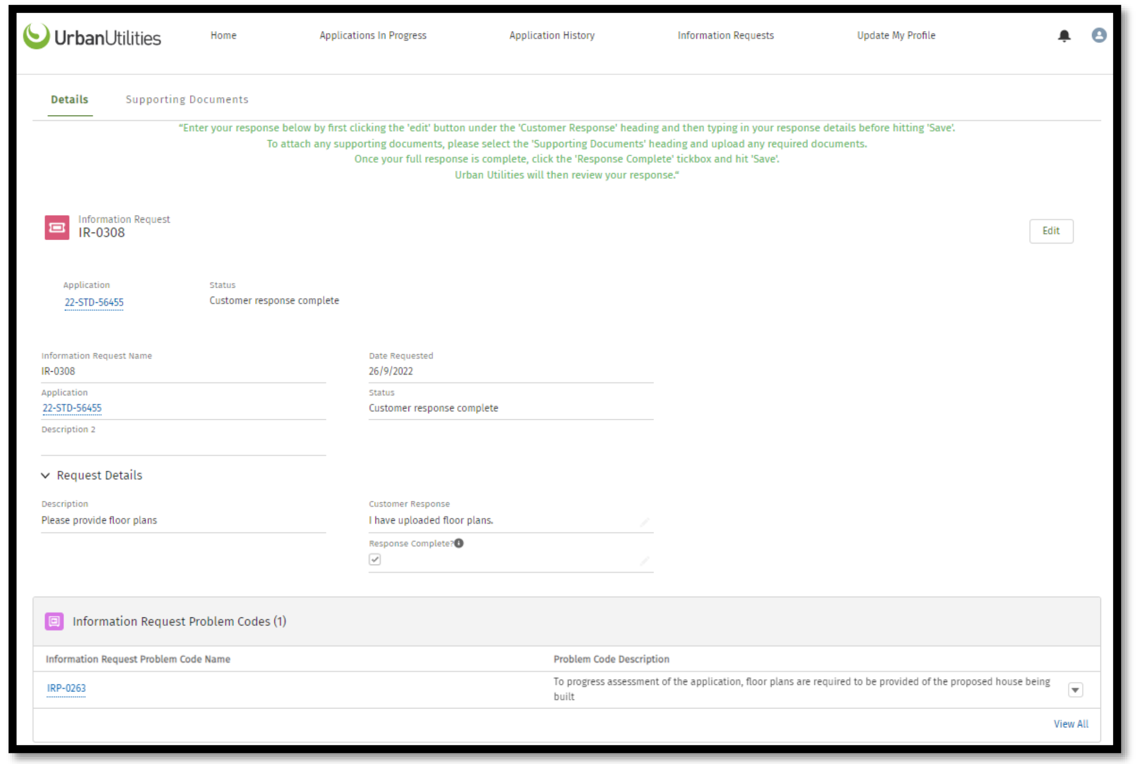
- If required, you can upload documents by clicking on the **Supporting Documents** tab.
- Select relevant **Document Category** and click on the **Upload files** button.
- Click on the **Submit** button. Any documents uploaded here will be able to be viewed via the **Documents** tab in the application.

4



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

5



- 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.

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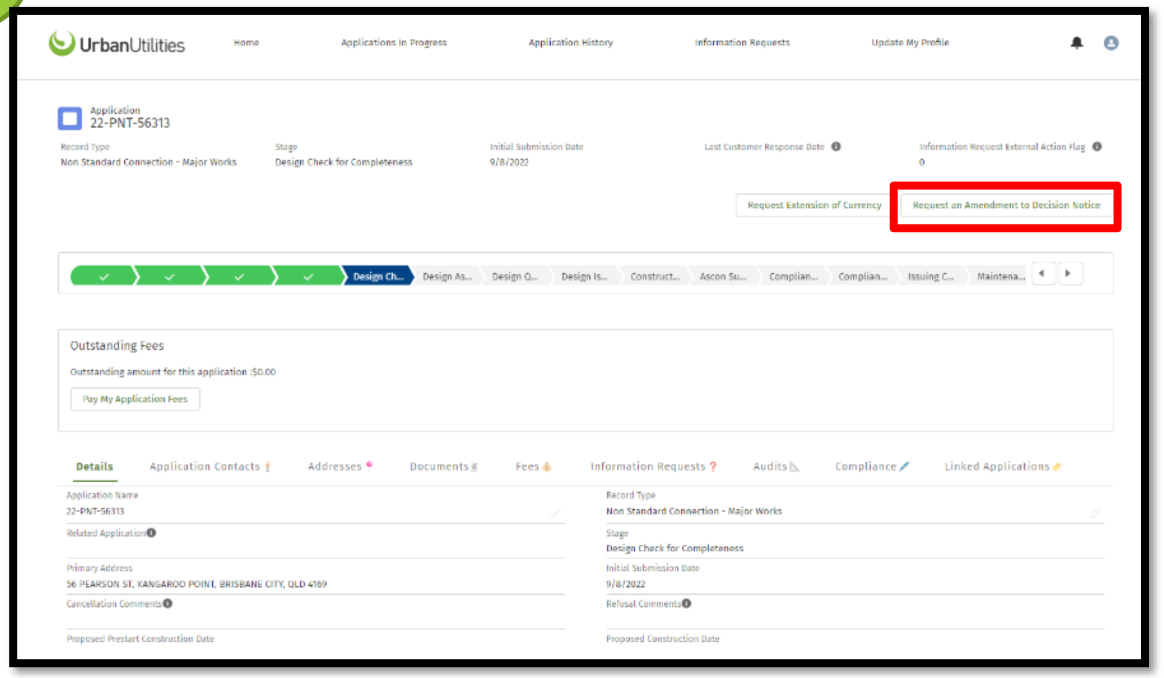
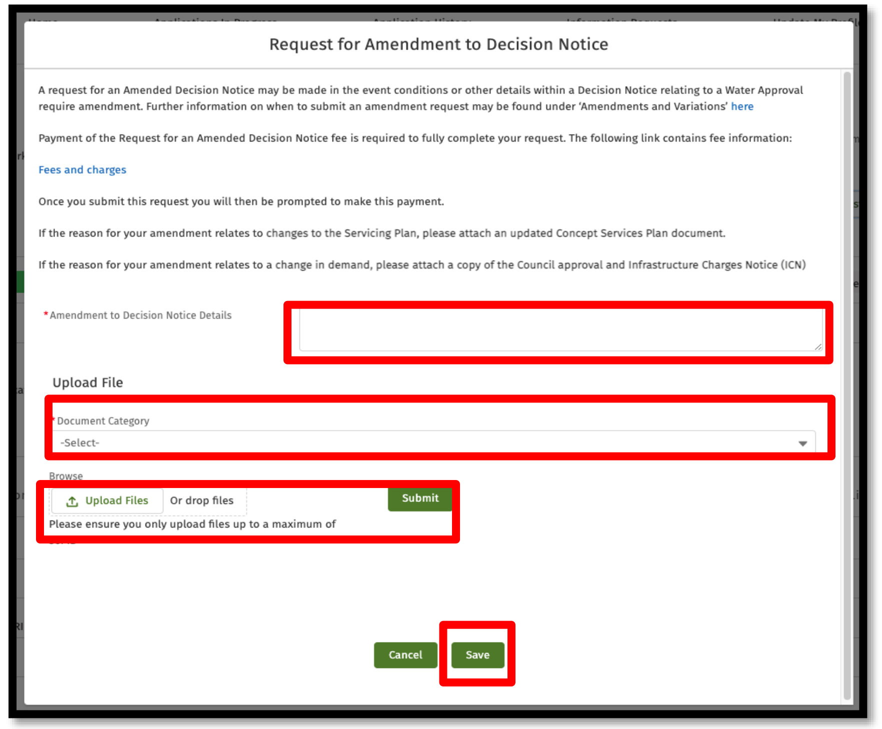


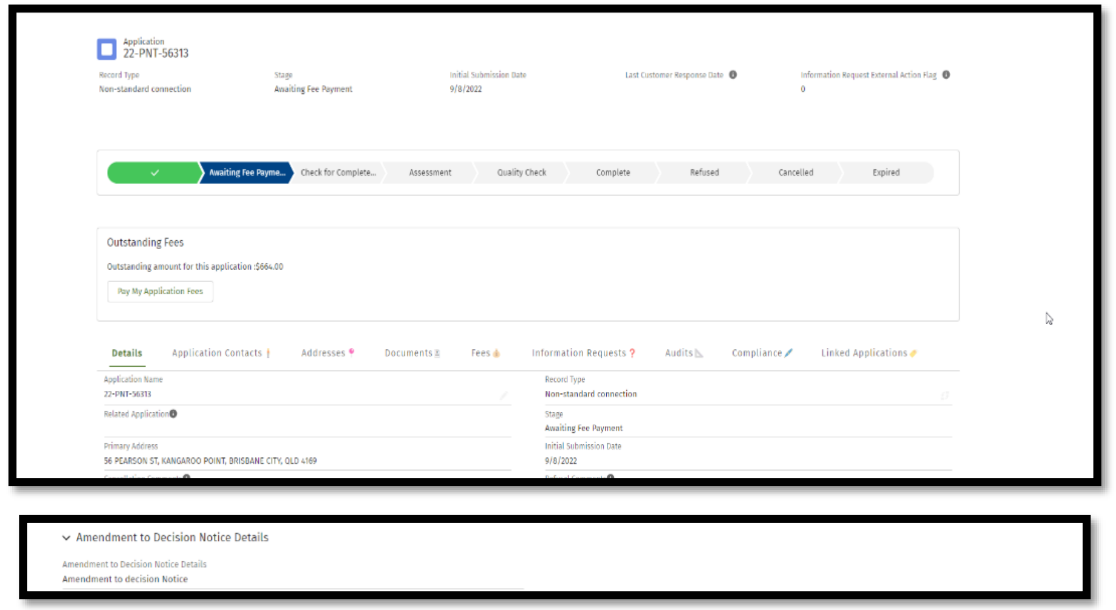
- If you want to request an amendment to decision notice, click on the **Request an Amendment to Decision Notice** Button

2



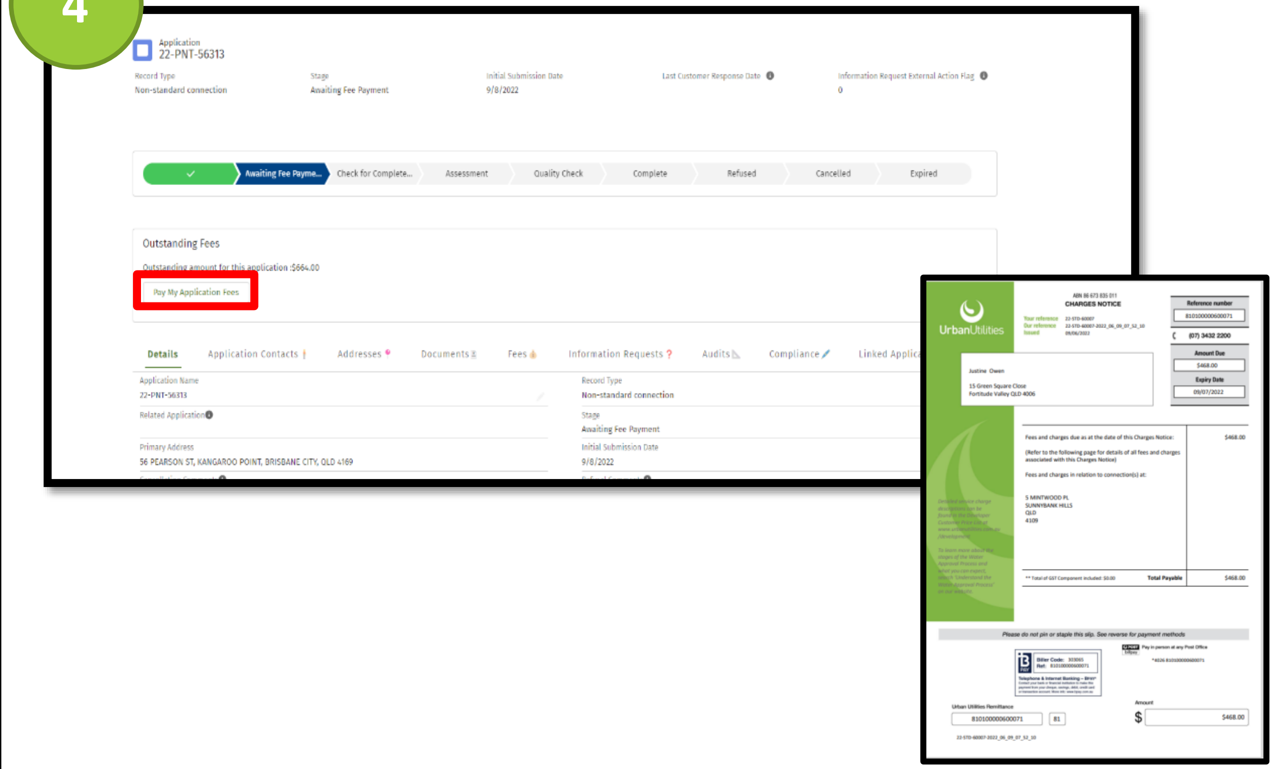
- In the pop-up screen, add your comments to the **Amendment to Decision Notice Details** field and upload relevant documents to the associated **Document Category**.
- Click the **Save** button

3



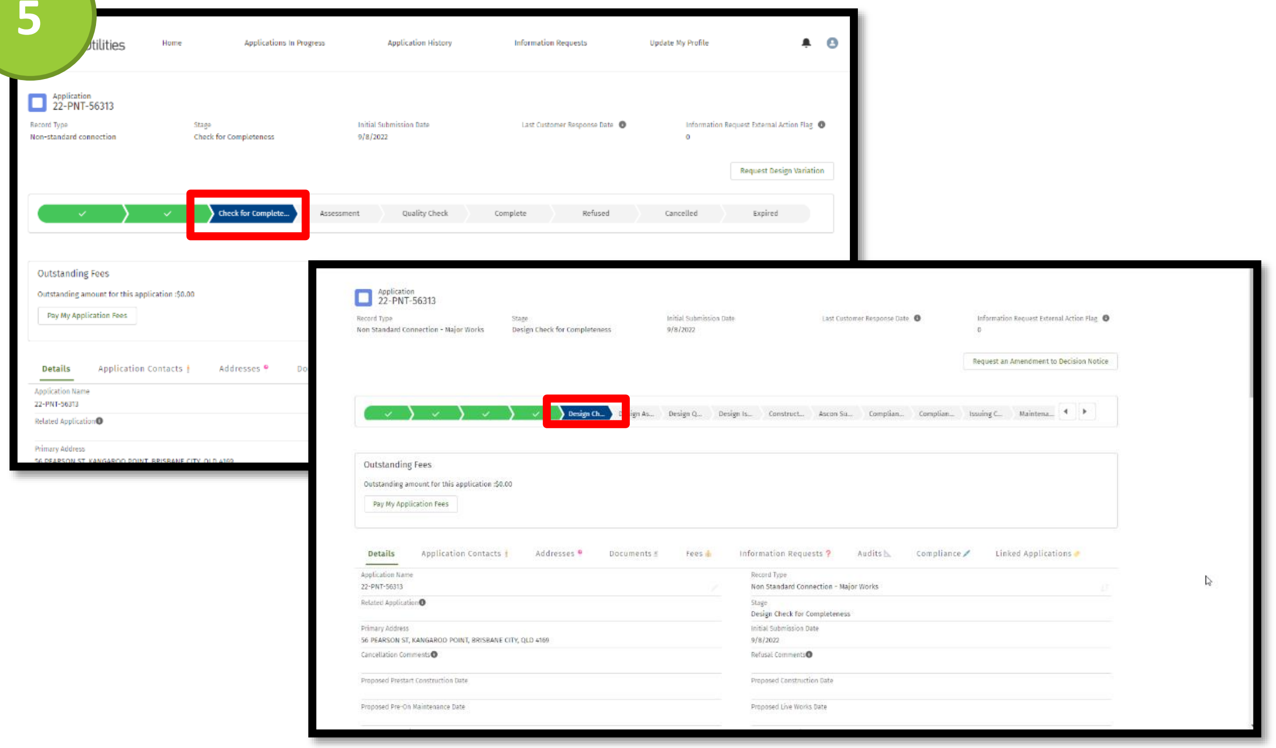
- The application moves back to **Awaiting Fee Payment** Stage and a fee is added automatically.
- The details of the Amendment to Decision Notice is also shown in the application details section.

4



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

5

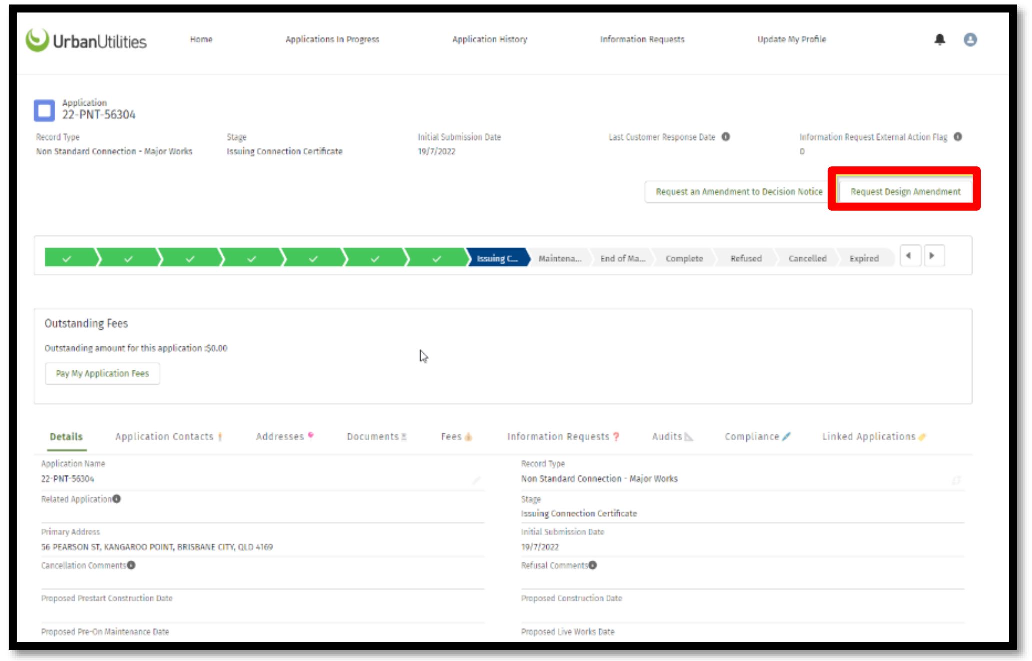


- When fees are paid, the stage moves to **Check for Completeness** for internal review.
- When assessed, the application will move to appropriate stage to continue the process.

HOW TO REQUEST A DESIGN AMENDMENT

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

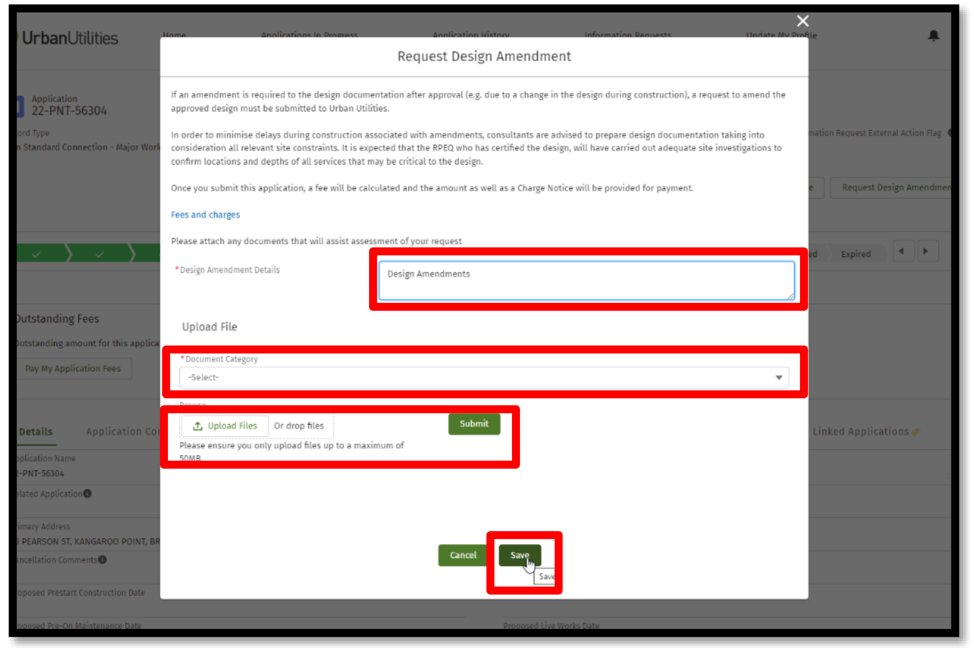
1



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

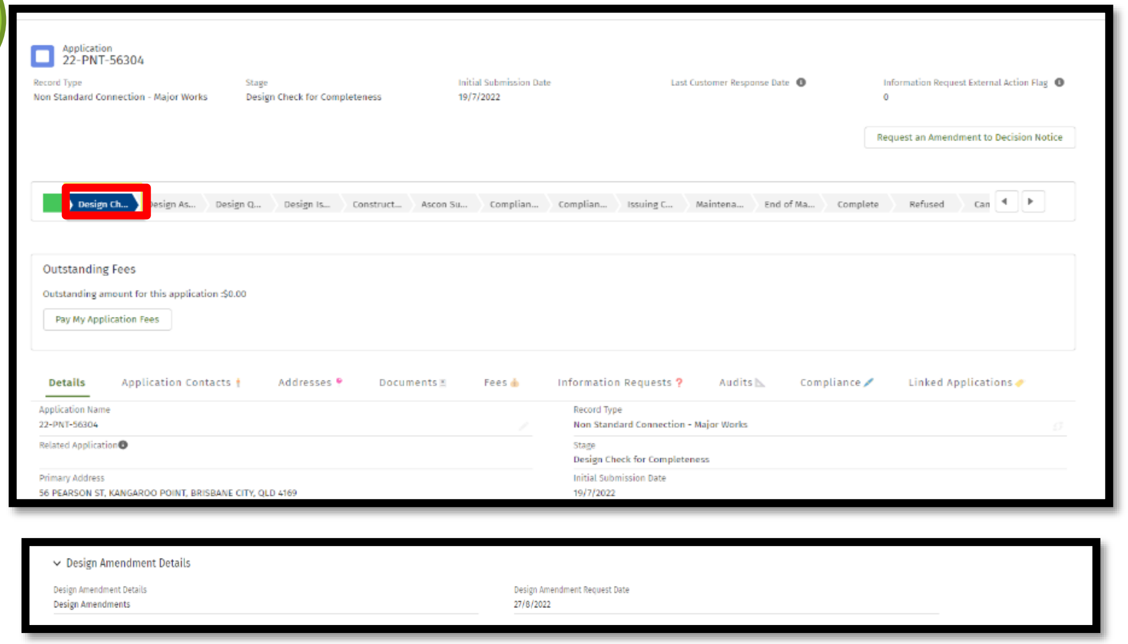
Note: this button will not be available at all stages.

2



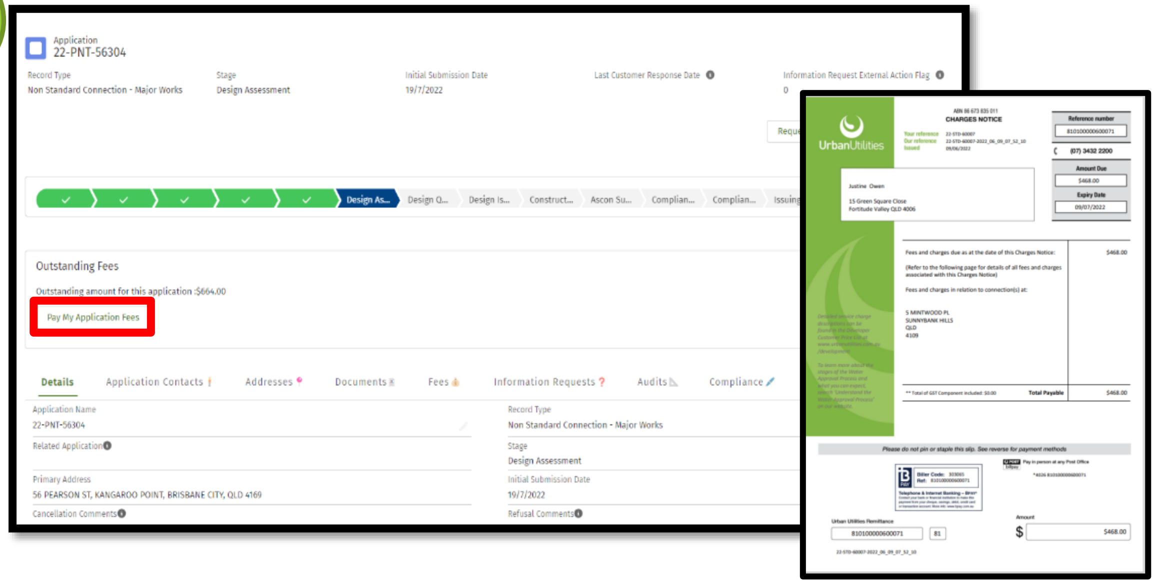
- In the pop-up screen, add your comments to the **Design Amendment Details** field and upload relevant documents to the associated **Document Category**.
- Click the **Save** button

3



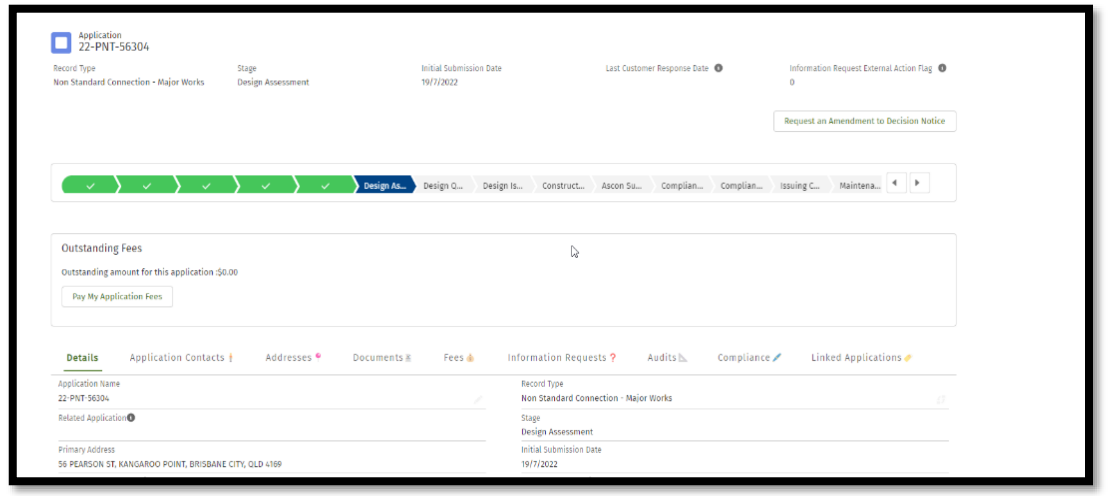
- The application will now move back to the **Design Check for Completeness** Stage.
- The details of the Design Amendment is also shown in the application details section.

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

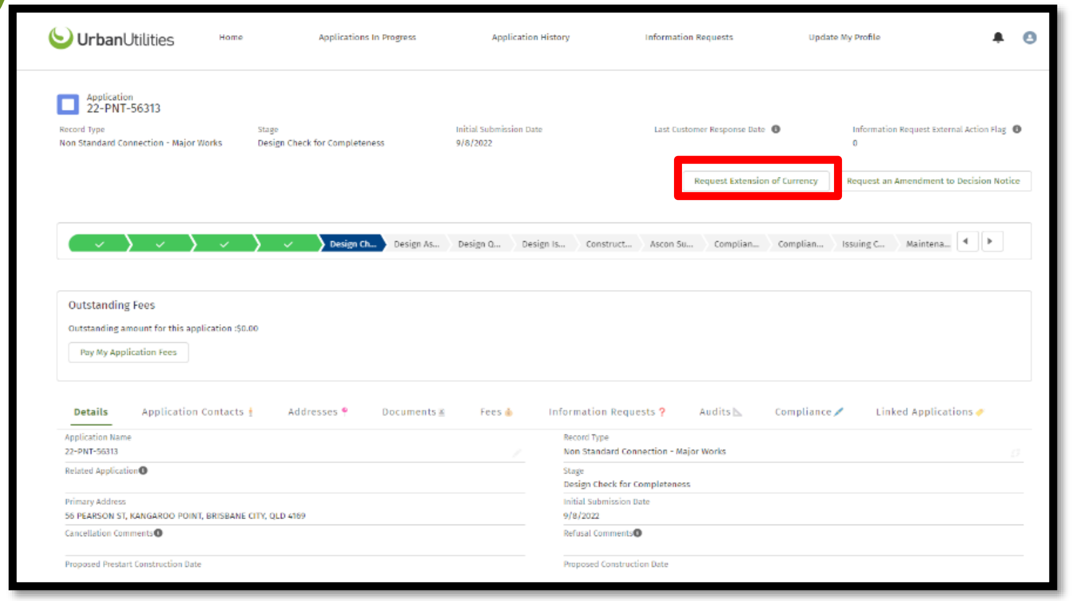


- When fees are paid, Urban Utilities will assess the request and take next set of actions.

HOW TO REQUEST AN EXTENSION OF CURRENCY

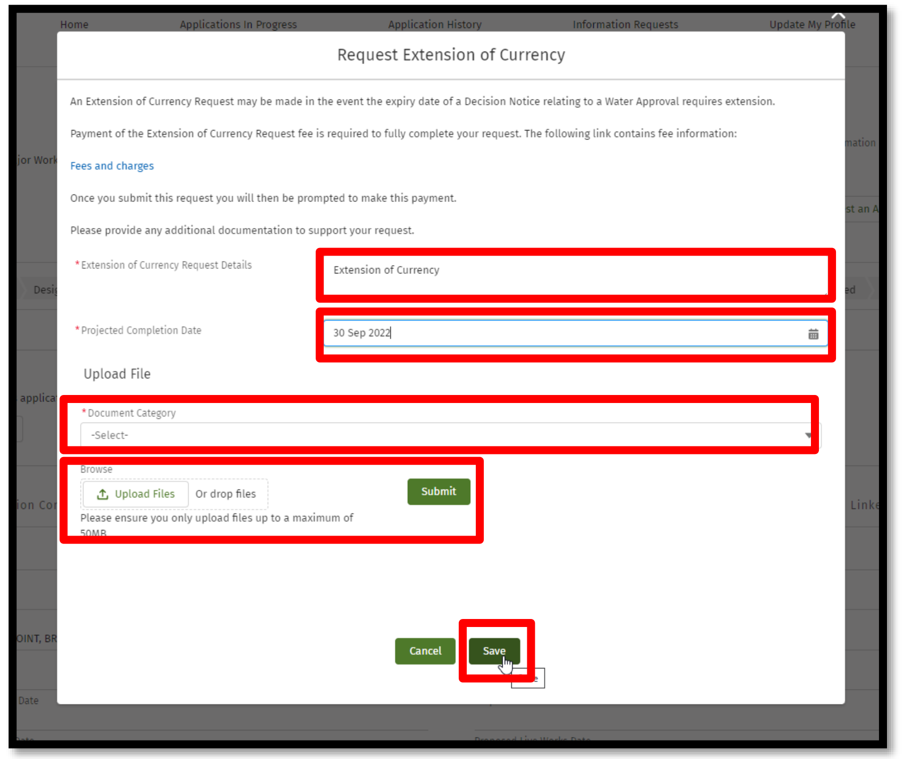
- You can request an extension of currency in Standard and Non-Standard applications after the **Fees Due** stage.

1



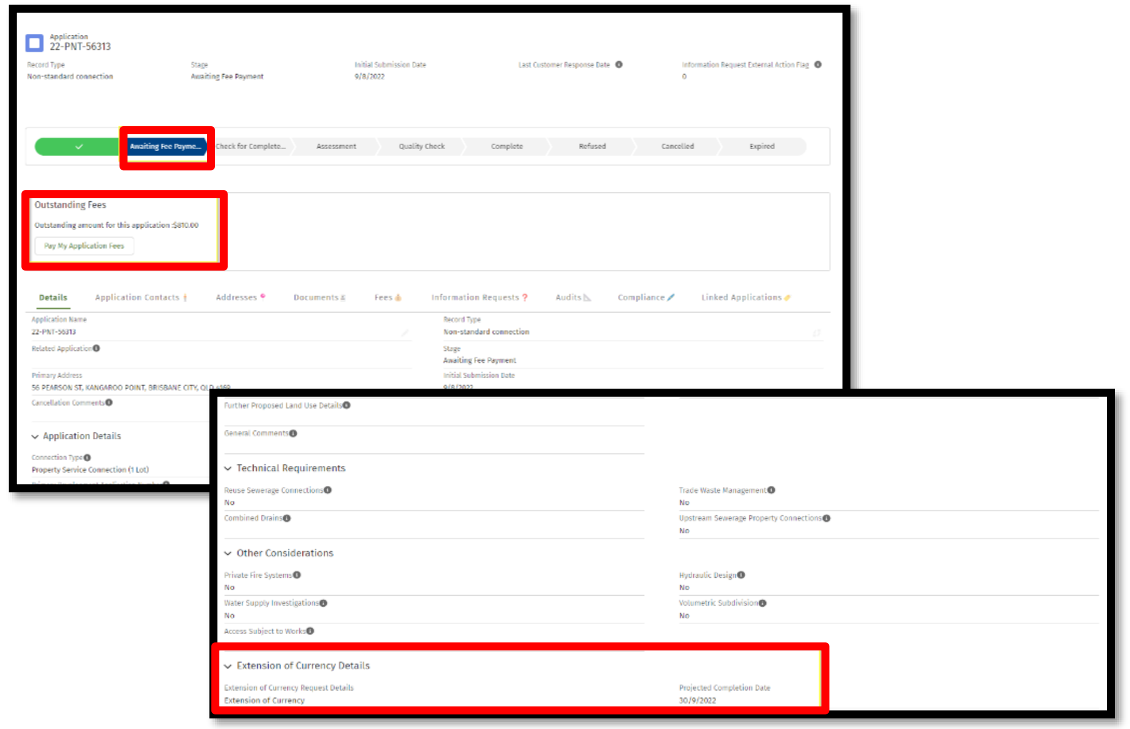
- Open the application and click on the **Request Extension of Currency** button.

2



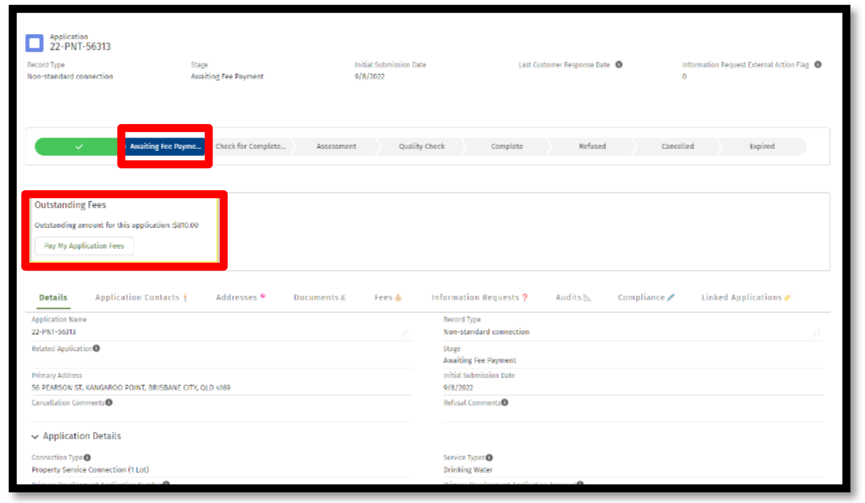
- In the pop-up screen, add your comments to the **Extension of Currency Request Details** field, add a date to the **Projected Completion Date** field, and upload relevant documents to the associated **Document Category**.
- Click the **Save** button

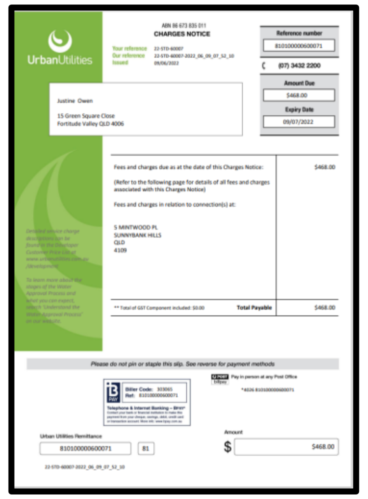
3



- The 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.

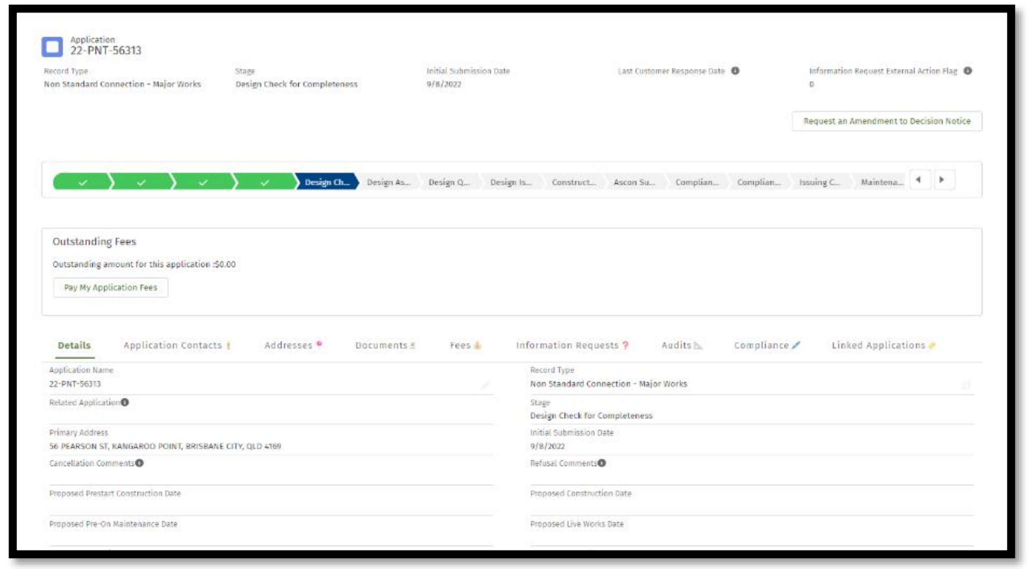
4





- 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

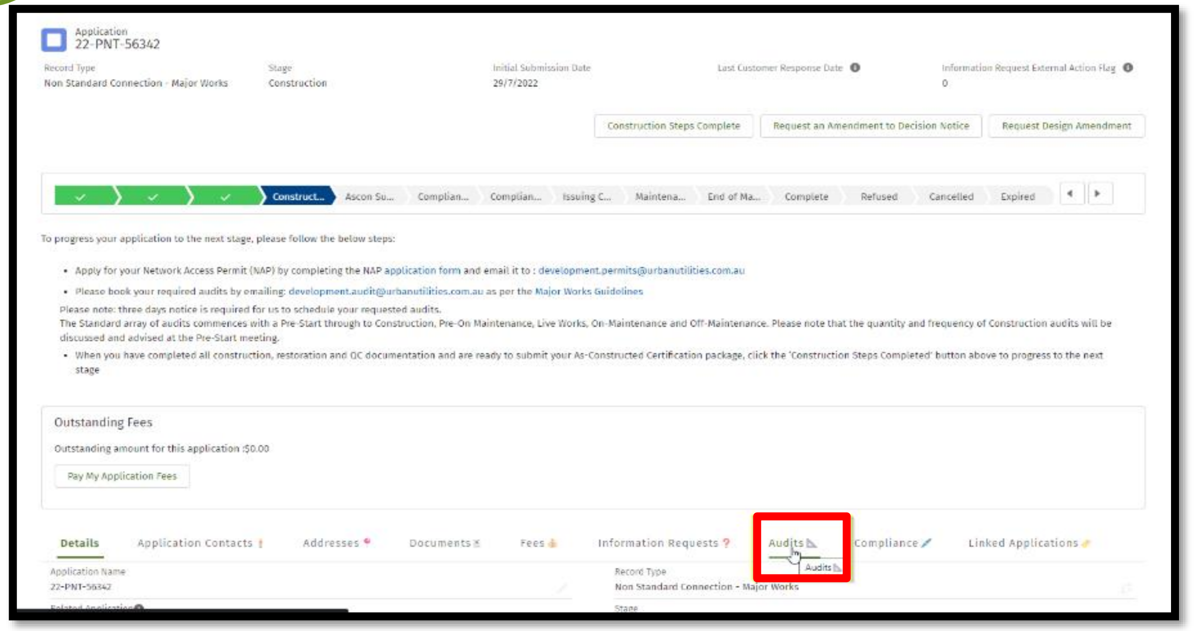


- When finalised, the Request Extension of Currency button is no longer visible.

HOW TO VIEW MY AUDITS

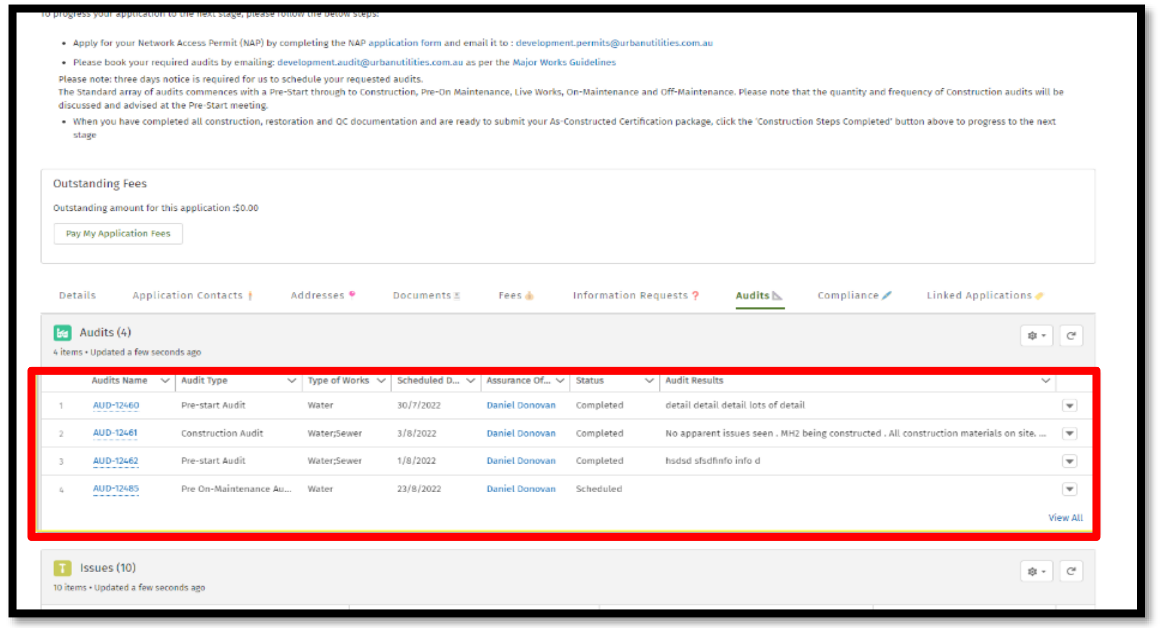
- You can view audit for your Non-Standard applications.

1



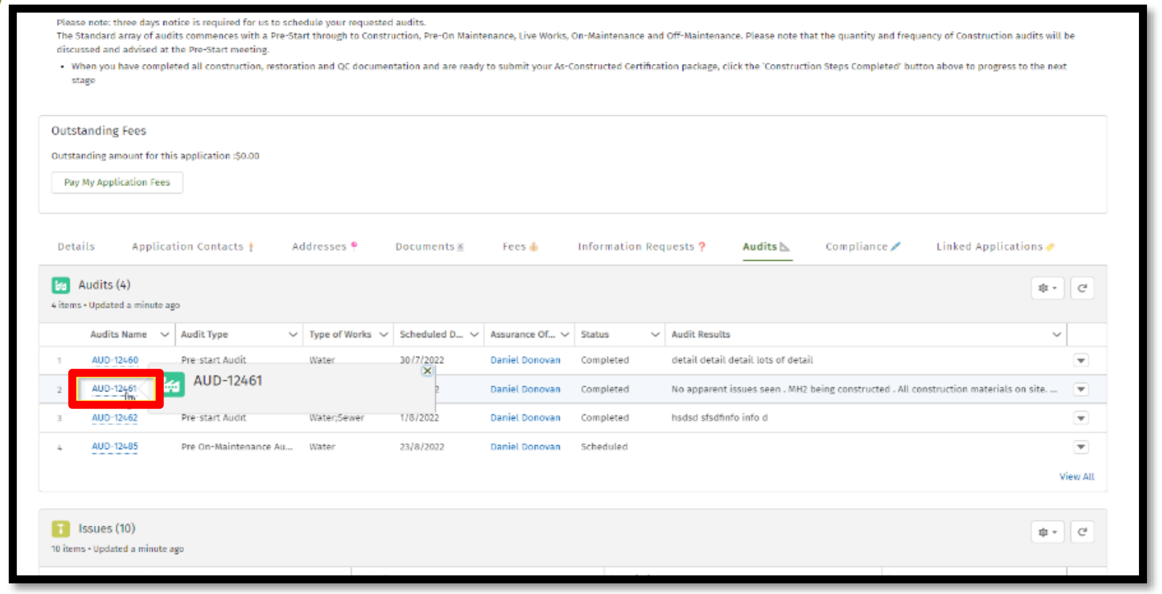
- Open your Non-Standard application and click on the **Audits** tab.

2



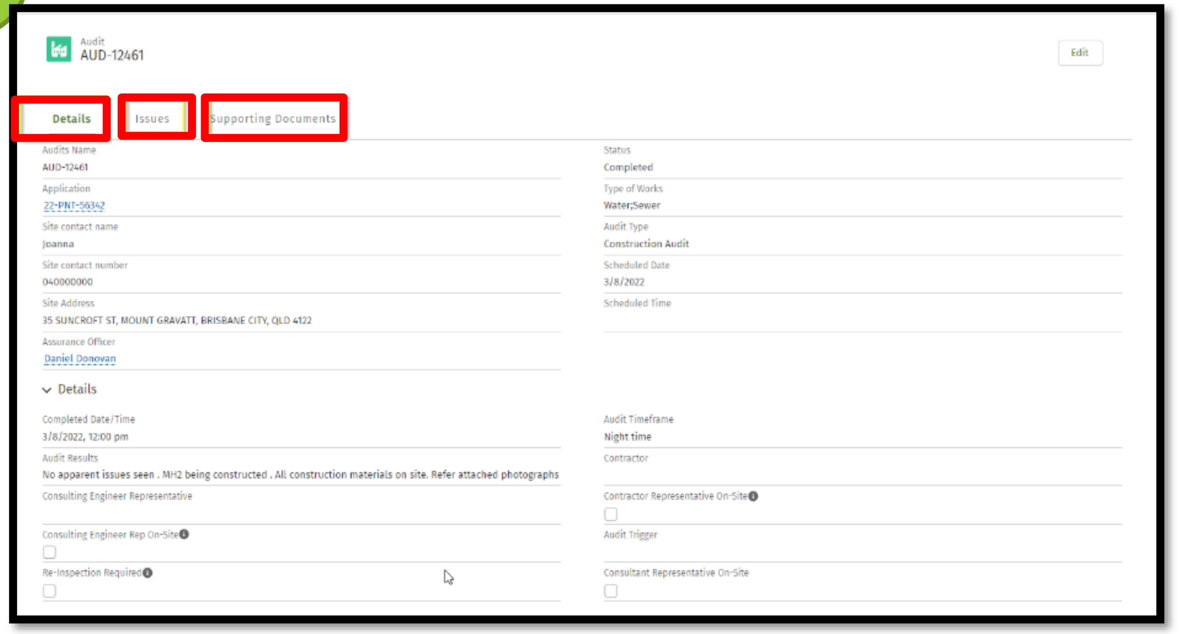
- Here you will see the **Audits** component.

3



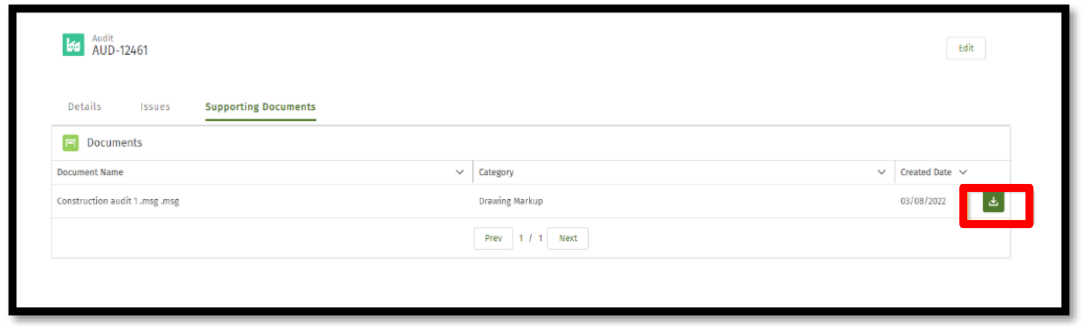
- Click on the Audit name link to open and view the Audit record details.

4



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

5

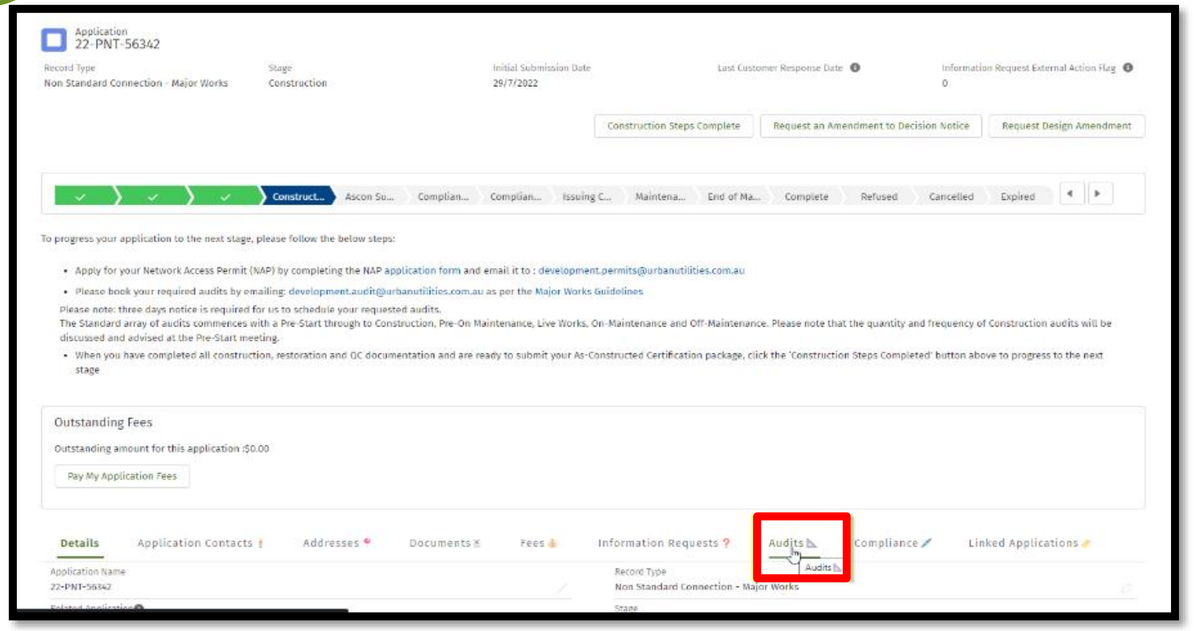


- The **Supporting Documents** tab is the place where documents related to an Audit can be viewed and downloaded by you at any time.

HOW TO VIEW ISSUES FROM AUDITS

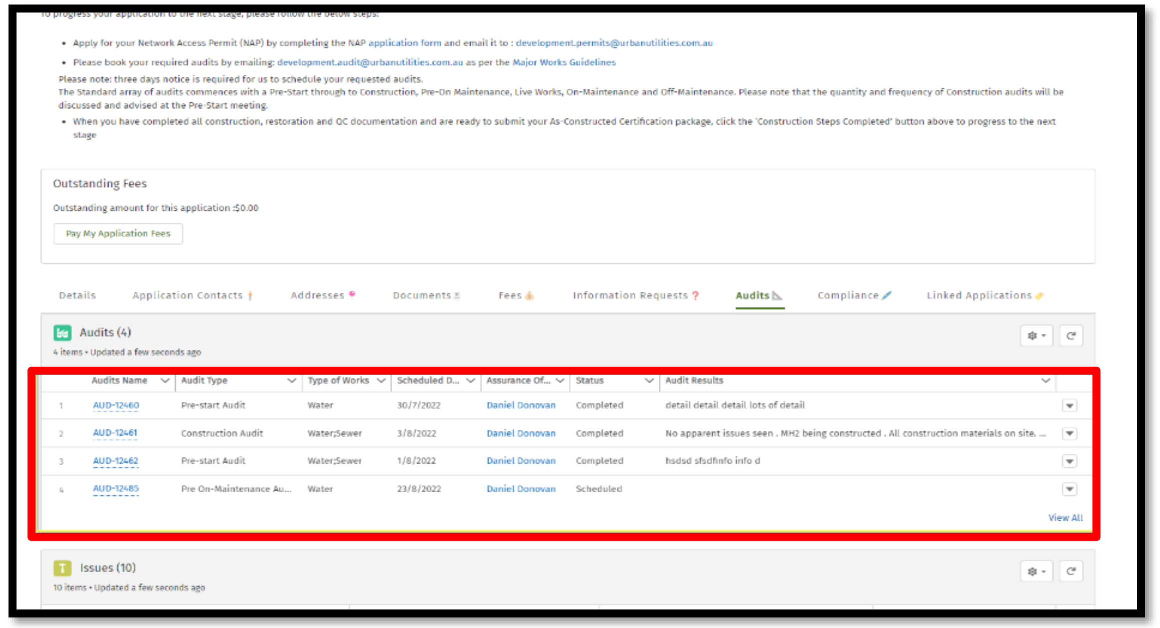
- You can view issues for your Non-Standard applications.
- You can view issues via an **Audit** link, or from the **Issues** component.

1



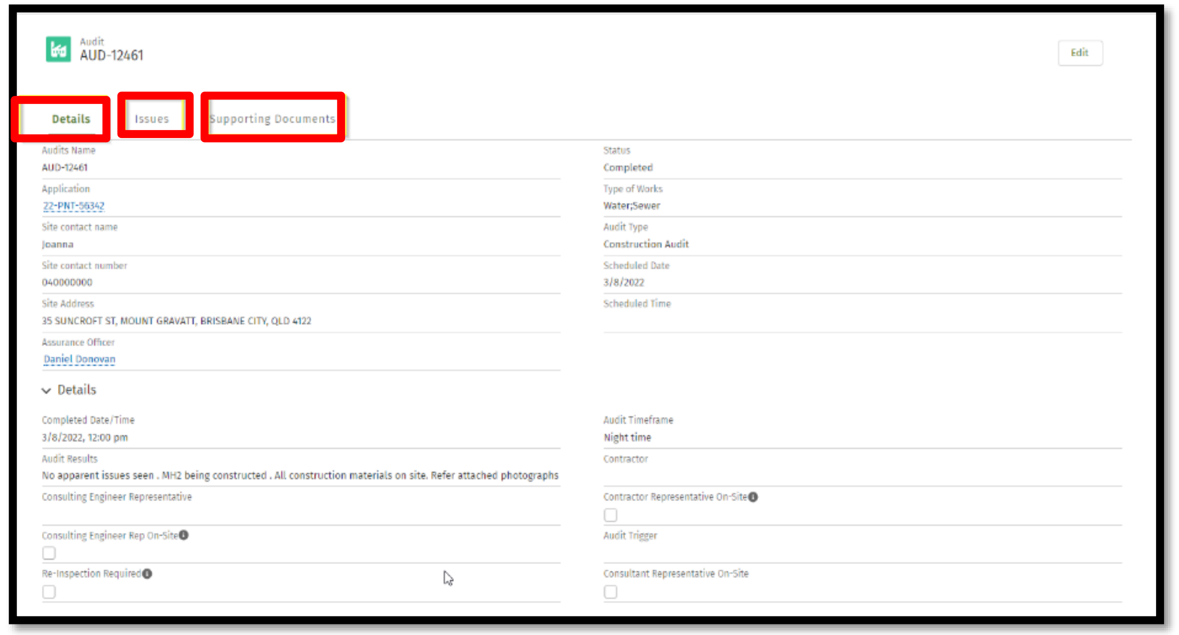
- Open your Non-Standard application and click on the **Audits** tab.

2



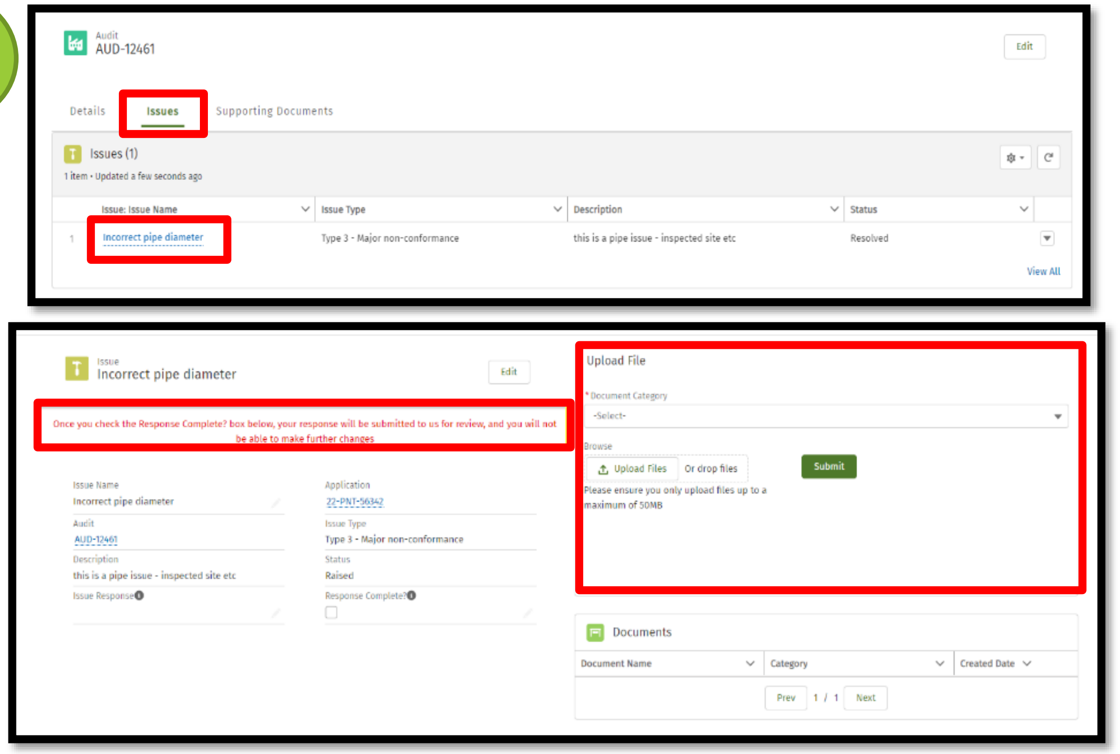
- Here you will see the **Audits** component.
- Click on the Audit name link to open and view the Audit record details.

3



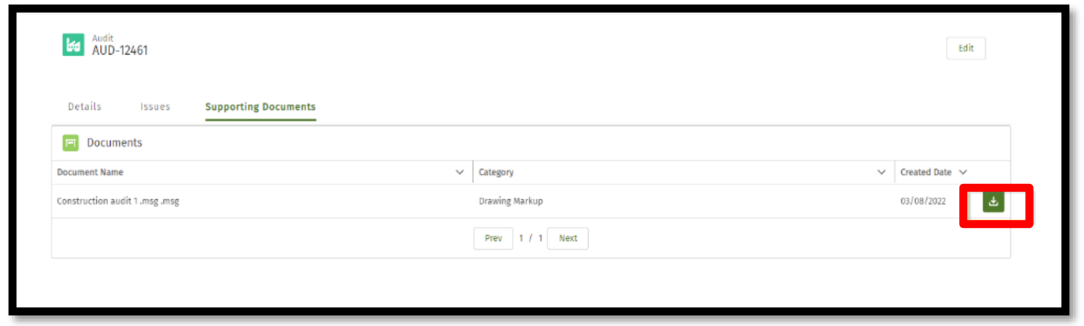
- You can view information in the **Details** tab, **Issues** tab, or the **Supporting Documents** tab.

4



- 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

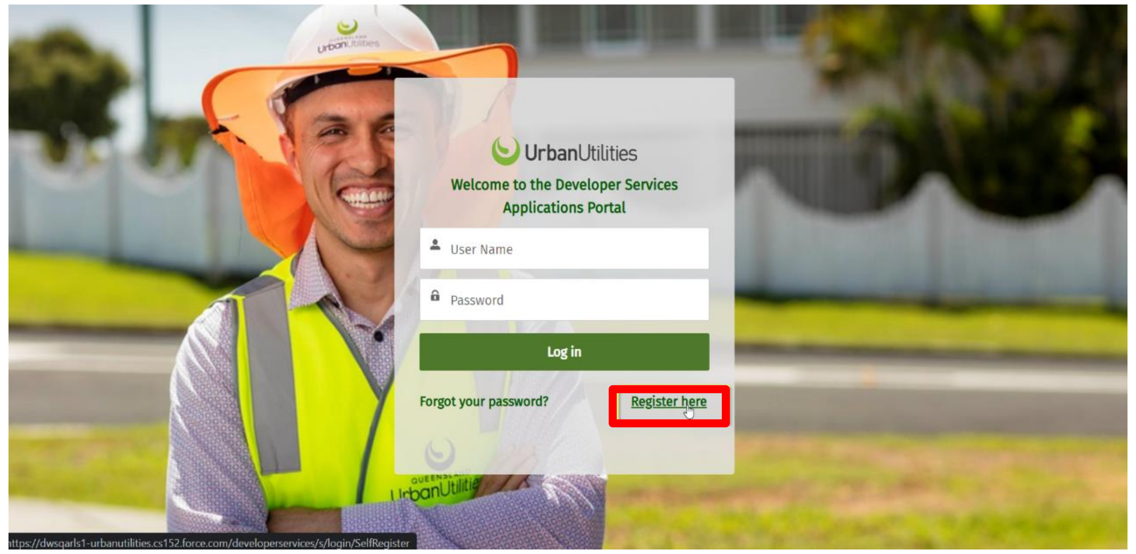


- The **Supporting Documents** tab is the place where documents related to an Audit can be viewed and downloaded by you at any time.

HOW TO REGISTER AS A BUSINESS ENTITY

- You can register as a Business Entity.

1

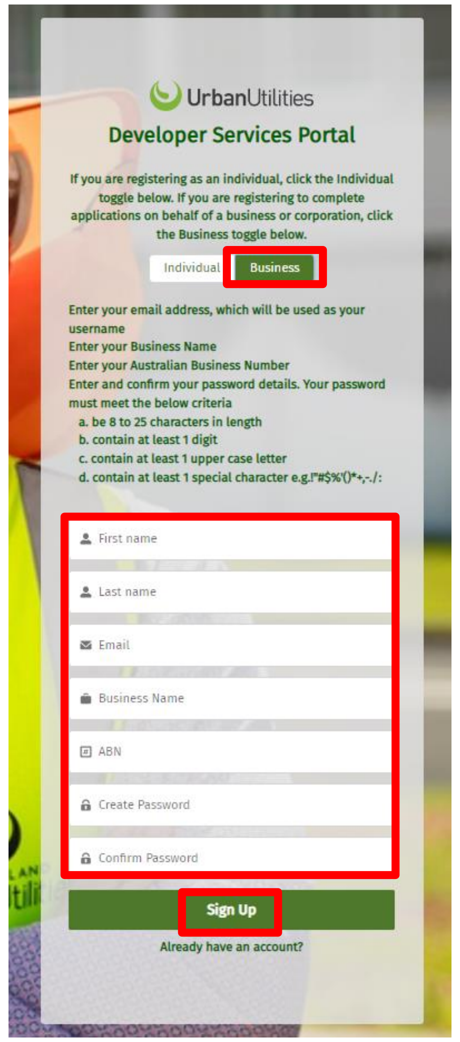


- Go to the Developer Services Applications Portal and click the **Register here** button to Register a Business Entity.

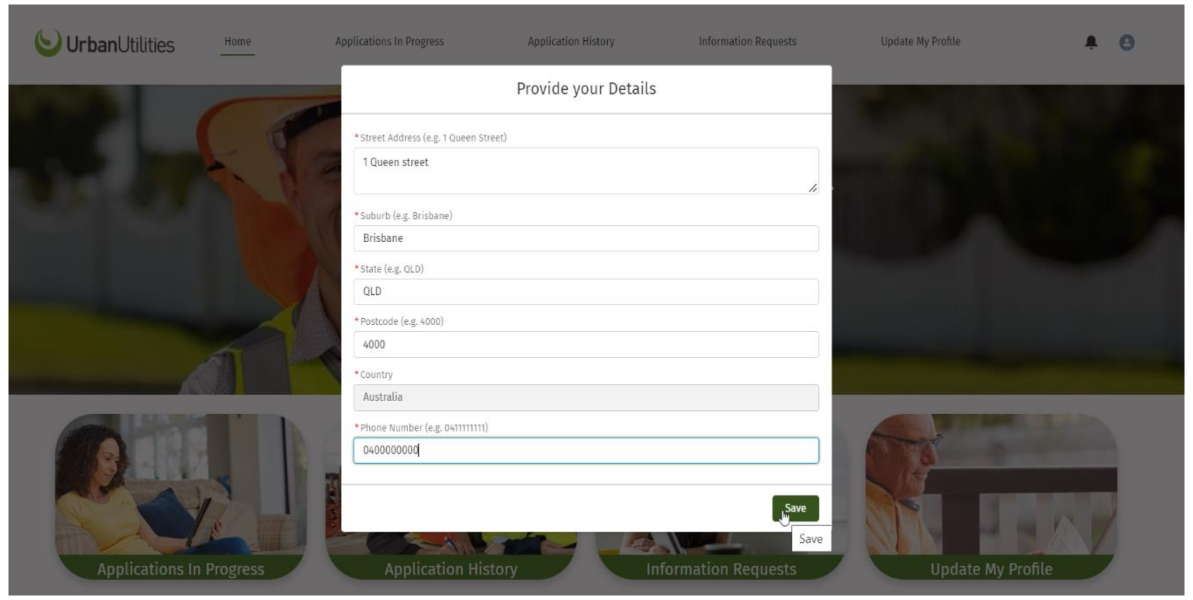
2

- 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.

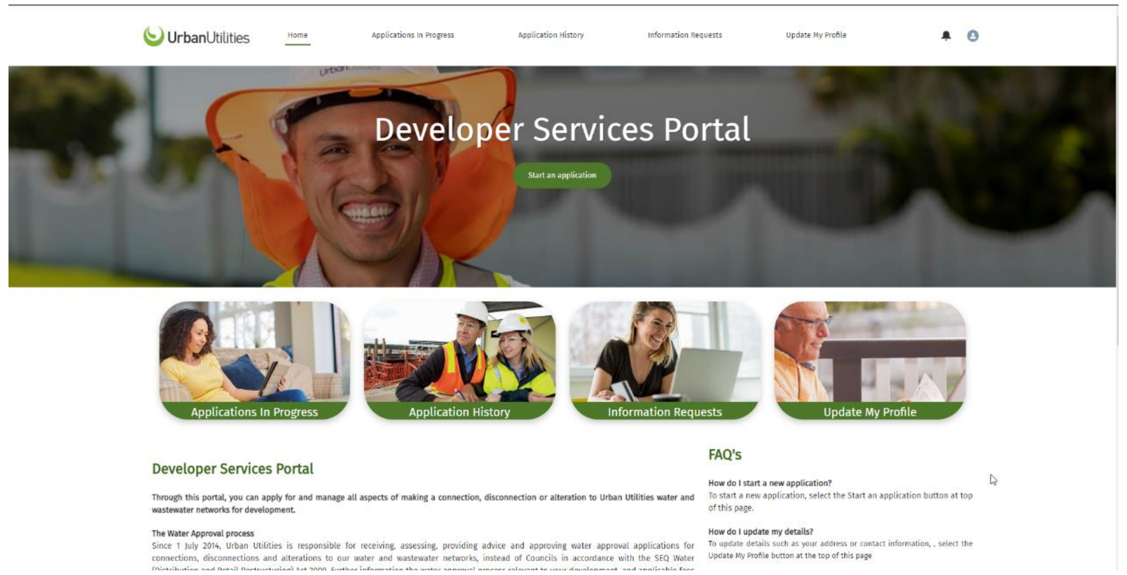


3



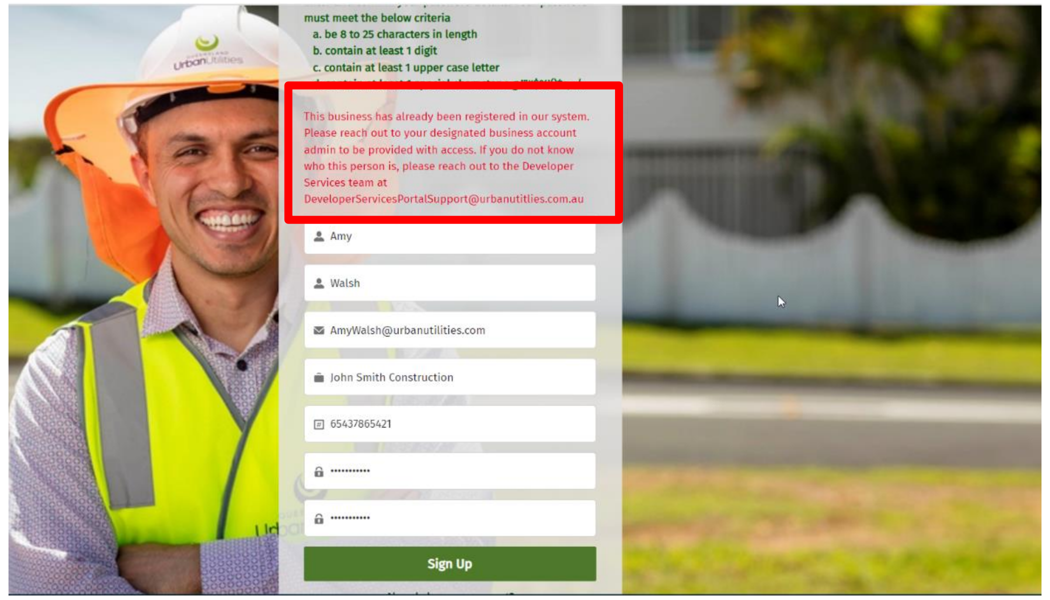
- Enter the business address details and phone number in the pop-up box.
- Click the **Save** button.

4



- You have now successfully registered your Business.

5

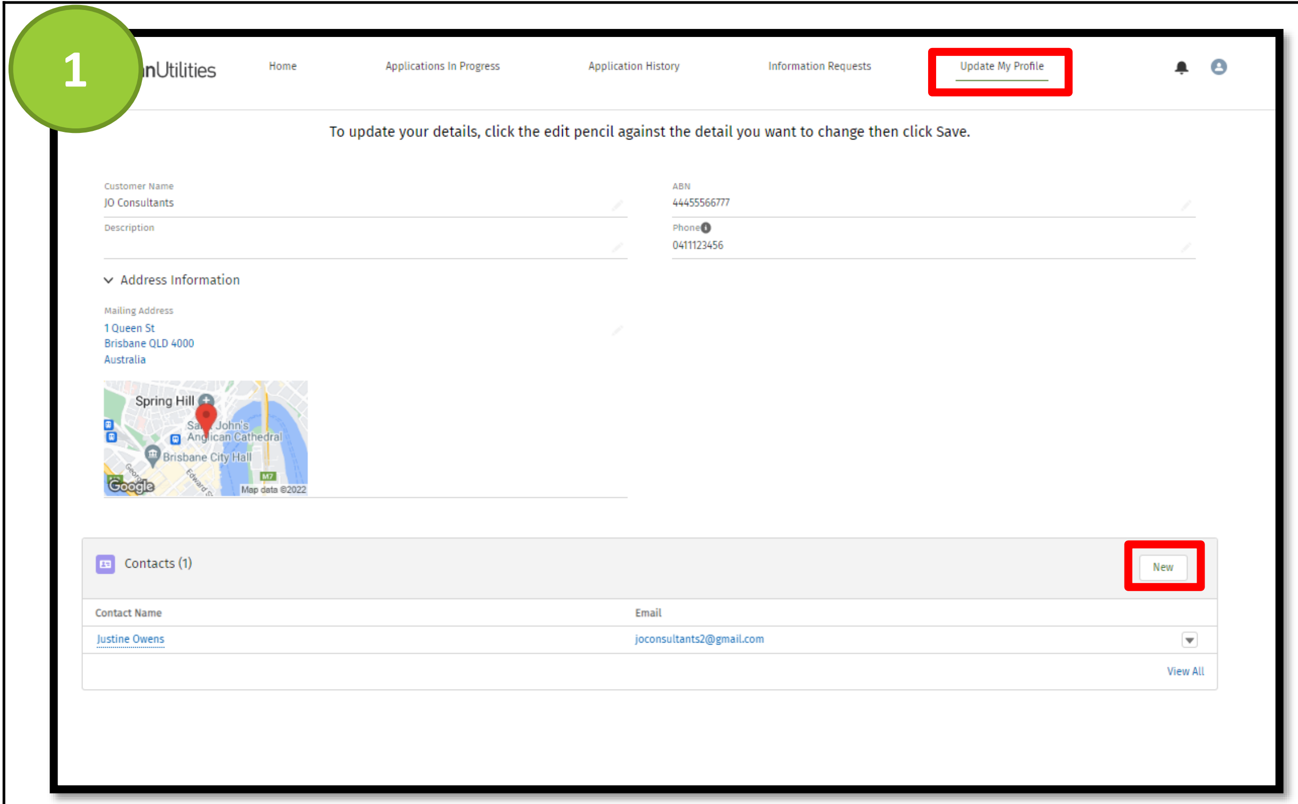


Note: If you try to use an existing ABN that is in the system, the above error will appear, and you will not be able to continue with the registration process.

HOW TO ADMINISTER BUSINESS ACCOUNT ACCESS

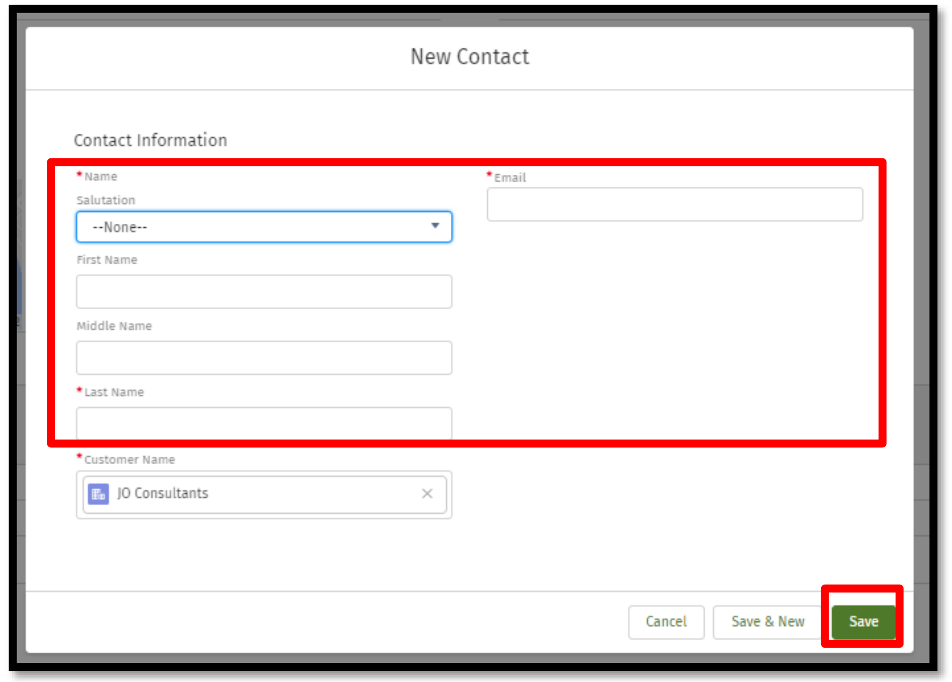
- You can add users to your Business account.
- You can also disable users from your Business account.

1



- Log into the Developer Services Application Portal and click on the **Update My Profile** tab.
- To onboard a new user, click on the **New** button in the **Contacts** component.

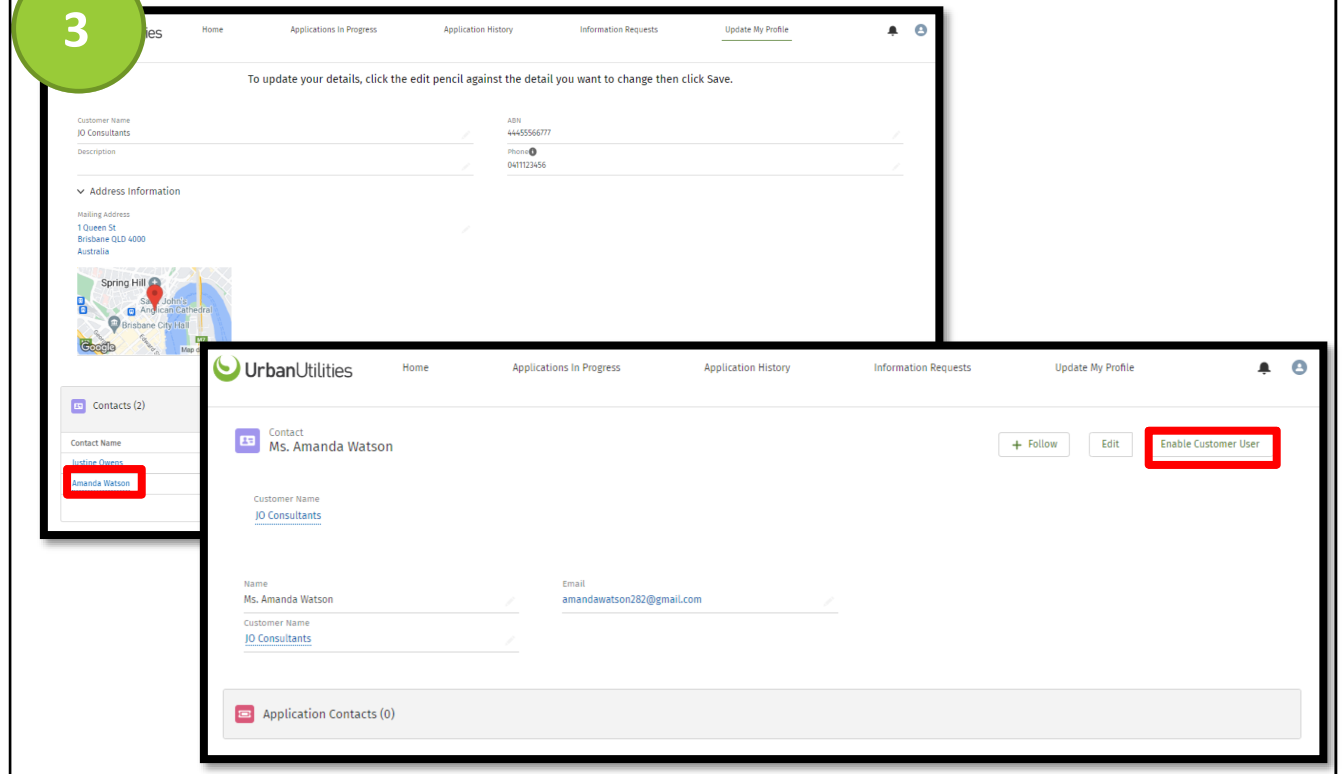
2



- Fill in the **New Contact** details and click the Save button.

Note: you can only add a new contact if they are not in the system already.

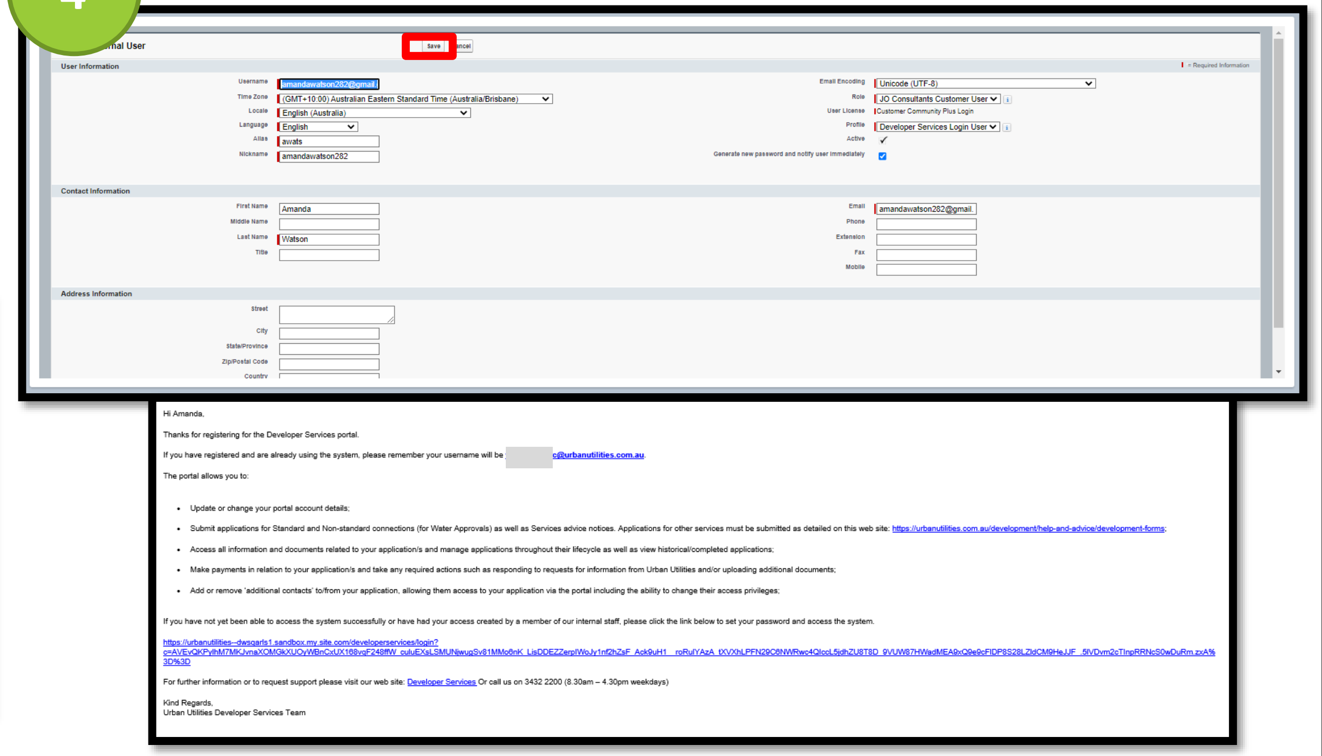
3



<u>View and Activate the New user</u>

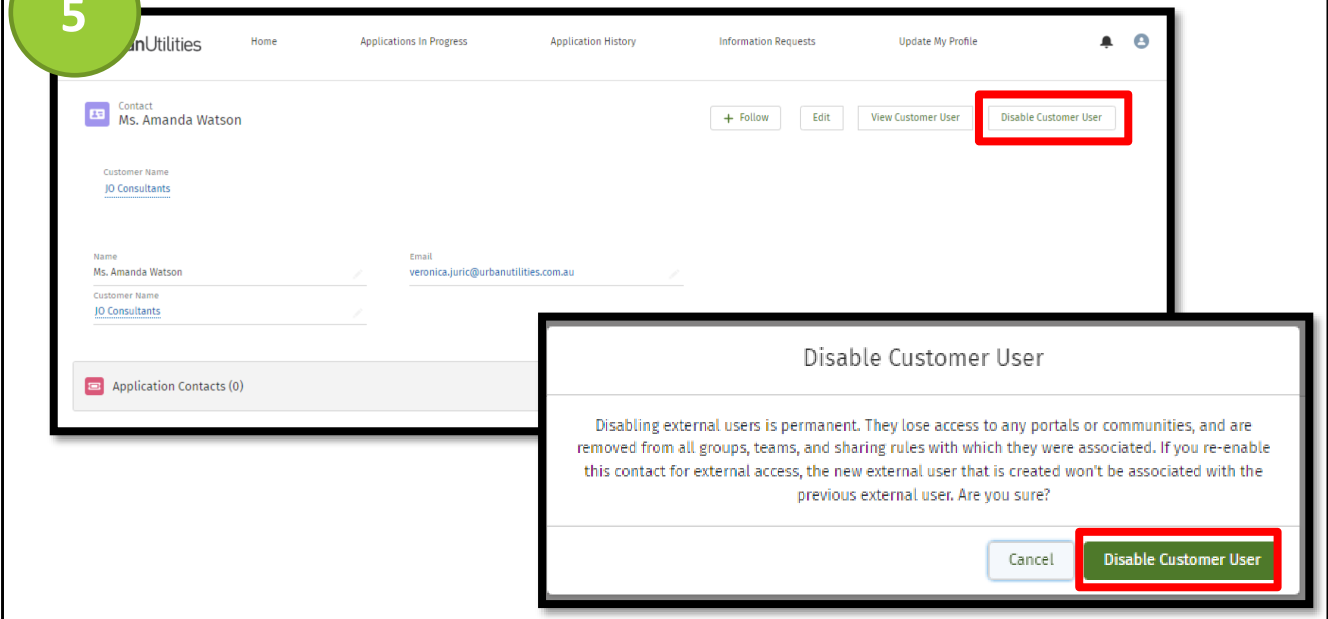
- Click on the newly created user hyperlink. In the pop-up screen, click the **Enable Customer User** button.

4



- This will open a pop-up box where you will need to click on the **Save** button.
- Your new contact will receive a confirmation email.

5



<u>Disable an existing User</u>

- 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.