

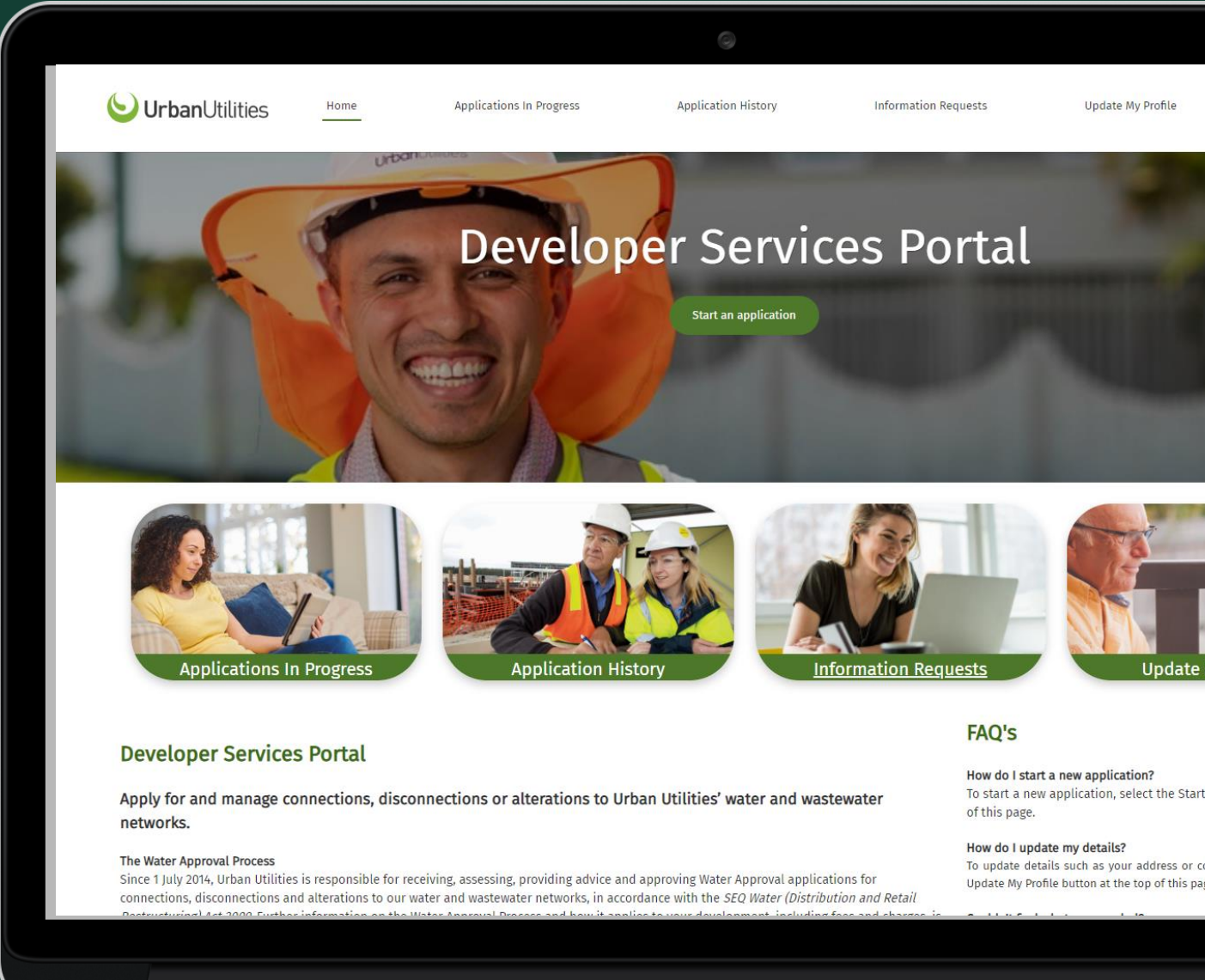


# Developer Services Portal



## Network Access Permit (NAP) Application Quick Reference Guide

External Portal



# Welcome

We have automated the Network Access Permit (NAP) process and there are 5 key items to note:

1. NAP applications are now made through the Developer Portal.
2. NAP fees are required to be paid prior to assessment of the NAP application.
3. Shut plan and/or flow control fees (if applicable) will be advised depending on the complexity of the plan/s.
4. Meter information (Water only) must be provided with the Network access permit application.
5. Network access permit and/or a shut plan will not be issued unless Infrastructure Charges are paid in full.

**Note 1:** you cannot edit a NAP application once you have submitted it.

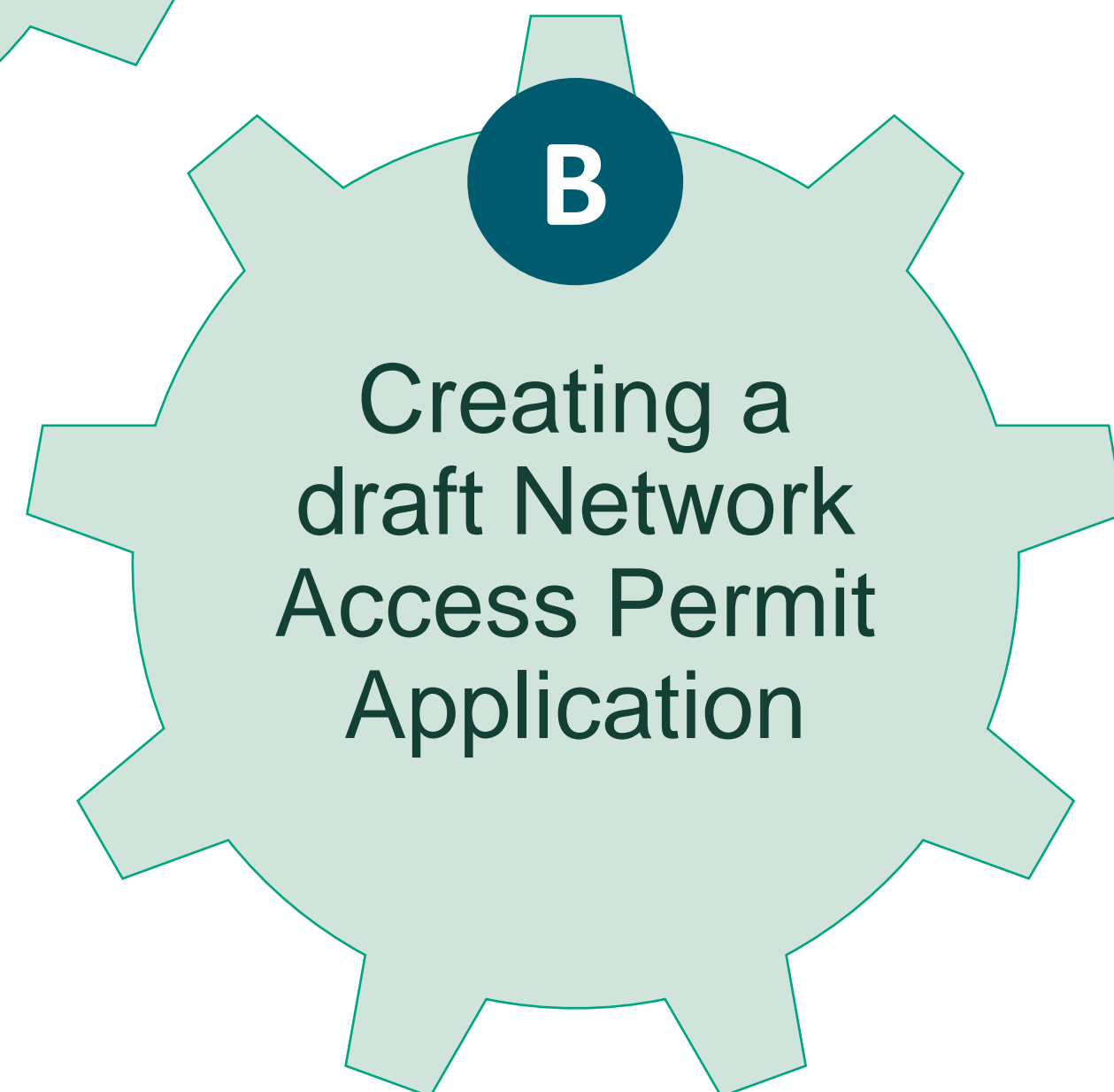
**Note 2:** Email [development.permit@urbanutilities.com.au](mailto:development.permit@urbanutilities.com.au) if you need to make any changes or have any questions

**Note 3:** You will be notified via an Information Requests if Urban Utilities needs further information during assessing your NAP application.

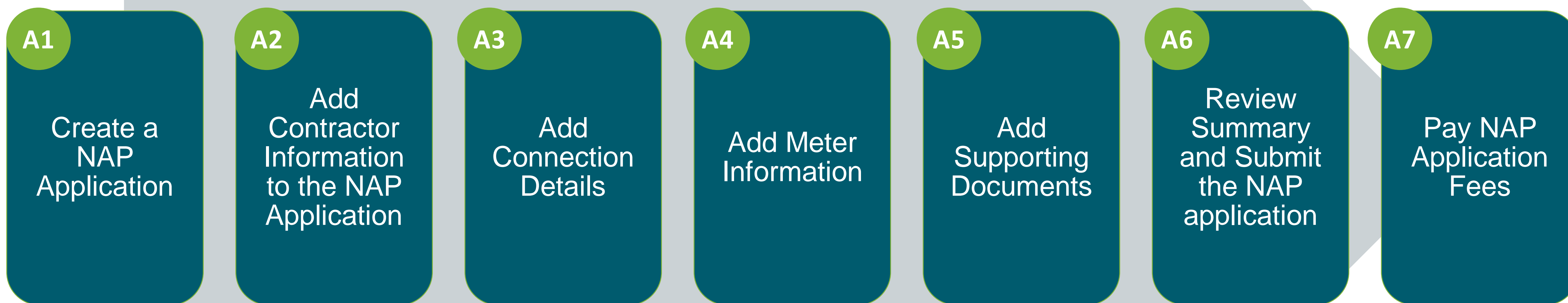
# QUICK REFERENCE GUIDE TOPICS

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**Note:** Click on the gear to take you directly to relevant section.



**Note:** Click on the process steps to take you directly to relevant section.

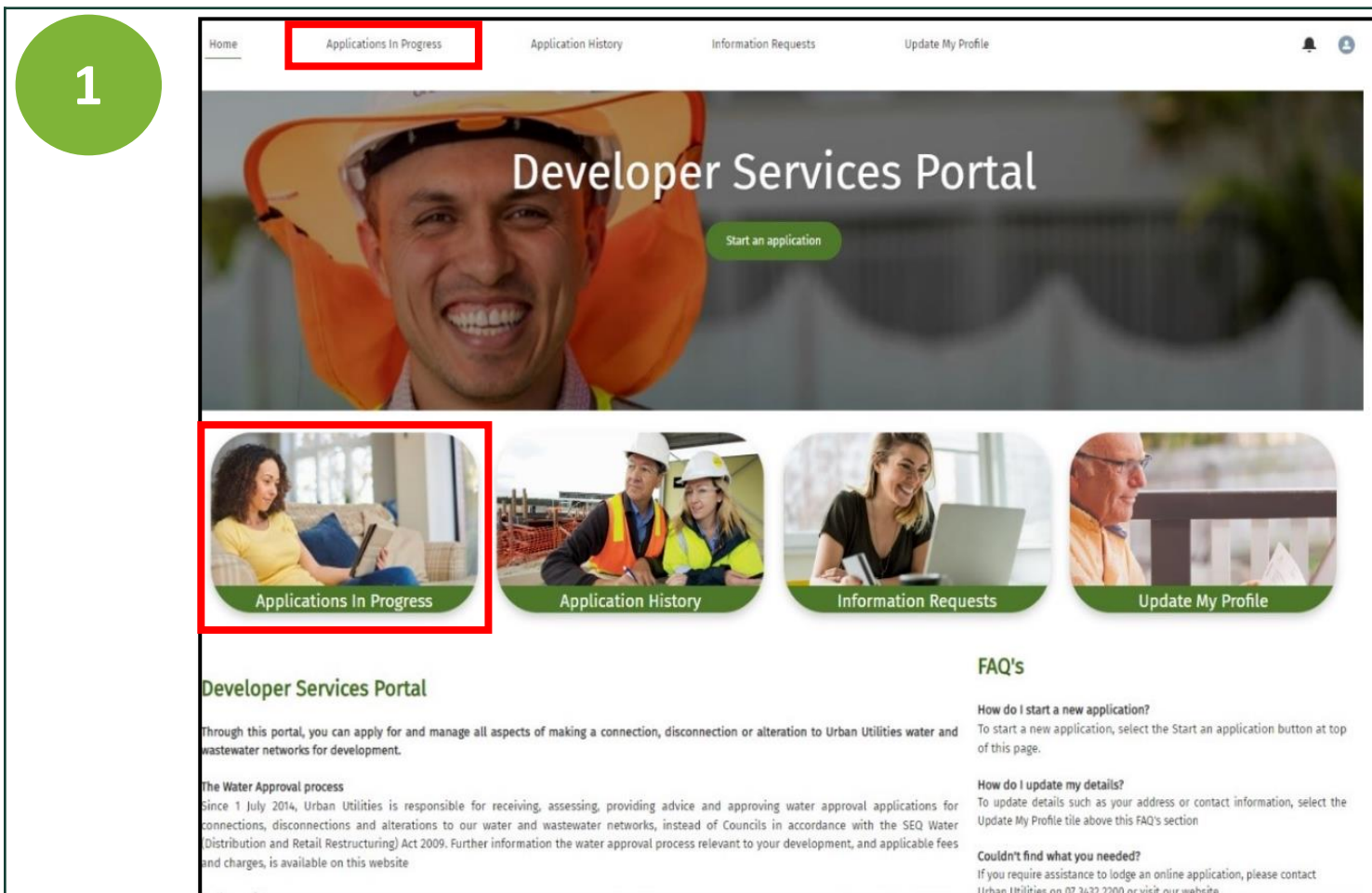
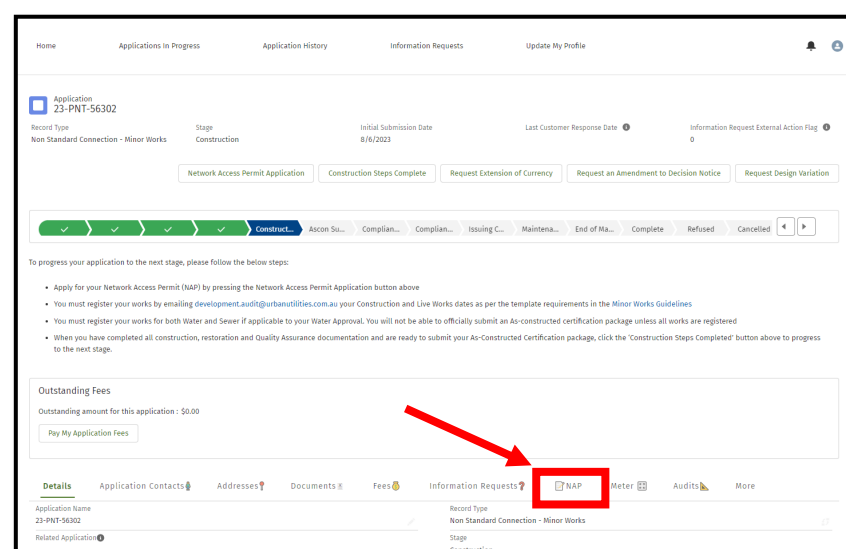




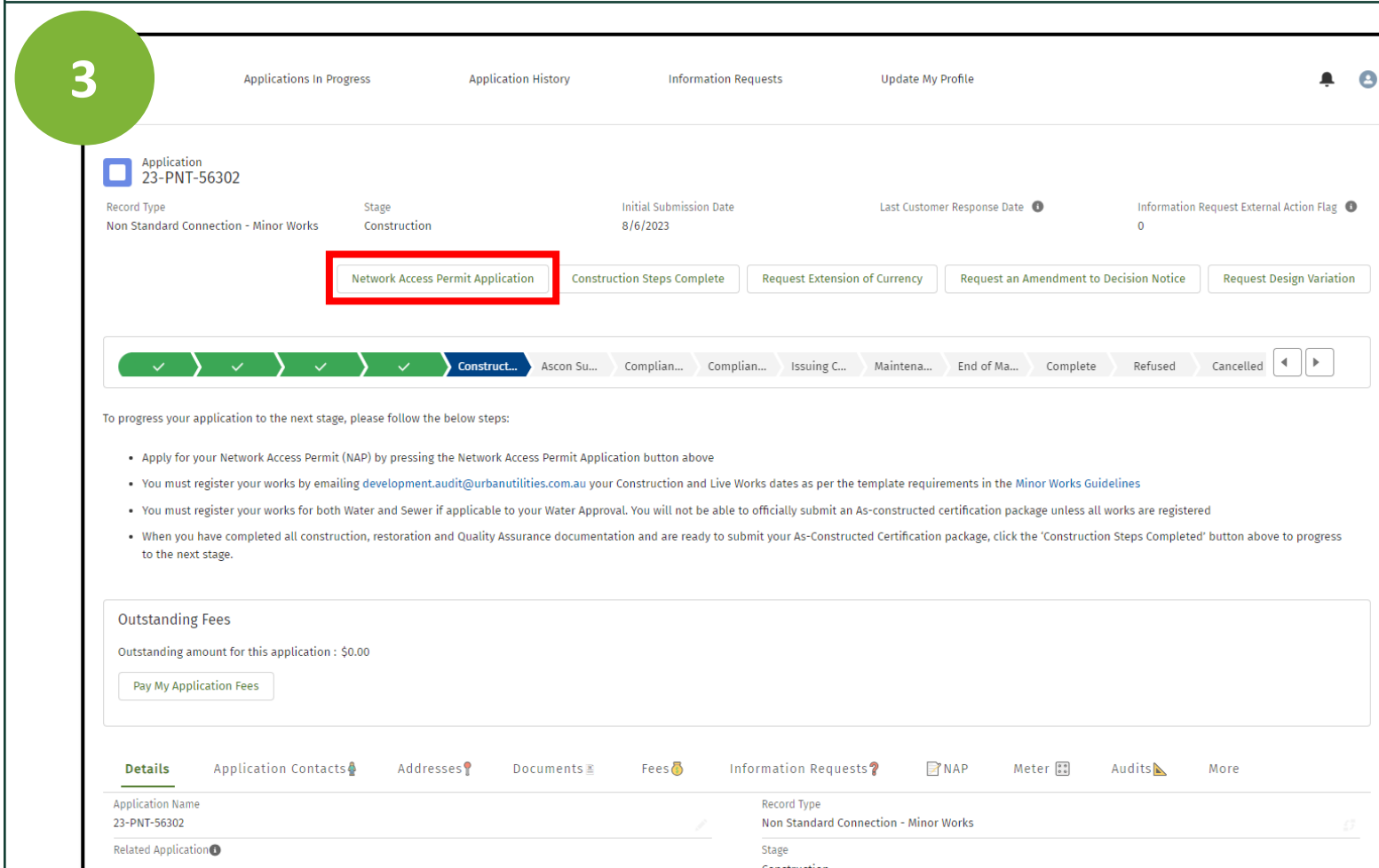
## HOW TO CREATE A NAP APPLICATION

- To submit a NAP application, you must be the Endorsed Consultant or the Consulting Engineer for the related Water Approval.
- The NAP application button will appear in the **Construction** stage of a Non-Standard Application.
- If a Complex or Trunk Shut Plan is required, then the NAP application button will also appear from the Design Assessment Stage and will be a requirement of the overall Design Approval process (Major works).
- Make sure you submit your Network Access Permit (NAP) application prior to completing Construction Stage steps.
- Not having the appropriate NAP and or associated Shutplan for construction works could cause delays to process or penalties.

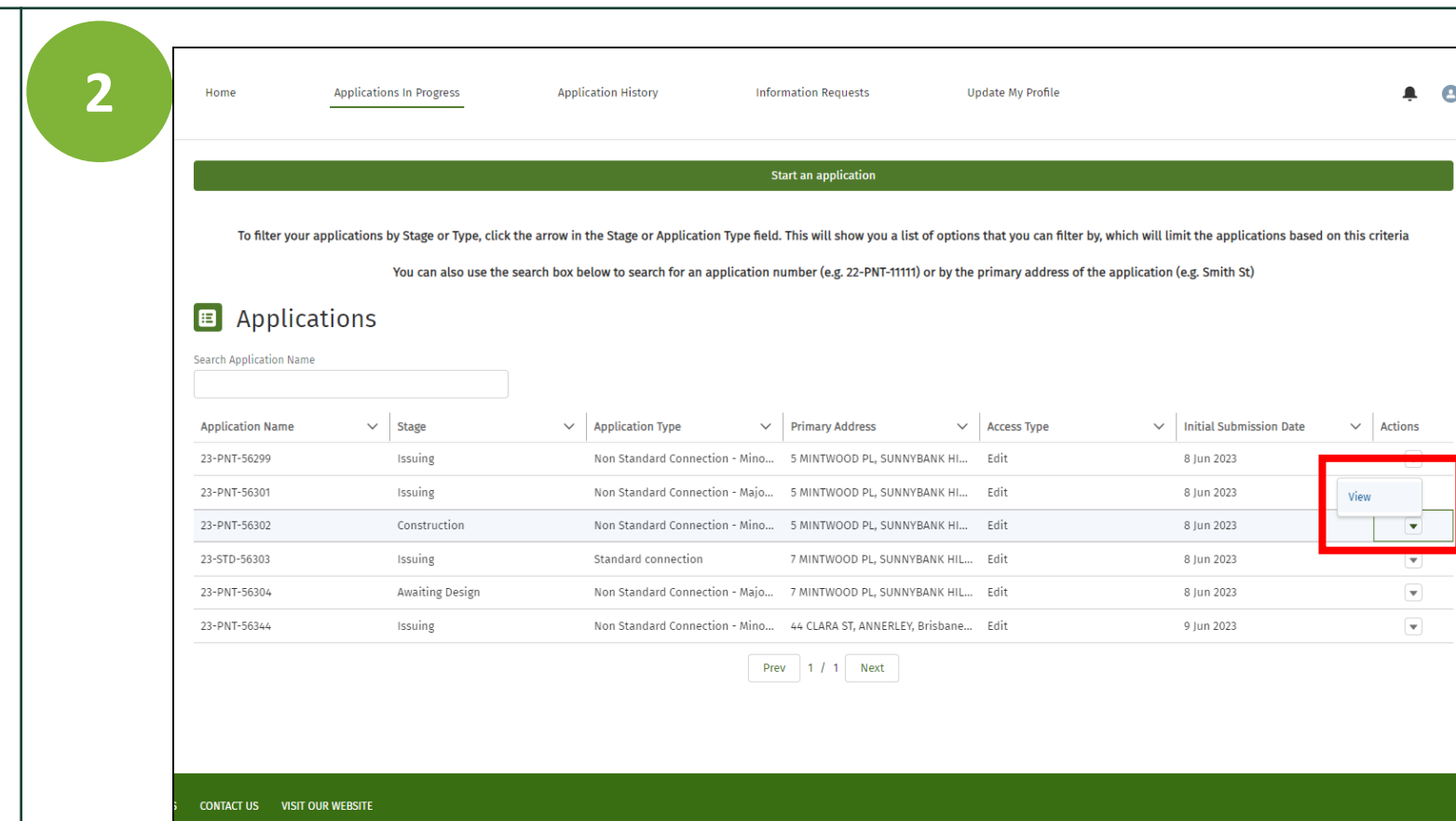
- If you have more than one NAP application per Non-Standard application, they can be found under the NAP tab of your application.



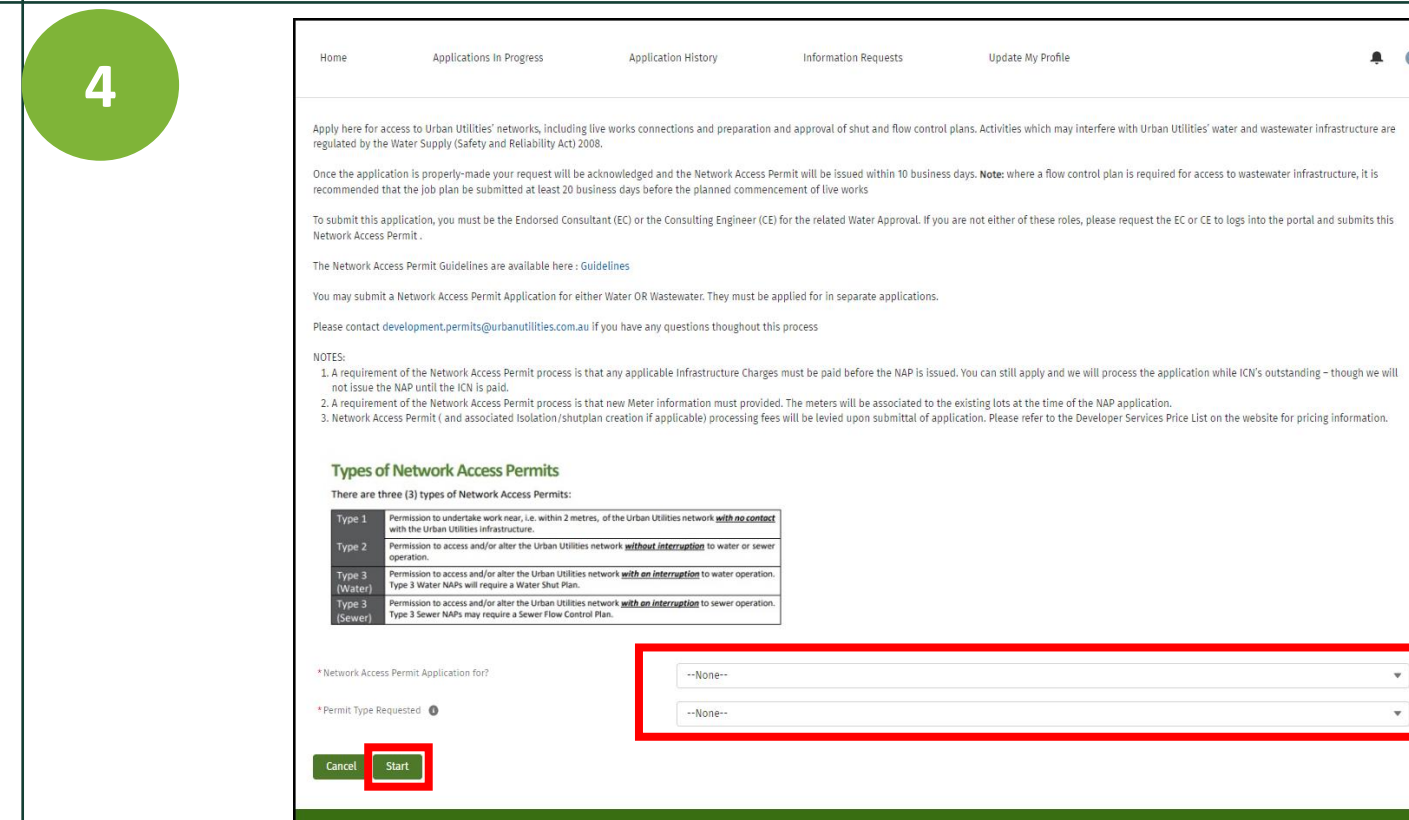
- Log into the Developer Services Portal and click on **the In Progress Applications** tile or **In Progress Applications** link from the header to find your existing application.



- Click the **Network Access Permit Application** button to start a new NAP application.



- This view will show the list of applications that are currently in progress.
- Click on the **dropdown button** and then on the **View** option of the relevant application you want to prepare the NAP for.



- Read the guidance text and select your NAP Application and Permit Type from the drop-down fields.

**Note:** you can only submit **one** NAP Application for either Water **or** Wastewater. If you need both services, then you will need to submit one NAP for Water, and another NAP for Wastewater.

- Click the **Start** button.

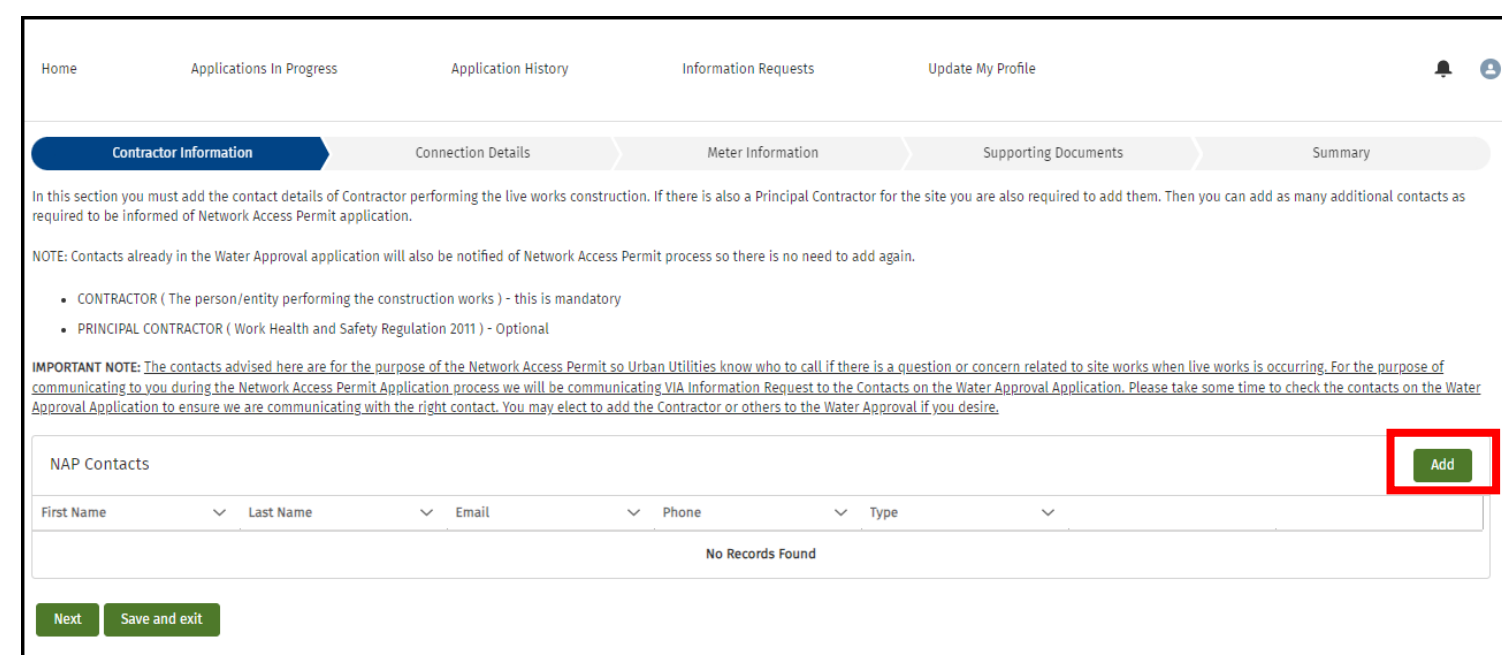


## ADD CONTRACTOR INFORMATION

- NAP Contacts are required for all types of NAP Applications.
- NAP Contacts are for the purpose for Urban Utilities to contact the responsible entities at the site where the live works is taking place.
- NAP Contacts **will NOT** automatically receive any notifications or correspondence via the portal unless they are added as a contact in the Non-Standard application.
- Adding a Contractor is mandatory for all types of Network Access Permit Application and only a single Contractor record can be added.
- Adding a Principal Contractor is required only if there is a Principal Contractor on site.
- What is the difference between a Contractor and a Principal Contractor?
  - **Contractor:** The person/entity performing the construction works. (Mandatory)
  - **Principal Contractor:** Work Health and Safety Regulation 2011.

**Note:** if there is a **change of Contractor** you must notify [development.permit@urbanutilities.com.au](mailto:development.permit@urbanutilities.com.au)

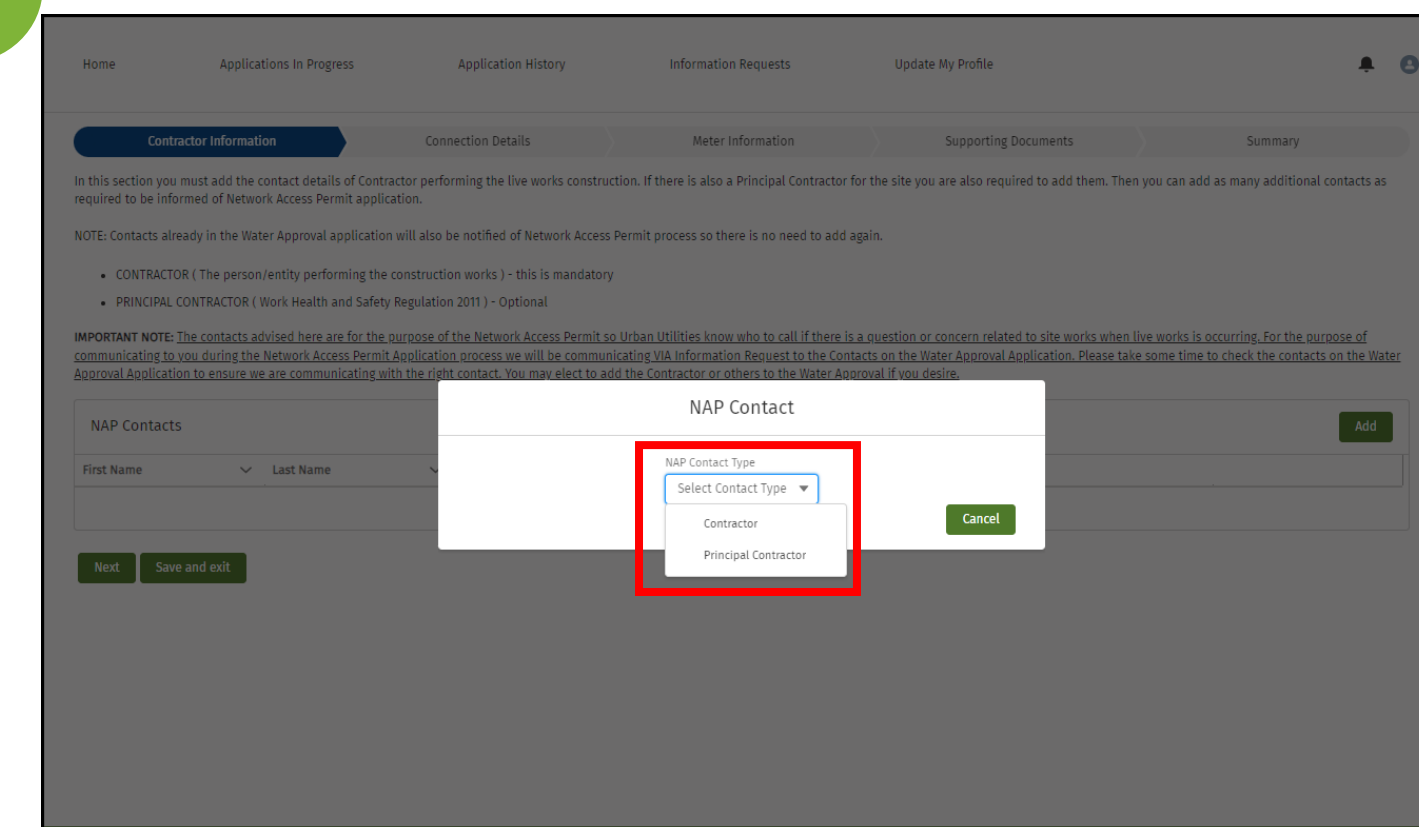
1



### Contractor Information stage

- Read the help text for guidance on how to provide Contractor Information for your NAP Application.
- Click the **Add** button.

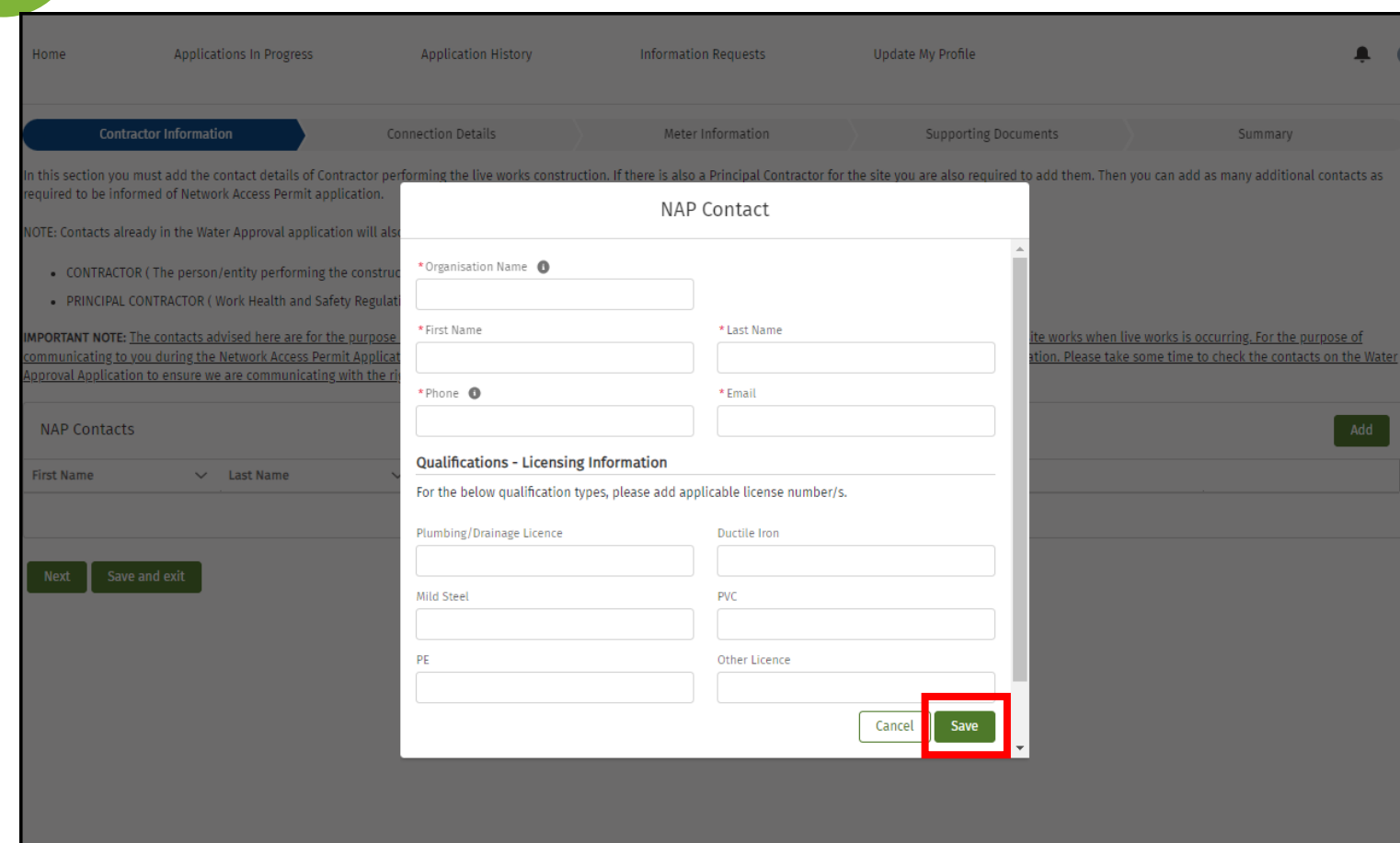
2



- Select either the Contractor or Principal Contractor option from the **NAP Contact Type** drop-down field

3

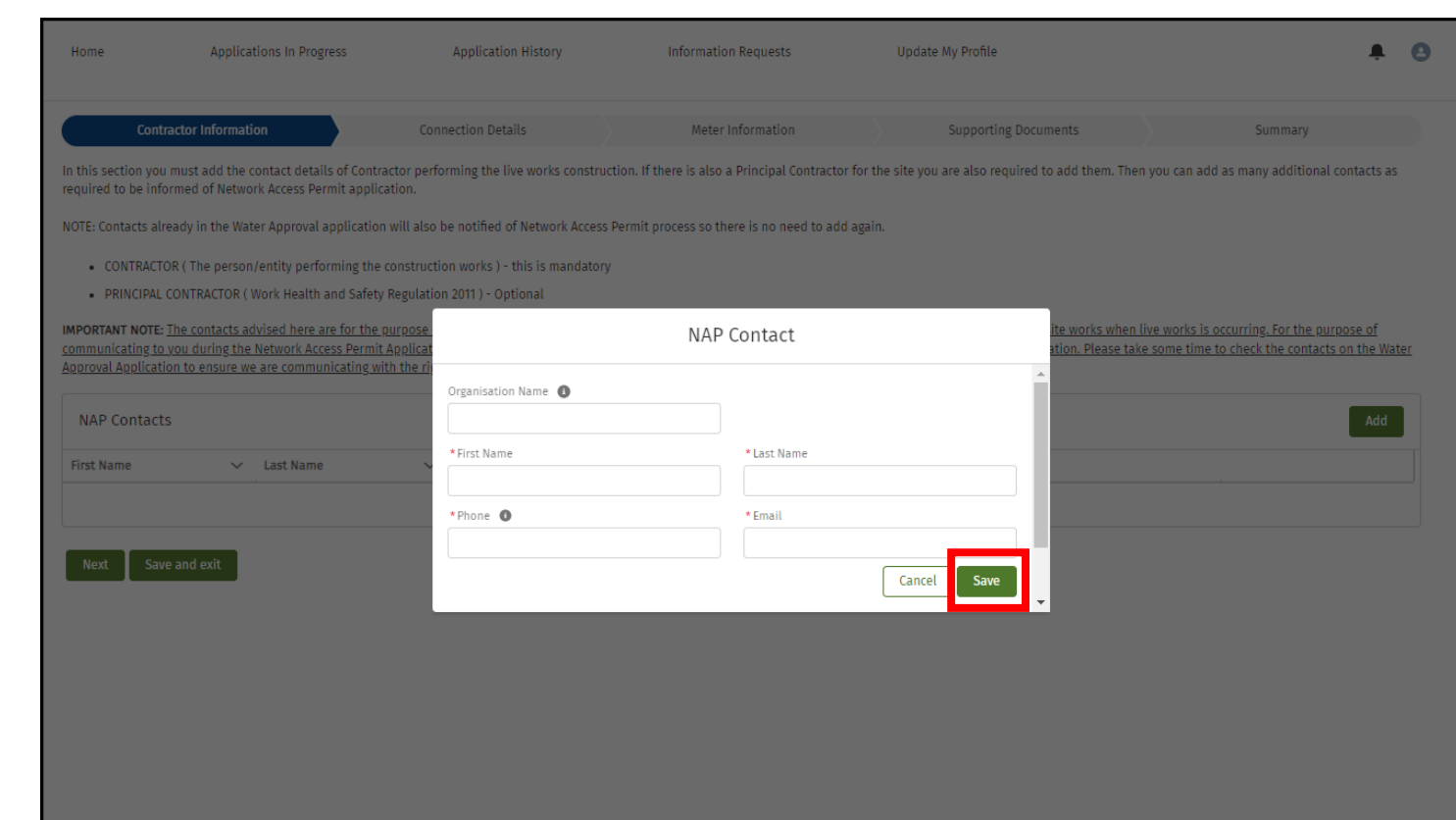
### Adding Contractor



- Fill in the required fields for the Contractor information pop-up screen.
- Click the **Save** button.

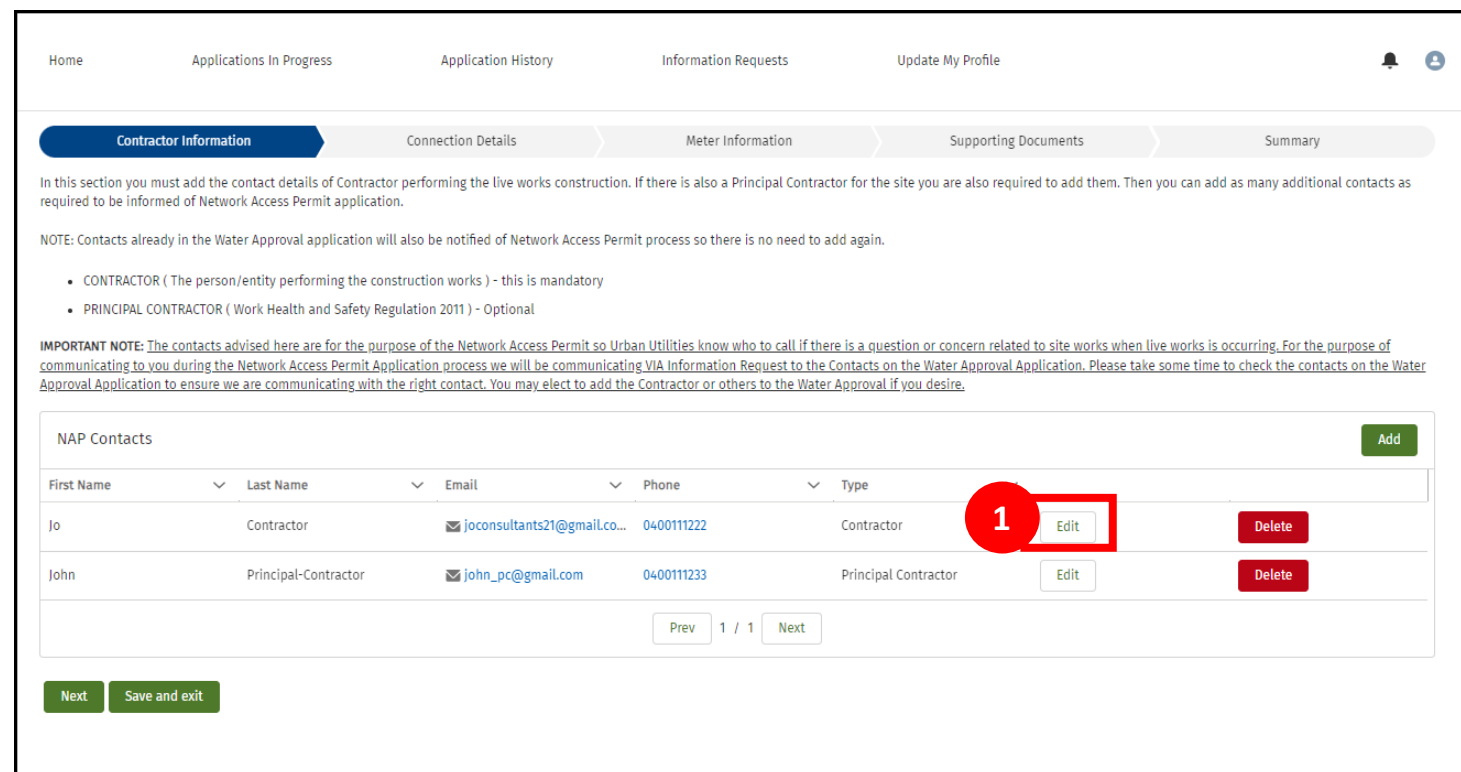
4

### Adding Principal Contractor



- Fill in the required fields for the Principal Contractor information pop-up screen.
- Click the **Save** button.

5



Home Applications In Progress Application History Information Requests Update My Profile

Contractor Information Connection Details Meter Information Supporting Documents Summary

In this section you must add the contact details of Contractor performing the live works construction. If there is also a Principal Contractor for the site you are also required to add them. Then you can add as many additional contacts as required to be informed of Network Access Permit application.

NOTE: Contacts already in the Water Approval application will also be notified of Network Access Permit process so there is no need to add again.

- CONTRACTOR ( The person/entity performing the construction works ) - this is mandatory
- PRINCIPAL CONTRACTOR ( Work Health and Safety Regulation 2011 ) - Optional

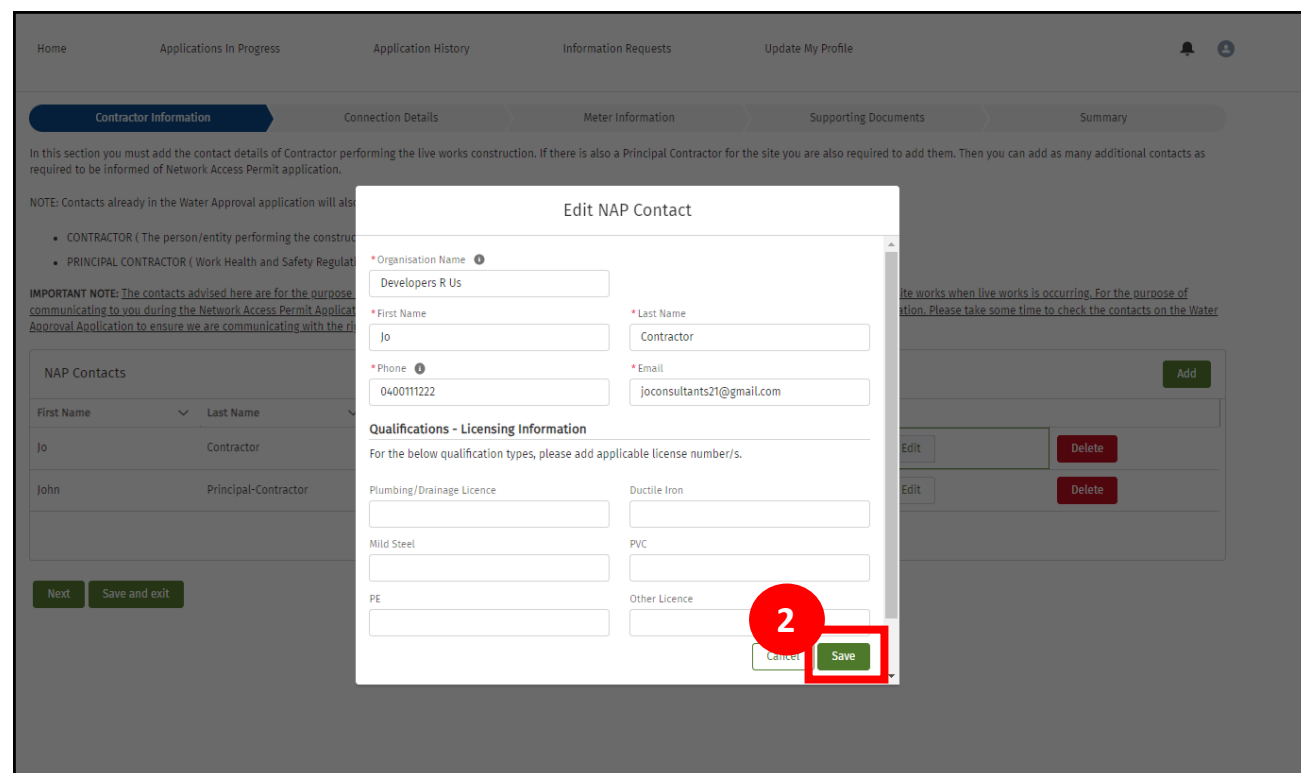
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NAP Contacts

First Name	Last Name	Email	Phone	Type	
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John	Principal-Contractor	john_pc@gmail.com	0400111233	Principal Contractor	<b>Edit</b> <b>Delete</b>

Prev 1 / 1 Next

**Next** **Save and exit**



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Prev 1 / 1 Next

**Next** **Save and exit**

**Edit NAP Contact**

\* Organisation Name

\* First Name

\* Last Name

\* Phone

\* Email

**Qualifications - Licensing Information**

For the below qualification types, please add applicable license number/s.

Plumbing/Drainage Licence

Ductile Iron

Mild Steel

PVC

PE

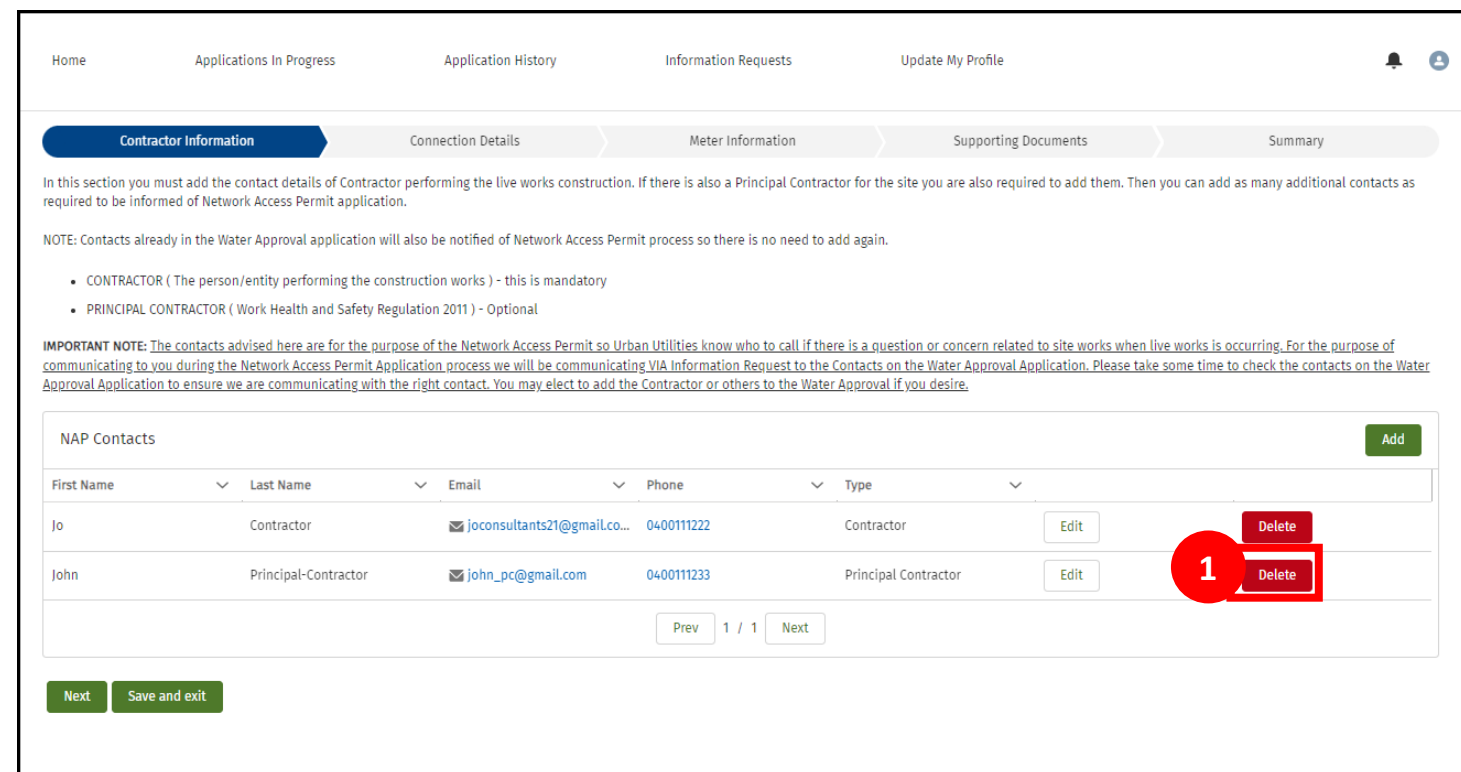
Other Licence

**Save**

### Edit a NAP Contact

- Click the **Edit** button next to the Contact record you want to edit.
- Edit relevant information in the **Edit NAP Contact** pop-up window and then click the **Save** button.

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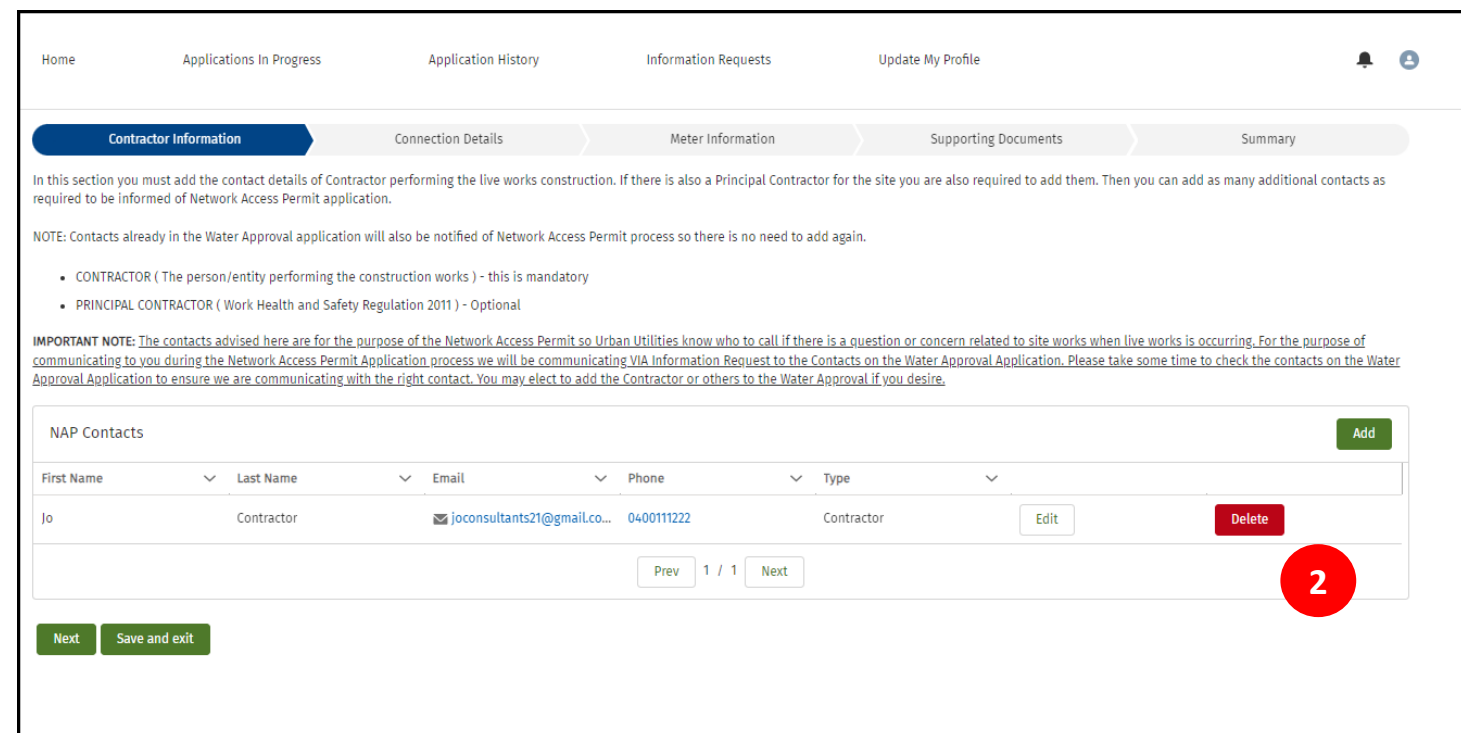
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Prev 1 / 1 Next

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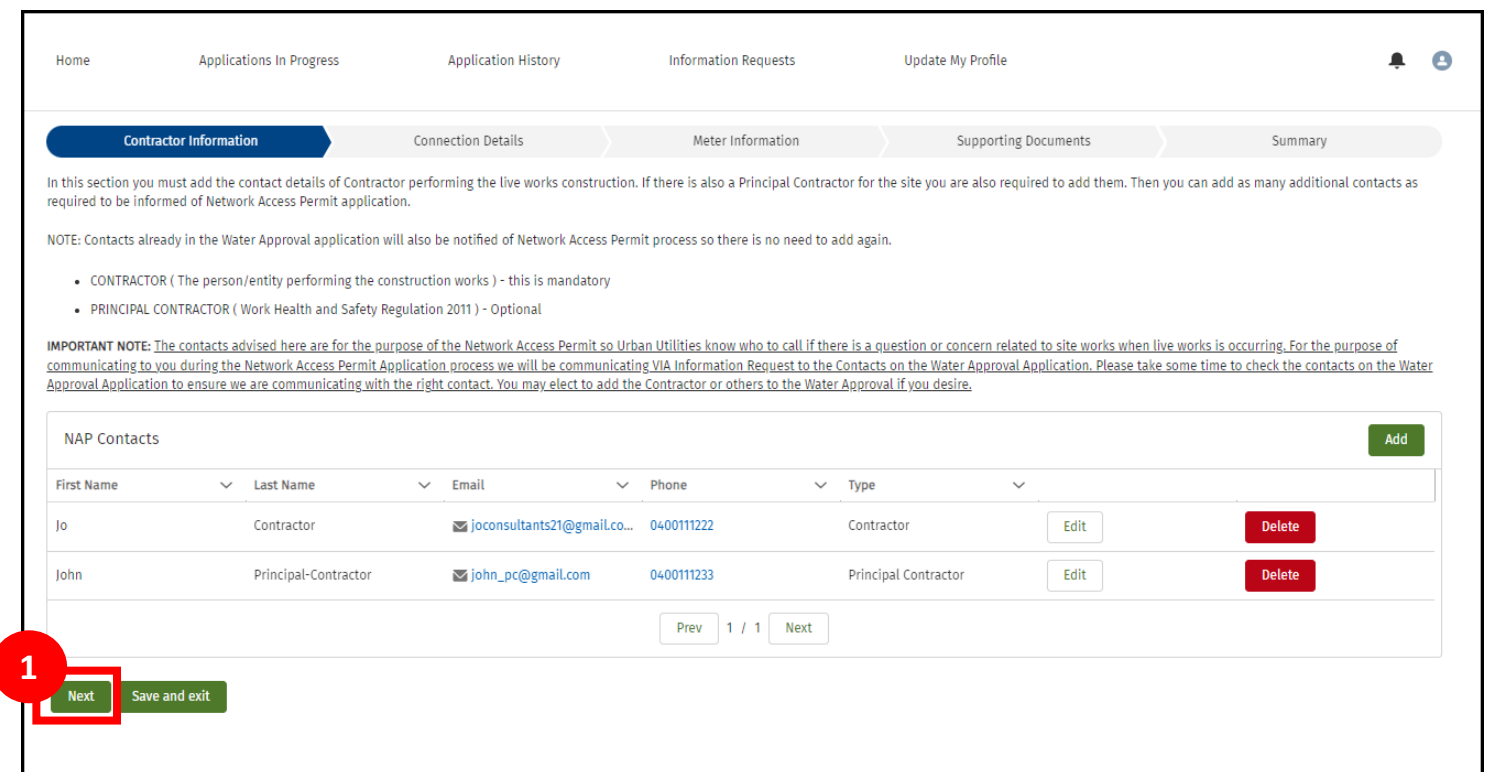
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**Next** **Save and exit**

### Delete a NAP Contact

- Click the **Delete** button next to the Contact record you want to delete.
- The NAP contact is **immediately** deleted.

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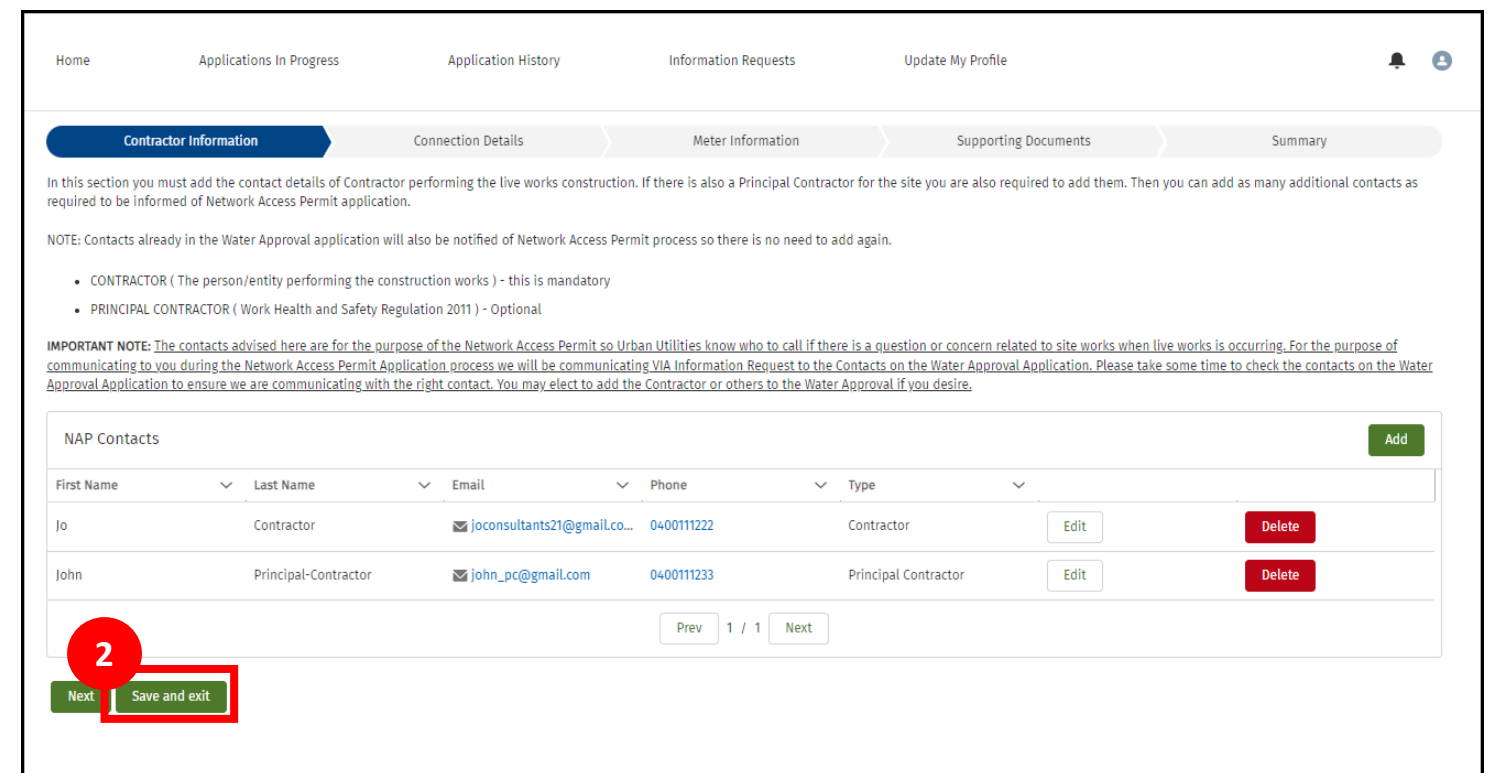
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Prev 1 / 1 Next

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Prev 1 / 1 Next

**Next** **Save and exit**

### Ready to progress

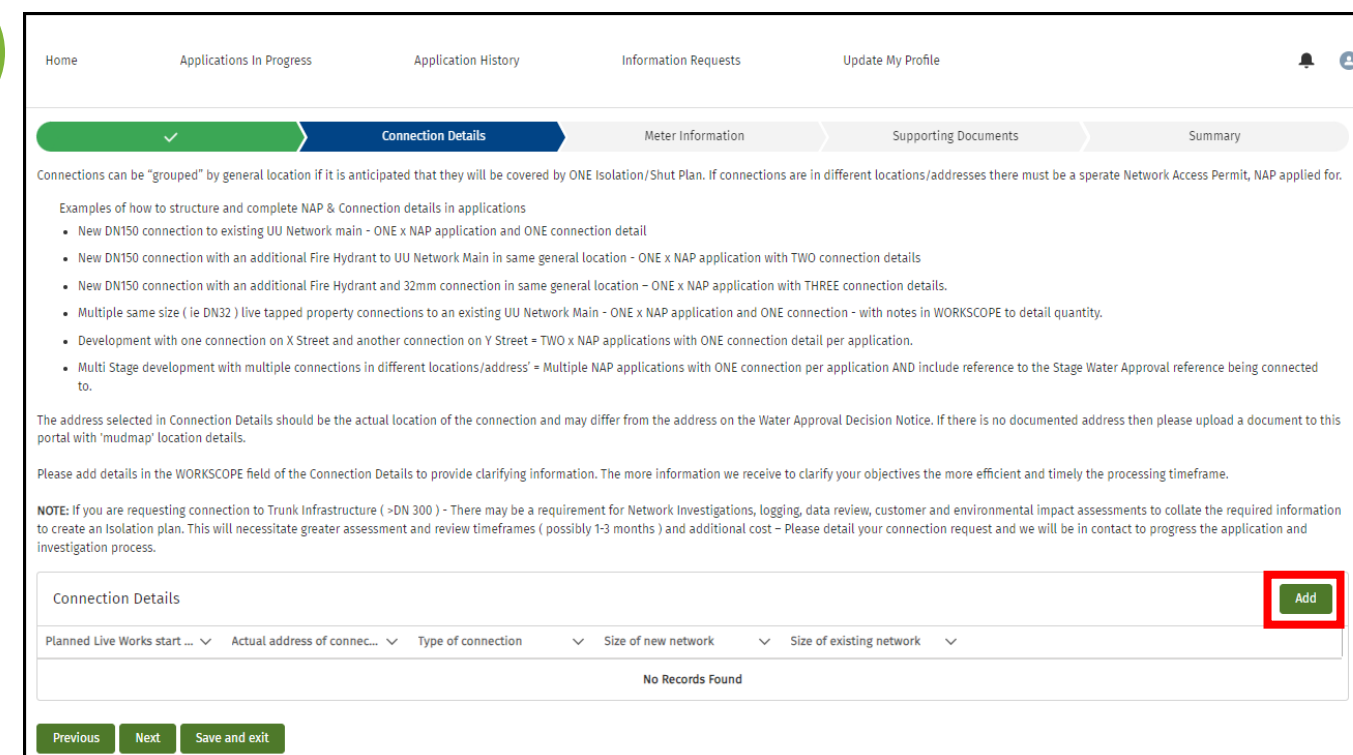
- Click the **Next** button to continue with your NAP application.
- Click the **Save and Exit** button to save your NAP application as a draft and return to it at a later time.



## ADD CONNECTION DETAILS

- Connection Details are required for all Type 2 and Type 3 Network Access Permit Applications (Water and Wastewater).
- It is important to get accurate information that matches designs. Wrong information will cause delays.
- We will process and charge **one Shut Plan per NAP**.
- If you have connections in largely different locations requiring different shut plans, then a separate NAP is required.

1



Home Applications In Progress Application History Information Requests Update My Profile

Connection Details Meter Information Supporting Documents Summary

Connections can be "grouped" by general location if it is anticipated that they will be covered by ONE Isolation/Shut Plan. If connections are in different locations/addresses there must be a separate Network Access Permit, NAP applied for.

Examples of how to structure and complete NAP & Connection details in applications

- New DN150 connection to existing UU Network main - ONE x NAP application and ONE connection detail
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- Development with one connection on X Street and another connection on Y Street = TWO x NAP applications with ONE connection detail per application.
- Multi Stage development with multiple connections in different locations/addresses = Multiple NAP applications with ONE connection per application AND include reference to the Stage Water Approval reference being connected to.

The address selected in Connection Details should be the actual location of the connection and may differ from the address on the Water Approval Decision Notice. If there is no documented address then please upload a document to this portal with 'mudmap' location details.

Please add details in the WORKSCOPE field of the Connection Details to provide clarifying information. The more information we receive to clarify your objectives the more efficient and timely the processing timeframe.

NOTE: If you are requesting connection to Trunk Infrastructure ( >DN 300 ) - There may be a requirement for Network Investigations, logging, data review, customer and environmental impact assessments to collate the required information to create an Isolation plan. This will necessitate greater assessment and review timeframes ( possibly 1-3 months ) and additional cost - Please detail your connection request and we will be in contact to progress the application and investigation process.

Connection Details

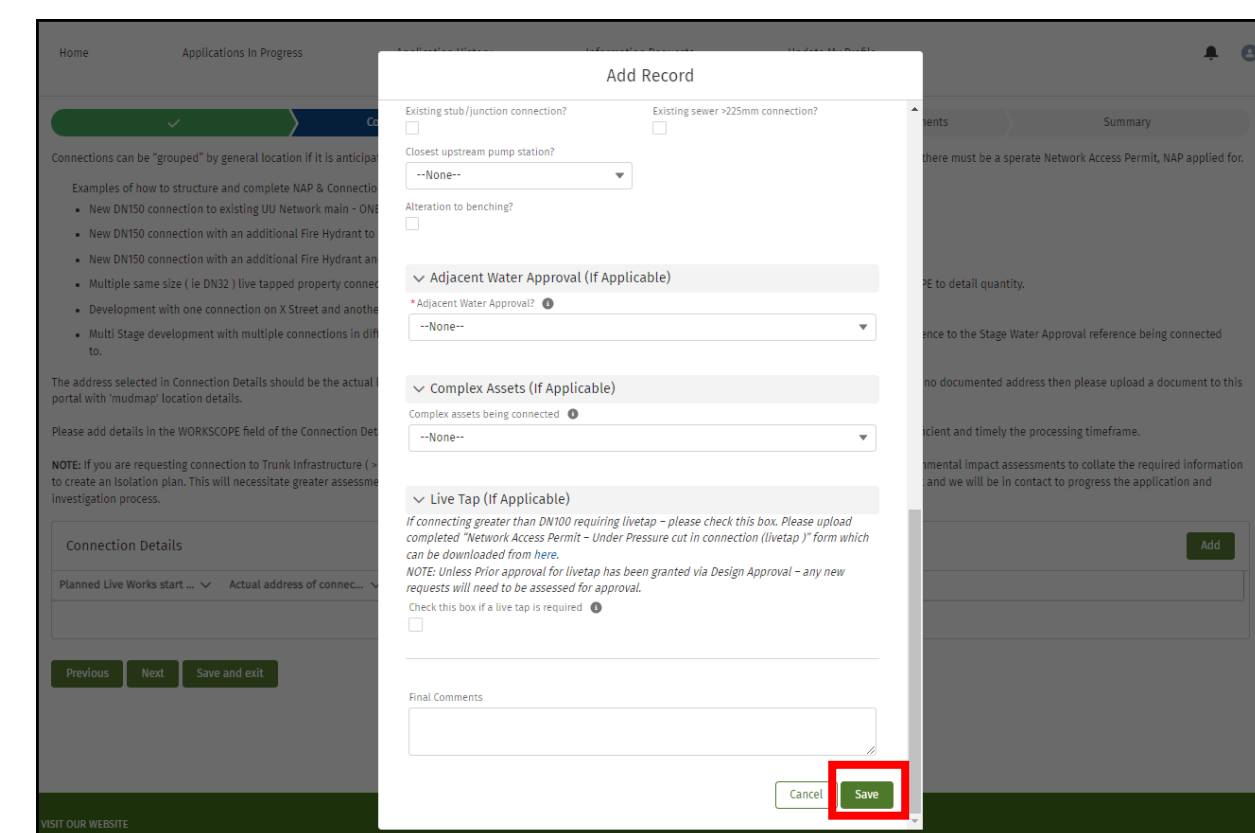
Planned Live Works start ...	Actual address of connec...	Type of connection	Size of new network	Size of existing network	
No Records Found					

Previous Next Save and exit

### Connection Details stage

- Read the help text for guidance on how to add Connection Details to your NAP Application.
- On the Connection Details screen, click the Add button to proceed.

2



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Add Record

Existing stub/junction connection? Existing sewer >225mm connection?

Closest upstream pump station? Alteration to benching?

Adjacent Water Approval (If Applicable)

Complex Assets (If Applicable)

Live Tap (If Applicable)

Connection Details

Planned Live Works start ... Actual address of connec...

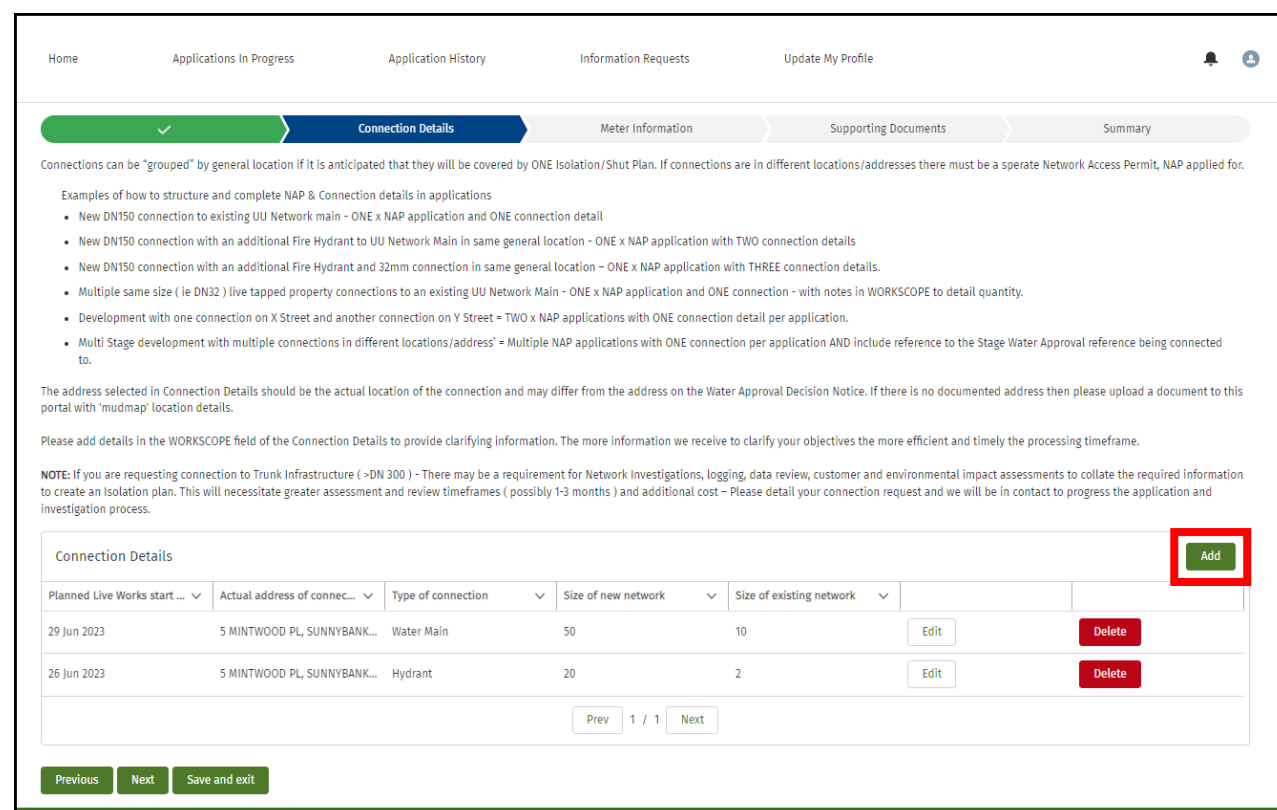
Previous Next Save and exit

Final Comments

Cancel Save

- Fill the required fields (shown with a red asterisk) in the **Add Record** pop-up window.
- Add any other information to the **Final Comments** section.
- Click the **Save** button.

3



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Connection Details Meter Information Supporting Documents Summary

Connections can be "grouped" by general location if it is anticipated that they will be covered by ONE Isolation/Shut Plan. If connections are in different locations/addresses there must be a separate Network Access Permit, NAP applied for.

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Connection Details

Planned Live Works start ...	Actual address of connec...	Type of connection	Size of new network	Size of existing network	
29 Jun 2023	5 MINTWOOD PL, SUNNYBANK...	Water Main	50	10	Edit Delete
26 Jun 2023	5 MINTWOOD PL, SUNNYBANK...	Hydrant	20	2	Edit Delete

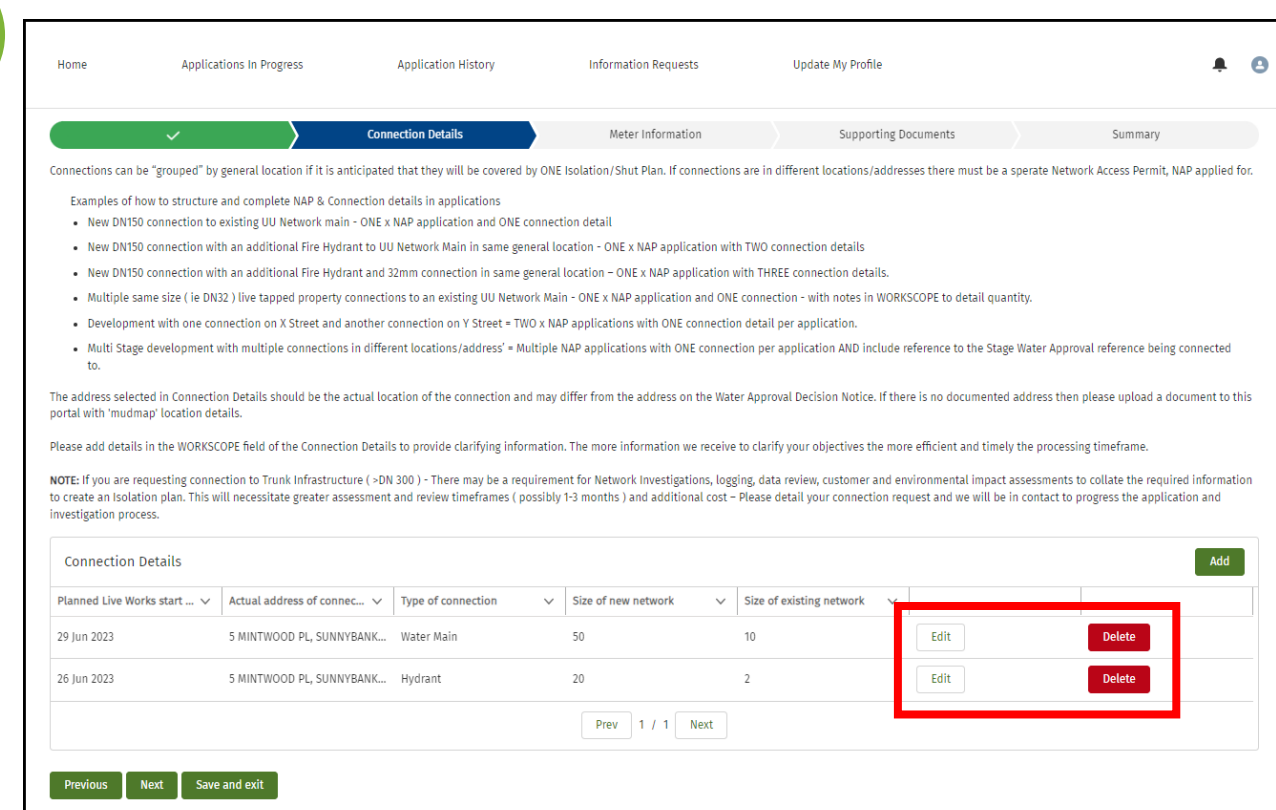
Prev 1 / 1 Next

Previous Next Save and exit

- You can add multiple connection types. Simply click on the **Add** button and repeat the process in step 2.

**Note:** Refer to the help text on screen for guidance as to when multiple Connection Details should be submitted.

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Home Applications In Progress Application History Information Requests Update My Profile

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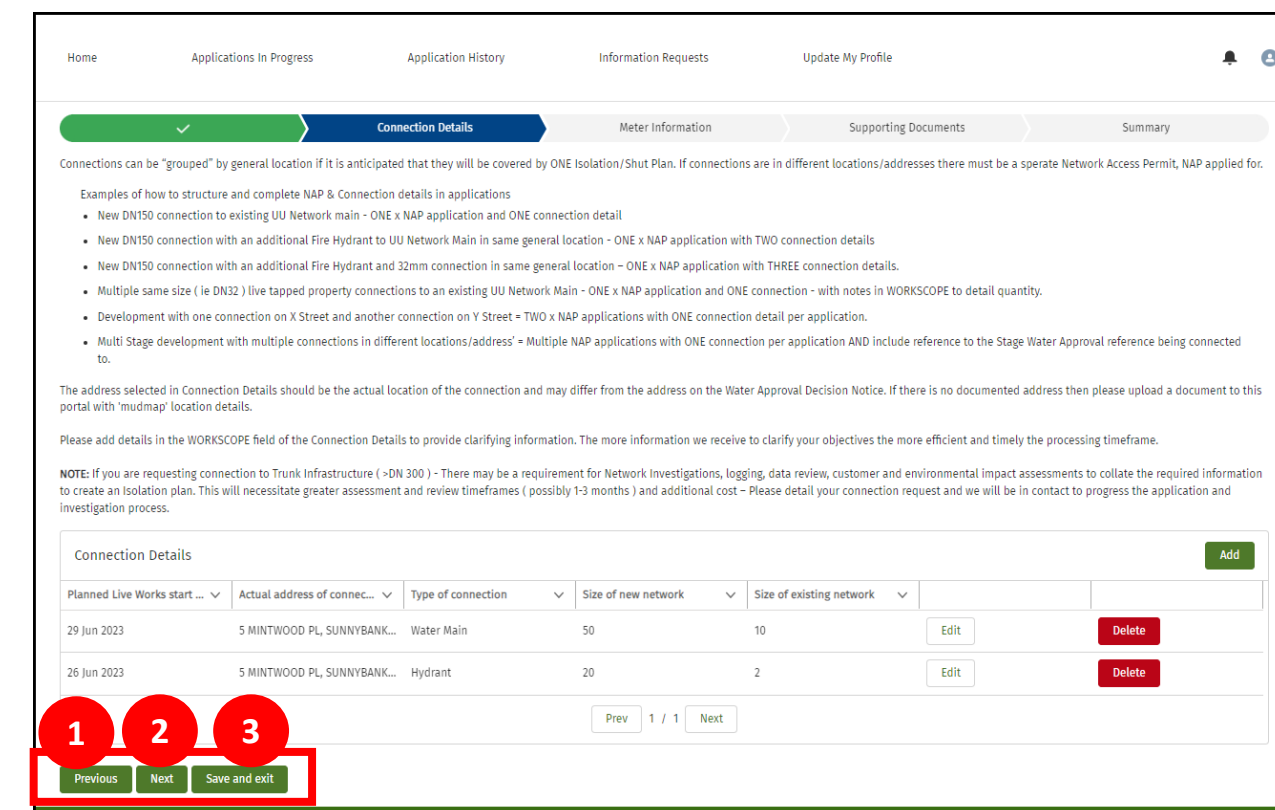
Prev 1 / 1 Next

Previous Next Save and exit

### Edit or Delete record

- To edit any of the Connection Details you have added, click the **Edit** button next to the Connection Details record you want to edit.
- To delete any of the Connection Details you have added, click the **Delete** button next to Connection Details record to remove.

5



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The address selected in Connection Details should be the actual location of the connection and may differ from the address on the Water Approval Decision Notice. If there is no documented address then please upload a document to this portal with 'mudmap' location details.

Please add details in the WORKSCOPE field of the Connection Details to provide clarifying information. The more information we receive to clarify your objectives the more efficient and timely the processing timeframe.

NOTE: If you are requesting connection to Trunk Infrastructure ( >DN 300 ) - There may be a requirement for Network Investigations, logging, data review, customer and environmental impact assessments to collate the required information to create an Isolation plan. This will necessitate greater assessment and review timeframes ( possibly 1-3 months ) and additional cost - Please detail your connection request and we will be in contact to progress the application and investigation process.

Connection Details

Planned Live Works start ...	Actual address of connec...	Type of connection	Size of new network	Size of existing network	
29 Jun 2023	5 MINTWOOD PL, SUNNYBANK...	Water Main	50	10	Edit Delete
26 Jun 2023	5 MINTWOOD PL, SUNNYBANK...	Hydrant	20	2	Edit Delete

Prev 1 / 1 Next

Previous Next Save and exit

### Ready to progress

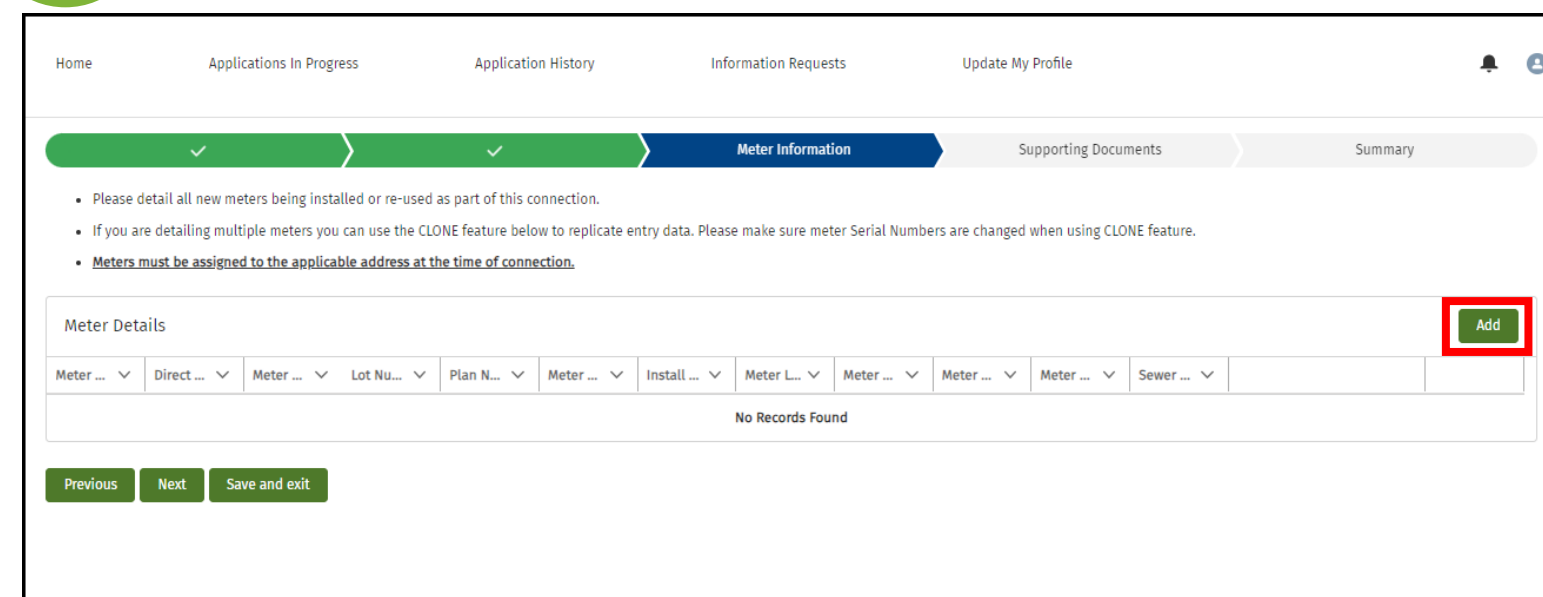
1. Click the Previous button to return to the NAP Contacts screen.
2. Click the Next button to continue with your NAP application.
3. Click the Save and Exit button to save your NAP application as a draft and return to it at a later time.



## ADD METER INFORMATION

- Meter information was normally provided at the Compliance Stage via the Meter PDF form. Now you will need to provide Meter information at the NAP stage with the NAP application. It will need to be re-validated at the Compliance stage to record any changes that has taken place.
- Meter Information is only required for Water NAP applications.
- All Meter information can be found under the Meter Tab in the Application tab menu.
- Include the current address and future lot number.

1



Home Applications In Progress Application History Information Requests Update My Profile

**Meter Information**

- Please detail all new meters being installed or re-used as part of this connection.
- If you are detailing multiple meters you can use the CLONE feature below to replicate entry data. Please make sure meter Serial Numbers are changed when using CLONE feature.
- Meters must be assigned to the applicable address at the time of connection.

Meter Details

Meter ...	Direct ...	Meter ...	Lot Nu...	Plan N...	Meter ...	Install ...	Meter L...	Meter ...	Meter ...	Meter ...	Sewer ...	
No Records Found												

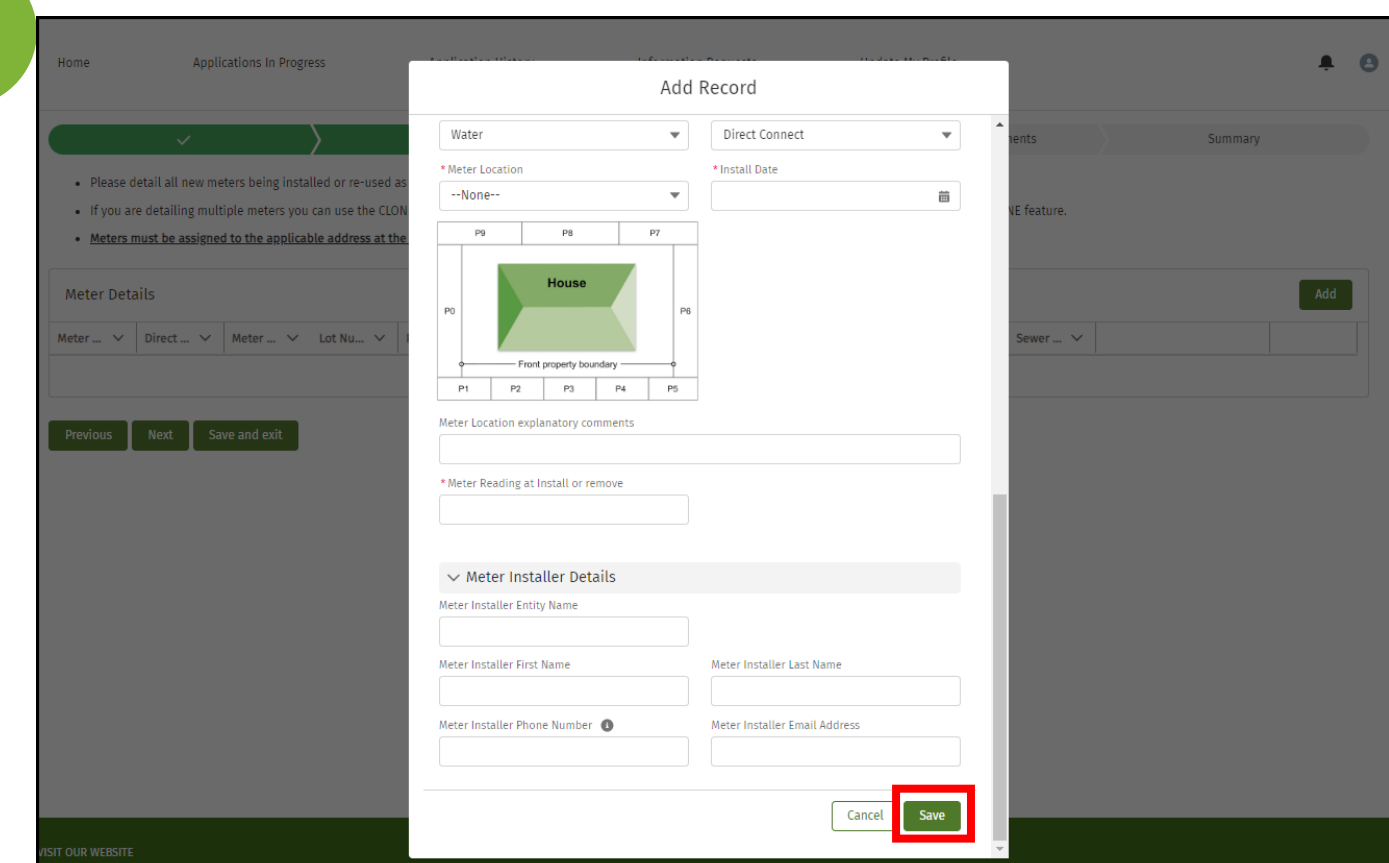
Previous Next Save and exit

**Add**

### Meter Information stage

- Read the help text for guidance on how to add Metering Information to your NAP Application.
- Click the **Add** button to add Metering Information for your application.

2



Home Applications In Progress

**Add Record**

Water Direct Connect

\* Meter Location --None-- \* Install Date

P1 P2 P3 P4 P5

House

Meter Location explanatory comments

\* Meter Reading at Install or remove

Meter Installer Details

Meter Installer Entity Name

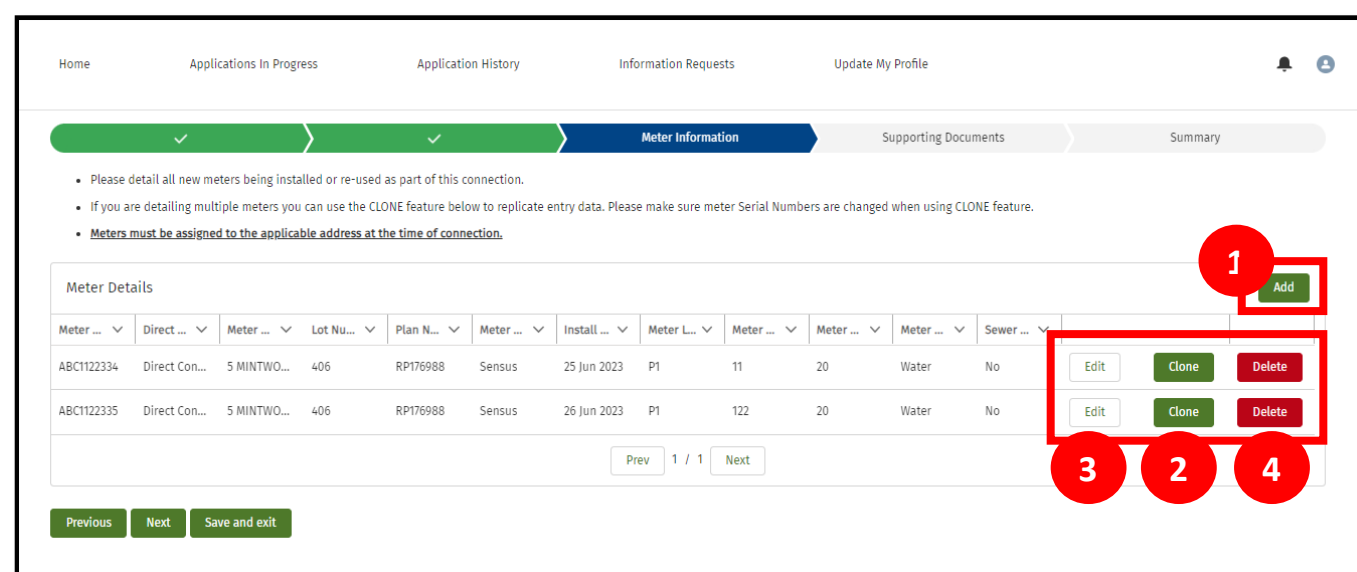
Meter Installer First Name Meter Installer Last Name

Meter Installer Phone Number Meter Installer Email Address

Cancel **Save**

- Fill the required fields (shown with a red asterisk) in the **Add Record** pop-up window.
- Click the **Save** button.

3



Home Applications In Progress Application History Information Requests Update My Profile

**Meter Information**

- Please detail all new meters being installed or re-used as part of this connection.
- If you are detailing multiple meters you can use the CLONE feature below to replicate entry data. Please make sure meter Serial Numbers are changed when using CLONE feature.
- Meters must be assigned to the applicable address at the time of connection.

Meter Details

Meter ...	Direct ...	Meter ...	Lot Nu...	Plan N...	Meter ...	Install ...	Meter L...	Meter ...	Meter ...	Meter ...	Sewer ...	
ABC122334	Direct Con...	5 MINTWO...	406	RP176988	Sensus	25 Jun 2023	P1	11	20	Water	No	Edit Clone Delete
ABC122335	Direct Con...	5 MINTWO...	406	RP176988	Sensus	26 Jun 2023	P1	122	20	Water	No	Edit Clone Delete

Prev 1 / 1 Next

Previous Next Save and exit

**1 Add**  
**2 Clone**  
**3 Edit**  
**4 Delete**

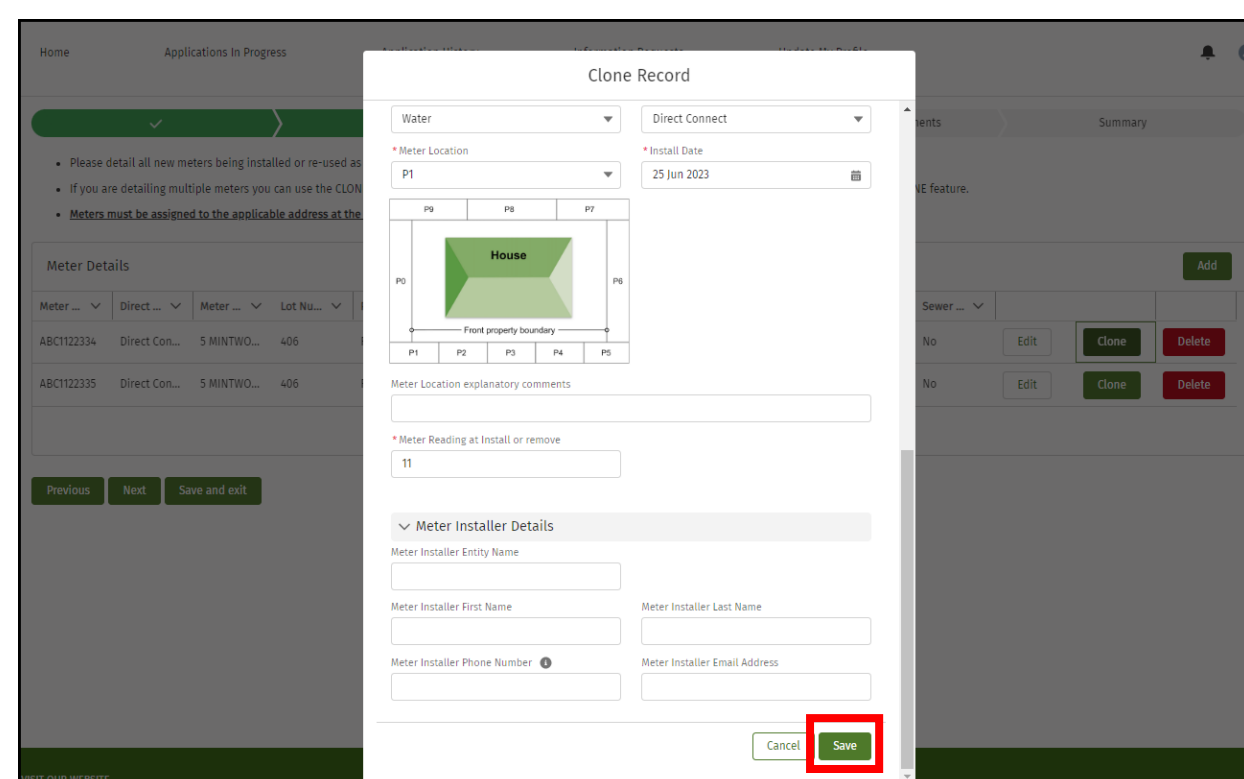
### Add, Clone, Edit or Delete record

1. You can add multiple Meter Details. Simply click on the **Add** button and repeat the process in step 2

OR

2. You can clone a record which allows you to replicate an existing Meter Information record and change items such as the Serial Number. Click the **Clone** button and update the **Clone Record** pop-up window, then click the **Save** button.

**Note:** The Serial Number on each Meter Information record must be unique.



Home Applications In Progress

**Clone Record**

Water Direct Connect

\* Meter Location P1 \* Install Date 25 Jun 2023

P1 P2 P3 P4 P5

House

Meter Location explanatory comments

\* Meter Reading at Install or remove

Meter Installer Details

Meter Installer Entity Name

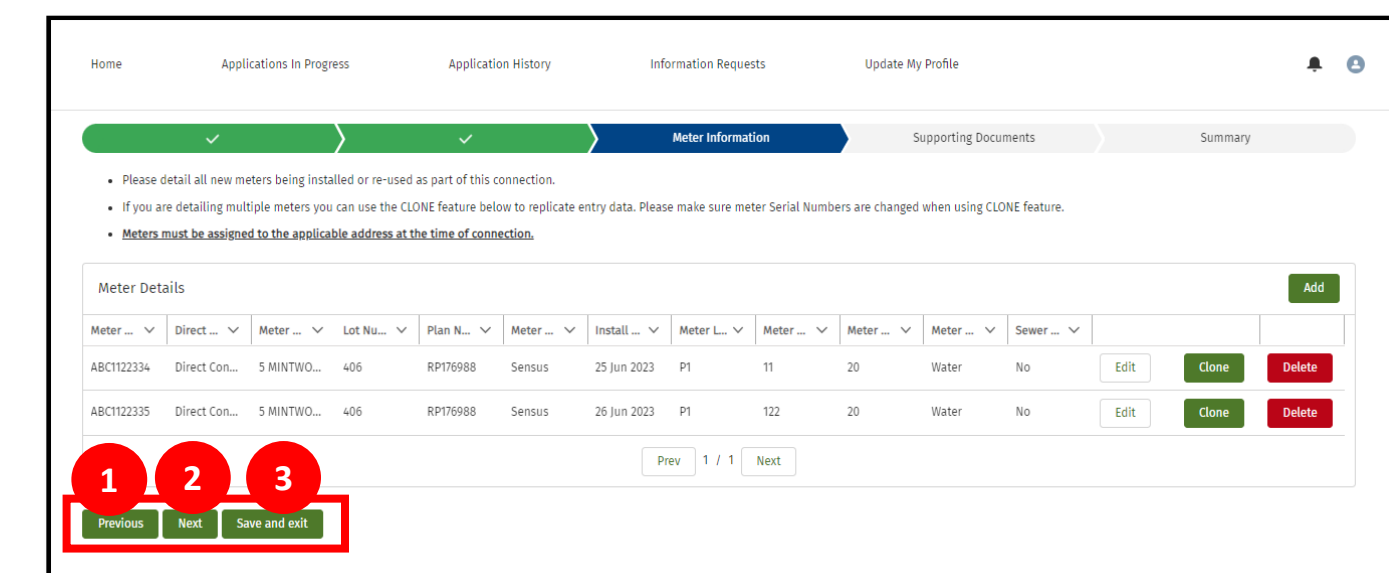
Meter Installer First Name Meter Installer Last Name

Meter Installer Phone Number Meter Installer Email Address

Cancel **Save**

3. To edit any of the Meter Information you have added, click the **Edit** button next to the Meter Information record you want to edit.
4. To delete any of the Meter Information you have added, click the **Delete** button next to Meter Information record to remove.

4



Home Applications In Progress Application History Information Requests Update My Profile

**Meter Information**

- Please detail all new meters being installed or re-used as part of this connection.
- If you are detailing multiple meters you can use the CLONE feature below to replicate entry data. Please make sure meter Serial Numbers are changed when using CLONE feature.
- Meters must be assigned to the applicable address at the time of connection.

Meter Details

Meter ...	Direct ...	Meter ...	Lot Nu...	Plan N...	Meter ...	Install ...	Meter L...	Meter ...	Meter ...	Meter ...	Sewer ...	
ABC122334	Direct Con...	5 MINTWO...	406	RP176988	Sensus	25 Jun 2023	P1	11	20	Water	No	Edit Clone Delete
ABC122335	Direct Con...	5 MINTWO...	406	RP176988	Sensus	26 Jun 2023	P1	122	20	Water	No	Edit Clone Delete

Prev 1 / 1 Next

Previous Next **1 Save and exit**  
**2**  
**3**

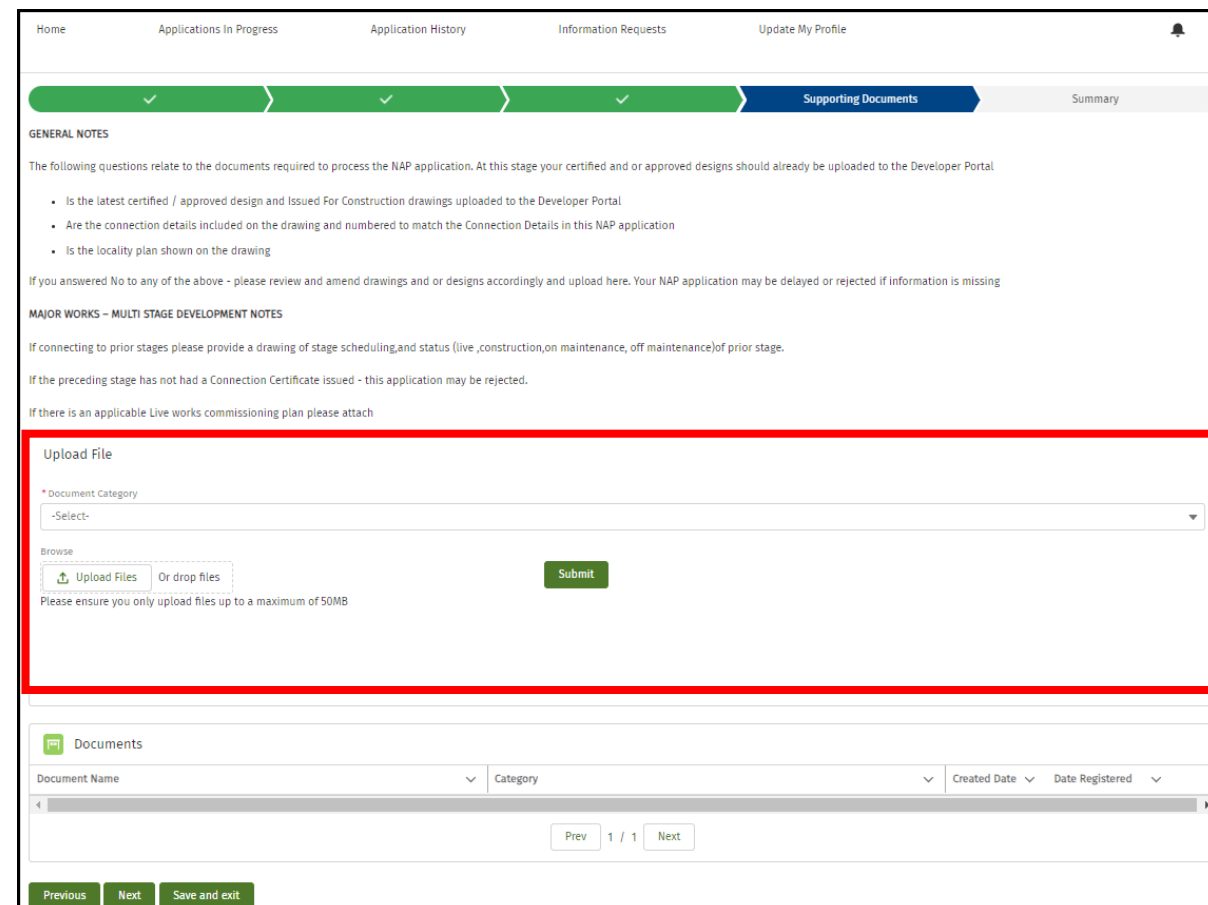
### Ready to progress

1. Click the Previous button to return to the Connection Details screen.
2. Click the Next button to continue with your NAP application.
3. Click the Save and Exit button to save your NAP application as a draft and return to it at a later time.

## ADD SUPPORTING DOCUMENTS

- Add all supporting documents to the NAP application.

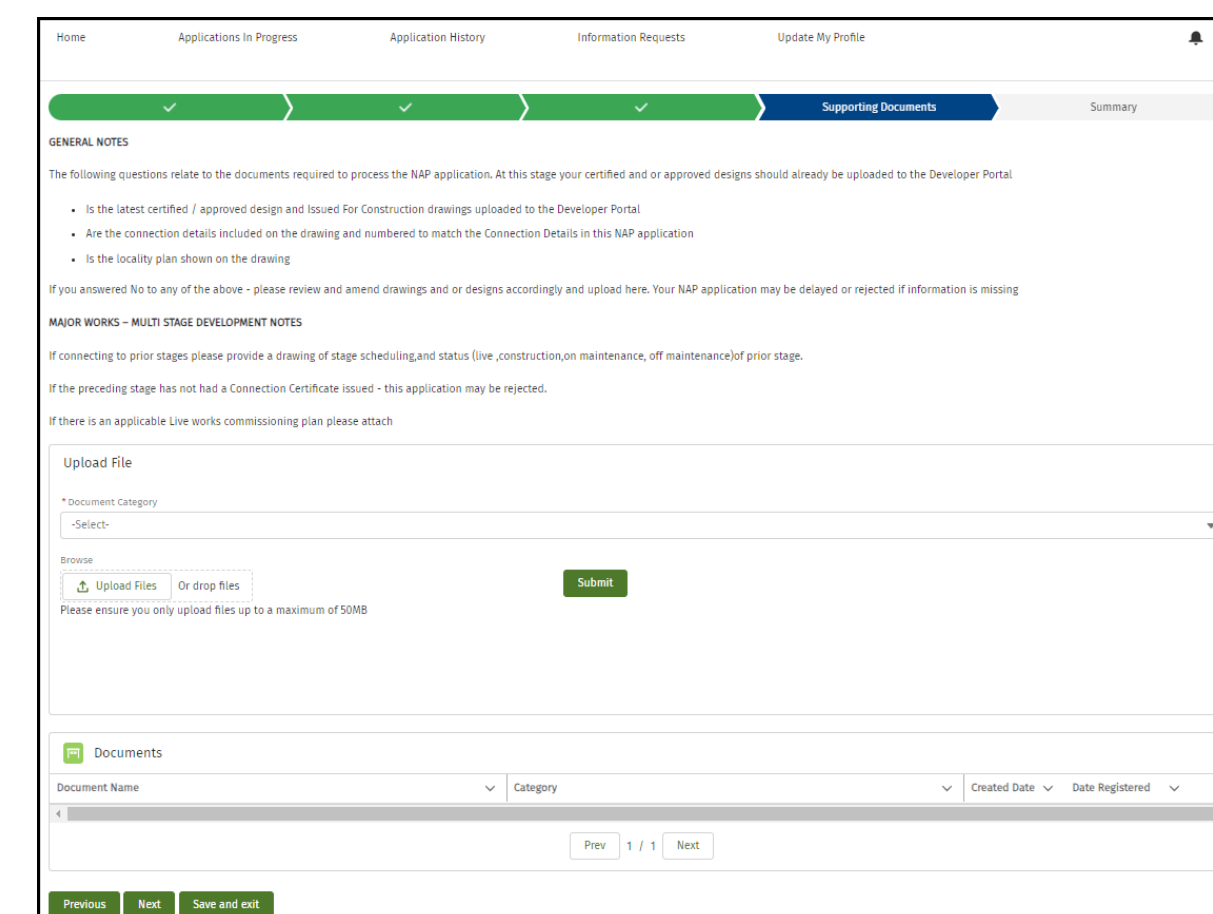
1



### Supporting Documents stage

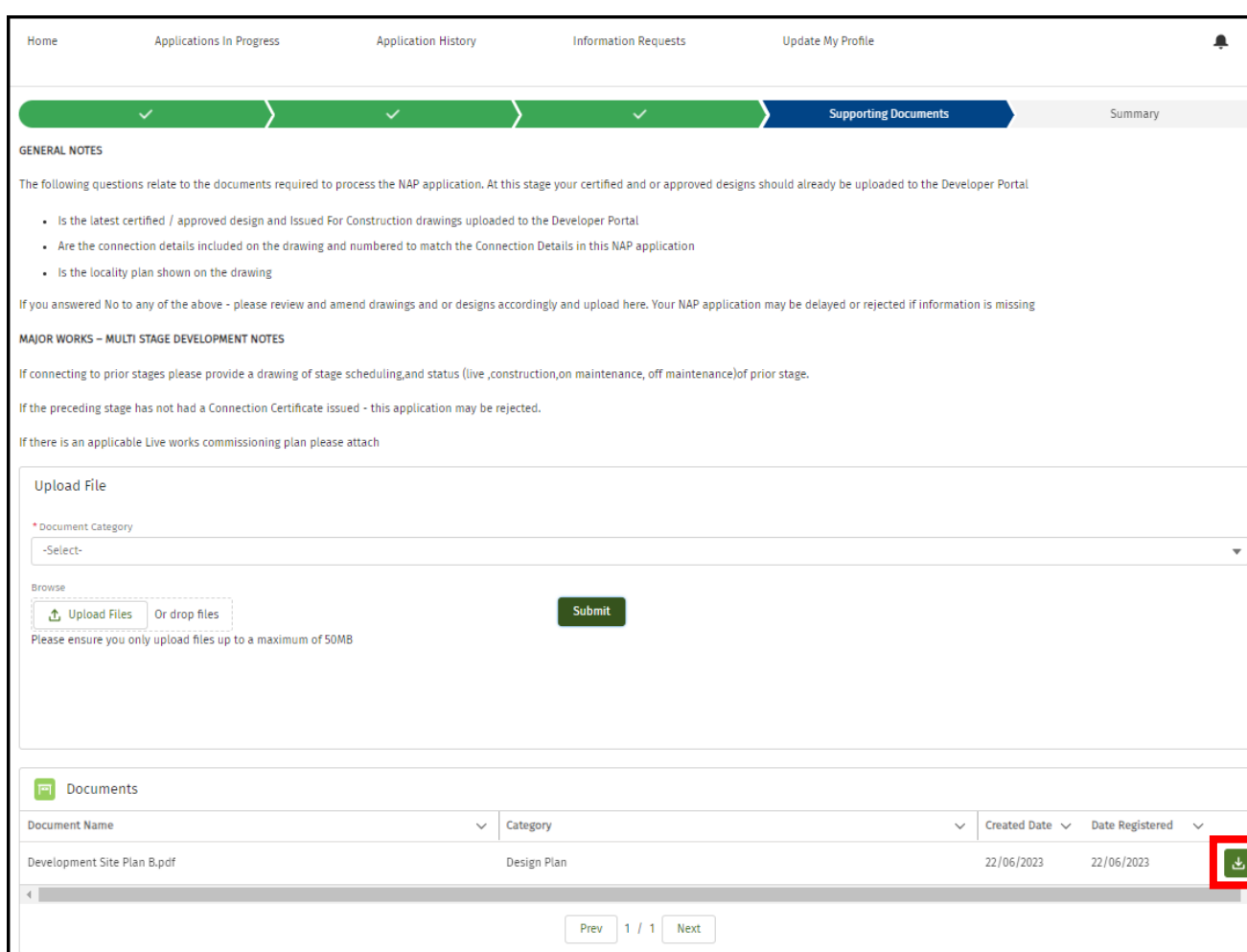
- Read the help text for guidance on relevant documents to upload to support your Network Access Permit Application.

2



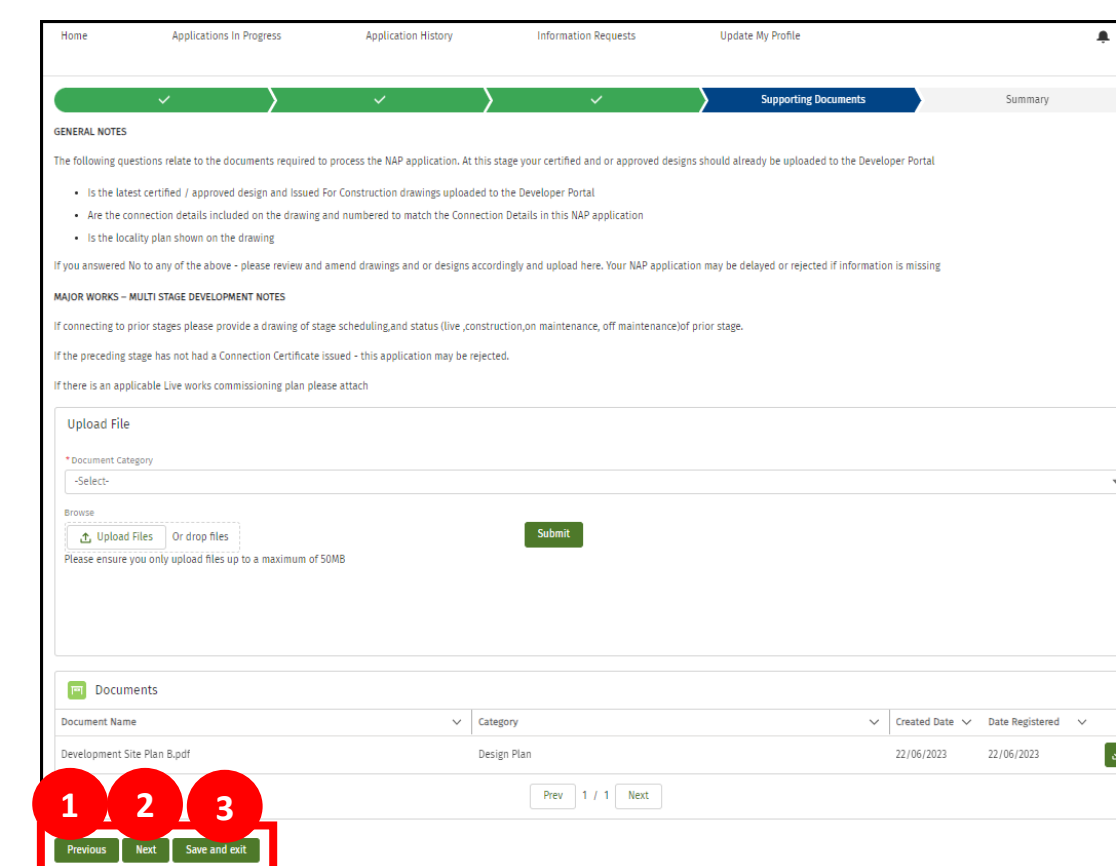
- Select the relevant type of document from the **Document Category** drop-down field.
- Upload the document.
- Click the **Submit** button.

3



- Once documents are uploaded, view the uploaded documents from the Documents list. You can also download documents from this view by clicking on the download icon.

4



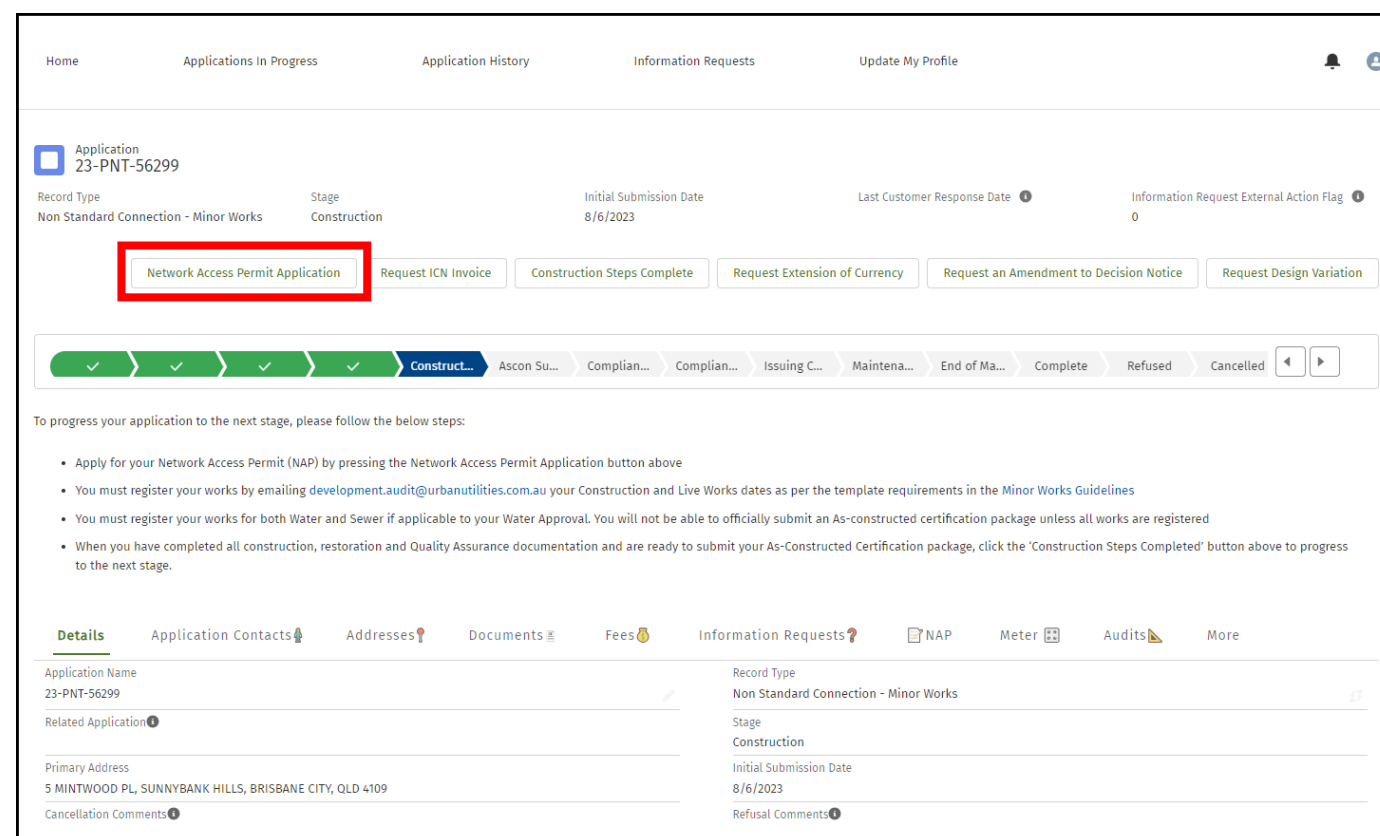
### Ready to progress

1. Click the Previous button to return to the Meter Information screen.
2. Click the Next button to continue with your NAP application.
3. Click the Save and Exit button to save your NAP application as a draft and return to it at a later time.



# REVIEW SUMMARY AND SUBMIT THE NAP APPLICATION

- If you decline the terms and conditions, it will not be possible to submit the NAP Application.
- When you have submitted your NAP, you can apply for another one by clicking on the **Network Access Permit Application** button and starting the process over.



Home Applications In Progress Application History Information Requests Update My Profile

Application 23-PNT-56299

Record Type: Non Standard Connection - Minor Works Stage: Construction Initial Submission Date: 8/6/2023 Last Customer Response Date: Information Request External Action Flag: 0

**Network Access Permit Application** Request ICN Invoice Construction Steps Complete Request Extension of Currency Request an Amendment to Decision Notice Request Design Variation

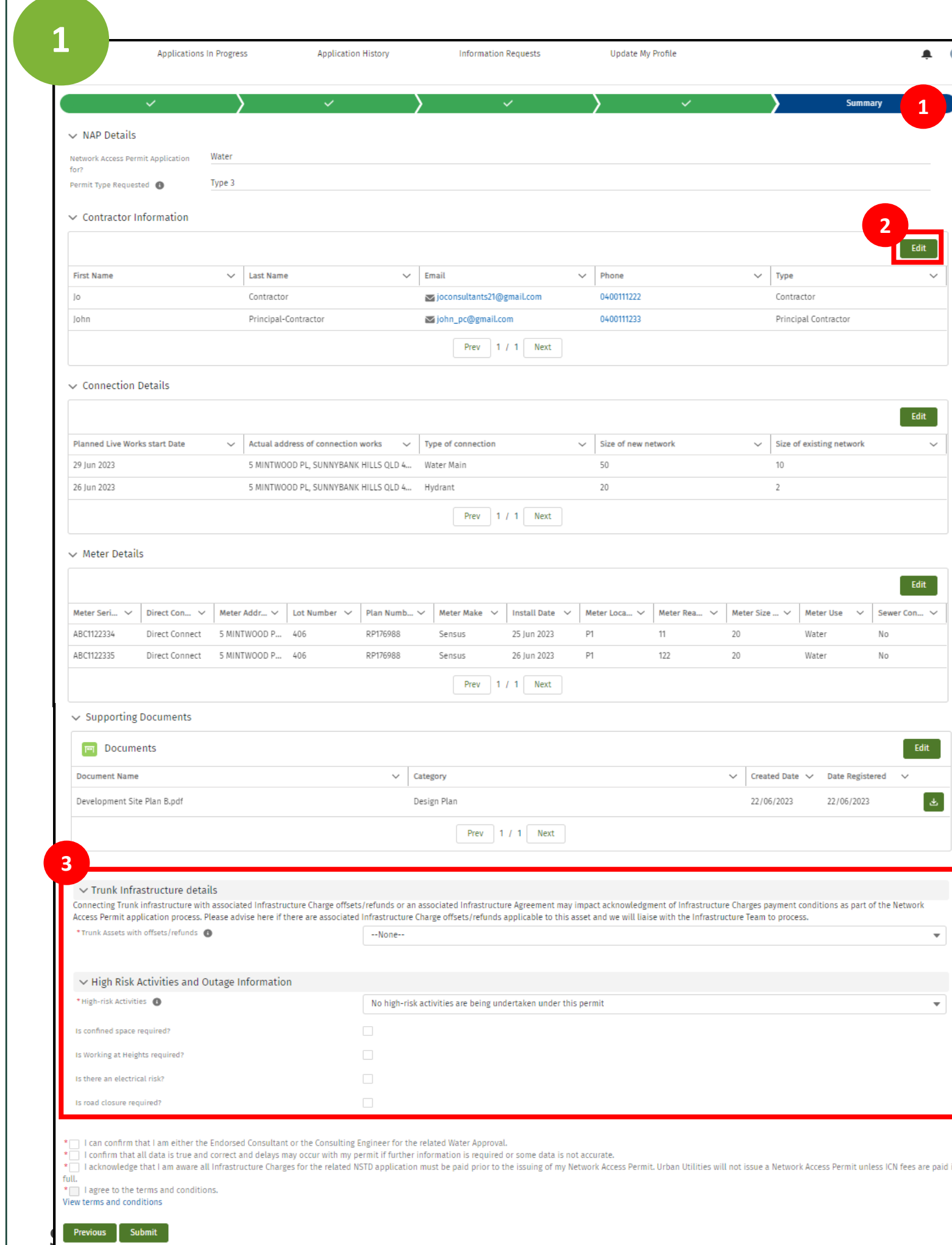
Progress bar: Construct... Ascon So... Complan... Complan... Issuing C... Maintena... End of Ma... Complete Refused Cancelled

To progress your application to the next stage, please follow the below steps:

- Apply for your Network Access Permit (NAP) by pressing the Network Access Permit Application button above
- You must register your works by emailing [development.audit@urbanutilities.com.au](mailto:development.audit@urbanutilities.com.au) your Construction and Live Works dates as per the template requirements in the Minor Works Guidelines
- You must register your works for both Water and Sewer if applicable to your Water Approval. You will not be able to officially submit an As-constructed certification package unless all works are registered
- When you have completed all construction, restoration and Quality Assurance documentation and are ready to submit your As-Constructed Certification package, click the 'Construction Steps Completed' button above to progress to the next stage.

Details Application Contacts Addresses Documents Fees Information Requests NAP Meter Audits More

Application Name: 23-PNT-56299 Related Application: Primary Address: 5 MINTWOOD PL, SUNNYBANK HILLS, BRISBANE CITY, QLD 4109 Cancellation Comments: Record Type: Non Standard Connection - Minor Works Stage: Construction Initial Submission Date: 8/6/2023 Refusal Comments:



Applications In Progress Application History Information Requests Update My Profile

Summary 1

**NAP Details**

Network Access Permit Application for: Water Permit Type Requested: Type 3

**Contractor Information**

First Name	Last Name	Email	Phone	Type
Jo	Contractor	joconsultants2@gmail.com	040011222	Contractor
John	Principal-Contractor	john_pc@gmail.com	040011233	Principal Contractor

Prev 1 / 1 Next

**Connection Details**

Planned Live Works start Date	Actual address of connection works	Type of connection	Size of new network	Size of existing network
29 Jun 2023	5 MINTWOOD PL, SUNNYBANK HILLS QLD 4...	Water Main	50	10
26 Jun 2023	5 MINTWOOD PL, SUNNYBANK HILLS QLD 4...	Hydrant	20	2

Prev 1 / 1 Next

**Meter Details**

Meter Serial...	Direct Con...	Meter Addr...	Lot Number	Plan Num...	Meter Make	Install Date	Meter Loca...	Meter Rea...	Meter Size ...	Meter Use	Sewer Con...
ABC122334	Direct Connect	5 MINTWOOD P...	406	RP176988	Sensus	25 Jun 2023	P1	11	20	Water	No
ABC122335	Direct Connect	5 MINTWOOD P...	406	RP176988	Sensus	26 Jun 2023	P1	122	20	Water	No

Prev 1 / 1 Next

**Supporting Documents**

Document Name	Category	Created Date	Date Registered
Development Site Plan B.pdf	Design Plan	22/06/2023	22/06/2023

Prev 1 / 1 Next

**Trunk Infrastructure details**

Connecting Trunk infrastructure with associated Infrastructure Charge offsets/refunds or an associated Infrastructure Agreement may impact acknowledgment of Infrastructure Charges payment conditions as part of the Network Access Permit application process. Please advise here if there are associated Infrastructure Charge offsets/refunds applicable to this asset and we will liaise with the Infrastructure Team to process.

\* Trunk Assets with offsets/refunds: --None--

**High Risk Activities and Outage Information**

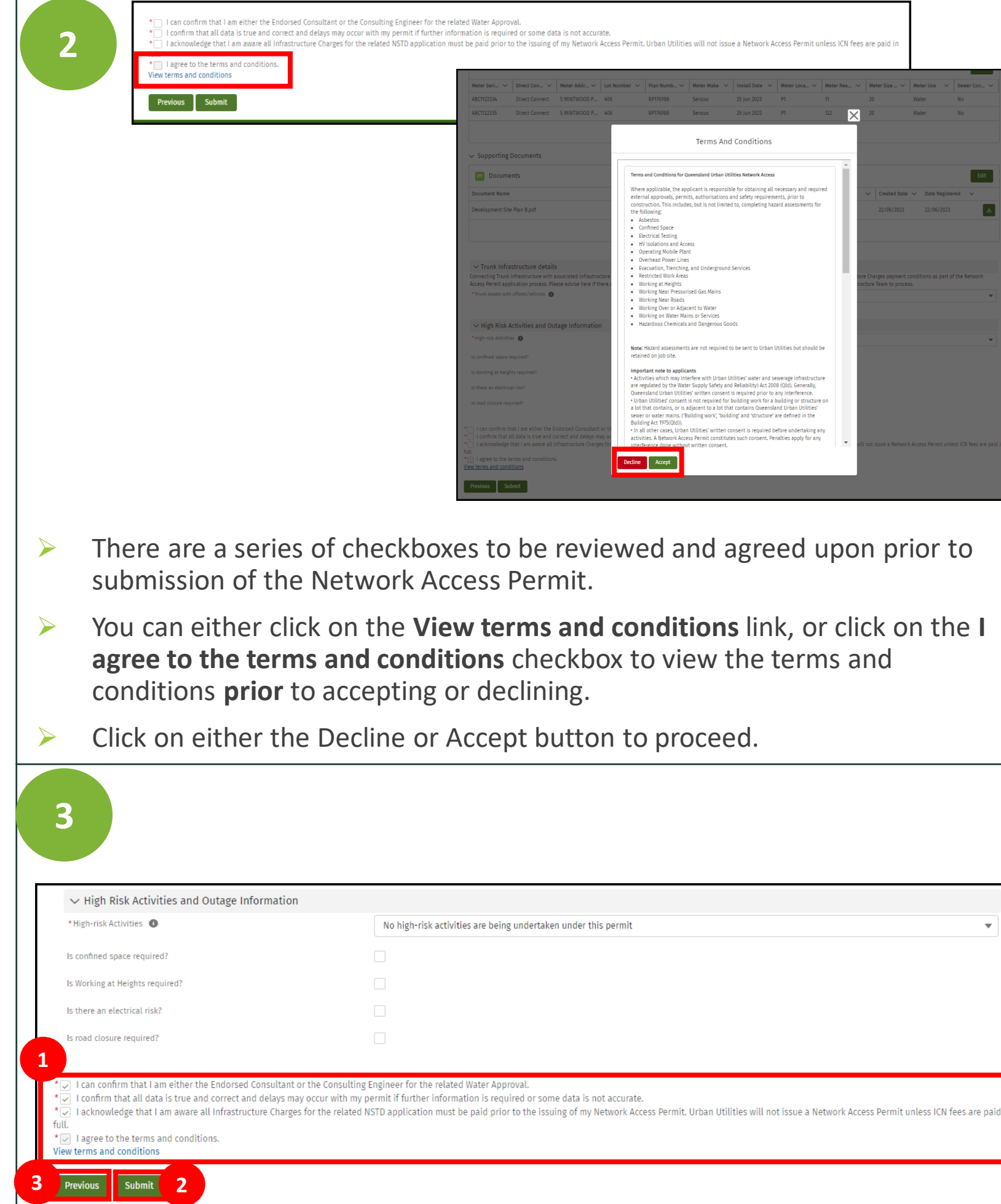
\* High-risk Activities: No high-risk activities are being undertaken under this permit

is confined space required? ☐  
 is Working at Heights required? ☐  
 is there an electrical risk? ☐  
 is road closure required? ☐

☐ I can confirm that I am either the Endorsed Consultant or the Consulting Engineer for the related Water Approval.  
☐ I confirm that all data is true and correct and delays may occur with my permit if further information is required or some data is not accurate.  
☐ I acknowledge that I am aware all Infrastructure Charges for the related NSTD application must be paid prior to the issuing of my Network Access Permit. Urban Utilities will not issue a Network Access Permit unless ICN fees are paid in full.  
☐ I agree to the terms and conditions.  
[View terms and conditions](#)

Previous Submit

1. Review the summary of your NAP Application.
2. You can make edits in each section by clicking on the section's **Edit** button as required.
3. Review and complete the fields in the Trunk Infrastructure details and High Risk Activities and Outage Information sections.



☐ I can confirm that I am either the Endorsed Consultant or the Consulting Engineer for the related Water Approval.  
☐ I confirm that all data is true and correct and delays may occur with my permit if further information is required or some data is not accurate.  
☐ I acknowledge that I am aware all Infrastructure Charges for the related NSTD application must be paid prior to the issuing of my Network Access Permit. Urban Utilities will not issue a Network Access Permit unless ICN fees are paid in full.  
☐ I agree to the terms and conditions.  
[View terms and conditions](#)

Previous Submit

**Terms And Conditions**

Where applicable, the applicant is responsible for obtaining all necessary and required external approvals, permits, authorisations and safety requirements, prior to construction. This includes, but is not limited to, completing hazard assessments for the following:

- Advisors
- Confined Space
- Electrical Testing
- 40 Tonnage and Access
- Operating Mobile Plant
- Overhead Power Lines
- Excavation, Trenching, and Underground Services
- Restricted Risk Areas
- Working at Heights
- Working Near Pressurised Gas Mains
- Working Near Roads
- Working Over or Adjacent to Water
- Working on Live Mains or Services
- Hazardous Chemicals and Dangerous Goods

**Important note to applicants:**

- Activities which may interfere with Urban Utilities' water and sewerage infrastructure are regulated by the Water Supply Safety and Reliability Act 2008 (QSL). Generally, Queensland Urban Utilities' written consent is required prior to any interference.
- Urban Utilities' consent is not required for building work for a building or structure on a lot that contains, or is adjacent to a lot that contains Queensland Urban Utilities' sewer or water mains, (Building work, building and structure are defined in the Building Act 1975(QSL)).
- In all other cases, Urban Utilities' written consent is required before undertaking any activities. A Network Access Permit coordinates such consents. Therefore apply for any activities prior to your written consent.

**Decline Accept**

**High Risk Activities and Outage Information**

\* High-risk Activities: No high-risk activities are being undertaken under this permit

is confined space required? ☐  
 is Working at Heights required? ☐  
 is there an electrical risk? ☐  
 is road closure required? ☐

☒ I can confirm that I am either the Endorsed Consultant or the Consulting Engineer for the related Water Approval.  
☒ I confirm that all data is true and correct and delays may occur with my permit if further information is required or some data is not accurate.  
☒ I acknowledge that I am aware all Infrastructure Charges for the related NSTD application must be paid prior to the issuing of my Network Access Permit. Urban Utilities will not issue a Network Access Permit unless ICN fees are paid in full.  
☒ I agree to the terms and conditions.  
[View terms and conditions](#)

Previous Submit

## Ready to progress

1. Ensure all checkboxes have been ticked.
2. Click the **Submit** button to submit your NAP for internal review by Urban Utilities.
3. Click the **Previous** button to return to the Supporting Documents screen.

## PAY NAP APPLICATION FEES

- Assessing and Processing NAP applications will only start once application fees are paid.
- Once you submit your NAP application, there will be NAP Fee(s) to pay before Urban Utilities can assess your Application.
- We will process NAP applications and if applicable associated shut plans but will not issue them if Infrastructure Charges are not paid.

### Automatically applied Network Access Permit Fees – Type 1 and Type 2 NAPs

- Fees are applied automatically on submission of the Network Access Permit based on the details of your NAP. These fee's are for the NAP only as they do not include Shut Plan fees.

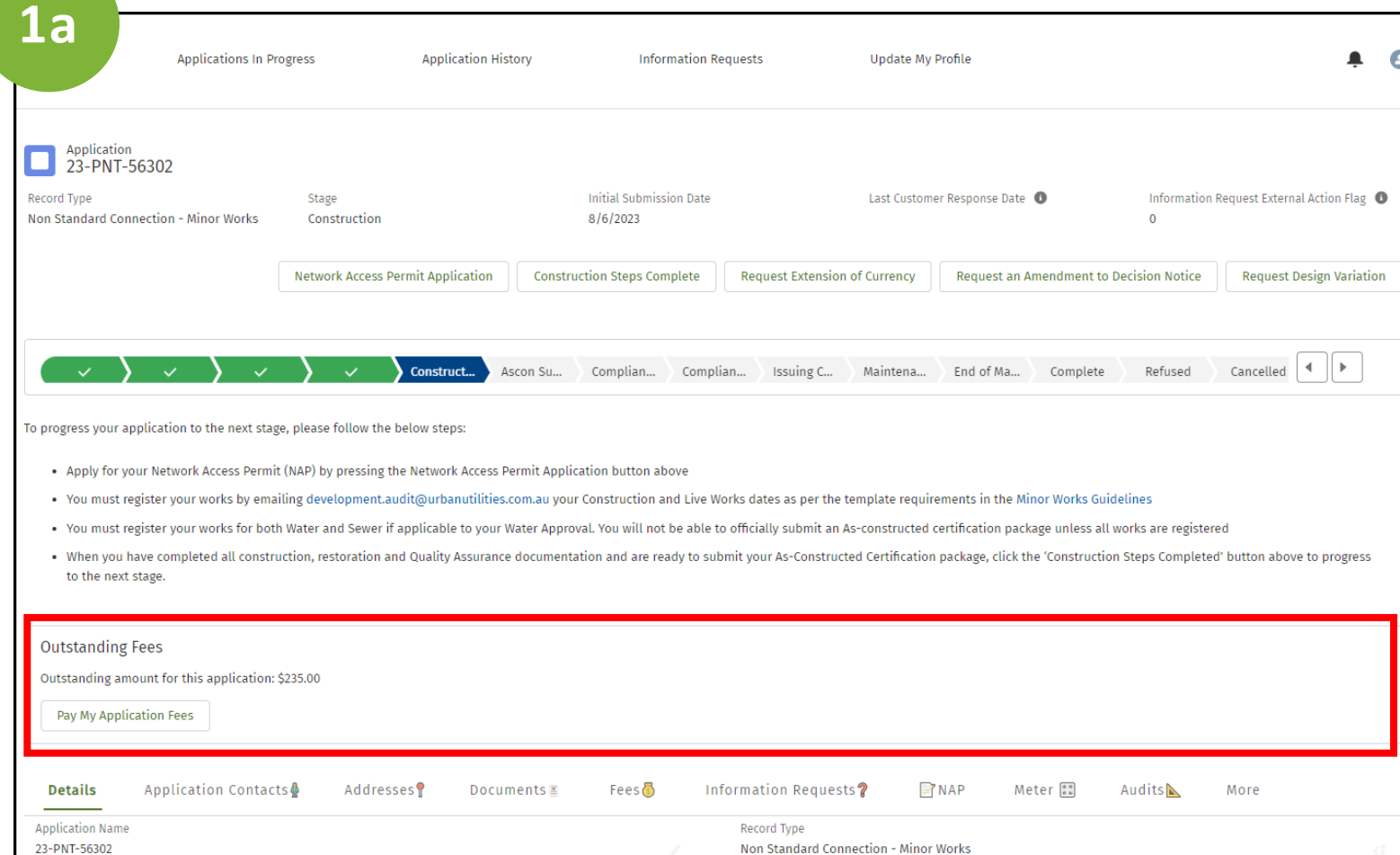
### Automatically applied Network Access Permit Fees – Type 3 NAPs

- Fees are applied automatically on submission of the Network Access Permit based on the details of your Network Access Permit. For a Type 3 NAP the fee will include a NAP Fee and a Simple Shut Plan fee.
- If the Shut Plan is assessed as being Complex or if a Flow Control Plan is required a second fee will be applied for the Complex Shut Plan (less the original Shut Plan Fee paid).
- If multiple Shut Plans are required you may be asked to submit a separate NAP or charged accordingly for the additional Shut Plans.

### Manually applied Network Access Permit Fees

- Complex Water Isolation Plan - Fees are applied manually following assessment of the NAP.
- Wastewater Flow Control Plan - Fees are applied manually following assessment of the NAP.
- You can pay the NAP application fees via the portal, or download the charge notice from the documents tab of your Non-Standard application.

1a



Applications in Progress Application History Information Requests Update My Profile

Application 23-PNT-56302

Record Type: Non Standard Connection - Minor Works Stage: Construction Initial Submission Date: 8/6/2023 Last Customer Response Date: Information Request External Action Flag: 0

Network Access Permit Application Construction Steps Complete Request Extension of Currency Request an Amendment to Decision Notice Request Design Variation

To progress your application to the next stage, please follow the below steps:

- Apply for your Network Access Permit (NAP) by pressing the Network Access Permit Application button above
- You must register your works by emailing [development.audit@urbanutilities.com.au](mailto:development.audit@urbanutilities.com.au) your Construction and Live Works dates as per the template requirements in the [Minor Works Guidelines](#)
- You must register your works for both Water and Sewer if applicable to your Water Approval. You will not be able to officially submit an As-constructed certification package unless all works are registered
- When you have completed all construction, restoration and Quality Assurance documentation and are ready to submit your As-Constructed Certification package, click the 'Construction Steps Completed' button above to progress to the next stage.

**Outstanding Fees**

Outstanding amount for this application: \$235.00

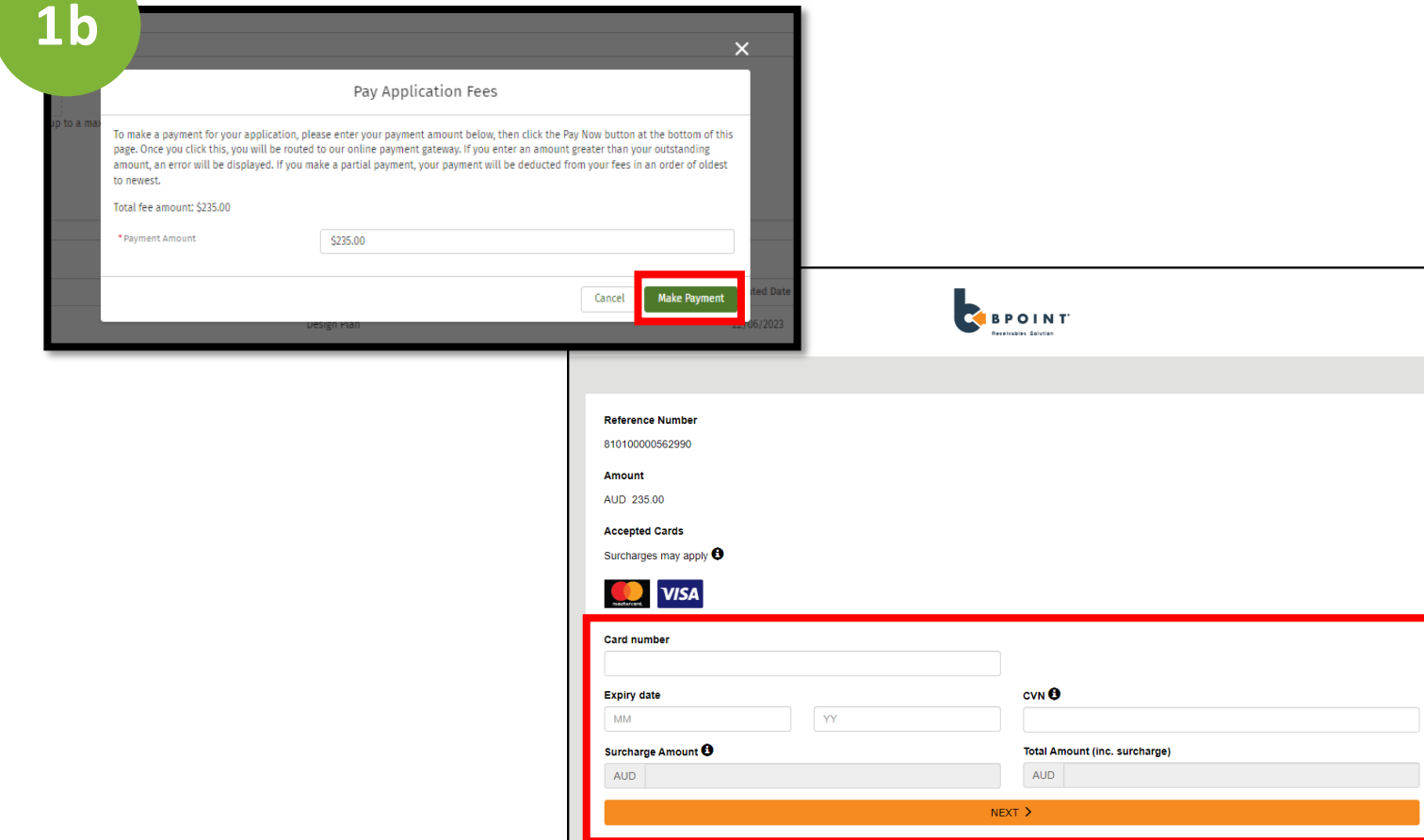
Pay My Application Fees

Details Application Contacts Addresses Documents Fees Information Requests NAP Meter Audits More

Application Name: 23-PNT-56302 Record Type: Non Standard Connection - Minor Works

- From your Non-Standard Application, there will be an outstanding amount of fees to be paid for your Network Access Permit Application.
- Click the **Pay My Application Fees** button to pay the fees via the portal.

1b



Pay Application Fees

To make a payment for your application, please enter your payment amount below, then click the Pay Now button at the bottom of this page. Once you click this, you will be routed to our online payment gateway. If you enter an amount greater than your outstanding amount, an error will be displayed. If you make a partial payment, your payment will be deducted from your fees in an order of oldest to newest.

Total fee amount: \$235.00

\*Payment Amount: \$235.00

Cancel Make Payment

Reference Number: 810100000562990

Amount: AUD 235.00

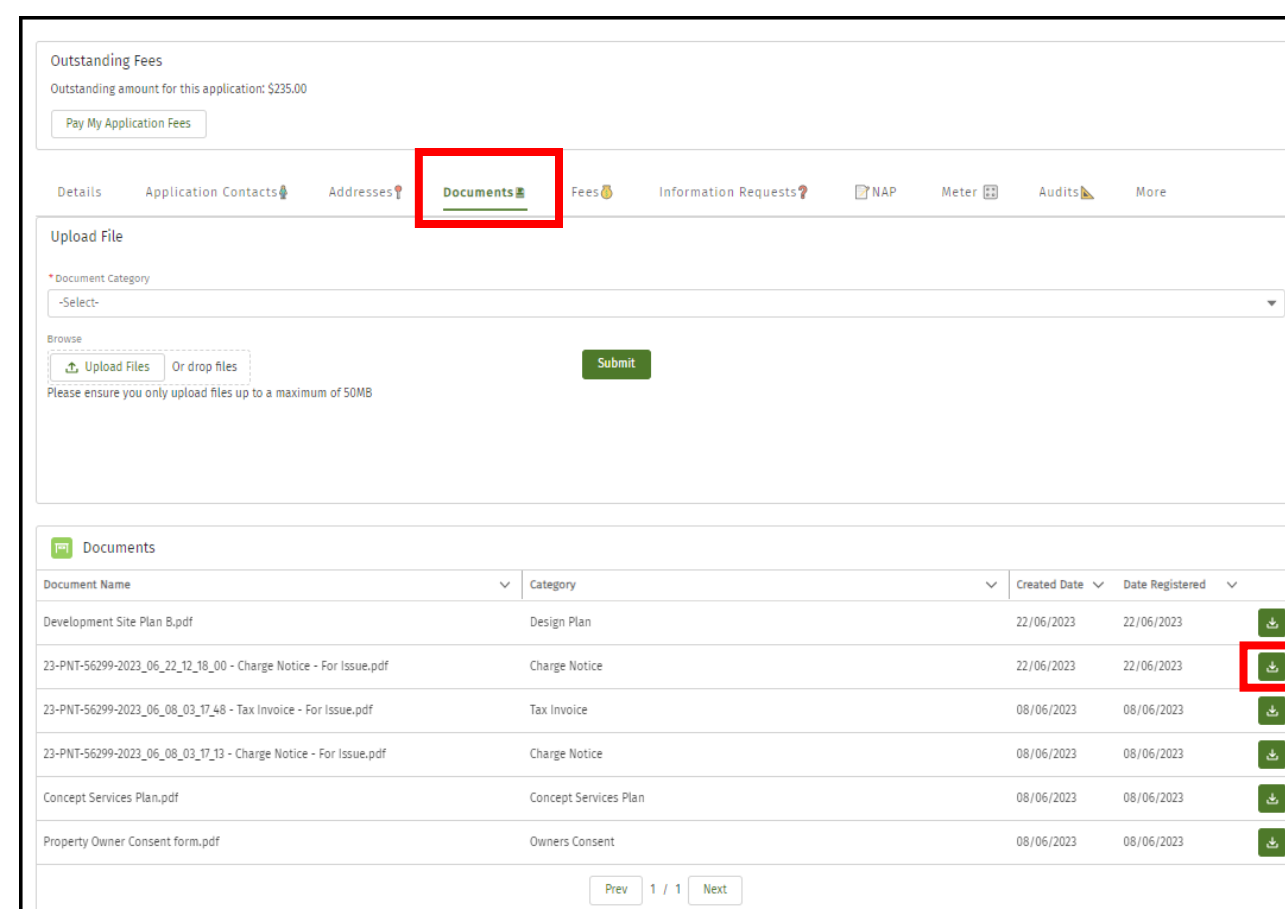
Accepted Cards: Surcharges may apply

Card number: Expiry date: CVN: Surcharge Amount: Total Amount (inc. surcharge):

NEXT >

- Check the payment amount on the **Pay Application Fees** pop-up window and click the **Make Payment** button.
- Add relevant credit card information and click the **NEXT>** button.

2a



Outstanding Fees

Outstanding amount for this application: \$235.00

Pay My Application Fees

Details Application Contacts Addresses Documents Fees Information Requests NAP Meter Audits More

Upload File

\*Document Category: -Select-

Browse: Upload Files Or drop files

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

Submit

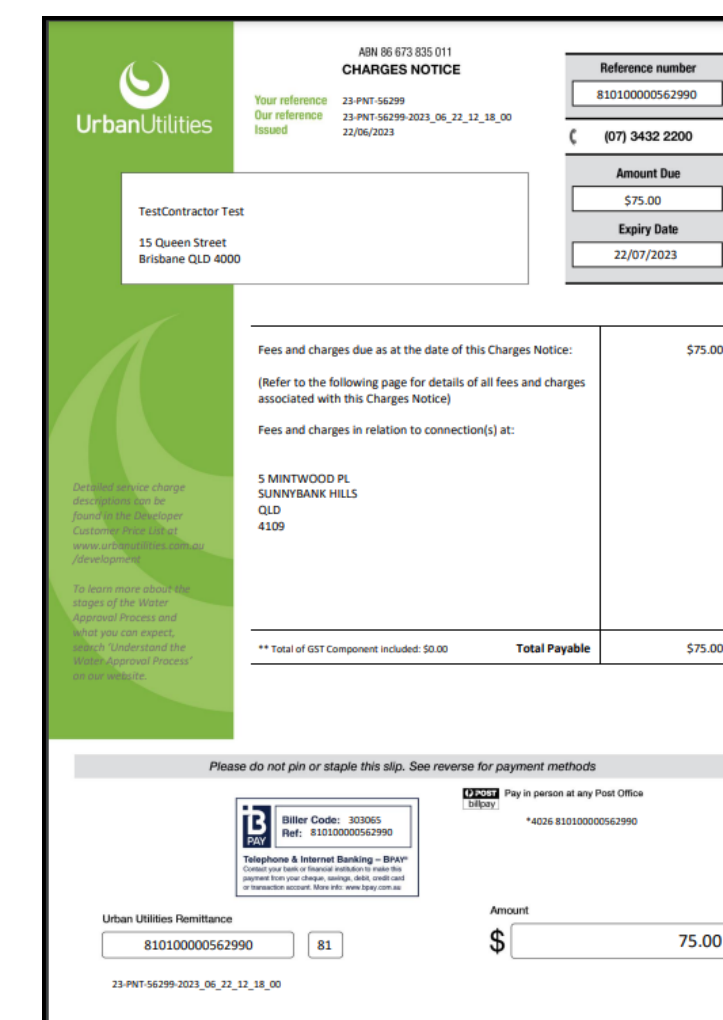
Documents

Document Name	Category	Created Date	Date Registered	
Development Site Plan B.pdf	Design Plan	22/06/2023	22/06/2023	Download
23-PNT-56299-2023_06_22_12_18_00 - Charge Notice - For Issue.pdf	Charge Notice	22/06/2023	22/06/2023	Download
23-PNT-56299-2023_06_08_03_17_48 - Tax Invoice - For Issue.pdf	Tax Invoice	08/06/2023	08/06/2023	Download
23-PNT-56299-2023_06_08_03_17_13 - Charge Notice - For Issue.pdf	Charge Notice	08/06/2023	08/06/2023	Download
Concept Services Plan.pdf	Concept Services Plan	08/06/2023	08/06/2023	Download
Property Owner Consent form.pdf	Owners Consent	08/06/2023	08/06/2023	Download

Prev 1 / 1 Next

- To pay via alternative means, download the Charge Notice via the Non-Standard Application.
- Click on the **Documents** tab.
- Click on the relevant download icon.

2b



UrbanUtilities

ABN 86 673 835 011

**CHARGES NOTICE**

Your reference: 23-PNT-56299 Our reference: 810100000562990 Issued: 22/06/2023

Reference number: 810100000562990

Amount Due: \$75.00

Expiry Date: 22/07/2023

Test Contractor Test  
15 Queen Street  
Brisbane QLD 4000

Fees and charges due as at the date of this Charges Notice: \$75.00

(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:

5 MINTWOOD PL  
SUNNYBANK HILLS  
QLD  
4109

\*\* Total of GST Component Included: \$0.00

**Total Payable: \$75.00**

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

Urban Utilities Remittance: 810100000562990 81

Amount: \$75.00

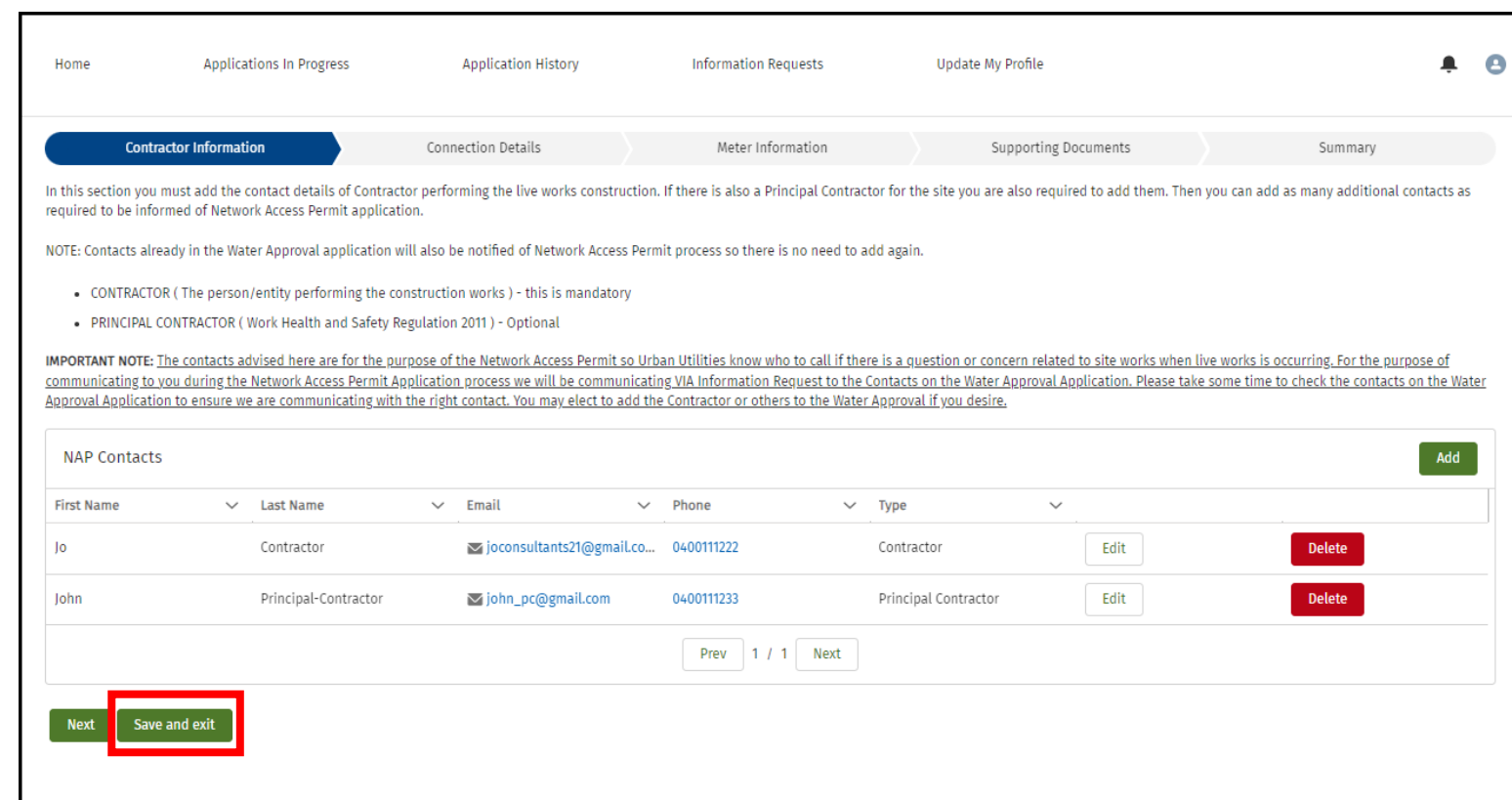
- You can now pay via alternative method.



# HOW TO CREATE AND RETURN TO A DRAFT NAP APPLICATION?

- At any time during the Network Access Permit application process, you may save your application as a draft and return to finish it at a later time.
- Saved and drafted NAPs can be found within the associated Non-Standard Application.
- Applications can be found by clicking the **Applications in Progress** tile or from the **Applications in Progress** button in the header on the home screen.

## 1 Saving NAP as a draft



Home Applications In Progress Application History Information Requests Update My Profile

**Contractor Information** Connection Details Meter Information Supporting Documents Summary

In this section you must add the contact details of Contractor performing the live works construction. If there is also a Principal Contractor for the site you are also required to add them. Then you can add as many additional contacts as required to be informed of Network Access Permit application.

NOTE: Contacts already in the Water Approval application will also be notified of Network Access Permit process so there is no need to add again.

- CONTRACTOR ( The person/entity performing the construction works ) - this is mandatory
- PRINCIPAL CONTRACTOR ( Work Health and Safety Regulation 2011 ) - Optional

**IMPORTANT NOTE:** The contacts advised here are for the purpose of the Network Access Permit so Urban Utilities know who to call if there is a question or concern related to site works when live works is occurring. For the purpose of communicating to you during the Network Access Permit Application process we will be communicating via Information Request to the Contacts on the Water Approval Application. Please take some time to check the contacts on the Water Approval Application to ensure we are communicating with the right contact. You may elect to add the Contractor or others to the Water Approval if you desire.

**NAP Contacts** Add

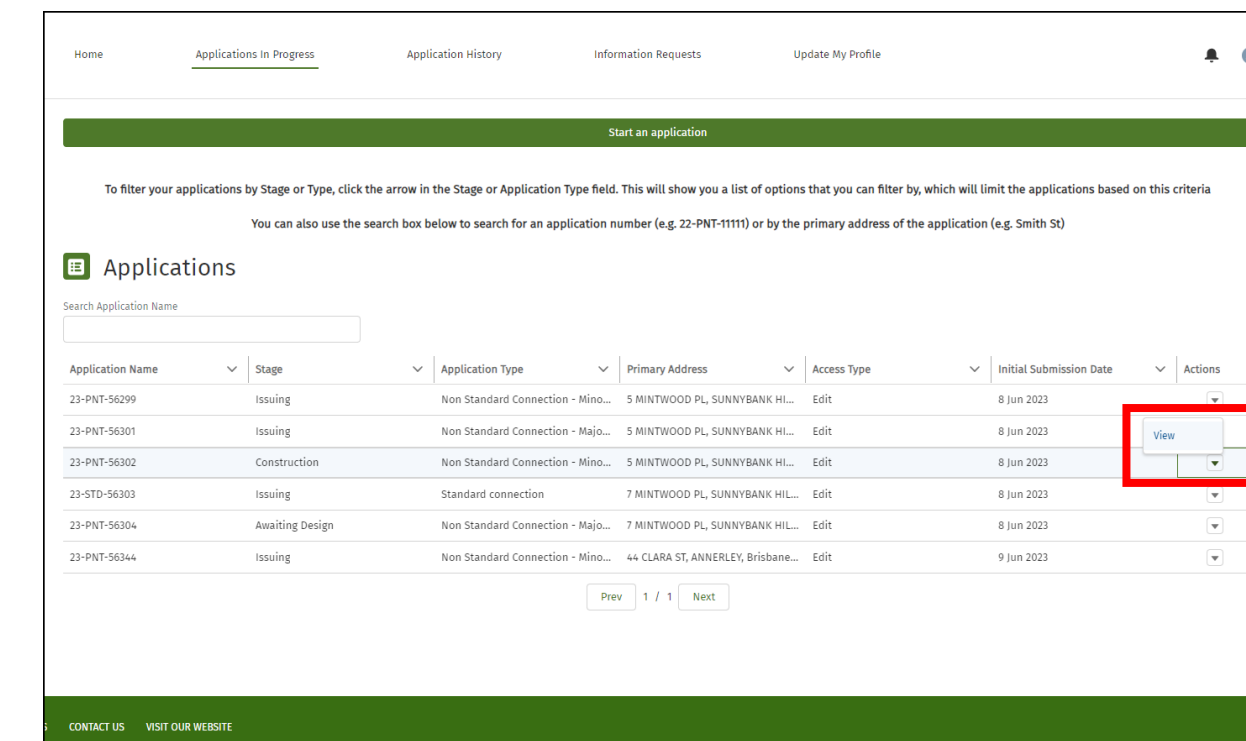
First Name	Last Name	Email	Phone	Type	
Jo	Contractor	joconsultants21@gmail.co...	040011222	Contractor	Edit Delete
John	Principal-Contractor	john_pc@gmail.com	040011233	Principal Contractor	Edit Delete

Prev 1 / 1 Next

Next **Save and exit**

- To save the NAP as a draft, click on the **Save and Exit** button during any stage of the NAP application.

## 2 Returning to the NAP application



Home Applications In Progress Application History Information Requests Update My Profile

**Start an application**

To filter your applications by Stage or Type, click the arrow in the Stage or Application Type field. This will show you a list of options that you can filter by, which will limit the applications based on this criteria

You can also use the search box below to search for an application number (e.g. 22-PNT-11111) or by the primary address of the application (e.g. Smith St)

**Applications**

Search Application Name

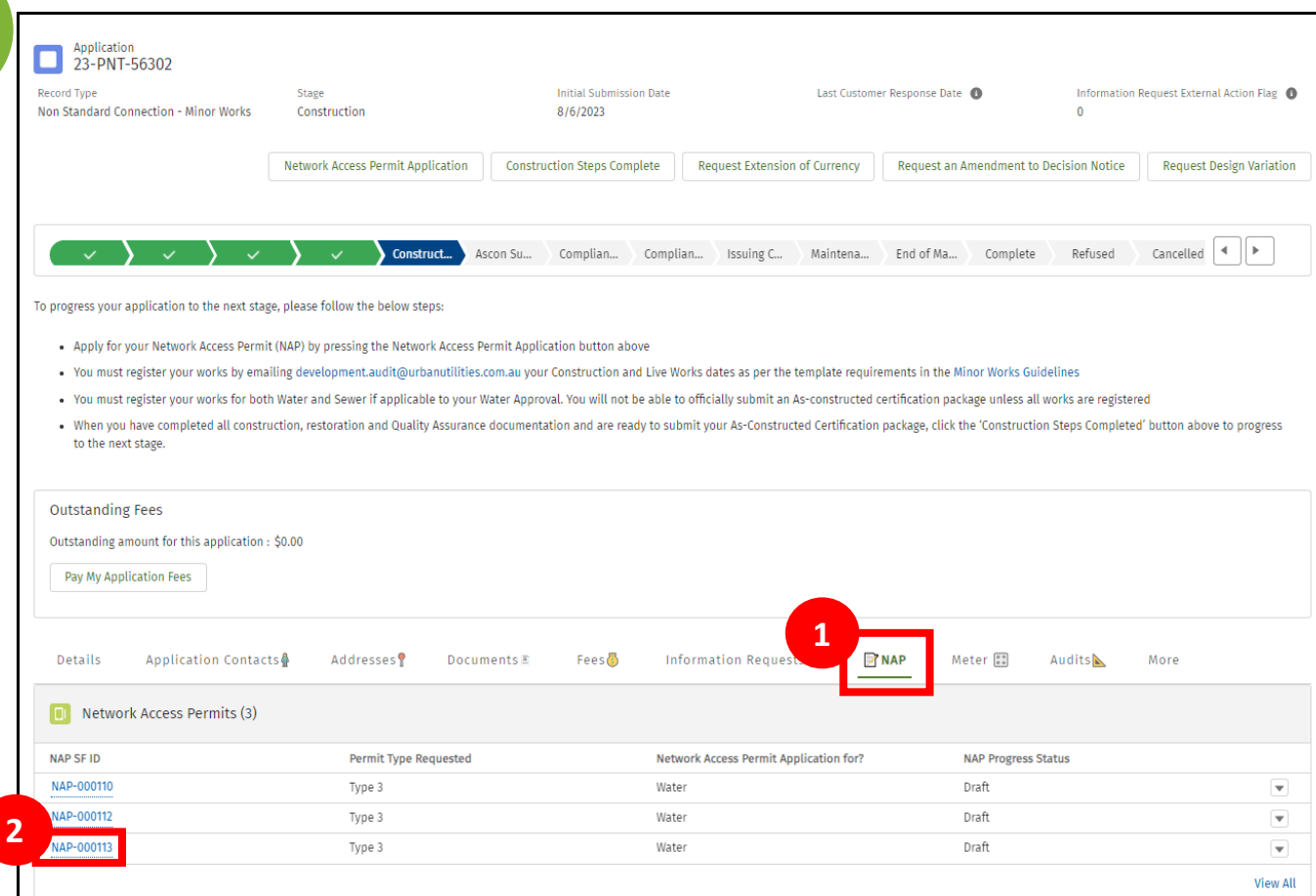
Application Name	Stage	Application Type	Primary Address	Access Type	Initial Submission Date	Actions
23-PNT-56299	Issuing	Non Standard Connection - Mino...	5 MINTWOOD PL, SUNNYBANK HL...	Edit	8 Jun 2023	View
23-PNT-56301	Issuing	Non Standard Connection - Majo...	5 MINTWOOD PL, SUNNYBANK HL...	Edit	8 Jun 2023	
23-PNT-56302	Construction	Non Standard Connection - Mino...	5 MINTWOOD PL, SUNNYBANK HL...	Edit	8 Jun 2023	
23-STD-56303	Issuing	Standard connection	7 MINTWOOD PL, SUNNYBANK HL...	Edit	8 Jun 2023	
23-PNT-56304	Awaiting Design	Non Standard Connection - Majo...	7 MINTWOOD PL, SUNNYBANK HL...	Edit	8 Jun 2023	
23-PNT-56344	Issuing	Non Standard Connection - Mino...	44 CLARA ST, ANNERLEY, Brisbane...	Edit	9 Jun 2023	

Prev 1 / 1 Next

CONTACT US VISIT OUR WEBSITE

- Go to the **Applications in Progress** screen and locate the relevant Non-Standard application linked to your drafted NAP.
- Click the drop-down arrow in Actions column and select the **View** option.

## 3



Application 23-PNT-56302

Record Type: Non Standard Connection - Minor Works Stage: Construction Initial Submission Date: 8/6/2023 Last Customer Response Date: Information Request External Action Flag: 0

Network Access Permit Application Construction Steps Complete Request Extension of Currency Request an Amendment to Decision Notice Request Design Variation

Construct... Ascon Su... Completan... Complian... Issuing C... Maintena... End of Ma... Complete Refused Cancelled

To progress your application to the next stage, please follow the below steps:

- Apply for your Network Access Permit (NAP) by pressing the Network Access Permit Application button above
- You must register your works by emailing [development.audit@urbanutilities.com.au](mailto:development.audit@urbanutilities.com.au) your Construction and Live Works dates as per the template requirements in the Minor Works Guidelines
- You must register your works for both Water and Sewer if applicable to your Water Approval. You will not be able to officially submit an As-constructed certification package unless all works are registered
- When you have completed all construction, restoration and Quality Assurance documentation and are ready to submit your As-Constructed Certification package, click the 'Construction Steps Completed' button above to progress to the next stage.

**Outstanding Fees**  
Outstanding amount for this application : \$0.00  
Pay My Application Fees

Details Application Contacts Addresses Documents Fees Information Requests **NAP** Meter Audits More

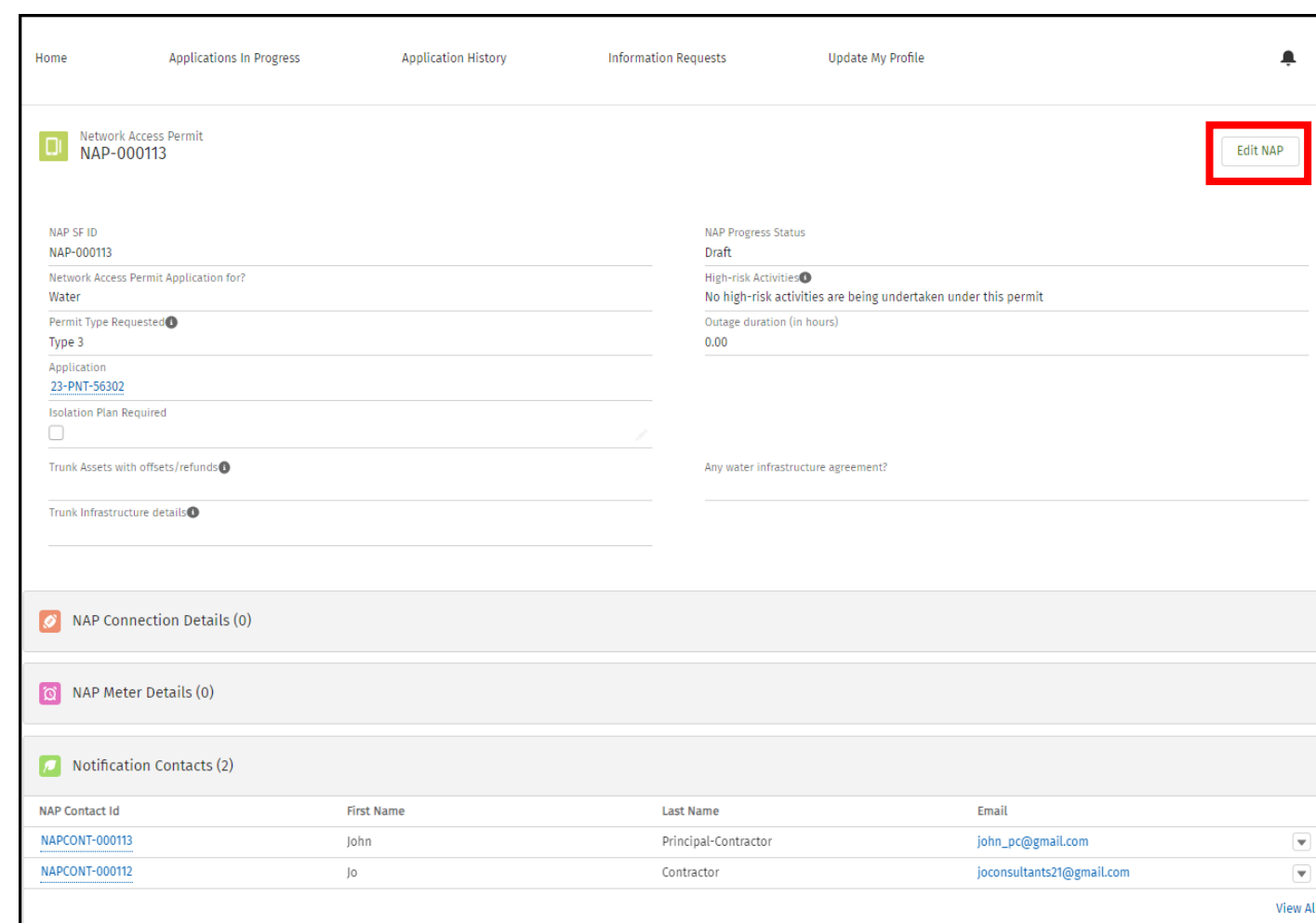
**Network Access Permits (3)**

NAP SF ID	Permit Type Requested	Network Access Permit Application for?	NAP Progress Status
<a href="#">NAP-00010</a>	Type 3	Water	Draft
<a href="#">NAP-00012</a>	Type 3	Water	Draft
<a href="#">NAP-00013</a>	Type 3	Water	Draft

View All

1. Click the **NAP** tab within the Application tab menu.
2. Click the **NAP SF-ID** of your saved NAP Application.

## 4



Home Applications In Progress Application History Information Requests Update My Profile

**Network Access Permit NAP-00013** Edit NAP

NAP SF ID: NAP-00013

Network Access Permit Application for? Water

Permit Type Requested: Type 3

Application: 23-PNT-56302

Isolation Plan Required: ☐

Trunk Assets with offsets/refunds: ☐

Trunk Infrastructure details: ☐

NAP Progress Status: Draft

High-risk Activities: No high-risk activities are being undertaken under this permit

Outage duration (in hours): 0.00

Any water infrastructure agreement? ☐

**NAP Connection Details (0)**

**NAP Meter Details (0)**

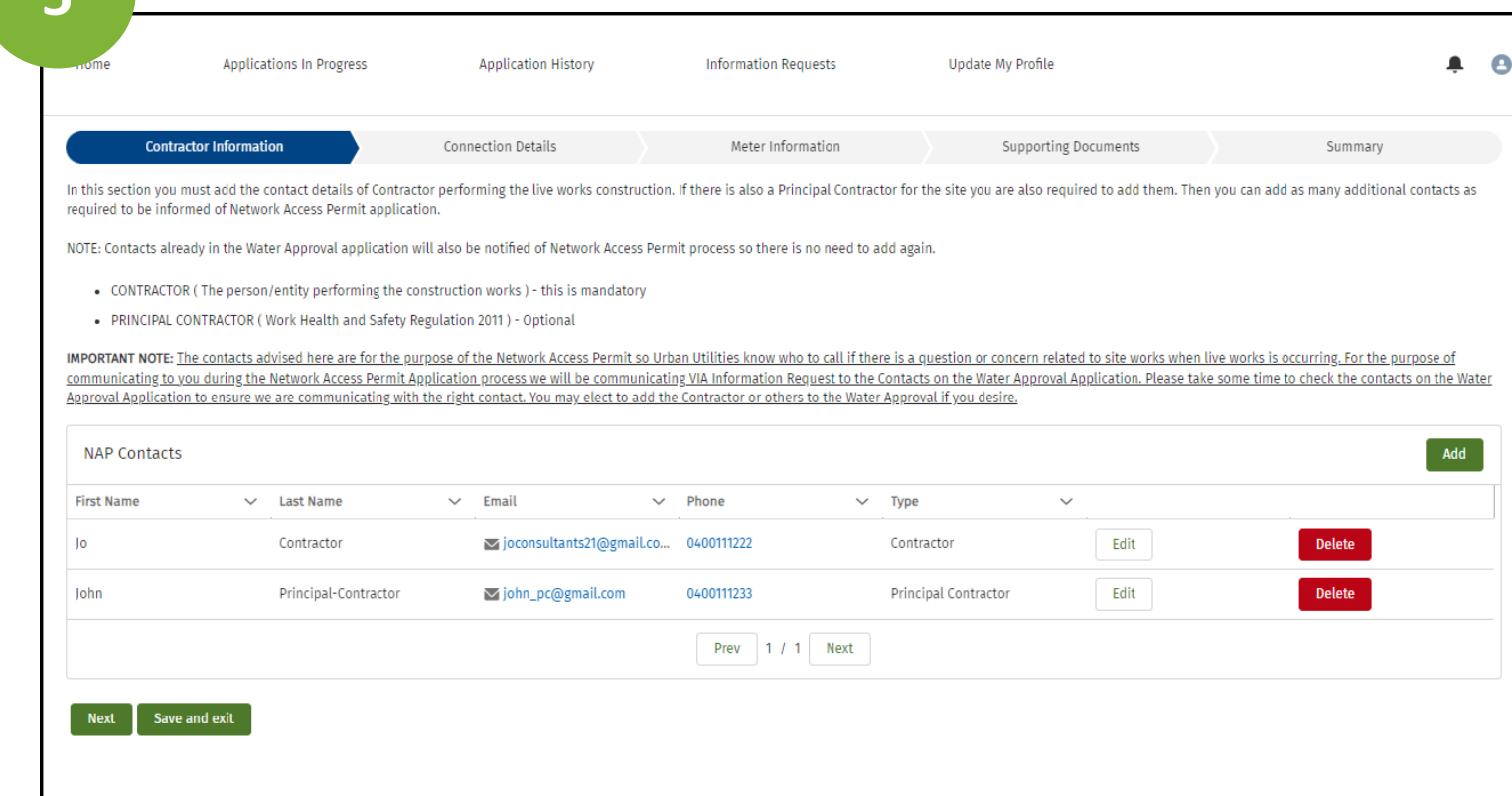
**Notification Contacts (2)**

NAP Contact Id	First Name	Last Name	Email
<a href="#">NAPCONT-00013</a>	John	Principal-Contractor	<a href="mailto:john_pc@gmail.com">john_pc@gmail.com</a>
<a href="#">NAPCONT-00012</a>	Jo	Contractor	<a href="mailto:joconsultants21@gmail.com">joconsultants21@gmail.com</a>

View All

- You will see a summarised view of your draft NAP Application.
- To continue editing your NAP Application, click **Edit NAP**.

## 5



Home Applications In Progress Application History Information Requests Update My Profile

**Contractor Information** Connection Details Meter Information Supporting Documents Summary

In this section you must add the contact details of Contractor performing the live works construction. If there is also a Principal Contractor for the site you are also required to add them. Then you can add as many additional contacts as required to be informed of Network Access Permit application.

NOTE: Contacts already in the Water Approval application will also be notified of Network Access Permit process so there is no need to add again.

- CONTRACTOR ( The person/entity performing the construction works ) - this is mandatory
- PRINCIPAL CONTRACTOR ( Work Health and Safety Regulation 2011 ) - Optional

**IMPORTANT NOTE:** The contacts advised here are for the purpose of the Network Access Permit so Urban Utilities know who to call if there is a question or concern related to site works when live works is occurring. For the purpose of communicating to you during the Network Access Permit Application process we will be communicating via Information Request to the Contacts on the Water Approval Application. Please take some time to check the contacts on the Water Approval Application to ensure we are communicating with the right contact. You may elect to add the Contractor or others to the Water Approval if you desire.

**NAP Contacts** Add

First Name	Last Name	Email	Phone	Type	
Jo	Contractor	joconsultants21@gmail.co...	040011222	Contractor	Edit Delete
John	Principal-Contractor	john_pc@gmail.com	040011233	Principal Contractor	Edit Delete

Prev 1 / 1 Next

Next **Save and exit**

- You are now back at the same stage of NAP Application you were within when you clicked the **Save and Exit** button.

**Note:** you cannot edit a NAP application once you have submitted it. Email [development.permit@urbanutilities.com.au](mailto:development.permit@urbanutilities.com.au) if you need to make any changes.



## NETWORK ACCESS PERMIT NOTIFICATIONS

➤ There are 3 key email notifications during the NAP application process.

1

When your NAP is submitted, the payment of fees is now required

Dear NAP Applicant,

In order to progress your Network Access Permit application, payment of fees is now required.

To pay, log into your [Development Services Portal](#) account and click on 'In Progress Applications' to identify any applications with fees awaiting payment.

A Tax Invoice/Receipt will be issued following payment.

Once paid, your Network Access Permit request will be assessed by our Development Permits Team.

NOTE: If your Network Access Permit request is assessed as requiring complex analysis ( Water Shutplan or Wastewater Flow Control Plan ) there could be additional fee's applied. Examples of applications requiring additional fee's – Network analysis, data modelling, data field logging, rezoning, trunk connections, no GIS, involving complex assets (reservoirs, sewer pump stations, water boosters, PRV's ) ) We will advise if required.

Below are our estimated Network Access Permit Type processing times (All processing times are independent of waiting time for fee's to be paid or Information Requests to be resolved):

Type 1 – 10 Business Days

Type 2 – 10 Business Days

Type 3 (Water) – 10 Business Days

Type 3 (Sewer Flow Control Plan ) – 15 Business Days

Type 3 (Complex Water) – Up to 3 months

Our Development Permits Team will be in contact should we require more information. We will issue an Information Request in the Developer Portal - We will be communicating with the Contacts on the Water Approval application – Please ensure CONTACTS are up to date.

Please note that your Network Access Permit and/or isolation plan will NOT be issued if your infrastructure charges ( if applicable ) have not been paid.

For enquiries regarding your ICN's please contact our Development Enquiries team on [DevelopmentEnquiries@urbanutilities.com.au](mailto:DevelopmentEnquiries@urbanutilities.com.au) or call us on 07 3432 2200

For enquiries regarding your Network Access Permit Application or any part of the process – Please contact our Development Permits Team on [DevelopmentPermits@urbanutilities.com.au](mailto:DevelopmentPermits@urbanutilities.com.au)

Kind regards,

Urban Utilities Developer Services Team

➤ This notification is sent when you submit the NAP Application via the portal and is sent to the **Application Contacts** on the Non-Standard application.

2

When NAP fees have been paid

Dear Applicant,

Thank you for your payment.

To access your application Non Standard Connection - Major Works and the tax invoice any time, log in to your [Developer Services Portal](#) account.

Kind regards,

Urban Utilities Developer Services Team

➤ This notification is sent when you pay your NAP Application and is sent to the **Application Contacts** on the Non-Standard application.

3

When a NAP is issued

Dear NAP Applicant,

PLEASE NOTE: If your works have been identified as Major Works, as such you should have already had at least one site visit with an Assurance Officer. If you have NOT please contact [DevelopmentAudit@urbanutilities.com.au](mailto:DevelopmentAudit@urbanutilities.com.au) to arrange for a Pre-Start meeting.

Please find via the portal [link](#) your approved Network Access Permit (NAP), Isolation/ShutFlow Control Plan ( if applicable ) and any associated documents.

You are responsible for complying with all conditions associated with this permit and any additional documents. If you have read the guideline documents in the links below and still require clarification, please do not hesitate to contact Development Permits.

IMPORTANT NOTE for LIVE TAP (if applicable) – AN URBAN UTILITIES FIELD ASSURANCE OFFICER MUST BE PRESENT WHEN LIVE WORKS OCCUR

WHAT'S NEXT?

For more information on what to do now, please refer to our Network Access Permit Guideline and Minor/Major Works Construction and Compliance Guideline, which can be found: [Standards and guidelines](#)

For Flow Control Plans only – If your Flow Control Plan requires access to or isolation of an Urban Utilities sewage pumping station, please forward your request to Network Access at [networkaccess@urbanutilities.com.au](mailto:networkaccess@urbanutilities.com.au)

MINOR WORKS - MANDATORY REGISTRATION OF YOUR SITE WORKS

You must register your site works with Development Audit by email to [development.audit@urbanutilities.com.au](mailto:development.audit@urbanutilities.com.au) at least 3 business days prior to any works commencing using the following template:

If this project has been conditioned as Minor Works, attendance at the site will be at the discretion of the assigned Assurance Officer.

You will not able to upload Asconstructed Certification Package and Compliance information to the Developer Portal if Minor Works are not registered with the Development Audits team.

Audit Type: **Minor Works**

- Expected start and end dates for work:
- Expected **Live Works** Date:
- Description of works:
- Valid Approved Network Access Permit:
- Contractor Name:
- Contractor Phone Number:
- Contractor Email:
- Engineer Name:
- Engineer Phone Number:
- Engineer Email:
- Stage number (if applicable):
- Estate name (if applicable):
- Application Reference Number (Developer Services Application Portal): e.g. 22-PNT-XXXXXX
- Number of customers notified, as well as attaching a copy of the completed outage notification

You must book your live works audit with Development Audit by email to [development.audit@urbanutilities.com.au](mailto:development.audit@urbanutilities.com.au) at least 3 business days prior to any live works commencing using the following template:

Audit Type: **Live Works**

- Expected start and end dates for work:
- Expected **Live Works** Date:
- Description of works:
- Valid Approved Network Access Permit:
- Contractor Name:
- Contractor Phone Number:
- Contractor Email:
- Engineer Name:
- Engineer Phone Number:
- Engineer Email:
- Stage number (if applicable):
- Estate name (if applicable):
- Application Reference Number (Developer Services Application Portal): e.g. 22-PNT-XXXXXX
- Number of customers notified, as well as attaching a copy of the completed outage notification

PLEASE NOTE:

Failure to book and have performed the required field audits may mean we are unable to provide a Connection Certificate to finalise these works.

- Take note of the 'Proposed Finish Date' (**expiry date**) of your Network Access Permit. Permits are normally valid for six months. If you require a permit extension, please email your request to [development.permits@urbanutilities.com.au](mailto:development.permits@urbanutilities.com.au)

Kind regards,

Urban Utilities Developer Services Team

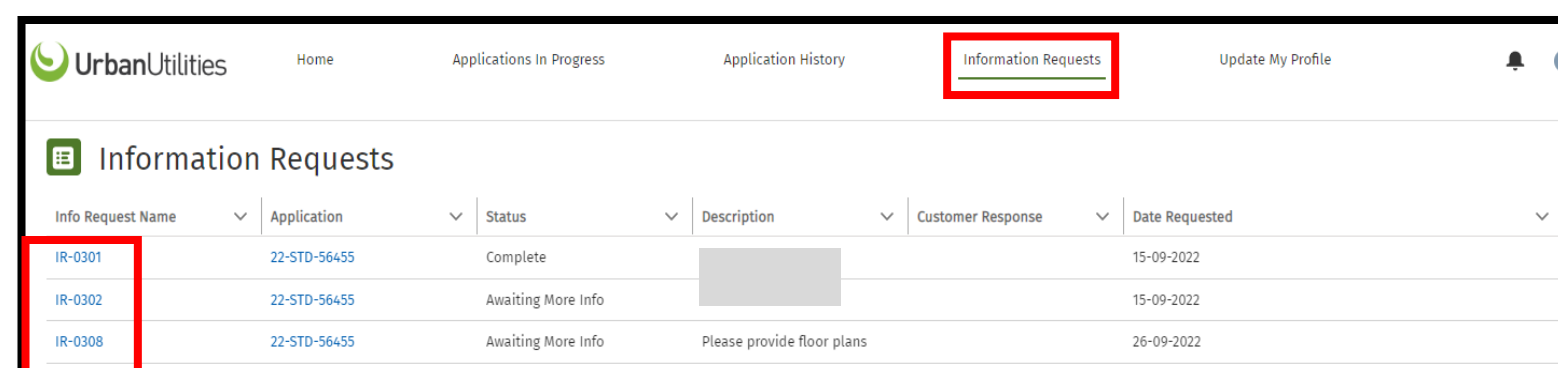
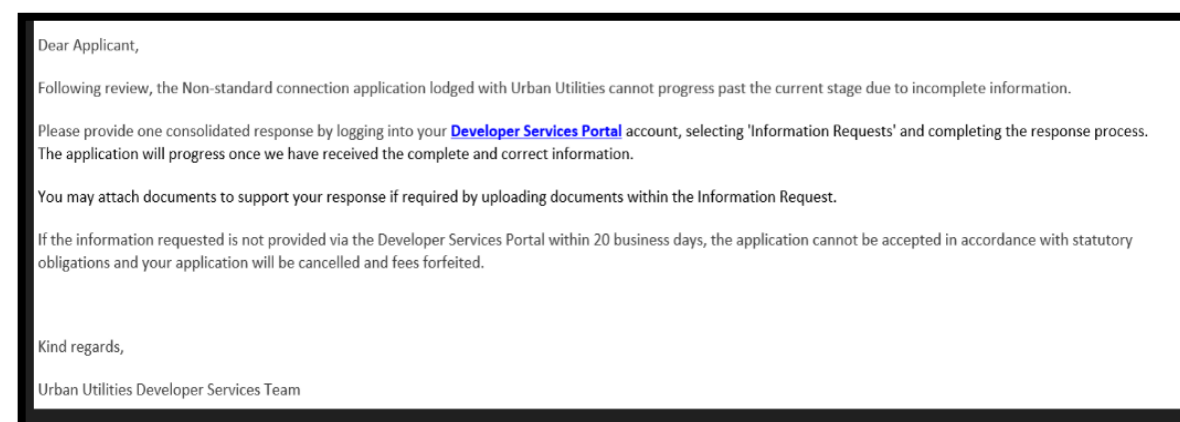
➤ This notification is sent when a NAP is issued by a Urban Utilities team member via the portal and is sent to the **Application Contacts** on the Non-Standard application.



# HOW DO I RESPOND TO AN INFORMATION REQUEST?

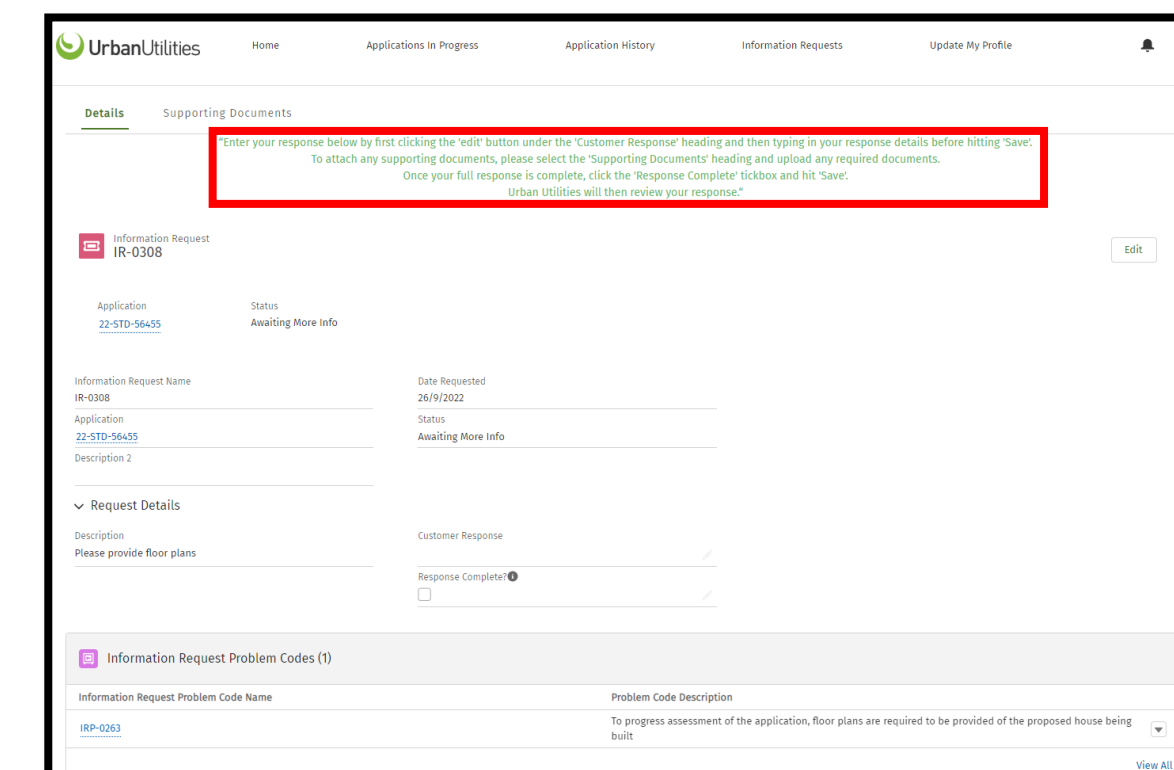
- You will receive an email notification.
- Log into the portal and action the information request.

1



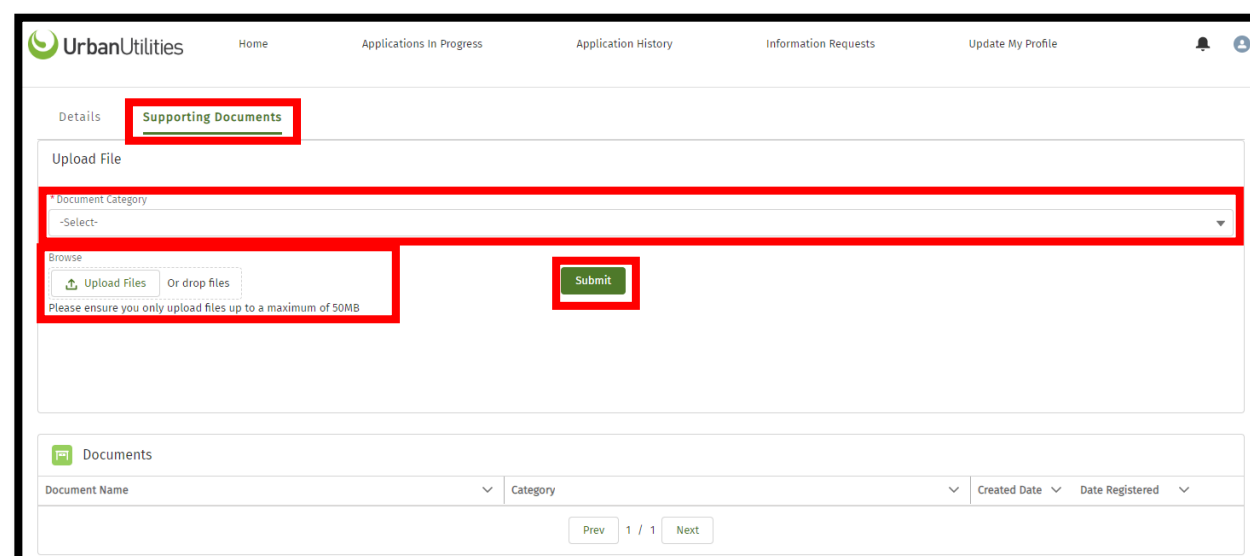
- You will receive an email notification.
- Log into the portal and click on the **Information Requests** tab.
- Select the Info Request hyperlink.

2



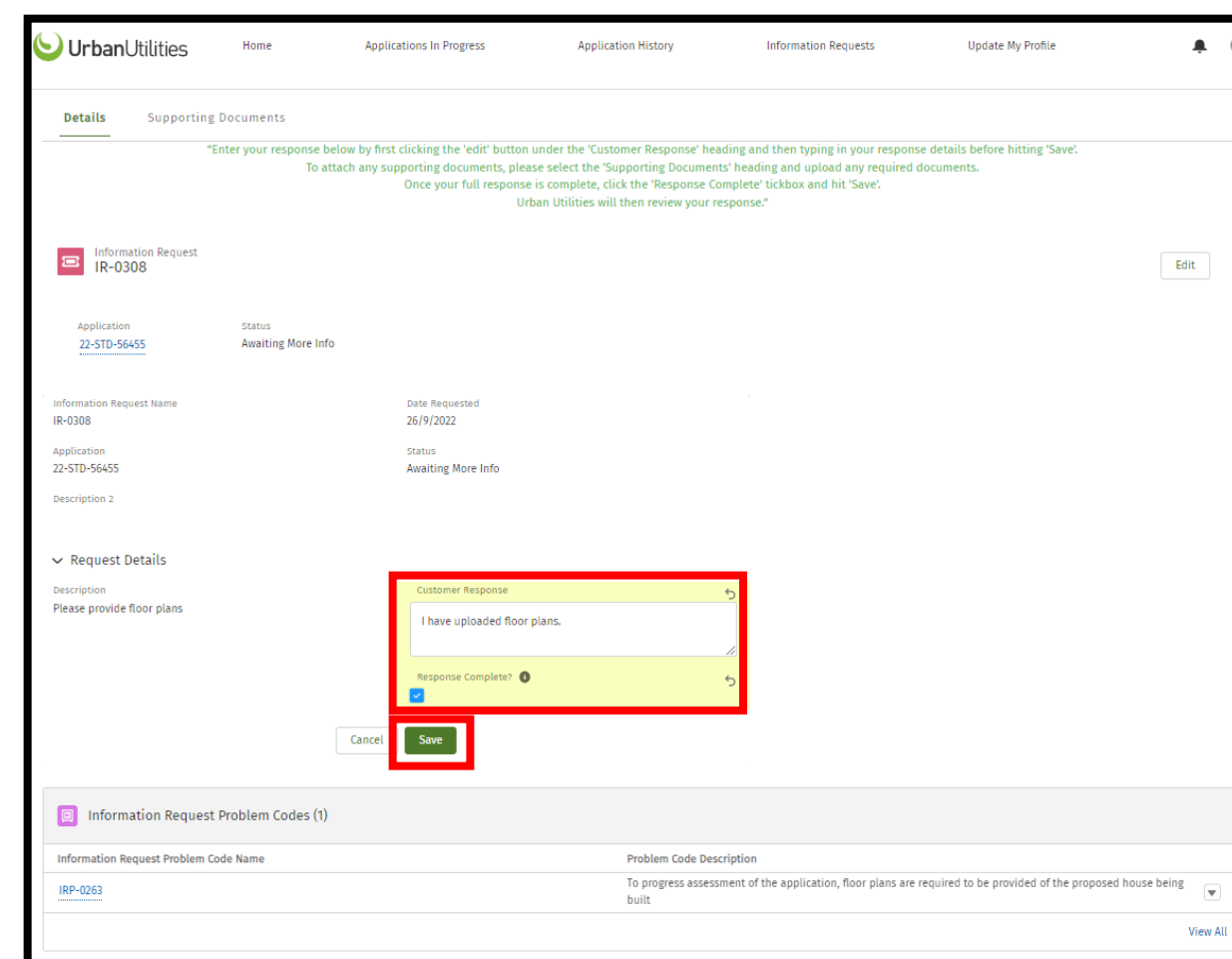
- Review the Information Request and note the instruction on how to respond is shown on the green help text.

3



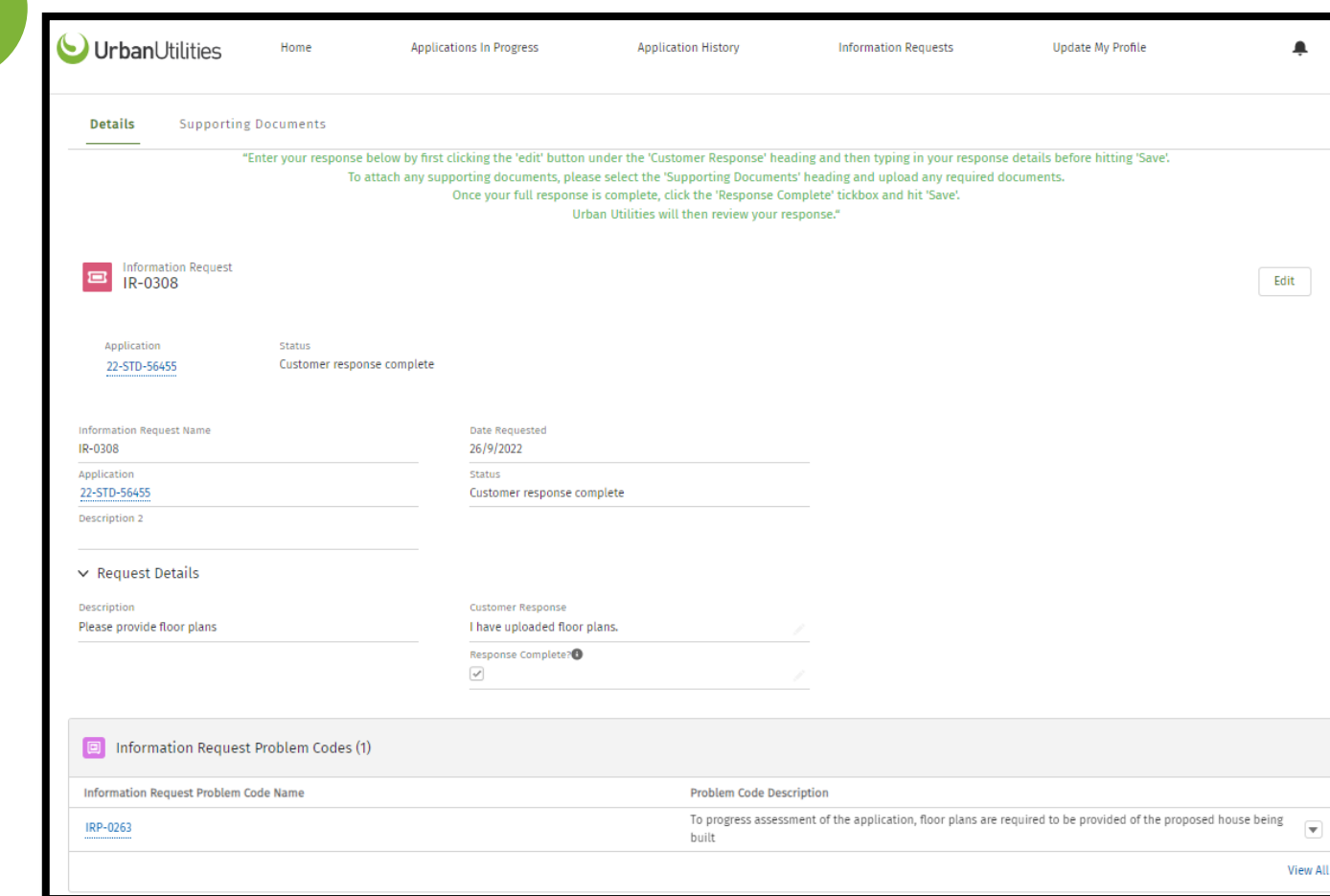
- If required, you can upload documents by clicking on the **Supporting Documents** tab.
- Select relevant **Document Category** and click on the **Upload files** button.
- Click on the **Submit** button. Any documents uploaded here will be able to be viewed via the **Documents** tab in the application.

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.

