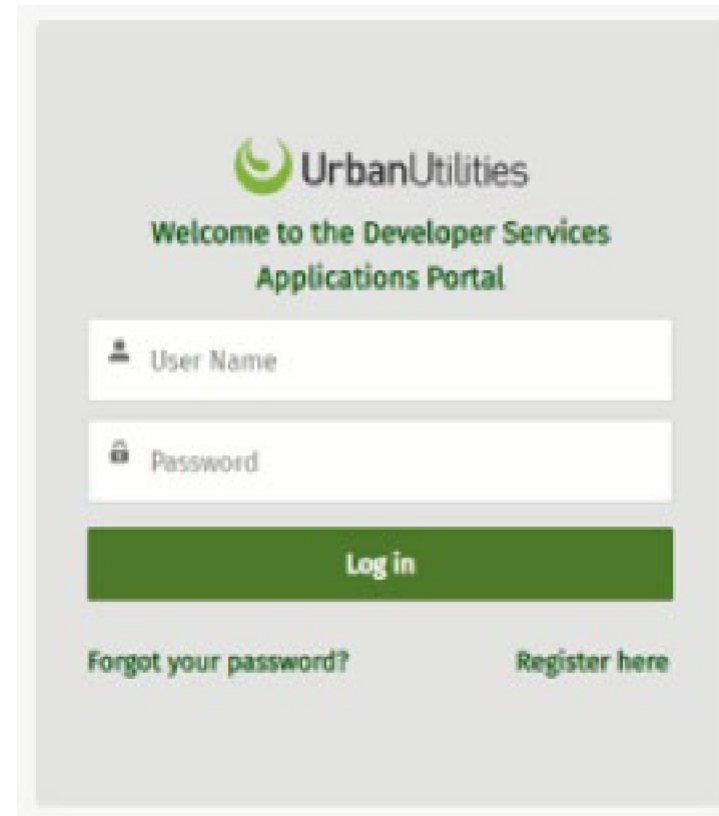


HOW TO REGISTER A NEW DEVELOPER SERVICES PORTAL ACCOUNT

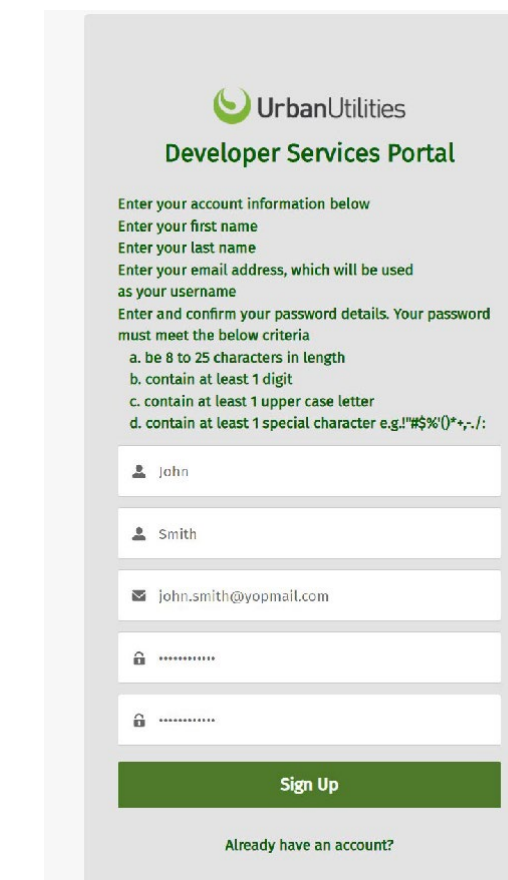
- **New customer?** As a new customer and first time user of the new Developer Services Portal, you will need to register an account.
- **Existing Portal account holder?** As a current or return Portal user, you will need to register a new account using the same email as you did in the old Portal.
- Follow Steps 1-4 to set up a new account.
- Can't remember your previous email login or need help? *Contact DeveloperServicesPortalSupport@urbanutilities.com.au*

1



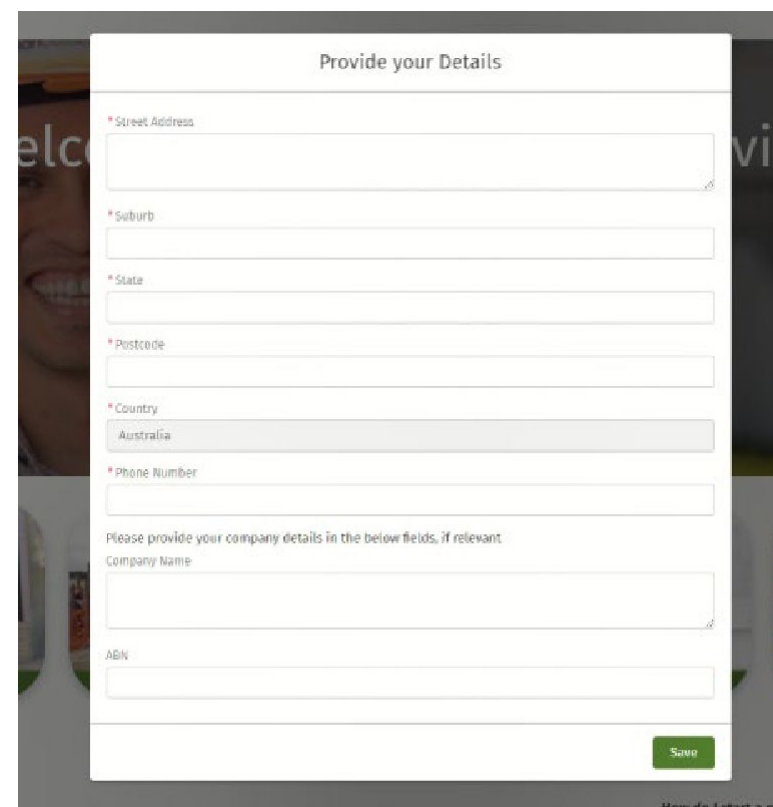
➤ Click the **Register here** link

2



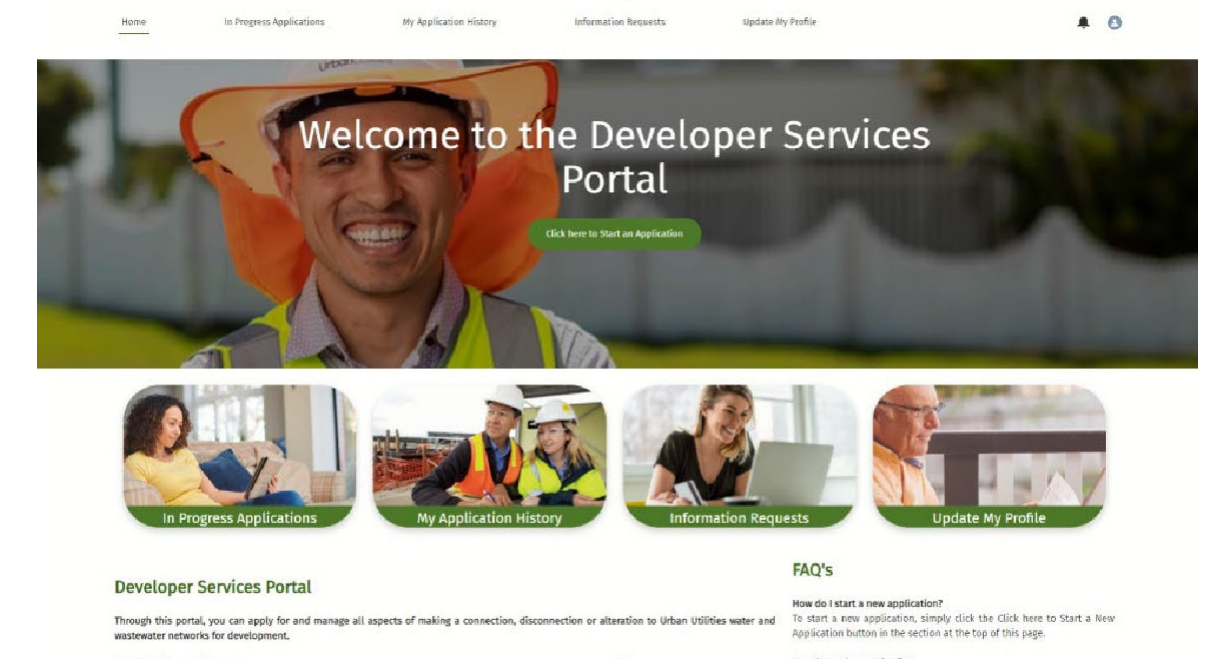
- Complete the required details
- Click the **Sign Up** button

3



- Complete the required details
- Click the **Save** button

4



- You have successfully created a new account. Welcome to the new **Developer Services Portal**

HOW TO NAVIGATE AROUND THE NEW DEVELOPER SERVICES PORTAL

1. View applications in progress

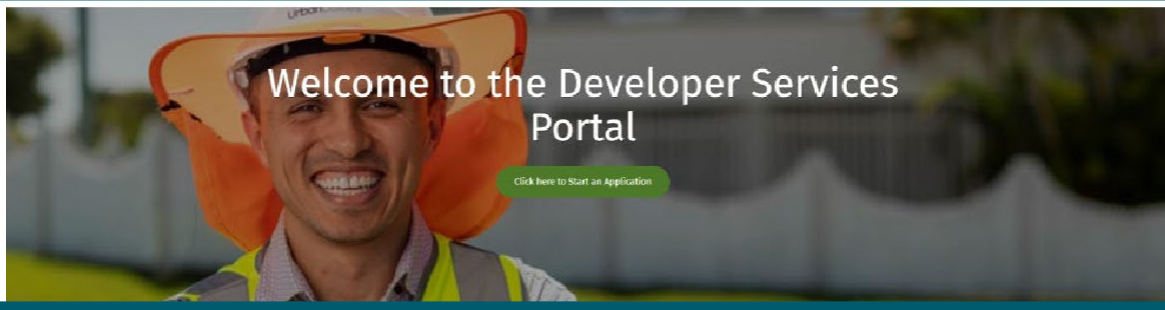
2. View completed or historical applications

3. View any information requests

4. Update my profile

➤ **GET STARTED:** Select the option you require in the **banner** across the top of the page, or select an action **tile** under the Welcome message.

Banner



Tiles



Developer Services Portal

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

FAQ's

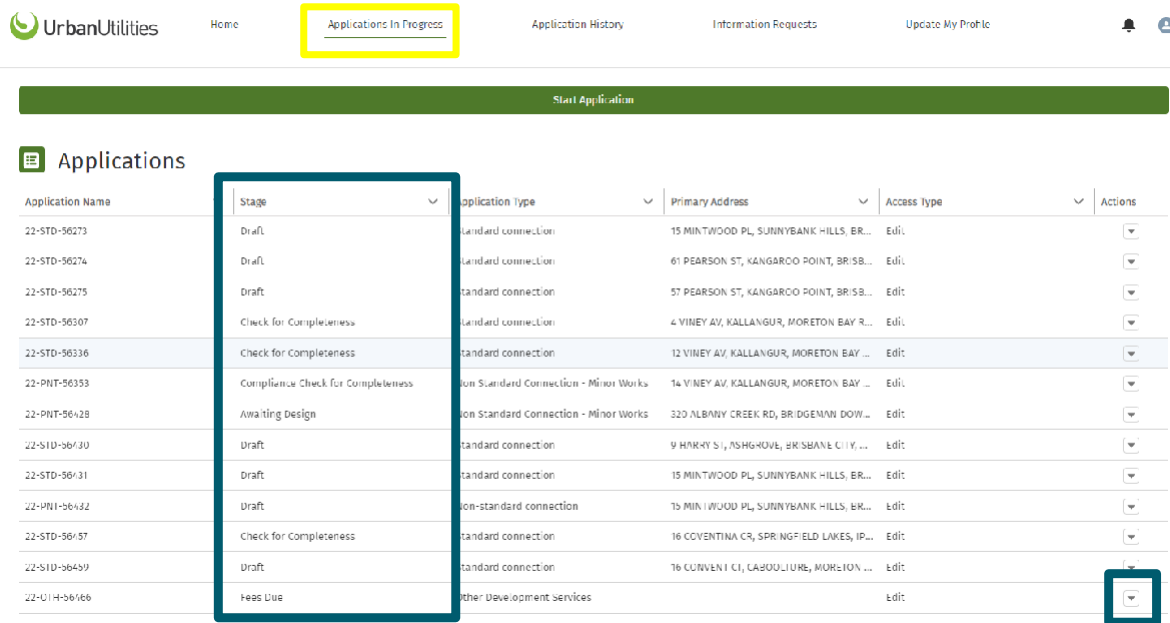
How do I start a new application?

To start a new application, simply click the Click here to Start a New Application button in the section at the top of this page.

When do I complete my details?

1

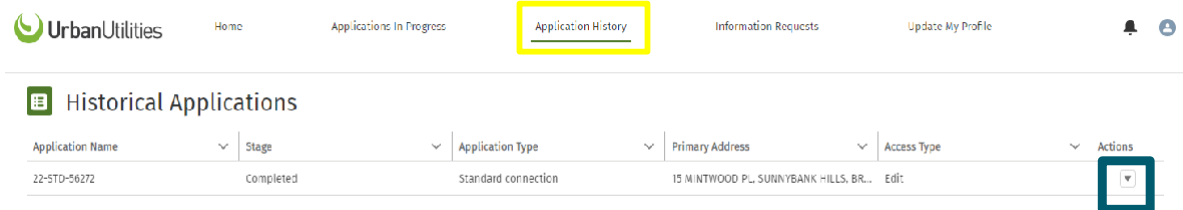
➤ Select **Applications in Progress** in the top banner, shown in the yellow box.



Application Name	Stage	Application Type	Primary Address	Access Type	Actions
22-STD-56273	Draft	Standard connection	15 MINTWOOD PL, SUNNYBANK HILLS, BR...	Edit	
22-STD-56274	Draft	Standard connection	61 PEARSON ST, KANGAROO POINT, BRISB...	Edit	
22-STD-56275	Draft	Standard connection	51 PEARSON ST, KANGAROO POINT, BRISB...	Edit	
22-STD-56307	Check for Completeness	Standard connection	4 VINNEY AV, KALLANGUR, MORETON BAY R...	Edit	
22-STD-56336	Check for Completeness	Standard connection	12 VINNEY AV, KALLANGUR, MORETON BAY R...	Edit	
22-PHT-56353	Compliance Check for Completeness	Non Standard Connection - Minor Works	14 VINNEY AV, KALLANGUR, MORETON BAY R...	Edit	
22-PHT-56428	Awaiting Design	Non Standard Connection - Minor Works	320 ALBANY CREEK RD, BRIDGEMAN DOW...	Edit	
22-STD-56430	Draft	Standard connection	9 HINCHY ST, TSHIGAHUA, BRISBANK C...	Edit	
22-STD-56431	Draft	Standard connection	15 MINTWOOD PL, SUNNYBANK HILLS, BR...	Edit	
22-PHT-56432	Draft	Non-standard connection	19 MIN WOOD PL, SUNNYBANK HILLS, BR...	Edit	
22-STD-56457	Check for Completeness	Standard connection	16 COVENTINA CR, SPRINGFIELD LAKES, IP...	Edit	
22-STD-56459	Draft	Standard connection	16 COVENTINA CR, SPRINGFIELD LAKES, IP...	Edit	
22-STD-56466	Final Use	Other Development Services		Edit	

- The **Stage** column shows where in the process your application is currently at.
- **View** or **Resume** an application by clicking on the drop-down arrow button on the right side of the application row.
- When resuming an application, you can view any information previously entered at the step where the application was saved.

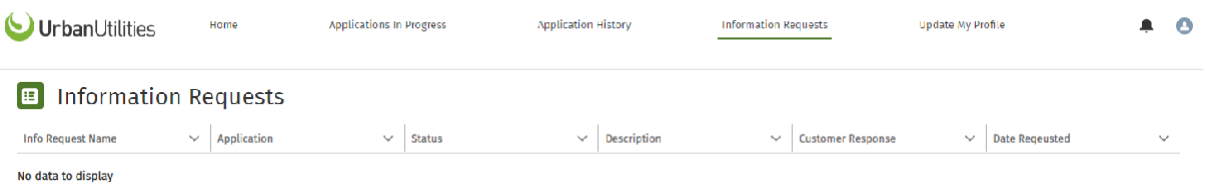
2



Application Name	Stage	Application Type	Primary Address	Access Type	Actions
22-STD-56272	Completed	Standard connection	15 MINTWOOD PL, SUNNYBANK HILLS, BR...	Edit	

- Select **Application history** in the top banner, shown in the yellow box above.
- **View** application by clicking on the drop-down button to the right of the application row.

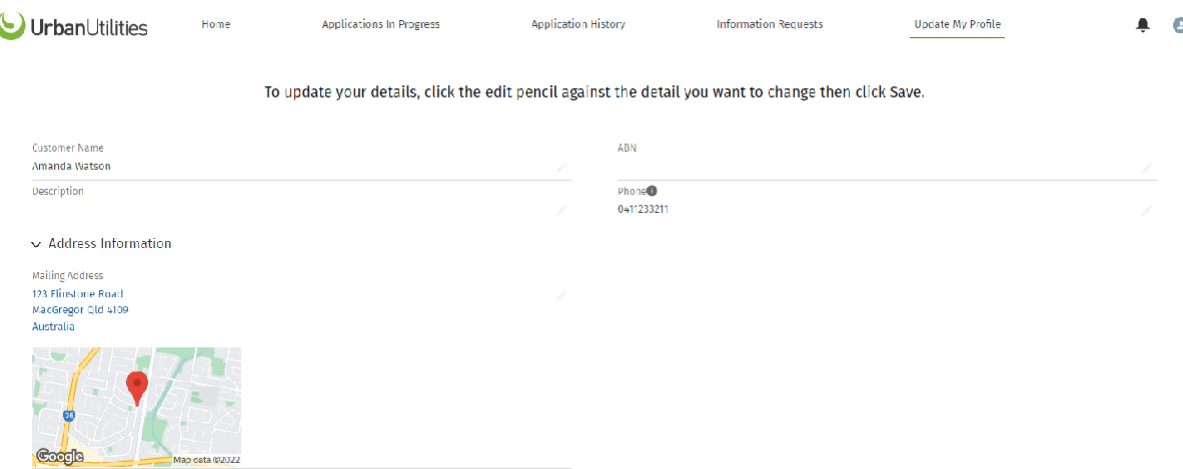
3



Info Request Name	Application	Status	Description	Customer Response	Date Requested
No data to display					

- If there is no data displayed, there are no information requests for you to action.

4



To update your details, click the edit pencil against the detail you want to change then click Save.

Customer Name: Amanda Watson
Description: [edit pencil]
Address Information: [edit pencil]
Mailing Address: 173 Fildes Way, Rose I, Wacol, QLD 4109, Australia
Map: [Map showing location]

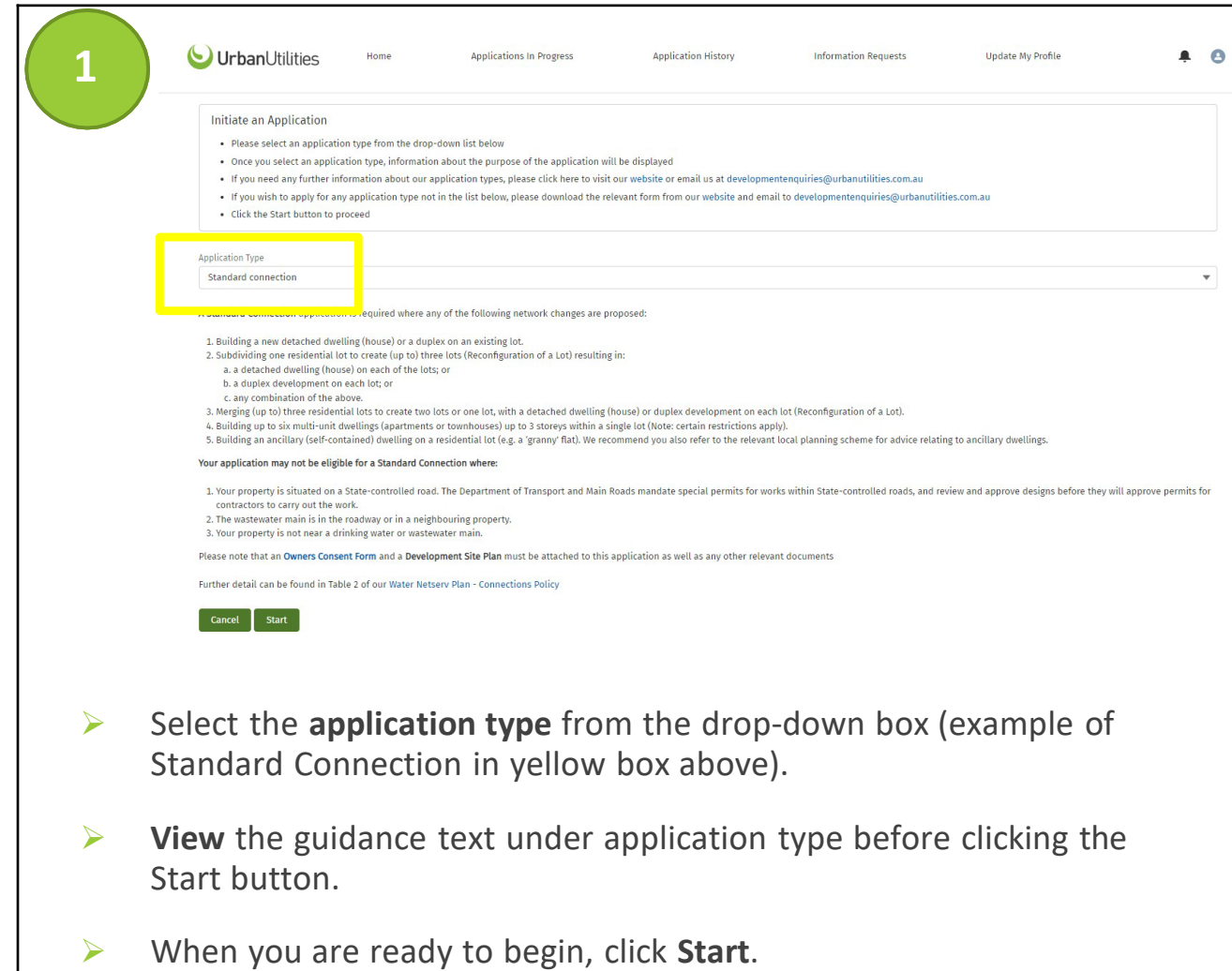
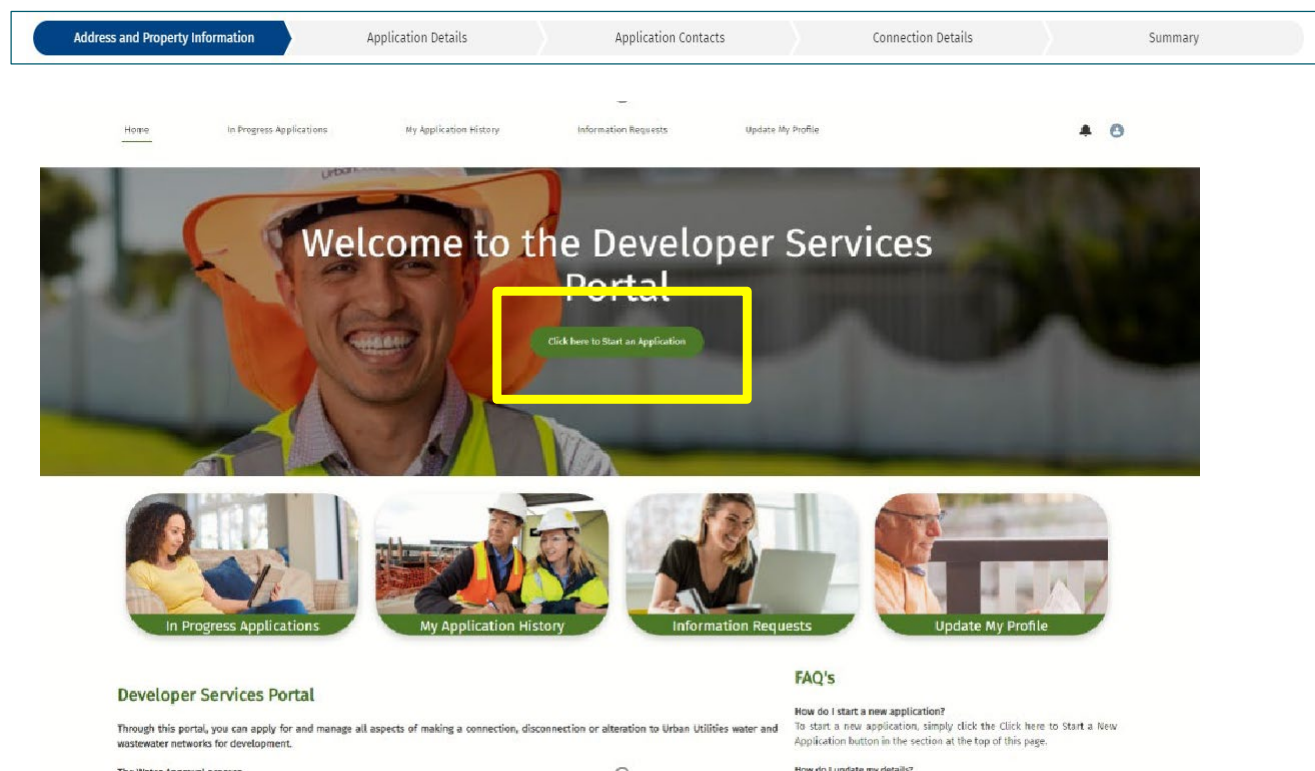
- Update your **profile details** by clicking the edit pencil against the detail you want to change.
- Click **Save**.

HOW TO SUBMIT AN APPLICATION

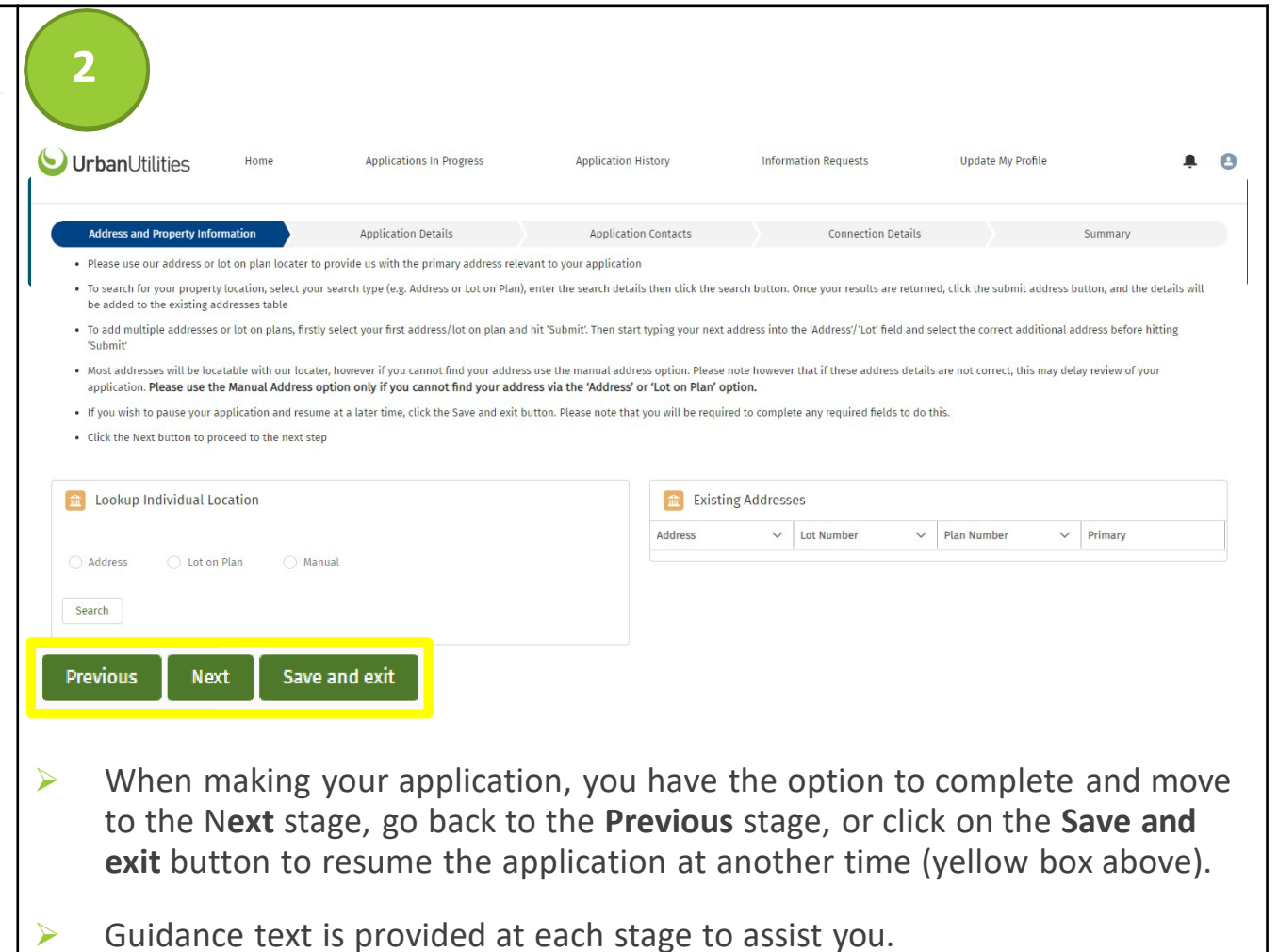
➤ The following applications can be lodged in the new Developer Services Portal:

- Standard Connection
- Non-Standard Connection
- Services & Design Advice (previously called *Services Advice Notice or SAN*)

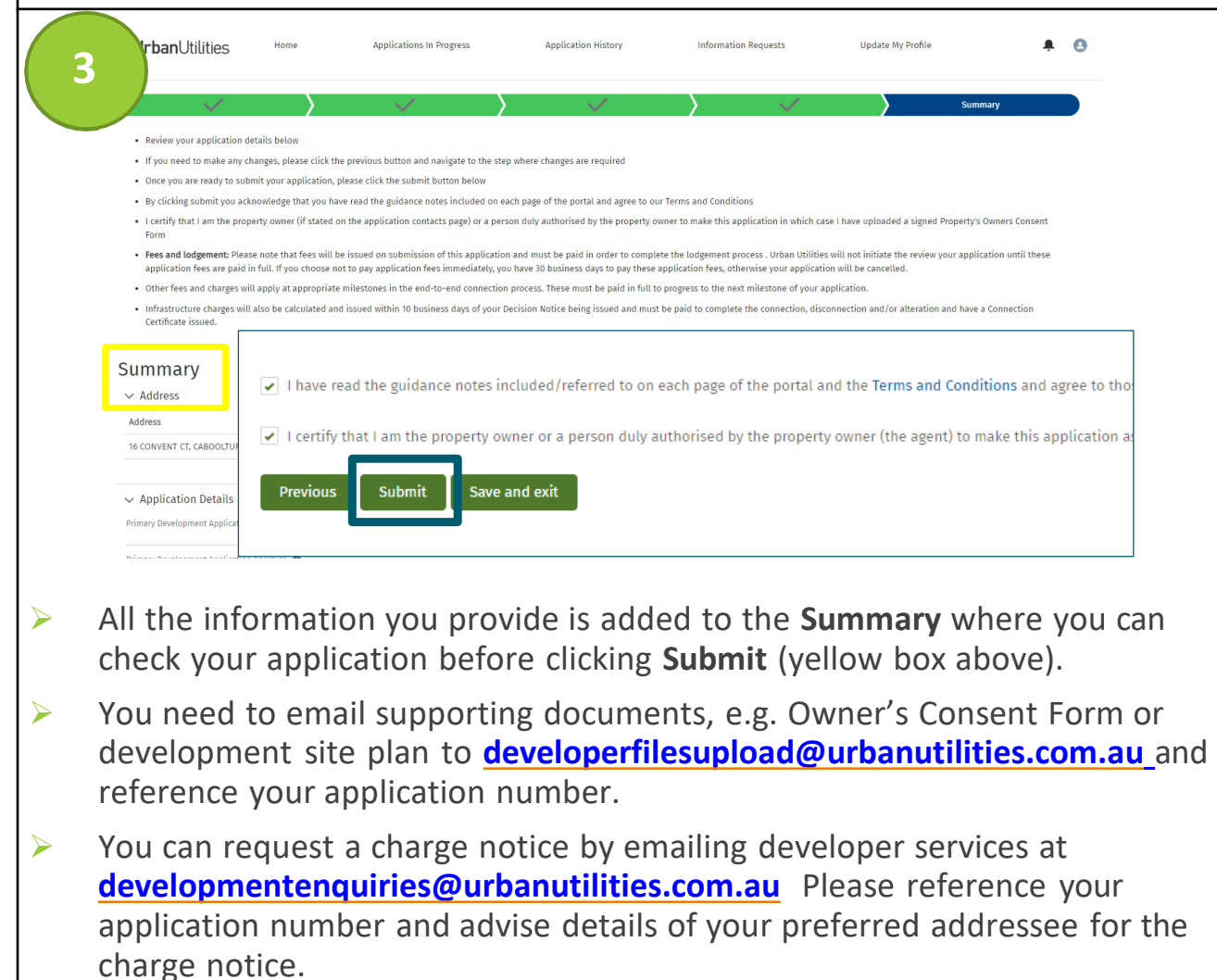
➤ **GET STARTED:** Click the green Start an Application button on the Welcome screen, shown in the yellow box below



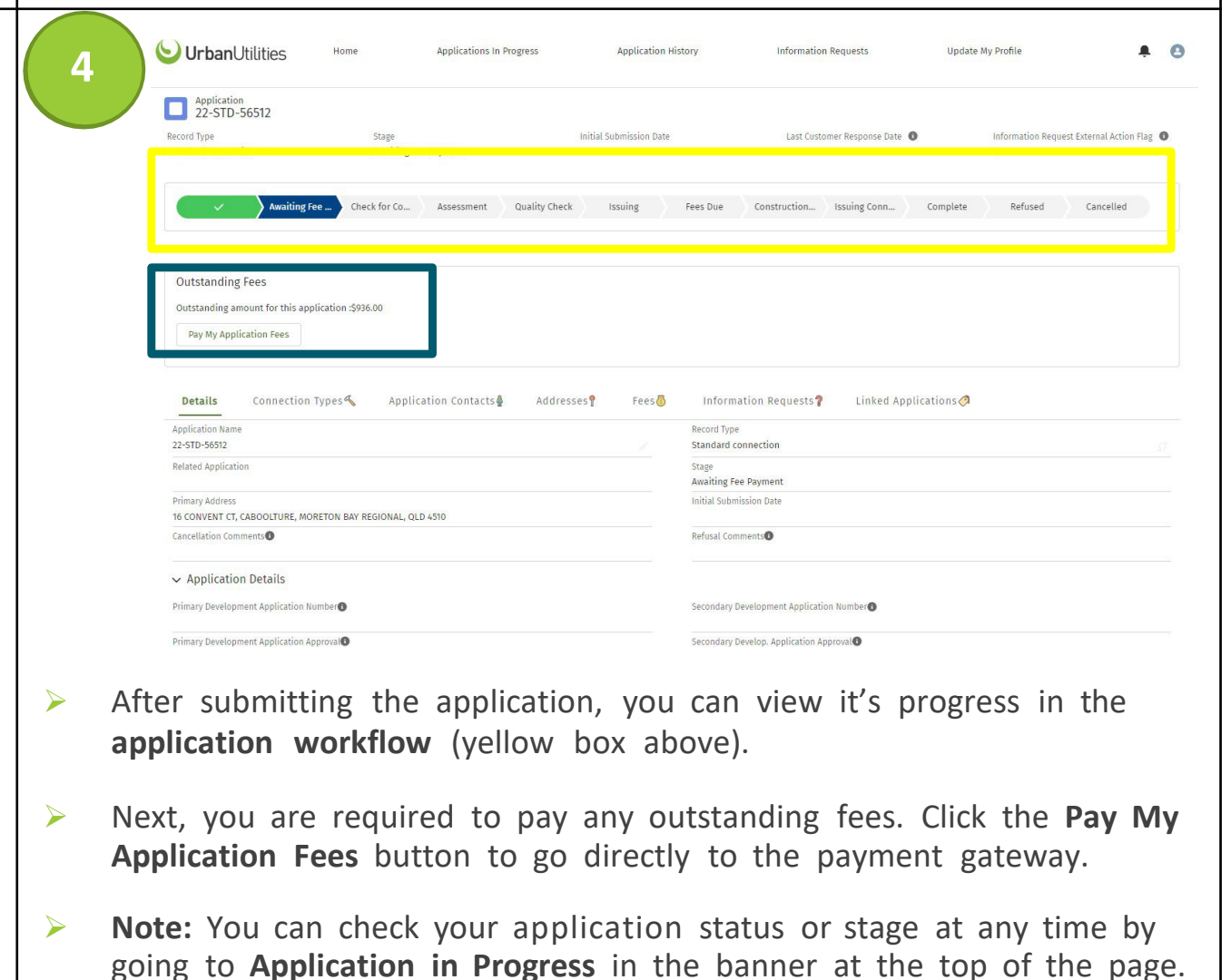
- Select the **application type** from the drop-down box (example of Standard Connection in yellow box above).
- **View** the guidance text under application type before clicking the Start button.
- When you are ready to begin, click **Start**.



- When making your application, 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 (yellow box above).
- Guidance text is provided at each stage to assist you.



- All the information you provide is added to the **Summary** where you can check your application before clicking **Submit** (yellow box above).
- You need to email supporting documents, e.g. Owner's Consent Form or development site plan to developerfilesupload@urbanutilities.com.au and reference your application number.
- You can request a charge notice by emailing developer services at developmentenquiries@urbanutilities.com.au. Please reference your application number and advise details of your preferred addressee for the charge notice.



- After submitting the application, you can view it's progress in the **application workflow** (yellow 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.
- **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.

HOW TO ACTION AN INFORMATION REQUEST

- At any time throughout the application process, we may need further information in order to proceed.
- How do I know if I need to provide more information?
 - i. You will be sent an email that includes a link back into the Developer Services Portal.
 - ii. You can log into the Developer Services Portal to view any current or outstanding Information Requests.

1

From: **No Reply Developer Services** <noreply-developerservicesportal@urbanutilities.com.au>
Date: Mon, 23 May 2022 at 8:58 pm
Subject: Sandbox: ACTION DUE: Action Notice Sent Requesting Information: Standard connection 22-STD-56518 15 MINTWOOD PL, SUNNYBANK HILLS, BRISBANE CITY, QLD 4109
To: amandawatson282@gmail.com <amandawatson282@gmail.com>

Dear Applicant,

Following review, the Standard connection application lodged with Urban Utilities cannot progress due to incomplete information.

To accept your application as 'properly made' for assessment we require more information from you.

To help avoid further delay, respond by logging into your [Developer Services Portal](#) account and select 'Information Requests'. The application will progress once we have received the complete and correct information.

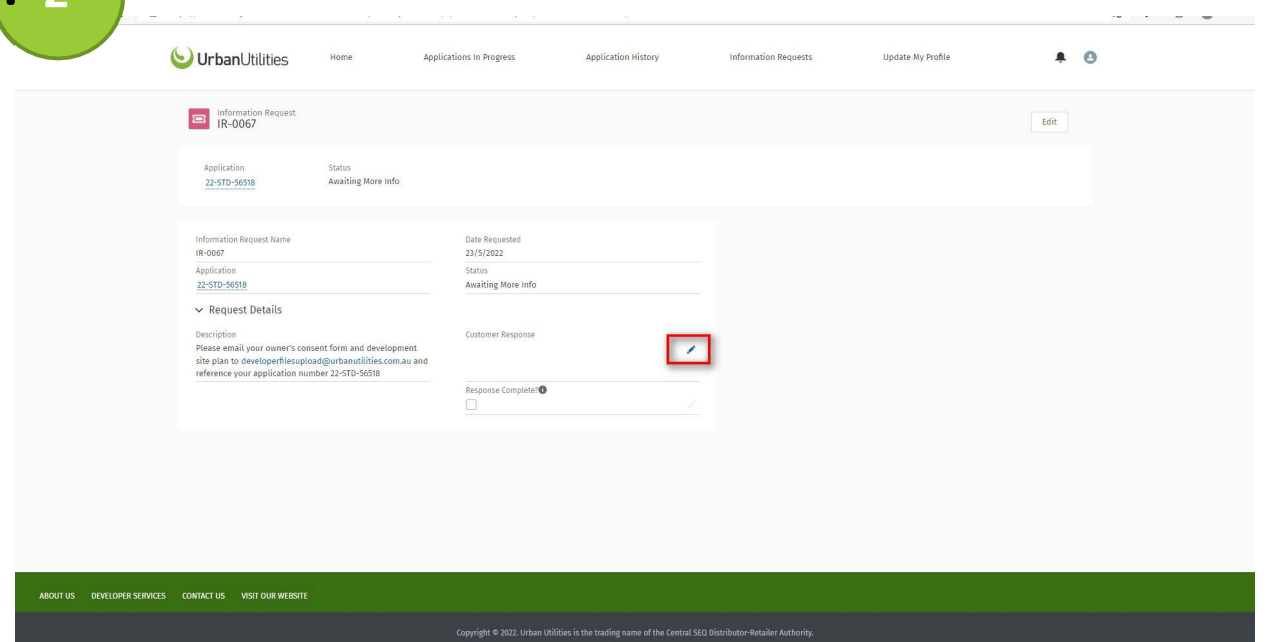
If the information requested is not provided via the Developer Services Portal within 10 business days, the application cannot be accepted in accordance with statutory obligations. It will be cancelled and fees forfeited.

To proceed with your application in the future, you will need to lodge all information again and pay for a new application.

Kind regards,
Urban Utilities Developer Services Team

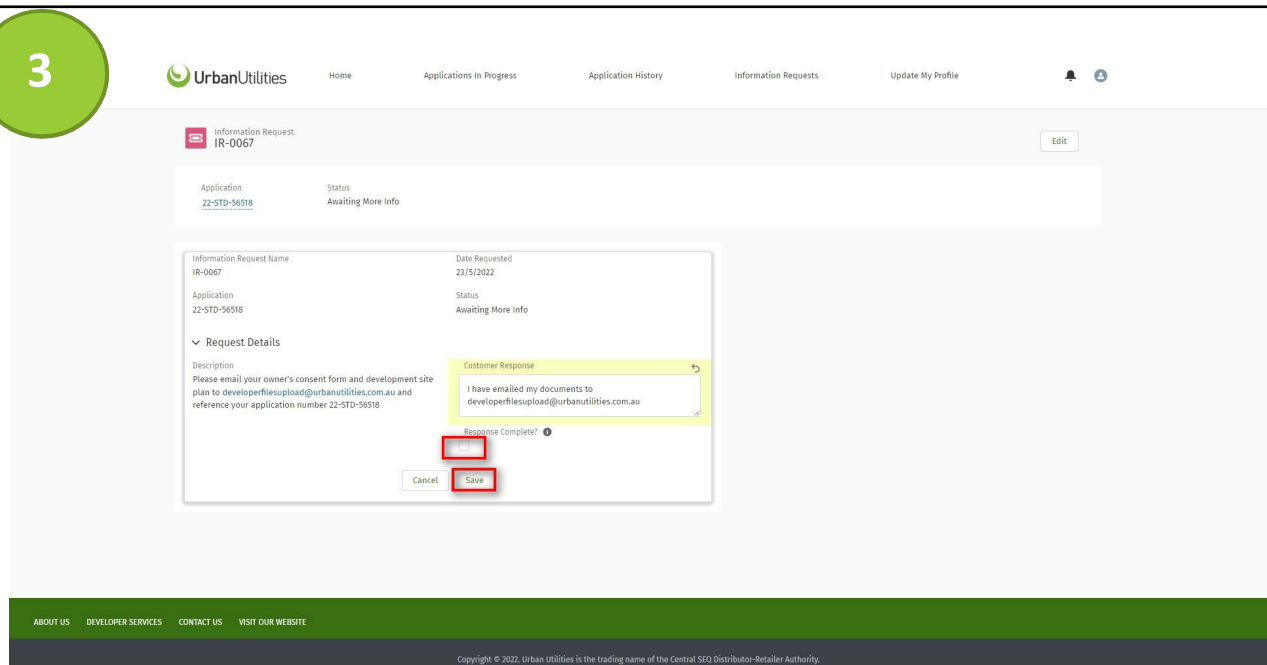
- If you need to provide more information, you will be notified by email. The email message contains a **Developer Services Portal** link to allow you to directly respond to the Information Request.

2



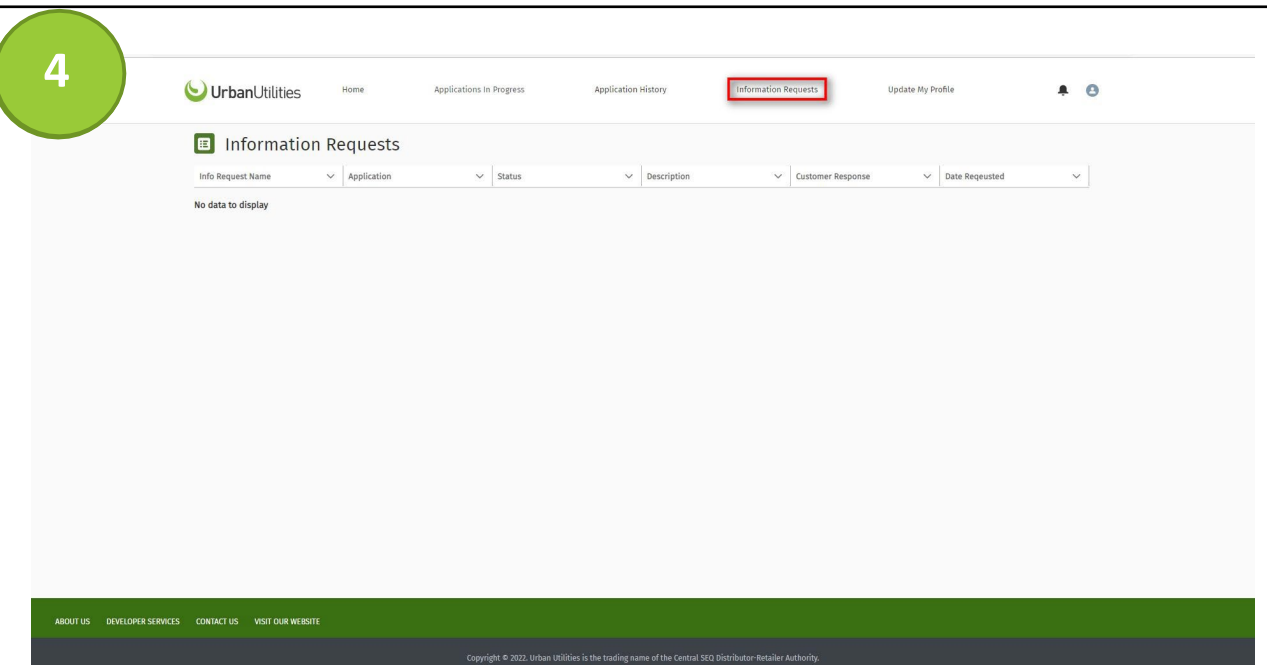
- Click on the **Pencil icon** to edit your response.

3



- When you have completed your response, click the **Response Complete** checkbox.
- Click **Save**.

4



- At any time, you can click on the **Information Requests** tab in the top banner, or the Information Requests tile on the Home page to view any current or outstanding Information Requests awaiting response.