



Urban Utilities Developer Services Application Portal User Guide

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Urban Utilities Developer Services Application Portal



Product Information

The Developer Services Application Portal is a platform that allows users to submit applications related to developer services. It provides a convenient way to apply for various services and manage the application process.

How to Submit an Application

To submit an application through the Developer Services Application Portal, follow these steps:

1. Click the “Start an Application” button on the Welcome screen.
2. Select the desired application type from the drop-down box.
3. Review the guidance text under the application type and click “Start” when ready.
4. Complete each stage of the application, using the options to move to the next stage, go back to the previous stage, or save and exit for later.
5. Check the summary page to review the information provided, then click the certification box and “Submit” to finalize the application.
6. Track the progress of your application in the application workflow.
7. Pay any outstanding fees by clicking the “Pay My Application Fees” button and following the payment process.

Quick Tip – Uploading Multiple Documents

When uploading supporting documents to your application, you can upload multiple documents per drop-down category. Follow these steps:

1. Click the “Submit” button.
2. Select the relevant Document Category from the drop-down list.
3. Choose to either drag and drop files or use the “Upload Files” button to locate and select multiple files.
4. Confirm that your files have been successfully uploaded to the portal.

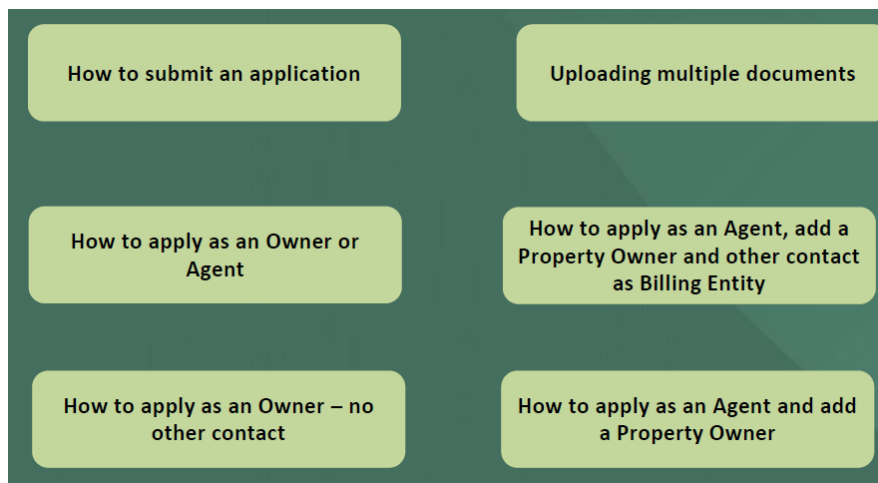
How to Apply as an Owner or Agent

If you are applying as an Owner or Agent, make sure to follow these instructions:

- An Owner refers to a registered property owner/s.
- An Agent is someone authorized by the property owner to handle the water approval application.
- The Property Owner and Agent listed in the application must match the uploaded Property Owners Consent Form (not required for Services Advice Notice).

To view Charge Notices and Tax Invoices related to your application, go to the Documents tab in your application. Charge Notices will be available after submitting the application, and Tax Invoices will be available after payment is made. The following document provides you with a Quick Reference Guide for the Developer Services Application Portal.

HOW TO SUBMIT AN APPLICATION



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

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

You can now

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

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

Developer Services Portal

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

The Water Approval process
 Since 1 July 2014, Urban Utilities is responsible for receiving, assessing, providing advice and approving water approval applications for connections, disconnections and alterations to our water and wastewater networks. Instead of Councils in accordance with the SEQ Water (Distribution and Retail Restructuring) Act 2009. Further information the water approval process relevant to your development, and applicable fees and charges, is available on this website.

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

FAQ's

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

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

Couldn't find what you needed?
 If you require assistance to lodge an online application, please contact Urban Utilities on 07 3432 2200 or visit our website at <https://urbanutilities.com.au/development>.

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

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UrbanUtilities

Home

Applications In Progress

Application History

Information Requests

Update My Profile

Initiate an Application

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

Application Type

Standard connection

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

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

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

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

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

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

Cancel

Start

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

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Documents and Attachments

Summary

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

Development Site plan (mandatory)

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

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

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

Owner's consent (mandatory)

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

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

Upload File

* Document Category

Development Site Plan

Browse

Upload Files

Or drop files

Submit

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

Development Site Plan A.pdf, Development Site Plan B.pdf

Documents

Document Name	Category	Created Date

Prev

1 / 1

Next

Previous

Next

Save and exit

- When you are ready to begin, click Start.

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Home Applications In Progress Application History Information Requests Update My Profile

Summary

- Review your application details below
- If you need to make any changes, please click the previous button and navigate to the step where changes are required
- Once you are ready to submit your application, please click the submit button below
- By clicking submit you acknowledge that you have read the guidance notes included on each page of the portal and agree to our Terms and Conditions
- I certify that I am the property owner (if stated on the application contacts page) or a person duly authorised by the property owner to make this application in which case I have uploaded a signed Property's Owners Consent Form
- Fees and lodgement:** Please note that fees will be issued on submission of this application and must be paid in order to complete the lodgement process. Urban Utilities will not initiate the review your application until these application fees are paid in full. If you choose not to pay application fees immediately, you have 30 business days to pay these application fees, otherwise your application will be cancelled.
- Other fees and charges will apply at appropriate milestones in the end-to-end connection process. These must be paid in full to progress to the next milestone of your application.
- Infrastructure charges will also be calculated and issued within 10 business days of your Decision Notice being issued and must be paid to complete the connection, disconnection and/or alteration and have a Connection Certificate issued.

Summary

Address

Documents

Document Name	Document Category
Development Site Plan ApdfA.pdf	Development Site Plan
Development Site Plan B.pdfB.pdf	Development Site Plan
Property Owner Consent form.pdfm.pdf	Owners Consent

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

Previous Submit Save and exit

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

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Home Applications In Progress Application History Information Requests Update My Profile

Application 22-STD-60156

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

Awaiting F Check for Assessment Quality Ch Issuing Fees Due ICI Fees D Construct Issuing Co Complete Refused Cancelled Expired

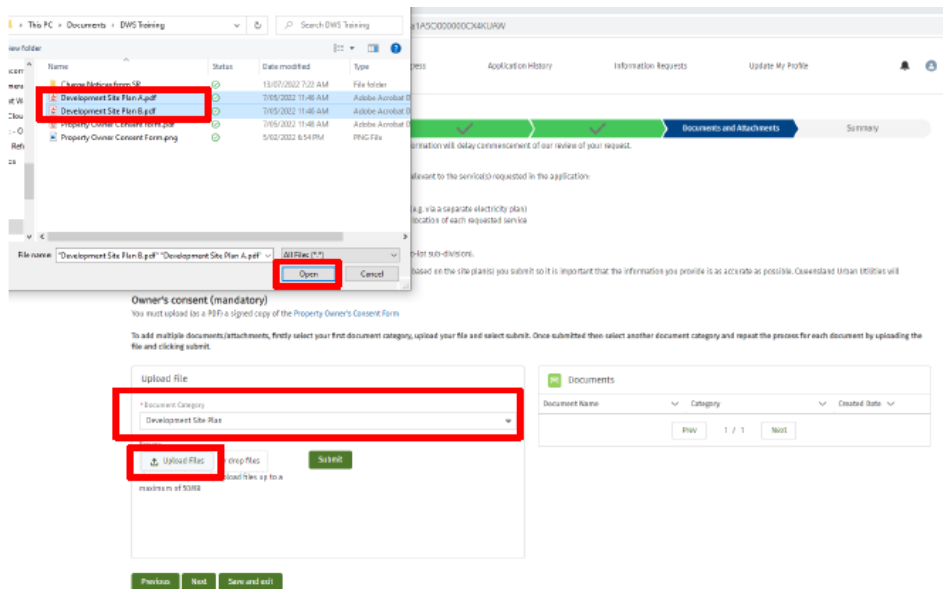
Outstanding Fees

Outstanding amount for this application: \$482.00

Pay My Application Fees

Details	Connection Types	Application Contacts	Addresses	Documents	Fees	Information Requests	Linked Applications
Application Name: 22-STD-60156					Record Type: Standard connection		
Related Application:					Stage: Awaiting Fee Payment		
Primary Address: 15 MINTWOOD PL, SUNNYBANK HILLS, BRISBANE CITY, QLD 4109					Initial Submission Date:		
Cancellation Comments:					Refusal Comments:		
Application Details							
Primary Development Application Number:					Secondary Development Application Number:		

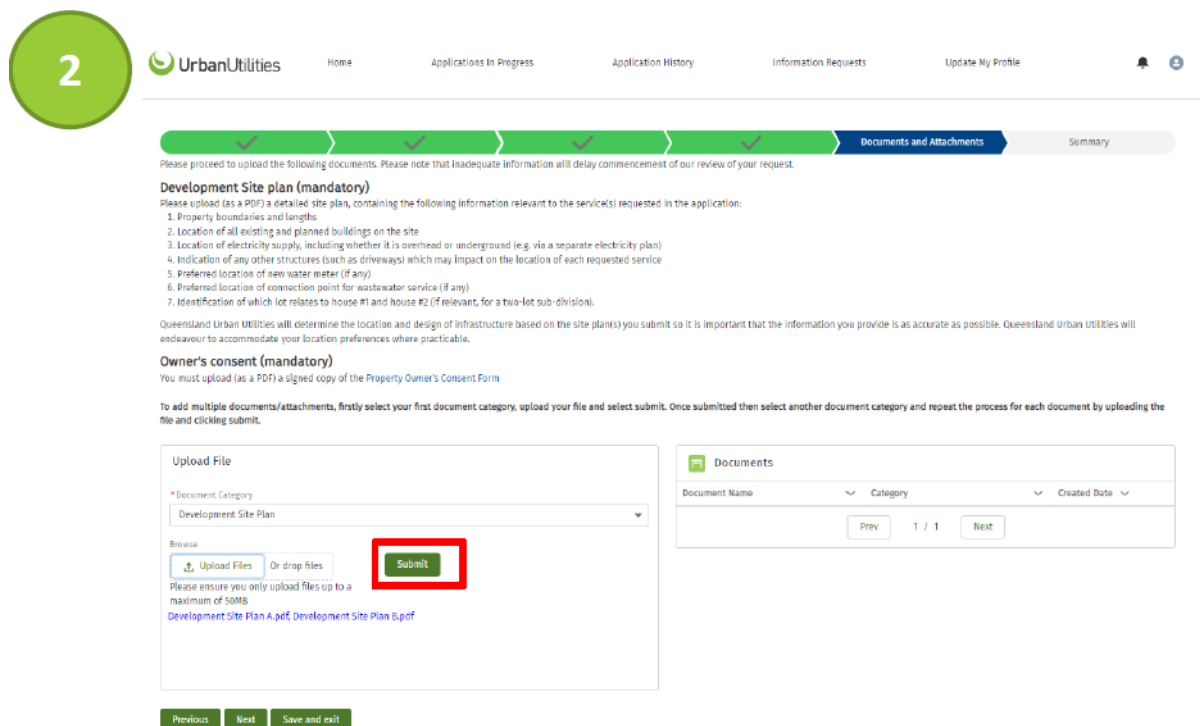
- Going through the application stages, you have the option to complete and move to the Next stage, go back to the previous stage, or click on the Save and exit button to resume the application at another time (red box above).
- Guidance text is provided at each stage to assist you.



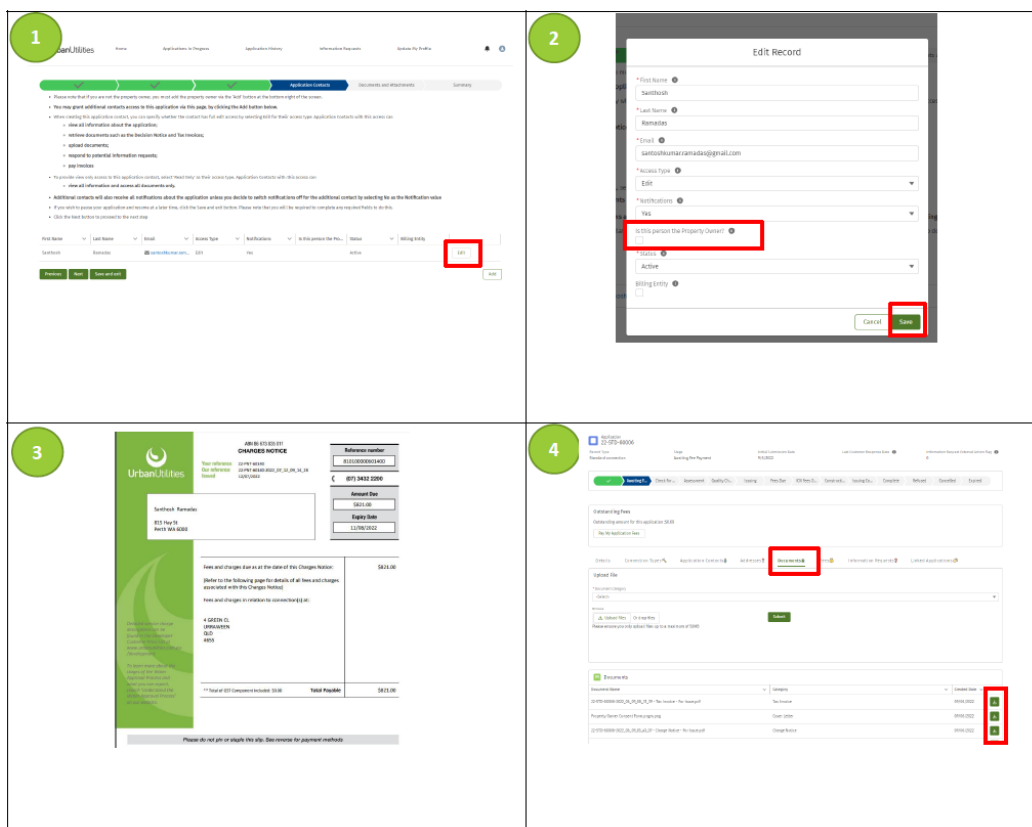
- After submitting the application, you can view its progress in the application workflow (blue box above).
- Next, you are required to pay any outstanding fees. Click the Pay My Application Fees button to go directly to the payment gateway (red box above).
- Note: You can check your application status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



- Click the Submit button.



- 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.

HOW TO APPLY AS AN OWNER OR AGENT

Stakeholder	Additional contacts?	Do I need to add a Billing Entity or contact Developer Services?	Charge Notice and Tax Invoice Result
<p>Owner submits the application.</p> <p>Go to Quick Reference Guide</p>	<ul style="list-style-type: none"> • If you are the owner and you are submitting this application, then you need to click on the 'Property Owner' checkbox on the Application Contacts page of your application and continue to follow application steps. • You may add additional contacts if needed. 	<p>1. Do I need to check the Billing Entity checkbox? No</p> <p>2. Do I need to contact Developer Services?</p> <p>No</p> <p>You are the Billing Entity and Charge Notices and Tax Invoices will be addressed to you.</p>	<p>To:</p> <p>Property Owner Property Owner Address</p>

<p>Agent submits the application on behalf of owner.</p> <p>Go to Quick Reference Guide</p>	<ul style="list-style-type: none"> As the Agent, check your contact details by clicking the Edit button on the Application Contacts page. Add the Property Owner as an additional contact on the Application Contacts page of your application by clicking the Add button. In the contact pop-up box click on the 'Property Owner' checkbox for the record. Continue to follow application steps. 	<p>1. Do I need to check the Billing Entity checkbox? No</p> <p>2. Do I need to contact Developer Services?</p> <p>No</p> <p>You are the Billing Entity and Charge Notices and Tax Invoices will be addressed to the Property Owner care of the Agent.</p>	<p>To:</p> <p>Property Owner C/- Agent</p> <p>Agent Address</p>
<p>Agent submits the application on behalf of owner and wants the Charge Notice and Tax invoice addressed to a third party (e.g. Developer).</p> <p>Go to Quick Reference Guide</p>	<ul style="list-style-type: none"> As the Agent, check your contact details by clicking the Edit button on the Application Contacts page. Add the Property Owner as an additional contact on the Application Contacts page of your application by clicking the Add button. In the contact pop-up box click on the 'Property Owner' checkbox for the record. Add a further additional contact (e.g. Developer) on the Application Contacts page of your application by clicking the Add button. In the contact pop-up box click on the 'Billing Entity' checkbox for the record. Continue to follow application steps. 	<p>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.</p> <p>2. Do I need to contact Developer Services?</p> <p>No</p> <p>The Developer (in this example) is the Billing Entity and Charge Notices and Tax Invoices will be addressed to them.</p>	<p>To:</p> <p>Billing Entity Billing Entity Address</p>

- Who is an Owner? Registered property owners.
 - Who is an Agent? Authorized 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 the 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.

HOW TO APPLY AS AN OWNER – NO OTHER CONTACT

The image contains four numbered screenshots illustrating the steps to apply as an owner:

- Screenshot 1:** Shows the 'Application Contacts' page. A red box highlights the 'Edit' button for the contact 'Santosh'.
- Screenshot 2:** Shows the 'Edit Record' form. A red box highlights the checkbox 'Is this person the Property Owner?' which is checked. Another red box highlights the 'Save' button at the bottom right.
- Screenshot 3:** Shows a 'CHARGES NOTICE' from UrbanUtilities. It details fees and charges, including a '4 GREEN CL' charge. A red box highlights the 'Pay' button at the bottom right.
- Screenshot 4:** Shows the 'Documents' tab in the application. A red box highlights the 'Download' button next to the 'Property Owner Consent Form' document.

- Who is an Owner? Registered property owner/s.
- Who is an Agent? Authorized by the property owner as lawfully responsible for the water approval application, such as a consultant or other third party.
- **Note:** The Property Owner and Agent listed in the application must match the uploaded Property Owners Consent Form (not required for Services Advice Notice).
- When you are on the Application Contacts page of an application, edit your contact details add click on the Property Owner checkbox
- Please do not click the Billing Entity checkbox as the system automatically has you as the contact who will receive the Charge Notices/Tax Invoices
- In the Applications Contacts tab, click on the Edit button to update your details
- In the pop-up screen, click on the Property Owner checkbox
- Click the Save button
- Your Charge Notice and Tax Invoice will be addressed to:
 - Property Owner
 - Property Owner address
- In the pop-up screen, click on the Property Owner checkbox
- Click the Save button
- 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

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

- Who is an Owner? Registered property owner/s.
- Who is an Agent? Authorized 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

3

4

5

- 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
- 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
- Your Charge Notice and Tax Invoice will be addressed to:
 - Property Owner C/- Agent Agent Address
- In the pop-up screen, add Property Owner information and click on the Property Owner checkbox
- Click the Save button
- 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, ADD A PROPERTY OWNER AND OTHER CONTACT AS BILLING ENTITY

- Who is an Owner? Registered property owner/s.
- Who is an Agent? Authorized 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
- 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
- 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
- Your Charge Notice and Tax Invoice will be addressed to:
 - Billing Entity
 - Billing Entity Address
- 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
- 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

Documents / Resources



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Developer Services Application Portal, Services Application Portal, Application Portal, Portal