Urban Utilities Developer Services Application Portal User Guide

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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:

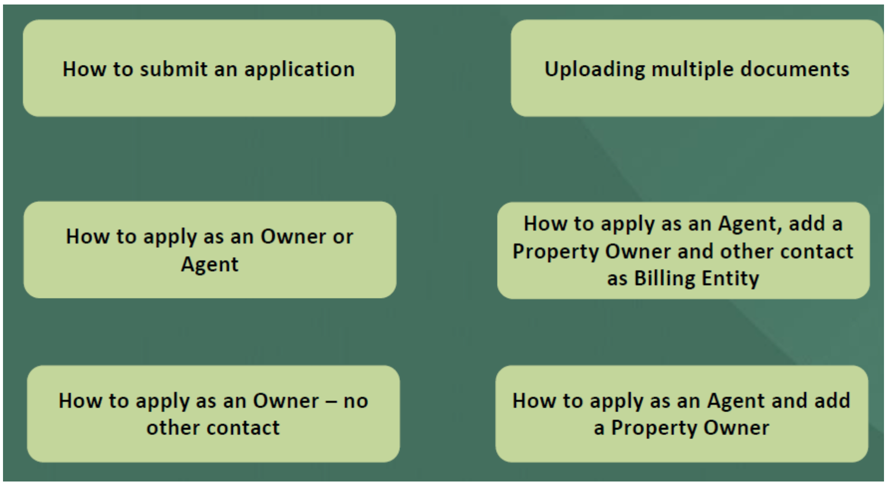
1. Click the “Submit” button.
2. Select the relevant Document Category from the drop-down list.
3. Choose to either drag and drop files or use the “Upload Files” button to locate and select multiple files.
4. Confirm that your files have been successfully uploaded to the portal.

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



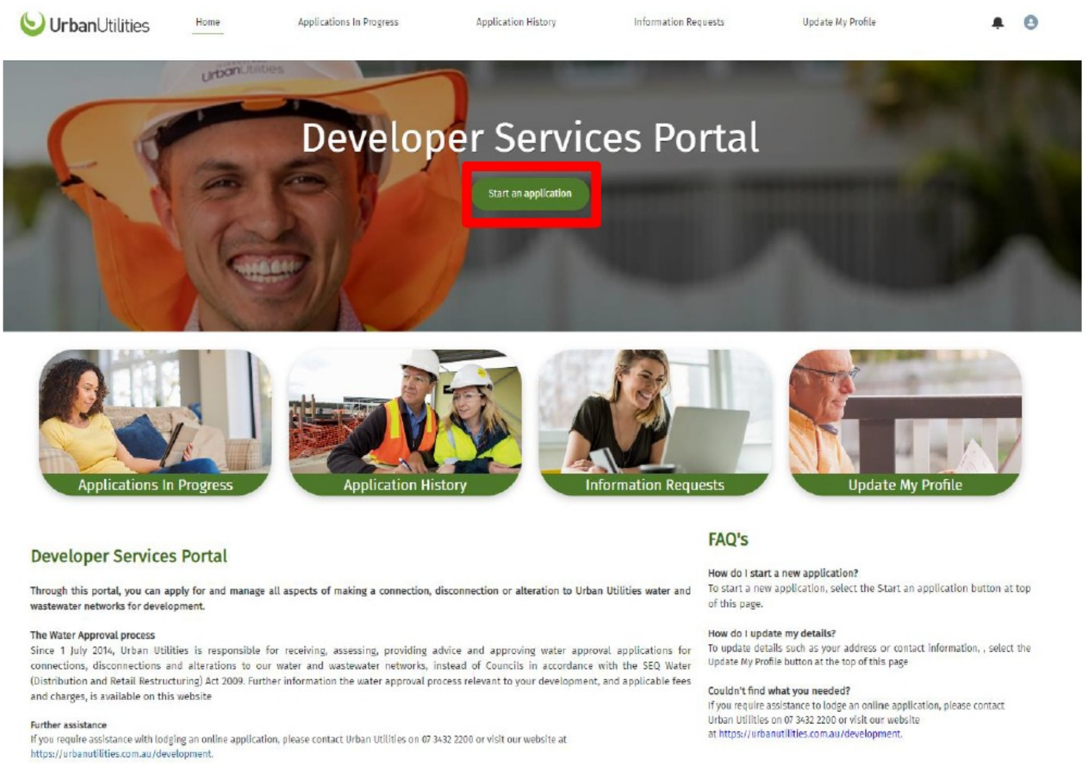
The following applications can be lodged in the Developer Services Portal:

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

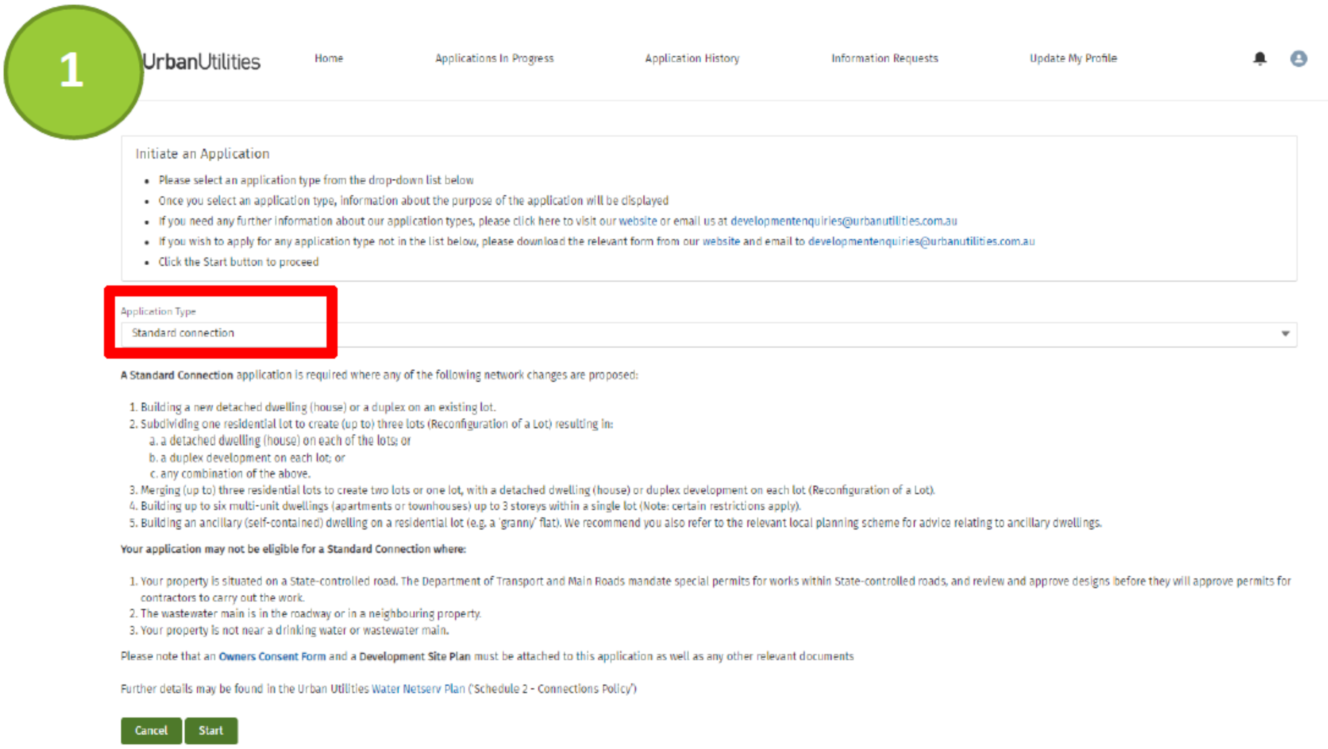
You can now

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

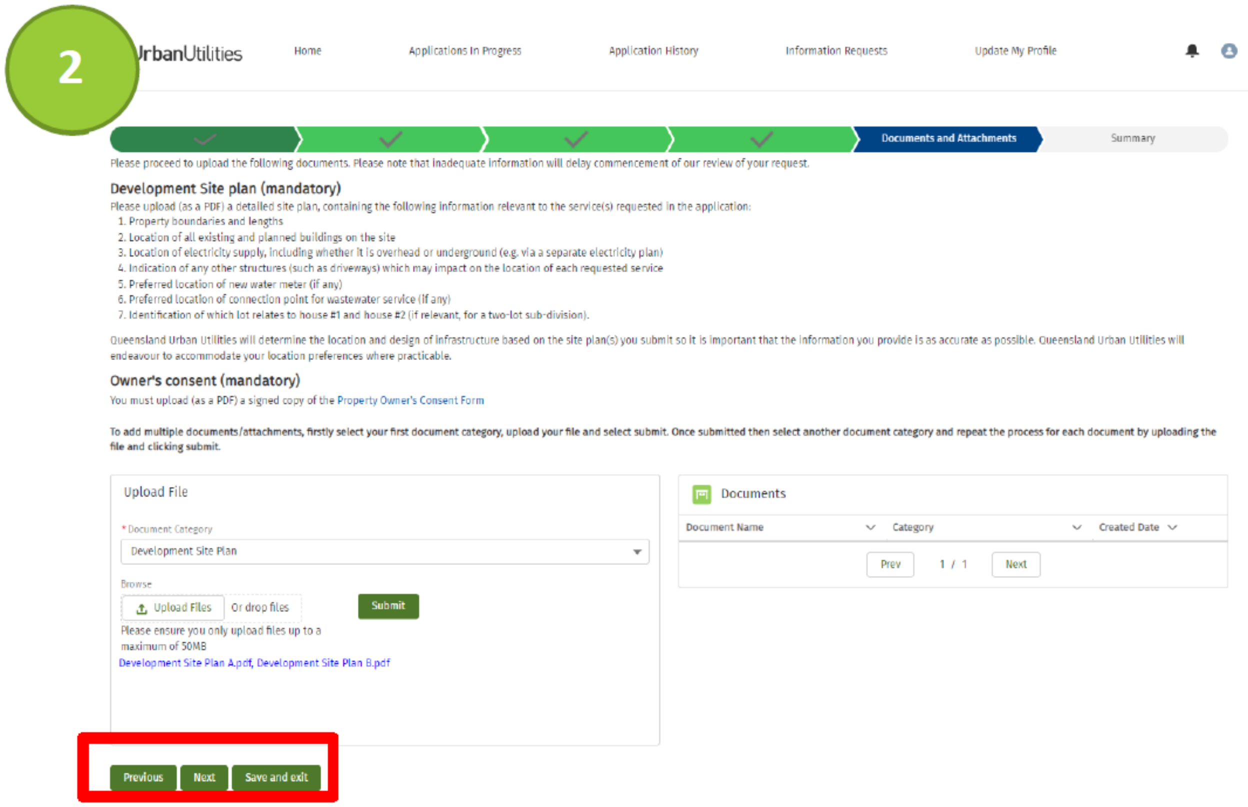
GET STARTED: Click the Start an Application button on the Welcome screen, shown in the red box below



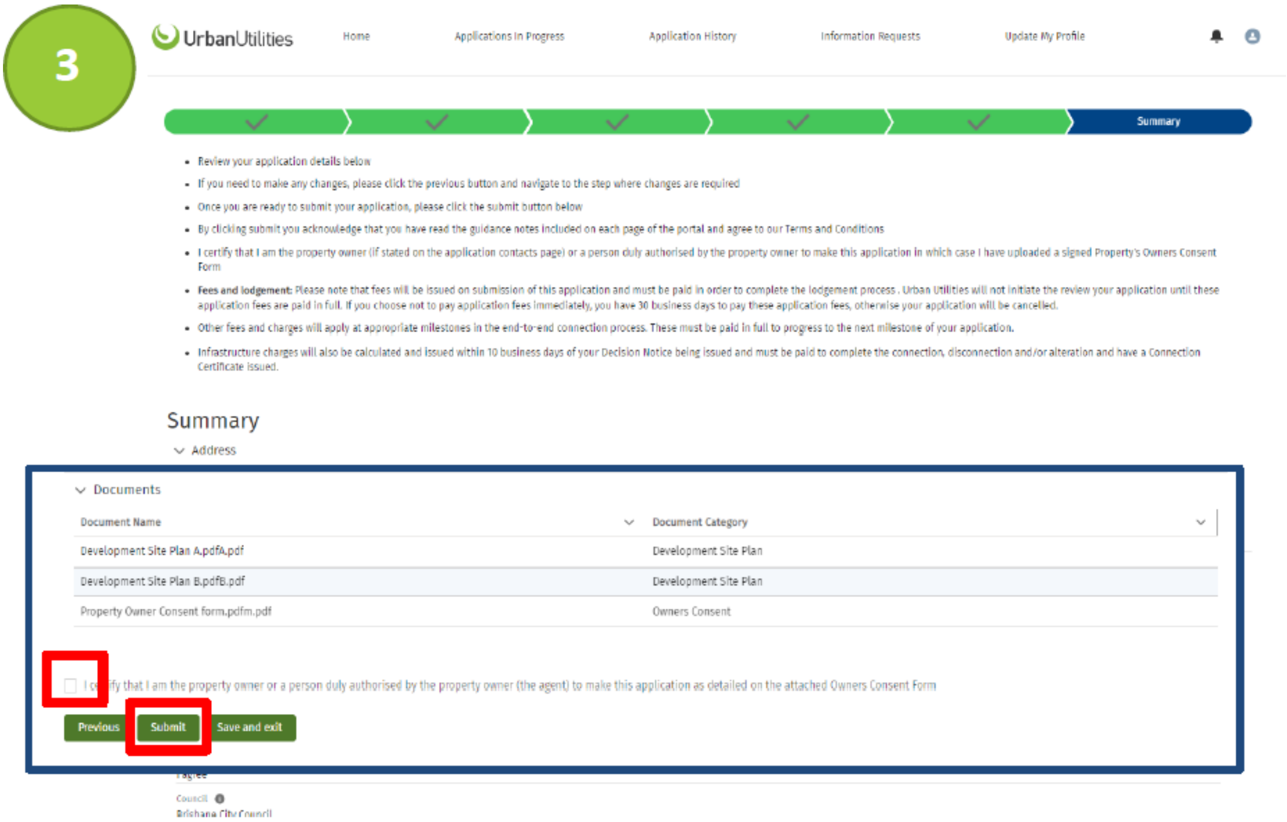
- Select the application type from the drop-down box (example of Standard Connection in red box above).



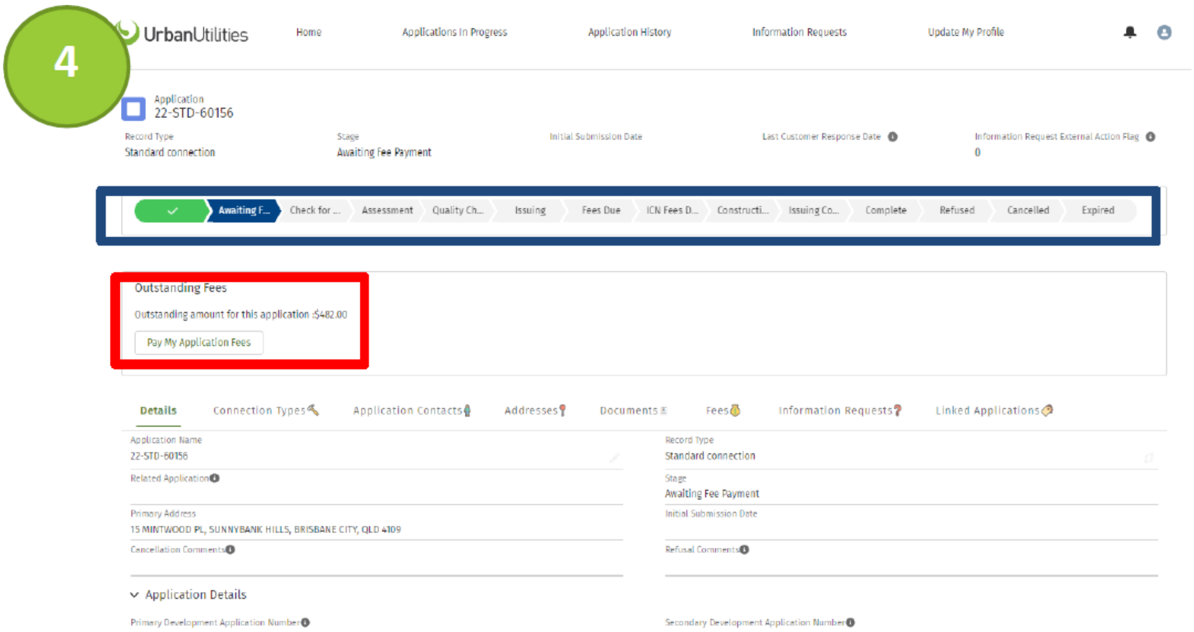
- View the guidance text under the application type before clicking the Start button.



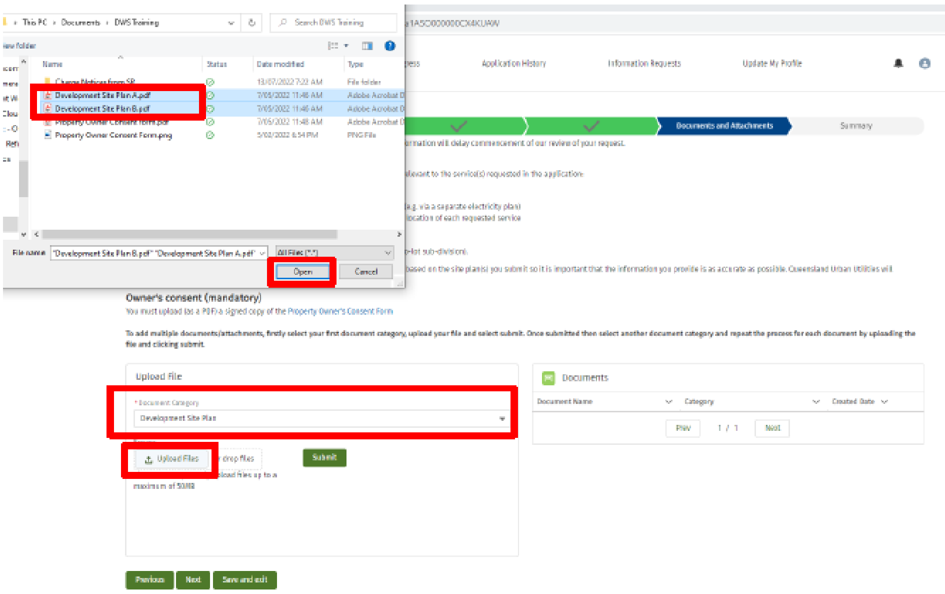
- When you are ready to begin, click Start.



- 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).



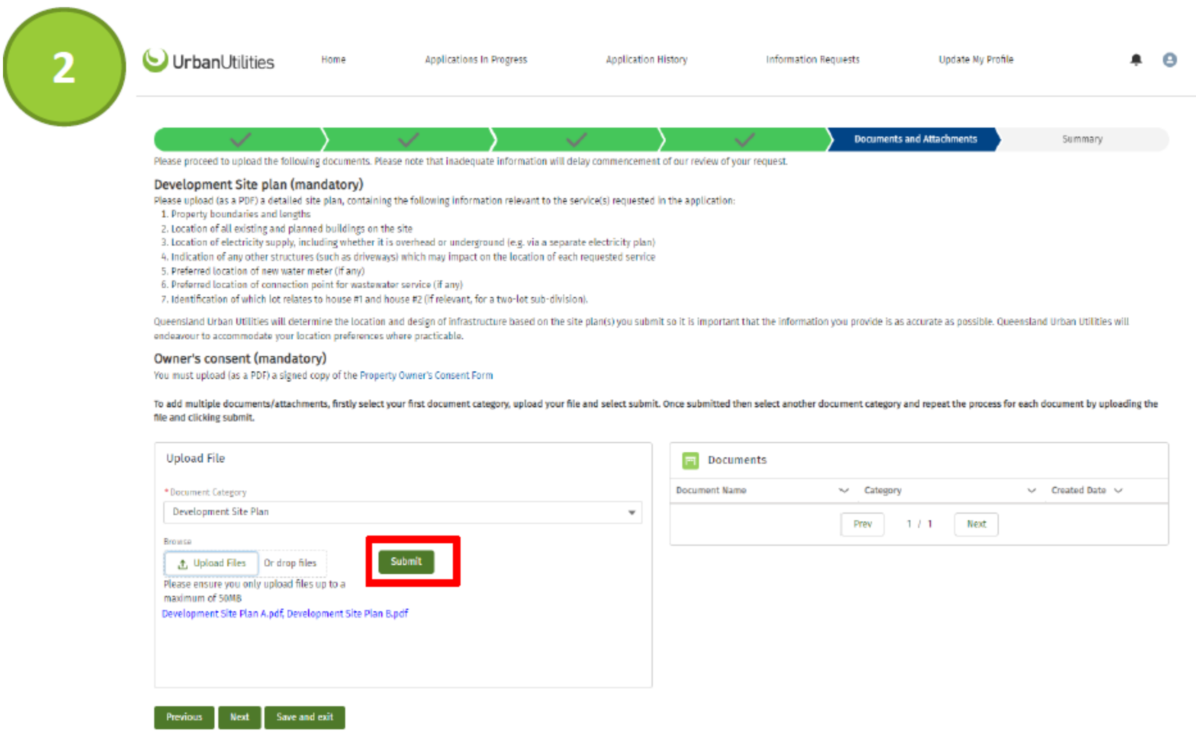
- Going through the application stages, you have the option to complete and move to the Next stage, go back to the previous stage, or click on the Save and exit button to resume the application at another time (red box above).
- Guidance text is provided at each stage to assist you.



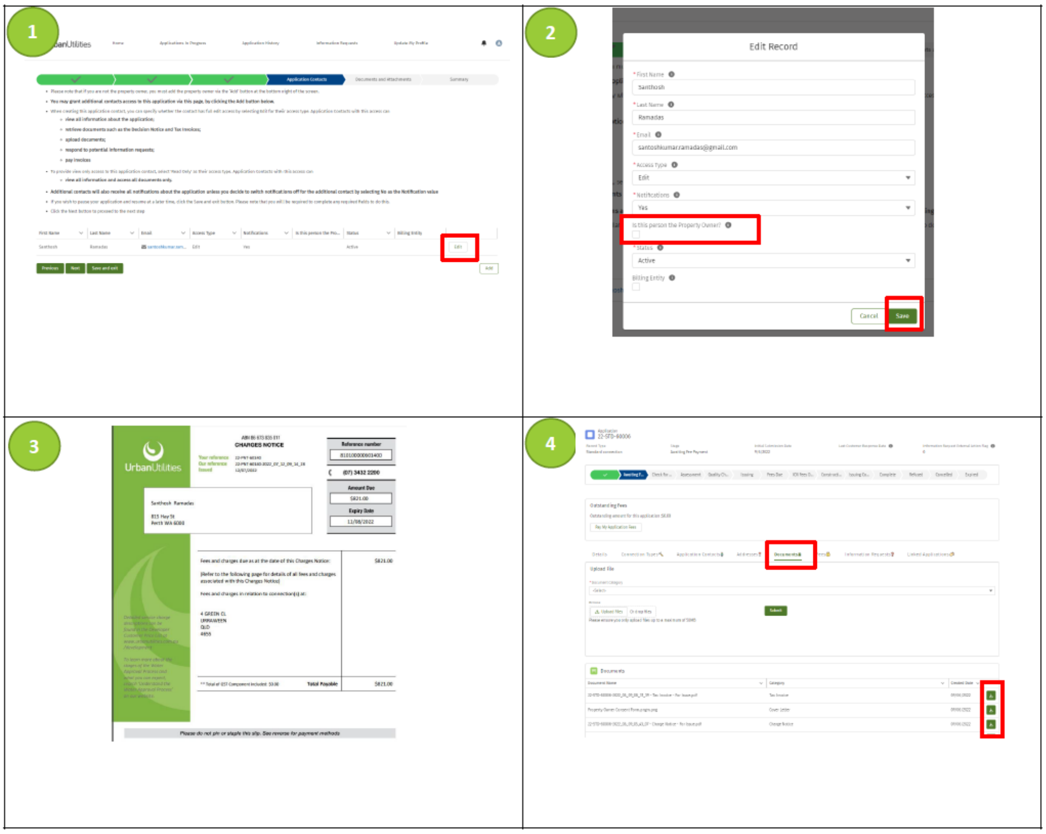
- After submitting the application, you can view its progress in the application workflow (blue box above).
- Next, you are required to pay any outstanding fees. Click the Pay My Application Fees button to go directly to the payment gateway (red box above).
- Note: You can check your application status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

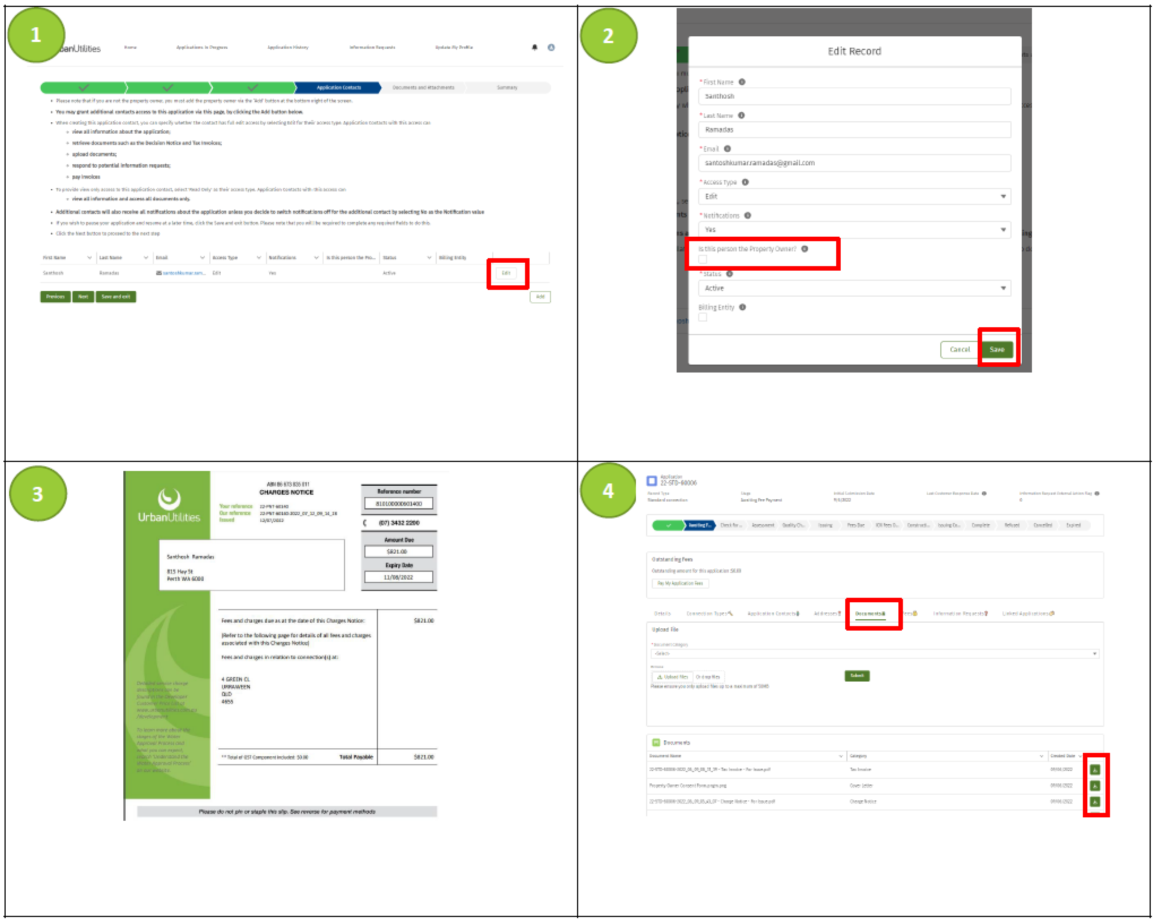
Stakeholder	Additional contacts?	Do I need to add a Billing Entity or contact Developer Services?	Charge Notice and Tax Invoice Result
Owner submits the application. [Go to Quick Reference Guide]()	• If you are the owner and you are submitting this application, then you need to click on the 'Property Owner' checkbox on the Application Contacts page of your application and continue to follow application steps. • You may add additional contacts if needed.	**1. Do I need to check the Billing Entity checkbox?** No **2. Do I need to contact Developer Services?** No You are the Billing Entity and Charge Notices and Tax Invoices will be addressed to you.	To: Property Owner Property Owner Address

Agent submits th e application on behalf of owner. [Go to Quick Ref erence Guide]()	• As the Agent, check your co ntact details by clicking the Edit butt on on the Application Contacts page. • Add the Property Owner as an additional contact on the Applicati on Contacts page of your application by clicking the Add button. In the contact pop-up box click on the 'Pro perty Owner' checkbox for the record. • Continue to follow applicatio n steps.	**1. Do I need to check the Bi lling Entity checkbox?** No **2. Do I need to contact Dev eloper Services?** No You are the Billing Entity and Char ge Notices and Tax Invoices will be addressed to the Property Owner c are of the Agent.	To: Property Owner C/- Age nt Agent Address
Agent submits th e application on behalf of owner a nd wants the Charge Notice and Tax invoice a ddressed to a thir d party (e.g. Developer). [Go to Quick Ref erence Guide]()	• As the Agent, check your co ntact details by clicking the Edit butt on on the Application Contacts page. • Add the Property Owner as an additional contact on the Applicati on Contacts page of your application by clicking the Add button. In the contact pop-up box click on the 'Pro perty Owner' checkbox for the record. • Add a further additional cont act (e.g. Developer) on the Application Contacts page of your application by clicking the Add butto n. In the contact pop-up box click on the 'Billing Entity' checkbox for the re cord. • Continue to follow applicatio n steps.	**1. Do I need to check the Bi lling Entity checkbox?** Yes, but o nly for the additional contact who y ou wish to address the Charge Noti ces and Tax Invoices to. **2. Do I need to contact Dev eloper Services?** No The Developer (in this example) is t he Billing Entity and Charge Notice s and Tax Invoices will be addresse d to them.	To: Billing Entity Bi lling Entity Add ress

- 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).

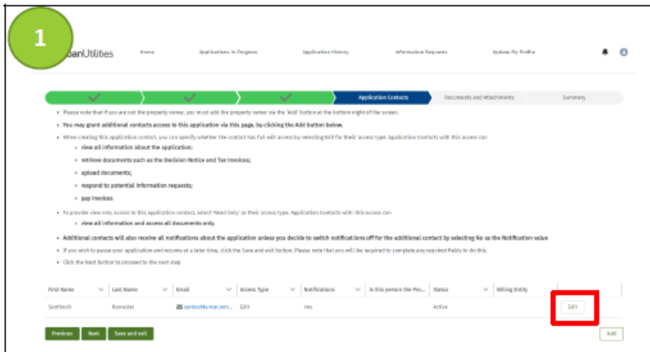
Who is a Billing Entity?
A Billing Entity is the addressee on Charge Notices and Tax Invoices.
Note: Only one Property Owner and one Billing Entity (when required) can be selected per application.

HOW TO APPLY AS AN OWNER – NO OTHER CONTACT

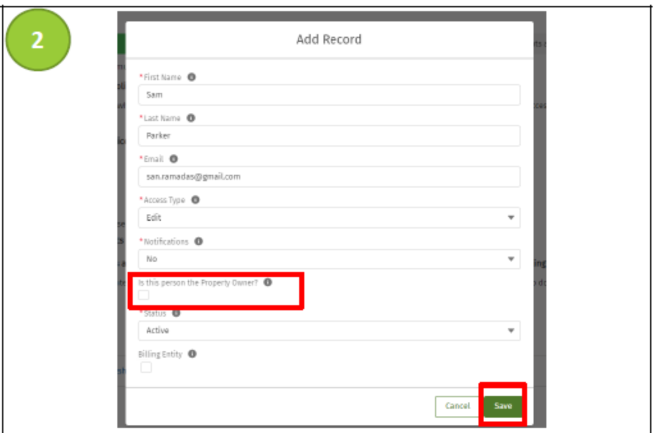


- Who is an Owner? Registered property owner/s.
- Who is an Agent? Authorized by the property owner as lawfully responsible for the water approval application, such as a consultant or other third party.
- **Note:** The Property Owner and Agent listed in the application must match the uploaded Property 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

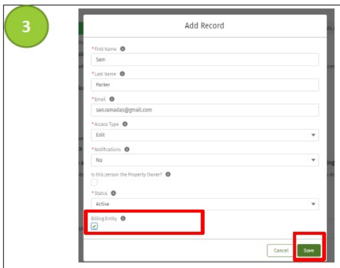


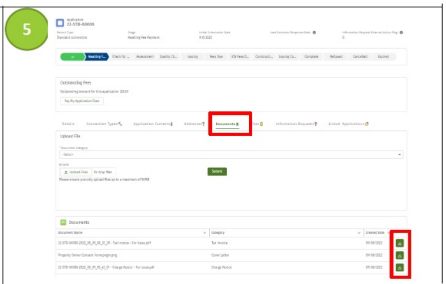
- In the **Applications Contacts** tab, click on the **Edit** button to update your details
- Click on the **Add** button to add new contacts to your application



- 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



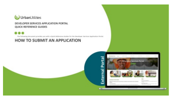


- Add the Property Owner as an additional and click on the Property Owner checkbox in their contact record
- Please do not click the Billing Entity checkbox as the system automatically has you as the contact who will receive the Charge Notices/Tax Invoices
- In the Applications Contacts tab, click on 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

	Urban Utilities Developer Services Application Portal [pdf] User Guide Developer Services Application Portal, Services Application Portal, Application Portal, Portal