Manuals+ — User Manuals Simplified.

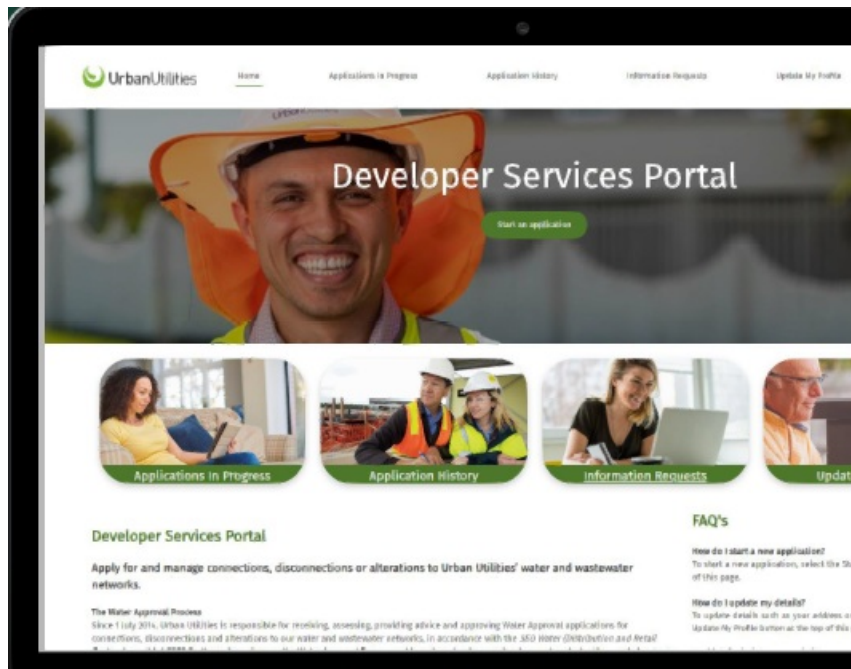# UrbanUtilities Developer Services Portal Software User Guide

Contents

UrbanUtilities Developer Services Portal Software

Product Information
Construction Over Asset (COA) Quick Reference Guide
The Construction Over Asset (COA) process has been integrated into the Developer Services Portal's application workflows. Here are some key points to note:

1. All COA applications must now be submitted through the Developer Services Portal.
2. Emailed COA applications to the Developer Services team will nolonger be accepted. You will be redirected to the Developer Services Portal.
3. You can track the progress of your COA application using the Developer Services Portal.
4. You can respond to Information Requests directly through the Developer Services Portal.
5. You have the option to cancel your COA application using the Developer Services Portal.

Quick Reference Guide Topics
Note: Click on the process steps to directly navigate to the relevant section.

- **Construction Over Asset (COA) application steps**
- **Responding to an**
  Action Notice or Information Request
- **Post Approval Actions**
- **Request cancellation**

Developer Services Portal

Construction Over Asset (COA)

Quick Reference Guide

Welcome
We have increased the Developer Services Portal's application workflows to include the Construction Over Asset (COA) process.

This means

1. All COA applications are now made via the Developer Services Portal.
2. Emailed COA applications to the Developer Services team will not be accepted, and you will be redirected to the Developer Services Portal.
3. You can track your COA application via the Developer Services Portal.
4. You can reply to Information Requests via the Developer Services Portal.
5. You can cancel your COA application via the Developer Services Portal.

Note: Construction Over Assets (COA) involves the construction of operational works, which are not defined as assessable building works) e.g., construction of stormwater pipework, stormwater retention basin, roads, and earthworks), near of over Urban Utilities' water or sewerage infrastructure or encroaching on or over an Urban Utilities registered easement.
A COA should be completed where construction works are to be undertaken over or near Urban Utilities infrastructure which would otherwise not be assessed under the following:
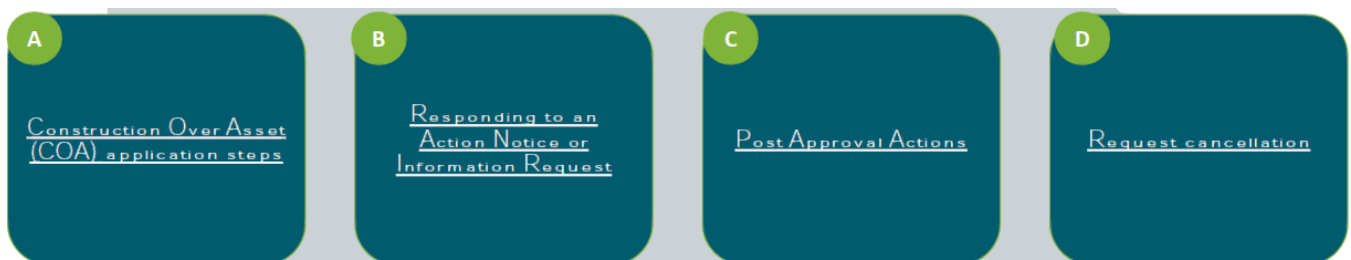
- Any water or sewerage infrastructure works (which would need to be covered by a separate Urban Utilities Water Approval Application); OR
- Any building of construction works which would trigger a Build Over Asset (BOA) Referral under the Queensland Development MP1.4; OR
- Any projects undertaken of managed by Urban Utilities; OR
- Any works which are covered by a Type 1 Network Access Permit.

Fees apply in accordance with the Urban Utilities Developer Customer Price List and must be received prior to the assessment of your referral.

Note that all design documentation submitted for assessment must be certified by an RPEQ, and any decision by Urban Utilities does not limit the responsible of the certifying RPEQ.

QUICK REFERENCE GUIDE TOPICS

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

A — Construction Over Asset (COA) application steps

B — Responding to an Action Notice or Information Request

C — Post Approval Actions

D — Request cancellation

CONSTRUCTION OVER ASSET (COA) APPLICATION SUBMISSION

HOW TO CREATE A CONSTRUCTION OVER ASSET (COA) APPLICATION

- Construction Over Assets (COA) involves the construction of operational works, which are not defined as assessable building works) e.g., construction of stormwater pipework, stormwater retention basin, roads, and earthworks), near of over Urban Utilities' water or sewerage infrastructure or encroaching on or over an Urban

Utilities registered easement.

1.

Log into the Developer Services Portal and click on the Start an Application button.

2.

- Select Construction Over Asset from the Application Type drop down list.
- Click on the Start button.

Address and Property Information Stage

- Search and select property by using Address, Lot on Plan, or Manual
  search, by clicking on appropriate radio button and then on the Submit Address button.
- Click on the Next button.

Related Application

- Stage Update the Related Applications tab by selecting 'Yes' or 'No' if there is a related Water Approval.
    - If 'No' click on the No radio button.
    - If 'Yes' click on the Yes radio button and select the related Water Approval number in the pop up field.
- Click on the Next button.

Application Details Stage

- Complete mandatory (highlighted by the asterisk) and as much of non mandatory information for your
  application.
- Click on the Next button.

Application Contacts Stage

- Note: a Billing Entity and Assessment Planner must be added as a contact.
- Click on the Edit button to assign roles to the Applicant, or click on the Add button to add additional contact.
- Relevant pop-up box will appear. Complete all mandatory details (fields are highlighted with a red asterisk), then click on the Save button.
- When you are ready to proceed, click on the Next button.

Documents and Attachments Stage

- Add mandatory and any supplementary documents to the application by:
  - Selecting the required Document Category from the drop down list, Click on
  - Upload Files to attach the required pdf.
  - Click the Submit button.
- Repeat as required. When ready to proceed, click on the Next button.

Summary Stage

- Review the details displayed in the Summary section.
- If details are correct, select the checkbox to confirm that you are authorised to submit the Application.
- Click on the Submit button.
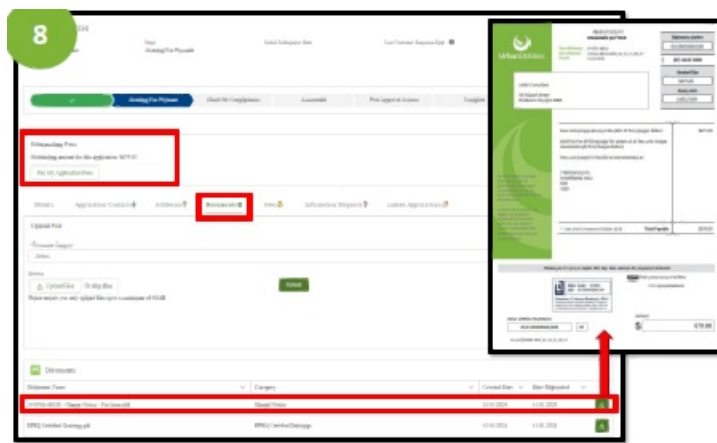
Awaiting Fee Payment Stage

A fee will be generated for payment prior to your application being assessed. You may either pay via the portal, or download the Charge Notice which is located under the Documents tab.
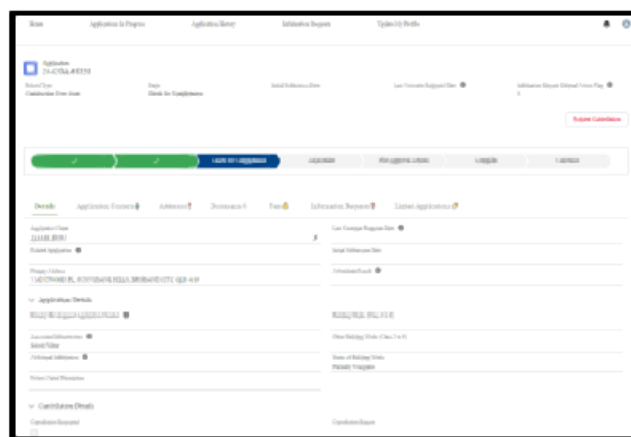
- Application has been submitted and is now with the Urban Utilities team for review and processing.

HOW DO I RESPOND TO AN ACTION NOTICE OR INFORMATION REQUEST?

- You will receive an email notification.
- Log into the portal and action the Action Notice or the Information Rrequest.

- You will receive an email notification to log into the portal and open the relevant application.
- Click on the Information Requests tab.
- Click on the Info Request Name link to open the Information Request.
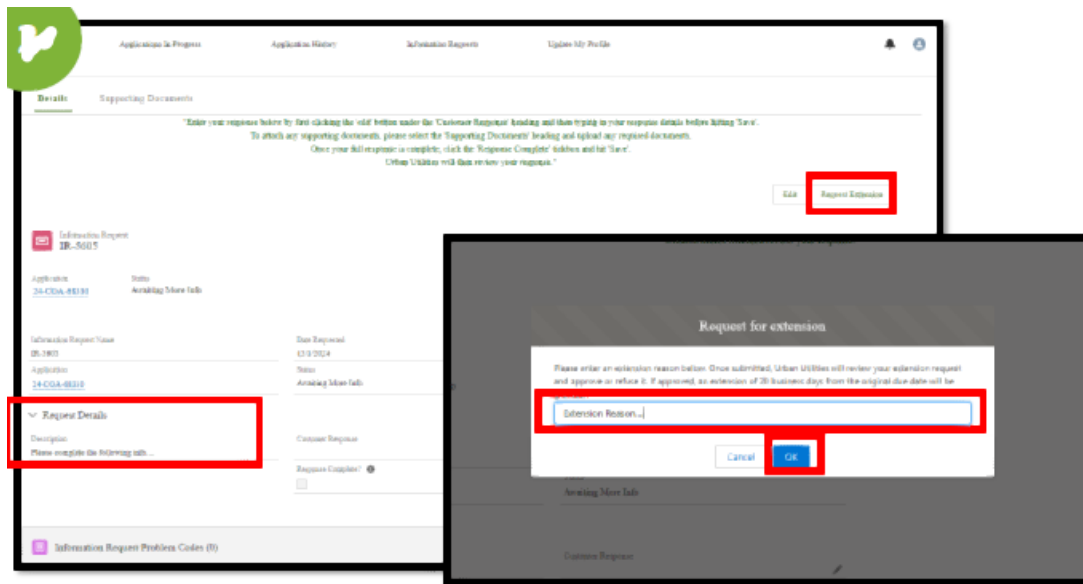
You can view the Description of what the Urban Utilities team are looking for in terms of a response or any required additional information.

Note

if you require an extension to respond, click on the Request Extension button. Enter the extension reason in the pop up box, then click on the OK button. You may close this application and return at a later date.
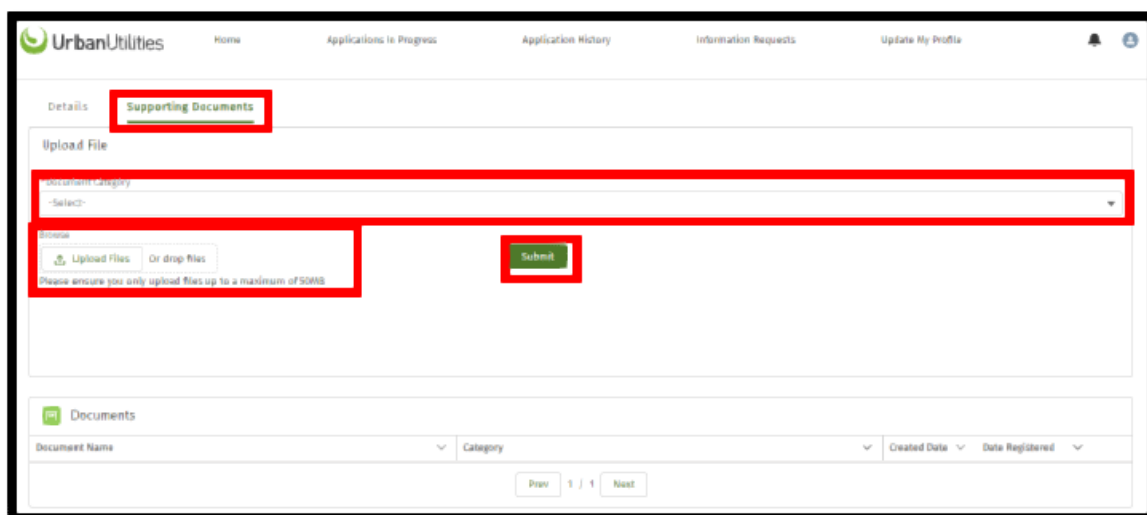
- If required, you can upload documents by clicking on the Supporting Documents tab.

- 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.

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

- The Status will change from Awaiting more info to Customer response complete.
- You have now responded to the Information Request.

POST APPROVAL ACTIONS

HOW DO I ACTION POST APPROVAL ACTIONS?

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

- You will receive an email notification to log into the portal and open the relevant application

- Read the help text.
- Click on the Post Approval Action button to view your required actions.

Note:
ONLY check the items when you have actioned (e.g. uploading a document)

- Upload documents by clicking on the Documents tab.

- Select relevant Document Category and click on the Upload files button.

- Click on the Submit button.

- To confirm completion of each action, click the Post Approval Actions button to view the pop up box.

- Click on the action you have completed.

- Click the Save button.

Note
You may complete all or one action at a time until all actions are marked and completed.

- When all items are completed, the Post Approval Actions button will be removed.
- You have now completed your post-approval actions.

REQUEST CANCELLATION

HOW DO I CANCEL MY CONSTRUCTION OVER ASSET (COA) APPLICATION?
You may request a cancellation at any time during the application process. However, a fee may occur.

- Find relevant application.
- Click on the Request Cancellation button.

- Enter your Cancellation Reason.

- Click on the Save button.

- Your request has been sent to the Urban Utilities team to review and process.

- You will receive an email notification when the application has been cancelled.

Documents / Resources

UrbanUtilities Developer Services Portal Software [pdf] User Guide
Developer Services Portal Software, Services Portal Software, Portal Software, Software

References

- [**User Manual**](#)