



UrbanUtilities Developer Services Portal Software User Guide

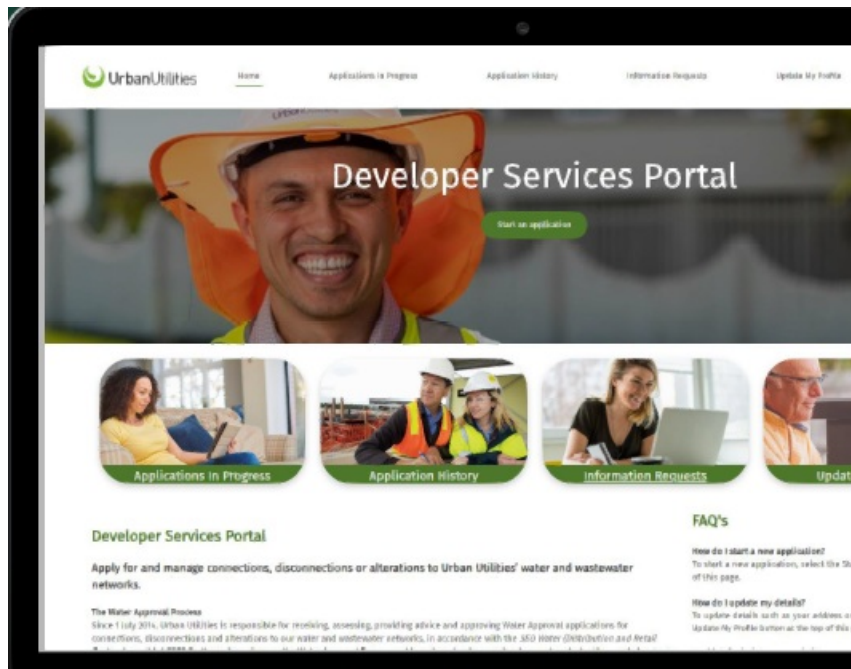
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UrbanUtilities Developer Services Portal Software



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 no longer 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:

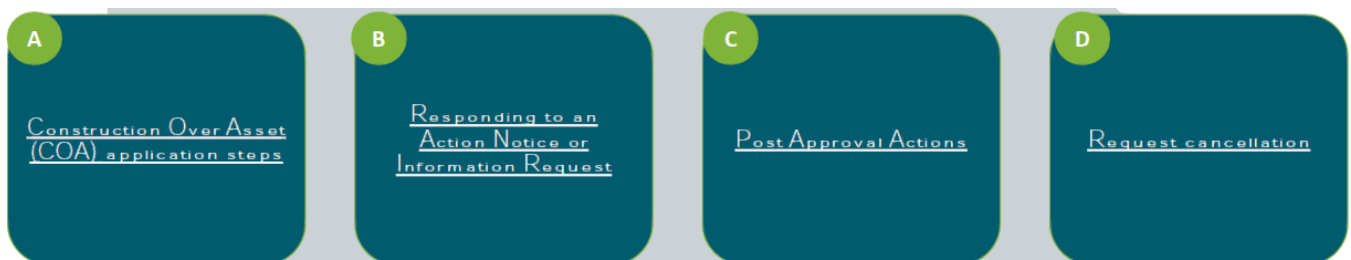
- Any water or sewerage infrastructure works (which would need to be covered by a separate Urban Utilities Water Approval Application); OR
- Any building of construction works which would trigger a Build Over Asset (BOA) Referral under the Queensland Development MP1.4; OR
- Any projects undertaken of 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.



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

1.



2.

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

Application Details

View details of the application in the application details page. You can view the details of the application in the application details page. You can view the details of the application in the application details page.

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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.

The image shows two screenshots of a web form titled 'Address and Property Information Stage'. The form has a progress bar at the top with 'Related Applications' as the current step. Below the progress bar, there is a question: 'Have there any Other CIL/Other Infrastructure alterations or additions associated with this site (e.g. Water Approval or Roads or CIL)?'. In the left screenshot, the 'Yes' radio button is selected, and the 'Next' button is highlighted with a red box. In the right screenshot, the 'No' radio button is selected, and the 'Next' button is highlighted with a red box.

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.

The image shows a screenshot of the 'Related Application' form. The 'Yes' radio button is selected, and the 'Next' button is highlighted with a red box. The form contains several input fields for 'Related Applications', including 'Name', 'Address', 'Phone', and 'Email'. There is also a 'Select' dropdown menu for 'Related Applications'.

Application Details Stage

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

The image shows a screenshot of the 'Application Details Stage' form. The 'Next' button is highlighted with a red box. An inset window shows a 'Select Related Application' pop-up form. The main form contains several input fields for 'Application Details', including 'Name', 'Address', 'Phone', and 'Email'. There is also a 'Select' dropdown menu for 'Related Applications'.

Application Contacts Stage

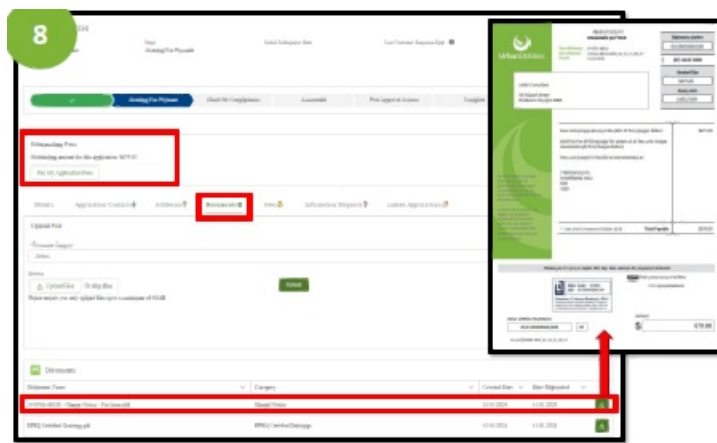
- Note: a Billing Entity and Assessment Planner must be added as a contact.
- Click on the Edit button to assign roles to the Applicant, or click on the Add button to add additional contact.
- Relevant pop-up box will appear. Complete all mandatory details (fields are highlighted with a red asterisk),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

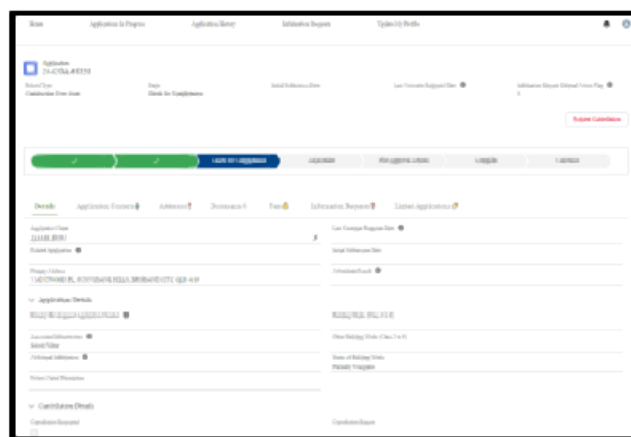
Summary Stage

- 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.



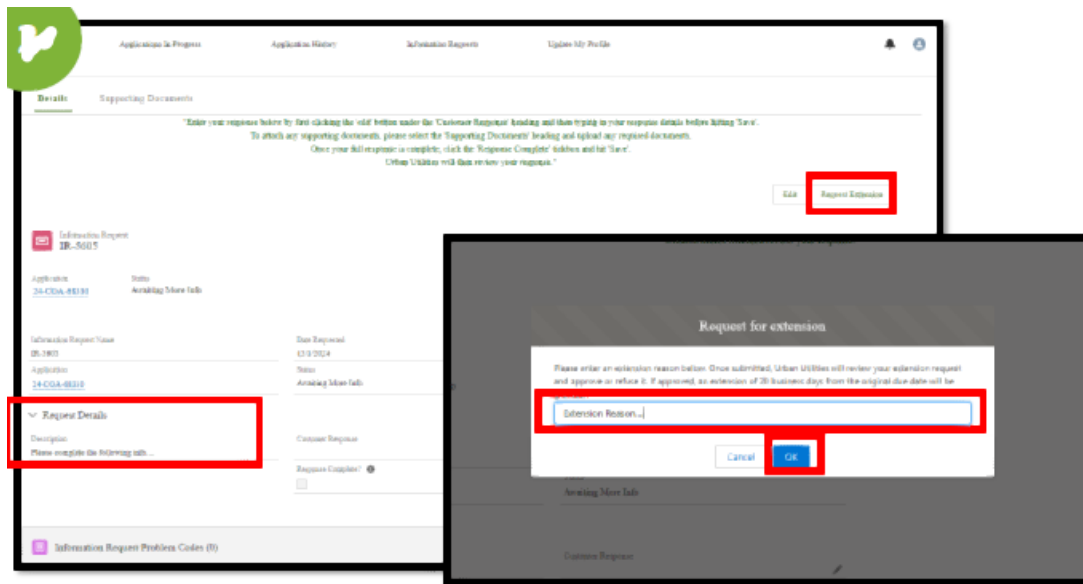
- Application has been submitted and is now with the Urban Utilities team for review and processing.

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 Request.



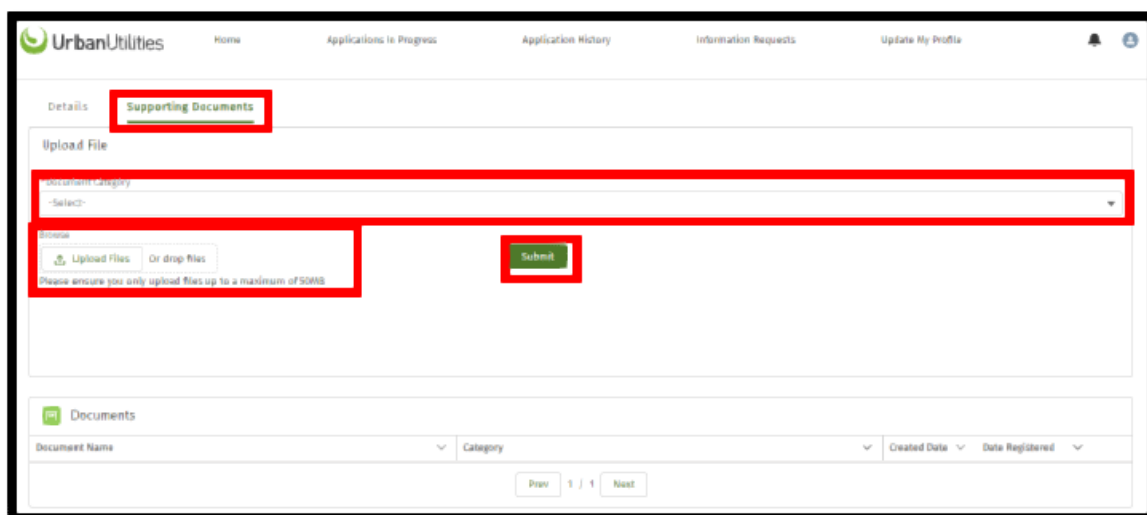
- You will receive an email notification to log into the portal and open the relevant application.
- Click on the Information Requests tab.
- Click on the Info Request Name link to open the Information Request.



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.

Details Supporting Documents

"Enter your response below by first clicking the 'Add' button under the 'Customer Response' heading and then typing in your response details before hitting 'Save'.
To attach any supporting documents, please select the 'Supporting Documents' heading and upload any required documents.
Once your full response is complete, click the 'Response Complete' checkbox and hit 'Save'.
Urban Utilities will then review your response."

Information Request
IR-5605

Application: [24-COA-68330](#) Status: [Awaiting More Info](#)

Request Details

Description: Please complete the following info...

Customer Response
Additional information added to supporting documents

☒ Response Complete

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

Details Supporting Documents

"Enter your response below by first clicking the 'Add' button under the 'Customer Response' heading and then typing in your response details before hitting 'Save'.
To attach any supporting documents, please select the 'Supporting Documents' heading and upload any required documents.
Once your full response is complete, click the 'Response Complete' checkbox and hit 'Save'.
Urban Utilities will then review your response."

Information Request
IR-5605

Application: [24-COA-68330](#) Status: [Customer response complete](#)

Request Details

Description: Please complete the following info...

Customer Response
Additional information added to supporting documents

☒ Response Complete

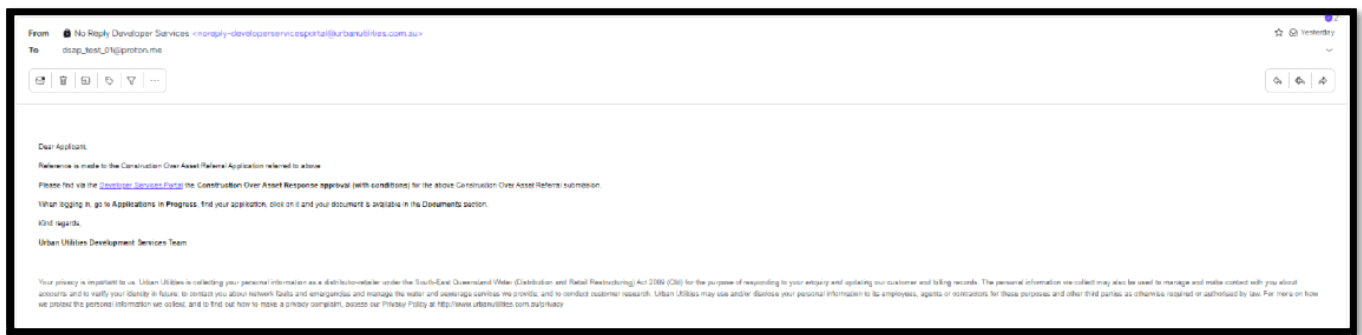
Information Request Problem Codes (0)

- 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

Applications in Progress Application History Information Requests Update My Profile

Application 24-COA-68330

Record Type: Construction Over Asset

Stage: Post Approval Actions

Initial Submission Date: 15/3/2024

Last Customer Response Date: 15/3/2024

Information Request External Action Flag: 0

[Request Cancellation](#) [Post Approval Actions](#)

We require you to complete your Post Approval Actions. Please select the 'Post Approval Actions' button and provide the required documents in completion.

[Post Approval Actions](#)

- The issued Referral Response may have a number of conditions which require your action.
- To view conditions requiring action, refer to your COA Referral Response document OR select the [Post Approval Actions](#) button above.
- To complete the required actions, where a document is required to be provided, initially please select the [Documents](#) heading below and follow the steps to upload your document's.
- Then select the 'Post Approval Actions' pushbutton above and confirm completion of each required action.
- Once each action is confirmed by you via the above pushbutton, UU will review each item but will contact you only if there are any issues.
- Where CCTV storage is required, please upload to a sharefile and advise Urban Utilities of the share file location for retrieval.

Details Application Contacts Addresses Documents Fees Information Requests Linked Applications

Application Name: 24-COA-68330

Related Application: 0

Primary Address: 7 MENTWOOD PL, SUNSHYBANK HILLS, BRISBANE CITY, QLD 4109

Primary Development Application Number: 0

Last Customer Response Date: 15/3/2024

Initial Submission Date: 15/3/2024

Assessment Result: Approved

Building Works (Class 2 to 9): 0

Post Approval Actions

Site Response (per condition): ☒

Photos (per construction): ☐

[Cancel](#) [Next](#)

- 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)

The screenshot shows a web application interface for managing applications. At the top, there are navigation tabs: Home, Applications In Progress, Application History, Information Requests, and Update My Profile. The main content area displays details for Application 24-COA-68330, which is in the 'Construction Over Asset' stage. A 'Request Cancellation' button is highlighted with a red box. Below this, a progress bar shows the current stage as 'Post Approval Actions'. A list of instructions for post-approval actions is provided. At the bottom, there is a section for uploading files, including a dropdown for document category and a 'Submit' button.

- 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.

This screenshot is similar to the one above but includes a green circle with the number '1' in the top left corner, indicating the first step in the process. The 'Request Cancellation' button is again highlighted with a red box. The interface shows the same application details and progress bar, with the 'Post Approval Actions' button highlighted in blue. The instructions and file upload section are also present.

- 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.

Dear Applicant,

Your Construction Over Asset application has been cancelled.

Further details regarding this outcome are available via your [Developer Services Portal](#) account.

Kind regards,

Urban Utilities Development Services Team

Your privacy is important to us. Urban Utilities is collecting your personal information as a distributor-retailer under the South-East Queensland Water (Disrupt) accounts and to verify your identity in future, to contact you about network faults and emergencies and manage the water and sewerage services we provide. We protect the personal information we collect, and to find out how to make a privacy complaint, access our Privacy Policy at <http://www.urbanutilities.com.au>

- 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](#)

[Manuals+](#), [Privacy Policy](#)

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