

# UrbanUtilities Network Access Permit Application User Guide

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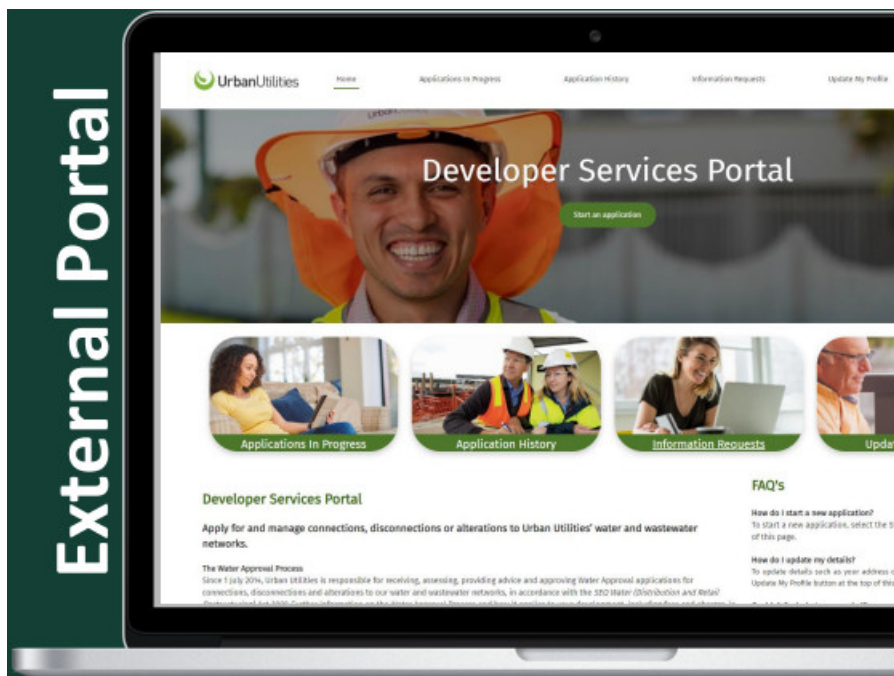


## Developer Services Portal Network Access Permit (NAP) Application Quick Reference Guide

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## Network Access Permit Application



## Welcome

We have automated the Network Access Permit (NAP) process and there are 5 key items to note:

1. NAP applications are now made through the Developer Portal.
2. NAP fees are required to be paid prior to assessment of the NAP application.
3. Shut plan and/or flow control fees (if applicable) will be advised depending on the complexity of the plan/s.
4. Meter information (Water only) must be provided with the Network access permit application.
5. Network access permit and/or a shut plan will not be issued unless Infrastructure Charges are paid in full.

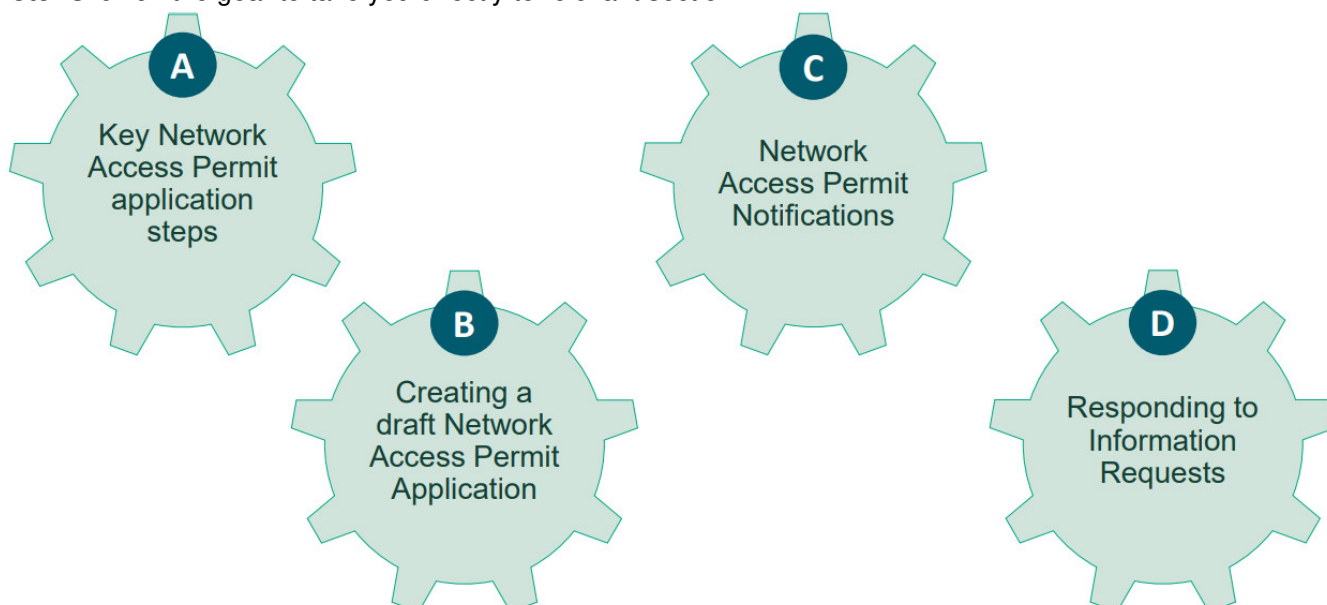
**Note 1:** you cannot edit a NAP application once you have submitted it.

**Note 2:** Email [development.permit@urbanutilities.com.au](mailto:development.permit@urbanutilities.com.au) if you need to make any changes or have any questions

**Note 3:** You will be notified via an Information Requests if Urban Utilities needs further information during assessing your NAP application.

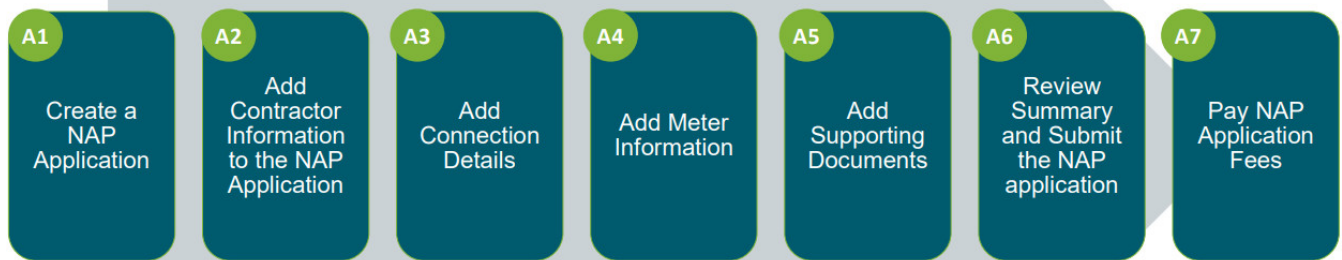
## QUICK REFERENCE GUIDE TOPICS

**Note:** Click on the gear to take you directly to relevant section.



## KEY NETWORK ACCESS PERMIT (NAP) APPLICATION STEPS

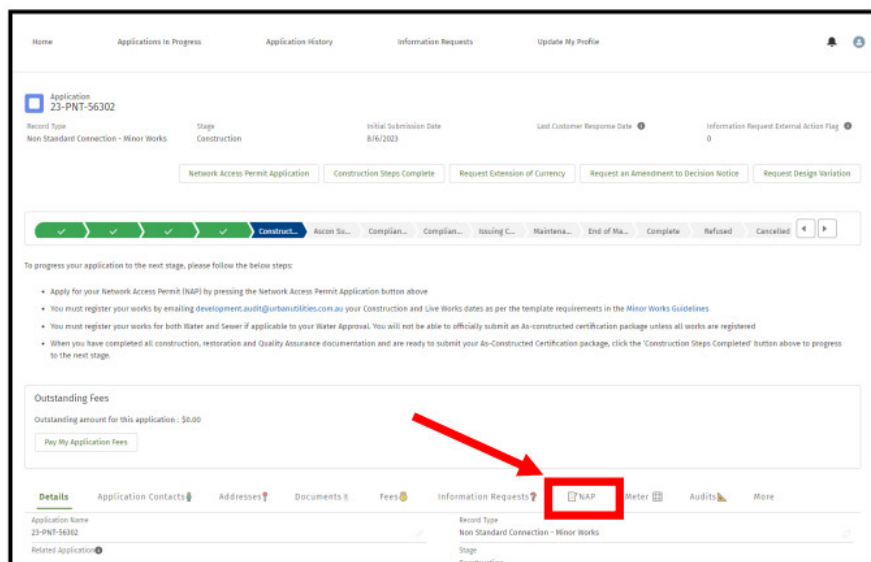
**Note:** Click on the process steps to take you directly to relevant section.



## KEY NETWORK ACCESS PERMIT (NAP) APPLICATION

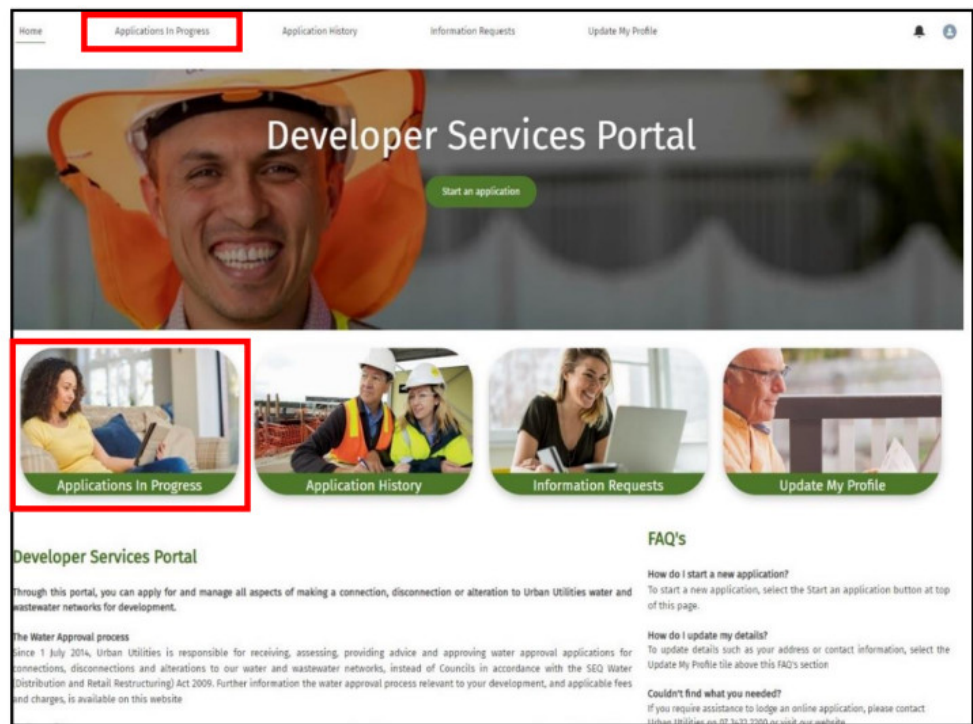
### HOW TO CREATE A NAP APPLICATION

- To submit a NAP application, you must be the Endorsed Consultant or the Consulting Engineer for the related Water Approval.
- The NAP application button will appear in the Construction stage of a Non-Standard Application.
- If a Complex or Trunk Shut Plan is required, then the NAP application button will also appear from the Design Assessment Stage and will be a requirement of the overall Design Approval process (Major works).
- Make sure you submit your Network Access Permit (NAP) application prior to completing Construction Stage steps.
- Not having the appropriate NAP and or associated Shutplan for construction works could cause delays to process or penalties.



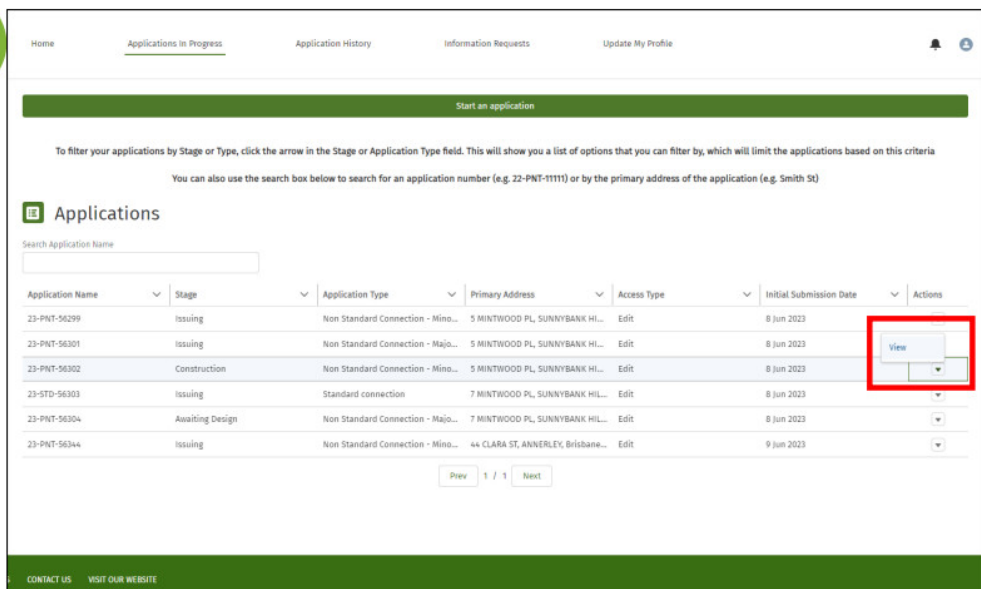
- If you have more than one NAP application per NonStandard application, they can be found under the NAP tab of your application.

1



➤ Log into the Developer Services Portal and click on the In Progress Applications tile or In Progress Applications link from the header to find your existing application.

2



➤ This view will show the list of applications that are currently in progress.

➤ Click on the dropdown button and then on the View option of the relevant application you want to prepare the NAP for.

**3**

Applications In Progress   Application History   Information Requests   Update My Profile

Application 23-PNT-56302

Record Type: Non Standard Connection - Minor Works   Stage: Construction   Initial Submission Date: 8/6/2023   Last Customer Response Date:   Information Request External Action Flag: 0

**Network Access Permit Application**   Construction Steps Complete   Request Extension of Currency   Request an Amendment to Decision Notice   Request Design Variation

Progress: [✓] [✓] [✓] [✓] [Constructing] [Ascon Su...] [Complian...] [Complian...] [Issuing C...] [Maintena...] [End of Ma...] [Complete] [Refused] [Cancelled]

To progress your application to the next stage, please follow the below steps:

- Apply for your Network Access Permit (NAP) by pressing the Network Access Permit Application button above
- You must register your works by emailing [development.audit@urbanutilities.com.au](mailto:development.audit@urbanutilities.com.au) your Construction and Live Works dates as per the template requirements in the [Minor Works Guidelines](#).
- You must register your works for both Water and Sewer if applicable to your Water Approval. You will not be able to officially submit an As-constructed certification package unless all works are registered
- When you have completed all construction, restoration and Quality Assurance documentation and are ready to submit your As-Constructed Certification package, click the 'Construction Steps Completed' button above to progress to the next stage.

**Outstanding Fees**

Outstanding amount for this application : \$0.00

[Pay My Application Fees](#)

**Details**   Application Contacts   Addresses   Documents   Fees   Information Requests   NAP   Meter   Audits   More

Application Name: 23-PNT-56302   Record Type: Non Standard Connection - Minor Works

Related Application:   Stage: Construction

➤ Click the Network Access Permit Application button to start a new NAP application.

**4**

Home   Applications In Progress   Application History   Information Requests   Update My Profile

Apply here for access to Urban Utilities' networks, including live works connections and preparation and approval of shut and flow control plans. Activities which may interfere with Urban Utilities' water and wastewater infrastructure are regulated by the Water Supply (Safety and Reliability) Act 2008.

Once the application is properly-made your request will be acknowledged and the Network Access Permit will be issued within 10 business days. **Note:** where a flow control plan is required for access to wastewater infrastructure, it is recommended that the job plan be submitted at least 20 business days before the planned commencement of live works

To submit this application, you must be the Endorsed Consultant (EC) or the Consulting Engineer (CE) for the related Water Approval. If you are not either of these roles, please request the EC or CE to log into the portal and submit this Network Access Permit.

The Network Access Permit Guidelines are available here: [Guidelines](#)

You may submit a Network Access Permit Application for either Water OR Wastewater. They must be applied for in separate applications.

Please contact [development.permits@urbanutilities.com.au](mailto:development.permits@urbanutilities.com.au) if you have any questions throughout this process

**NOTES:**

- A requirement of the Network Access Permit process is that any applicable Infrastructure Charges must be paid before the NAP is issued. You can still apply and we will process the application while ICN's outstanding - though we will not issue the NAP until the ICN is paid.
- A requirement of the Network Access Permit process is that new Meter information must be provided. The meters will be associated to the existing lots at the time of the NAP application.
- Network Access Permit (and associated Isolation/shutdown creation if applicable) processing fees will be levied upon submittal of application. Please refer to the Developer Services Price List on the website for pricing information.

**Types of Network Access Permits**

There are three (3) types of Network Access Permits:

Type 1	Permission to undertake work near, i.e. within 2 metres, of the Urban Utilities network <b>with no contact</b> with the Urban Utilities infrastructure.
Type 2	Permission to access and/or alter the Urban Utilities network <b>without interruption</b> to water or sewer operation.
Type 3 (Water)	Permission to access and/or alter the Urban Utilities network <b>with an interruption</b> to water operation. Type 3 Water NAPs will require a Water Shut Plan.
Type 3 (Sewer)	Permission to access and/or alter the Urban Utilities network <b>with an interruption</b> to sewer operation. Type 3 Sewer NAPs may require a Sewer Flow Control Plan.

\* Network Access Permit Application for? --None--

\* Permit Type Requested: --None--

[Cancel](#) [Start](#)

➤ Read the guidance text and select your NAP Application and Permit Type from the drop-down fields.

**Note:** you can only submit one NAP Application for either Water or Wastewater. If you need both services, then you will need to submit one NAP for Water, and another NAP for Wastewater.

➤ Click the Start button.

## KEY NETWORK ACCESS PERMIT (NAP) APPLICATION

### ADD CONTRACTOR INFORMATION

➤ NAP Contacts are required for all types of NAP Applications.

➤ NAP Contacts are for the purpose for Urban Utilities to contact the responsible entities at the site where the live works is taking place.

➤ NAP Contacts will NOT automatically receive any notifications or correspondence via the portal unless they are added as a contact in the Non-Standard application.

➤ Adding a Contractor is mandatory for all types of Network Access Permit Application and only a single Contractor record can be added.

➤ Adding a Principal Contractor is required only if there is a Principal Contractor on site.

➤ What is the difference between a Contractor and a Principal Contractor?

- **Contractor:** The person/entity performing the construction works. (Mandatory)



- **Principal Contractor:** Work Health and Safety Regulation 2011.

**Note:** if there is a change of Contractor you must notify [development.permit@urbanutilities.com.au](mailto:development.permit@urbanutilities.com.au)

1

The screenshot shows the 'Contractor Information' stage of the NAP application process. The interface includes a navigation bar with links: Home, Applications In Progress, Application History, Information Requests, and Update My Profile. Below the navigation bar, there are tabs for 'Contractor Information', 'Connection Details', 'Meter Information', 'Supporting Documents', and 'Summary'. The 'Contractor Information' tab is active. The main content area contains instructions and a table for adding contacts. A red box highlights the 'Add' button in the top right corner of the table.

Home Applications In Progress Application History Information Requests Update My Profile

**Contractor Information** Connection Details Meter Information Supporting Documents Summary

In this section you must add the contact details of Contractor performing the live works construction. If there is also a Principal Contractor for the site you are also required to add them. Then you can add as many additional contacts as required to be informed of Network Access Permit application.

NOTE: Contacts already in the Water Approval application will also be notified of Network Access Permit process so there is no need to add again.

- CONTRACTOR ( The person/entity performing the construction works ) - this is mandatory
- PRINCIPAL CONTRACTOR ( Work Health and Safety Regulation 2011 ) - Optional

**IMPORTANT NOTE:** The contacts advised here are for the purpose of the Network Access Permit so Urban Utilities know who to call if there is a question or concern related to site works when live works is occurring. For the purpose of communicating to you during the Network Access Permit Application process we will be communicating via Information Request to the Contacts on the Water Approval Application. Please take some time to check the contacts on the Water Approval Application to ensure we are communicating with the right contact. You may elect to add the Contractor or others to the Water Approval if you desire.

NAP Contacts

First Name	Last Name	Email	Phone	Type
No Records Found				

Next Save and exit

Add

### Contractor Information stage

- Read the help text for guidance on how to provide Contractor Information for your NAP Application.
- Click the Add button.

2

The screenshot shows the 'NAP Contact' dialog box. The dialog has a title 'NAP Contact' and a dropdown menu labeled 'NAP Contact Type'. The dropdown is open, showing two options: 'Contractor' and 'Principal Contractor'. A red box highlights the dropdown menu. The background shows the same 'Contractor Information' stage as the previous screenshot, but it is dimmed.

Home Applications In Progress Application History Information Requests Update My Profile

**Contractor Information** Connection Details Meter Information Supporting Documents Summary

In this section you must add the contact details of Contractor performing the live works construction. If there is also a Principal Contractor for the site you are also required to add them. Then you can add as many additional contacts as required to be informed of Network Access Permit application.

NOTE: Contacts already in the Water Approval application will also be notified of Network Access Permit process so there is no need to add again.

- CONTRACTOR ( The person/entity performing the construction works ) - this is mandatory
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NAP Contacts

First Name	Last Name	Email	Phone	Type
No Records Found				

Next Save and exit

Add

NAP Contact

NAP Contact Type

Select Contact Type

Contractor

Principal Contractor

Cancel

- Select either the Contractor or Principal Contractor option from the NAP Contact Type drop-down field

## 3

## Adding Contractor

The screenshot shows the 'Contractor Information' tab in the 'Applications In Progress' section. A 'NAP Contact' pop-up form is displayed over the main content. The form has the following fields:

- Organisation Name (required)
- First Name (required)
- Last Name (required)
- Phone (required)
- Email (required)

Below these fields is the 'Qualifications - Licensing Information' section, which includes checkboxes for:

- Plumbing/Drainage Licence
- Ductile Iron
- Mild Steel
- PVC
- PE
- Other Licence

At the bottom of the pop-up are 'Cancel' and 'Save' buttons. The 'Save' button is highlighted with a red box.

- Fill in the required fields for the Contractor information pop-up screen.
- Click the Save button.

## 4

## Adding Principal Contractor

The screenshot shows the 'Contractor Information' tab in the 'Applications In Progress' section. A 'NAP Contact' pop-up form is displayed over the main content. The form has the following fields:

- Organisation Name (required)
- First Name (required)
- Last Name (required)
- Phone (required)
- Email (required)

Below these fields is the 'Qualifications - Licensing Information' section, which includes checkboxes for:

- Plumbing/Drainage Licence
- Ductile Iron
- Mild Steel
- PVC
- PE
- Other Licence

At the bottom of the pop-up are 'Cancel' and 'Save' buttons. The 'Save' button is highlighted with a red box.

- Fill in the required fields for the Principal Contractor information pop-up screen.
- Click the Save button.

### KEY NETWORK ACCESS PERMIT (NAP) APPLICATION

Home Applications In Progress Application History Information Requests Update My Profile

**Contractor Information** Connection Details Water Information Supporting Documents Summary

In this section you must add the contact details of Contractor performing the live works construction. If there is also a Principal Contractor for the site you are also required to add them. Then you can add as many additional contacts as required to be informed of Network Access Permit application.

NOTE: Contacts already in the Water Approval application will also be notified of Network Access Permit process so there is no need to add again.

- CONTRACTOR (The person/entity performing the construction works) - this is mandatory
- PRINCIPAL CONTRACTOR (Work Health and Safety Regulation 2011) - Optional

**IMPORTANT NOTE:** The contacts advised here are for the purpose of the Network Access Permit so Urban Utilities know who to call if there is a question or concern related to site works when live works is occurring. For the purpose of communicating to you during the Network Access Permit Application process we will be communicating via Information Request to the Contacts on the Water Approval Application. Please take some time to check the contacts on the Water Approval Application to ensure we are communicating with the right contact. You may elect to add the Contractor or others to the Water Approval if you decide.

First Name	Last Name	Email	Phone	Type	
Jo	Contractor	jconsultants2@gmail.com	040111222	Contractor	<div>1</div> <div>Edit</div> <div>Delete</div>
John	Principal-Contractor	john_pc@gmail.com	040111222	Principal Contractor	<div>Edit</div> <div>Delete</div>

Prev 1 / 1 Next

Next Save and exit

Home Applications In Progress Application History Information Requests Update My Profile

**Contractor Information** Connection Details Water Information Supporting Documents Summary

In this section you must add the contact details of Contractor performing the live works construction. If there is also a Principal Contractor for the site you are also required to add them. Then you can add as many additional contacts as required to be informed of Network Access Permit application.

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**Edit NAP Contact**

Organization Name: Developers R Us

First Name: ID: Contractor

Phone: 040111222 Email: jconsultants2@gmail.com

**Qualifications - Licensing Information**

For the below qualification types, please add applicable license numbers.

Painting/Decorative License: Electrician

Water Treatment: PIC:

HS: Other License:

Save

## Edit a NAP Contact

1. Click the Edit button next to the Contact record you want to edit.
2. Edit relevant information in the Edit NAP Contact pop-up window and then click the Save button.



Home Applications In Progress Application History Information Requests Update My Profile

**Contractor Information** Connection Details Meter Information Supporting Documents Summary

In this section you must add the contact details of Contractor performing the live works construction. If there is also a Principal Contractor for the site you are also required to add them. Then you can add as many additional contacts as required to be informed of Network Access Permit application.

NOTE: Contacts already in the Water Approval application will also be notified of Network Access Permit process so there is no need to add again.

- CONTRACTOR (The person/entity performing the construction works) - this is mandatory
- PRINCIPAL CONTRACTOR (Work Health and Safety Regulation 2011) - Optional

**IMPORTANT NOTE:** The contacts advised here are for the purpose of the Network Access Permit so Urban Utilities know who to call if there is a question or concern related to site works when live works is occurring. For the purpose of communicating to you during the Network Access Permit Application process we will be communicating via Information Request to the Contacts on the Water Approval Application. Please take some time to check the contacts on the Water Approval Application to ensure we are communicating with the right contact. You may elect to add the Contractor or others to the Water Approval if you desire.

NAP Contacts Add

First Name	Last Name	Email	Phone	Type	
Jo	Contractor	jconsultants21@gmail.co...	040011222	Contractor	<span>Edit</span> <span>Delete</span>
John	Principal-Contractor	john_pc@gmail.com	040011222	Principal Contractor	<span>Edit</span> <span>Delete</span>

Prev 1 / 1 Next

Next Save and exit

Home Applications In Progress Application History Information Requests Update My Profile

**Contractor Information** Connection Details Meter Information Supporting Documents Summary

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NAP Contacts Add

First Name	Last Name	Email	Phone	Type	
Jo	Contractor	jconsultants21@gmail.co...	040011222	Contractor	<span>Edit</span> <span>Delete</span>

Prev 1 / 1 Next

Next Save and exit

## Delete a NAP Contact

1. Click the Delete button next to the Contact record you want to delete.
2. The NAP contact is immediately deleted.

Home Applications In Progress Application History Information Requests Update My Profile

**Contractor Information** Connection Details Meter Information Supporting Documents Summary

In this section you must add the contact details of Contractor performing the live works construction. If there is also a Principal Contractor for the site you are also required to add them. Then you can add as many additional contacts as required to be informed of Network Access Permit application.

NOTE: Contacts already in the Water Approval application will also be notified of Network Access Permit process so there is no need to add again.

- CONTRACTOR (The person/entity performing the construction works) - this is mandatory
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**IMPORTANT NOTE:** The contacts advised here are for the purpose of the Network Access Permit so Urban Utilities know who to call if there is a question or concern related to site works when live works is occurring. For the purpose of communication to you during the Network Access Permit Application process we will be communicating via Information Requests to the Contacts on the Water Approval Application. Please take some time to check the contacts on the Water Approval Application to ensure we are communicating with the right contact. You may elect to add the Contractor or others to the Water Approval if you desire.

NAP Contacts Add

First Name	Last Name	Email	Phone	Type	
Jo	Contractor	jocconsultants21@gmail.co...	0400111222	Contractor	<span>Edit</span> <span>Delete</span>
John	Principal-Contractor	john_pc@gmail.com	0400111233	Principal Contractor	<span>Edit</span> <span>Delete</span>

Prev 1 / 1 Next

Next Save and exit

Home Applications In Progress Application History Information Requests Update My Profile

**Contractor Information** Connection Details Meter Information Supporting Documents Summary

In this section you must add the contact details of Contractor performing the live works construction. If there is also a Principal Contractor for the site you are also required to add them. Then you can add as many additional contacts as required to be informed of Network Access Permit application.

NOTE: Contacts already in the Water Approval application will also be notified of Network Access Permit process so there is no need to add again.

- CONTRACTOR (The person/entity performing the construction works) - this is mandatory
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NAP Contacts Add

First Name	Last Name	Email	Phone	Type	
Jo	Contractor	jocconsultants21@gmail.co...	0400111222	Contractor	<span>Edit</span> <span>Delete</span>
John	Principal-Contractor	john_pc@gmail.com	0400111233	Principal Contractor	<span>Edit</span> <span>Delete</span>

Prev 1 / 1 Next

Next Save and exit

## Ready to progress

1. Click the Next button to continue with your NAP application.
2. Click the Save and Exit button to save your NAP application as a draft and return to it at a later time.

## KEY NETWORK ACCESS PERMIT (NAP) APPLICATION

### ADD CONNECTION DETAILS

- > Connection Details are required for all Type 2 and Type 3 Network Access Permit Applications (Water and Wastewater).
- > It is important to get accurate information that matches designs. Wrong information will cause delays.
- > We will process and charge one Shut Plan per NAP.
- > If you have connections in largely different locations requiring different shut plans, then a separate NAP is required.

1

Home Applications In Progress Application History Information Requests Update My Profile

✓ Connection Details Meter Information Supporting Documents Summary

Connections can be "grouped" by general location if it is anticipated that they will be covered by ONE Isolation/Shut Plan. If connections are in different locations/addresses there must be a separate Network Access Permit, NAP applied for.

Examples of how to structure and complete NAP & Connection details in applications

- New DN150 connection to existing UU Network main - ONE x NAP application and ONE connection detail
- New DN150 connection with an additional Fire Hydrant to UU Network Main in same general location - ONE x NAP application with TWO connection details
- New DN150 connection with an additional Fire Hydrant and 32mm connection in same general location - ONE x NAP application with THREE connection details.
- Multiple same size ( ie DN32 ) live tapped property connections to an existing UU Network Main - ONE x NAP application and ONE connection - with notes in WORKSCOPE to detail quantity.
- Development with one connection on X Street and another connection on Y Street - TWO x NAP applications with ONE connection detail per application.
- Multi Stage development with multiple connections in different locations/addresses - Multiple NAP applications with ONE connection per application AND include reference to the Stage Water Approval reference being connected to.

The address selected in Connection Details should be the actual location of the connection and may differ from the address on the Water Approval Decision Notice. If there is no documented address then please upload a document to this portal with 'mudmap' location details.

Please add details in the WORKSCOPE field of the Connection Details to provide clarifying information. The more information we receive to clarify your objectives the more efficient and timely the processing timeframe.

NOTE: If you are requesting connection to Trunk Infrastructure ( >DN 300 ) - There may be a requirement for Network Investigations, logging, data review, customer and environmental impact assessments to collate the required information to create an Isolation plan. This will necessitate greater assessment and review timeframes ( possibly 1-3 months ) and additional cost - Please detail your connection request and we will be in contact to progress the application and investigation process.

Connection Details

Planned Live Works start ... Actual address of connection ... Type of connection ... Size of new network ... Size of existing network ...

No Records Found

Previous Next Save and exit

Add

## Connection Details stage

- Read the help text for guidance on how to add Connection Details to your NAP Application.
- On the Connection Details screen, click the Add button to proceed.

2

Home Applications In Progress

Add Record

Existing stub/junction connection? Existing sewer >225mm connection?

Closest upstream pump station? --None--

Alteration to benching?

Adjacent Water Approval (if Applicable)

\* Adjacent Water Approval: --None--

Complex Assets (if Applicable)

Complex assets being connected: --None--

Live Tap (if Applicable)

If connecting greater than DN100 requiring livetap - please check this box. Please upload completed "Network Access Permit - Under Pressure cut in connection (livetap)" form which can be downloaded from here.

NOTE: Unless Prior approval for livetap has been granted via Design Approval - any new requests will need to be assessed for approval.

Check this box if a live tap is required

Final Comments

Cancel Save

- Fill the required fields (shown with a red asterisk) in the Add Record pop-up window.
- Add any other information to the Final Comments section.
- Click the Save button.

3

Home Applications In Progress Application History Information Requests Update My Profile

✓ Connection Details Meter Information Supporting Documents Summary

Connections can be "grouped" by general location if it is anticipated that they will be covered by ONE Isolation/Shut Plan. If connections are in different locations/addresses there must be a separate Network Access Permit, NAP applied for.

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- New DN150 connection with an additional Fire Hydrant and 32mm connection in same general location - ONE x NAP application with THREE connection details.
- Multiple same size ( ie DN32 ) live tapped property connections to an existing UU Network Main - ONE x NAP application and ONE connection - with notes in WORKSCOPE to detail quantity.
- Development with one connection on X Street and another connection on Y Street = TWO x NAP applications with ONE connection detail per application.
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The address selected in Connection Details should be the actual location of the connection and may differ from the address on the Water Approval Decision Notice. If there is no documented address then please upload a document to this portal with 'mudmap' location details.

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Connection Details

Planned Live Works start ...	Actual address of connec...	Type of connection	Size of new network	Size of existing network		
29 Jun 2023	5 MINTWOOD PL, SUNNYBANK...	Water Main	50	10	Edit	Delete
26 Jun 2023	5 MINTWOOD PL, SUNNYBANK...	Hydrant	20	2	Edit	Delete

Prev 1 / 1 Next

Previous Next Save and exit

**Add**

> You can add multiple connection types. Simply click on the Add button and repeat the process in step 2.  
**Note:** Refer to the help text on screen for guidance as to when multiple Connection Details should be submitted.

4

Home Applications In Progress Application History Information Requests Update My Profile

✓ Connection Details Meter Information Supporting Documents Summary

Connections can be "grouped" by general location if it is anticipated that they will be covered by ONE Isolation/Shut Plan. If connections are in different locations/addresses there must be a separate Network Access Permit, NAP applied for.

Examples of how to structure and complete NAP & Connection details in applications

- New DN150 connection to existing UU Network main - ONE x NAP application and ONE connection detail
- New DN150 connection with an additional Fire Hydrant to UU Network Main in same general location - ONE x NAP application with TWO connection details
- New DN150 connection with an additional Fire Hydrant and 32mm connection in same general location - ONE x NAP application with THREE connection details.
- Multiple same size ( ie DN32 ) live tapped property connections to an existing UU Network Main - ONE x NAP application and ONE connection - with notes in WORKSCOPE to detail quantity.
- Development with one connection on X Street and another connection on Y Street = TWO x NAP applications with ONE connection detail per application.
- Multi Stage development with multiple connections in different locations/addresses = Multiple NAP applications with ONE connection per application AND include reference to the Stage Water Approval reference being connected to.

The address selected in Connection Details should be the actual location of the connection and may differ from the address on the Water Approval Decision Notice. If there is no documented address then please upload a document to this portal with 'mudmap' location details.

Please add details in the WORKSCOPE field of the Connection Details to provide clarifying information. The more information we receive to clarify your objectives the more efficient and timely the processing timeframe.

**NOTE:** If you are requesting connection to Trunk Infrastructure ( >DN 300 ) - There may be a requirement for Network Investigations, logging, data review, customer and environmental impact assessments to collate the required information to create an Isolation plan. This will necessitate greater assessment and review timeframes ( possibly 1-3 months ) and additional cost - Please detail your connection request and we will be in contact to progress the application and investigation process.

Connection Details

Planned Live Works start ...	Actual address of connec...	Type of connection	Size of new network	Size of existing network		
29 Jun 2023	5 MINTWOOD PL, SUNNYBANK...	Water Main	50	10	Edit	Delete
26 Jun 2023	5 MINTWOOD PL, SUNNYBANK...	Hydrant	20	2	Edit	Delete

Prev 1 / 1 Next

Previous Next Save and exit

**Add**

### Edit or Delete record

> To edit any of the Connection Details you have added, click the Edit button next to the Connection Details record you want to edit.

> To delete any of the Connection Details you have added, click the Delete button next to Connection Details record to remove.

Home Applications In Progress Application History Information Requests Update My Profile

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Planned Live Works start	Actual address of connec...	Type of connection	Size of new network	Size of existing network		
29 Jun 2023	5 MINTWOOD PL, SUNNYBANK...	Water Main	50	10	Edit	Delete
26 Jun 2023	5 MINTWOOD PL, SUNNYBANK...	Hydrant	20	2	Edit	Delete

Prev 1 / 1 Next

1 Previous 2 Next 3 Save and exit

## Ready to progress

1. Click the Previous button to return to the NAP Contacts screen.
2. Click the Next button to continue with your NAP application.
3. Click the Save and Exit button to save your NAP application as a draft and return to it at a later time.

## KEY NETWORK ACCESS PERMIT (NAP) APPLICATION

### ADD METER INFORMATION

- Meter information was normally provided at the Compliance Stage via the Meter PDF form. Now you will need to provide Meter information at the NAP stage with the NAP application. It will need to be revalidated at the Compliance stage to record any changes that has taken place.
- Meter Information is only required for Water NAP applications.
- All Meter information can be found under the Meter Tab in the Application tab menu.
- Include the current address and future lot number.

Home Applications In Progress Application History Information Requests Update My Profile

Meter Information

- Please detail all new meters being installed or re-used as part of this connection.
- If you are detailing multiple meters you can use the CLONE feature below to replicate entry data. Please make sure meter Serial Numbers are changed when using CLONE feature.
- Meters must be assigned to the applicable address at the time of connection.

Meter	Direct	Meter	Lot Nu.	Plan N.	Meter	Install	Meter L.	Meter	Meter	Meter	Sewer
No Records Found											

Previous Next Save and exit

### Meter Information stage

- Read the help text for guidance on how to add Metering Information to your NAP Application.



- Click the Add button to add Metering Information for your application.

2

- Fill the required fields (shown with a red asterisk) in the Add Record pop-up window.
- Click the Save button.

3

### Add, Clone, Edit or Delete record

1. You can add multiple Meter Details. Simply click on the Add button and repeat the process in step 2

**OR**

2. You can clone a record which allows you to replicate an existing Meter Information record and change items such as the Serial Number. Click the Clone button and update the Clone Record pop-up window, then click the Save button.

**Note:** The Serial Number on each Meter Information record must be unique.



3. To edit any of the Meter Information you have added, click the Edit button next to the Meter Information record you want to edit.
4. To delete any of the Meter Information you have added, click the Delete button next to Meter Information record to remove.

4

## Ready to progress

1. Click the Previous button to return to the Connection Details screen.
2. Click the Next button to continue with your NAP application.
3. Click the Save and Exit button to save your NAP application as a draft and return to it at a later time.

## KEY NETWORK ACCESS PERMIT (NAP) APPLICATION

### ADD SUPPORTING DOCUMENTS

- Add all supporting documents to the NAP application.

1

Home Applications in Progress Application History Information Requests Update My Profile

Supporting Documents Summary

**GENERAL NOTES**

The following questions relate to the documents required to process the NAP application. At this stage your certified and or approved designs should already be uploaded to the Developer Portal.

- Is the latest certified / approved design and issued For Construction drawings uploaded to the Developer Portal
- Are the connection details included on the drawing and numbered to match the Connection Details in this NAP application
- Is the locality plan shown on the drawing

If you answered No to any of the above - please review and amend drawings and or designs accordingly and upload here. Your NAP Application may be delayed or rejected if information is missing

**MAJOR WORKS - MULTI STAGE DEVELOPMENT NOTES**

If connecting to prior stages please provide a drawing of stage scheduling and status (live, construction, on maintenance, off maintenance) of prior stage.

If the preceding stage has not had a Connection Certificate issued - this application may be rejected.

If there is an applicable Live works commissioning plan please attach

**Upload File**

\* Document Category  
-Select-

Browse  
Upload Files Or drop files Submit

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

**Documents**

Document Name	Category	Created Date	Date Registered
1 / 1			

Previous Next Save and exit

## Supporting Documents stage

➤ Read the help text for guidance on relevant documents to upload to support your Network Access Permit Application.

2

Home Applications in Progress Application History Information Requests Update My Profile

Supporting Documents Summary

**GENERAL NOTES**

The following questions relate to the documents required to process the NAP application. At this stage your certified and or approved designs should already be uploaded to the Developer Portal.

- Is the latest certified / approved design and issued For Construction drawings uploaded to the Developer Portal
- Are the connection details included on the drawing and numbered to match the Connection Details in this NAP application
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**Upload File**

\* Document Category  
-Select-

Browse  
Upload Files Or drop files Submit

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

**Documents**

Document Name	Category	Created Date	Date Registered
1 / 1			

Previous Next Save and exit

- Select the relevant type of document from the Document Category drop-down field.
- Upload the document.
- Click the Submit button.

3

➤ Once documents are uploaded, view the uploaded documents from the Documents list. You can also download documents from this view by clicking on the download icon.

4

## Ready to progress

1. Click the Previous button to return to the Meter Information screen.
2. Click the Next button to continue with your NAP application.
3. Click the Save and Exit button to save your NAP application as a draft and return to it at a later time.

## KEY NETWORK ACCESS PERMIT (NAP) APPLICATION

### REVIEW SUMMARY AND SUBMIT THE NAP APPLICATION

- If you decline the terms and conditions, it will not be possible to submit the NAP Application.
- When you have submitted your NAP, you can apply for another one by clicking on the Network Access Permit

Application button and starting the process over.

Home Applications In Progress Application History Information Requests Update My Profile

Application 23-PNT-56299

Record Type: Non Standard Connection - Minor Works Stage: Construction Initial Submission Date: 8/6/2023 Last Customer Response Date: 0 Information Request External Action Flag: 0

Network Access Permit Application Request ICN Invoice Construction Steps Complete Request Extension of Currency Request an Amendment to Decision Notice Request Design Variation

Construct... Ascon Su... Complian... Complian... Issuing C... Maintena... End of Ma... Complete Refused Cancelled

To progress your application to the next stage, please follow the below steps:

- Apply for your Network Access Permit (NAP) by pressing the Network Access Permit Application button above
- You must register your works by emailing [development.audit@urbanutilities.com.au](mailto:development.audit@urbanutilities.com.au) your Construction and Live Works dates as per the template requirements in the [Minor Works Guidelines](#)
- You must register your works for both Water and Sewer if applicable to your Water Approval. You will not be able to officially submit an As-constructed certification package unless all works are registered
- When you have completed all construction, restoration and Quality Assurance documentation and are ready to submit your As-Constructed Certification package, click the 'Construction Steps Completed' button above to progress to the next stage.

Details Application Contacts Addresses Documents Fees Information Requests NAP Meter Audits More

Application Name: 23-PNT-56299  
Related Application:  
Primary Address: 5 MINTWOOD PL, SUNNYBANK HILLS, BRISBANE CITY, QLD 4109  
Cancellation Comments:  
Record Type: Non Standard Connection - Minor Works  
Stage: Construction  
Initial Submission Date: 8/6/2023  
Refusal Comments:

1

Applications In Progress Application History Information Requests Update My Profile

Summary 1

1

2

3

NAP Details

Network Access Permit Application: Water

Permit Type Requested: Type 3

Contractor Information

First Name Last Name Email Phone Type

John Contractor [john@urbanutilities.com.au](mailto:john@urbanutilities.com.au) 0400111111 Contractor

John Principal Contractor [john@urbanutilities.com.au](mailto:john@urbanutilities.com.au) 0400111111 Principal Contractor

Prev 1 / 1 Next

Connection Details

Planned Live Works start Date Actual address of connection works Type of connection Size of new network Size of existing network

29 Jan 2023 5 MINTWOOD PL, SUNNYBANK HILLS QLD 4109 Water Main 50 10

26 Jan 2023 5 MINTWOOD PL, SUNNYBANK HILLS QLD 4109 Hydrant 20 2

Prev 1 / 1 Next

Meter Details

Meter Serial Direct Conn Meter Address Lot Number Plan Number Meter Make Install Date Meter Location Meter Reading Meter Size Sewer Conn

48CT02234 Direct Connect 5 MINTWOOD PL 406 RPT/PHS Servis 25 Jan 2023 PT 11 20 Water No

48CT02235 Direct Connect 5 MINTWOOD PL 406 RPT/PHS Servis 26 Jan 2023 PT 122 20 Water No

Prev 1 / 1 Next

Supporting Documents

Documents

Document Name Category Created Date Date Registered

Development Site Plan & pdf Design Plan 22/06/2023 22/06/2023

Prev 1 / 1 Next

Trunk Infrastructure details

Connecting Trunk Infrastructure with associated Infrastructure Charge offers/refunds or an associated Infrastructure Agreement may impact acknowledgment of Infrastructure Charges payment conditions as part of the Network Access Permit application process. Please advise here if there are associated Infrastructure Charge offers/refunds applicable to this asset and we will liaise with the Infrastructure Team to process.

\*Trunk Assets with offers/refunds: --None--

High Risk Activities and Outage Information

\*High-risk activities: No high-risk activities are being undertaken under this permit

Is confined space required? ☐

Is working at heights required? ☐

Is there an electrical risk? ☐

Is road closure required? ☐

I can confirm that I am either the Endorsed Consultant or the Consulting Engineer for the related Water Approval.

I confirm that all data is true and correct and delays may occur with my permit if further information is required or some data is not accurate.

I acknowledge that I am aware all Infrastructure Charges for the related NSTD application must be paid prior to the issuing of my Network Access Permit. Urban Utilities will not issue a Network Access Permit unless ICN fees are paid in full.

I agree to the terms and conditions.

View terms and conditions

Previous Submit

1. Review the summary of your NAP Application.

2. You can make edits in each section by clicking on the section's Edit button as required.

### 3. Review and complete the fields in the Trunk Infrastructure details and High Risk Activities and Outage Information sections.

2

☐ I can confirm that I am either the Endorsed Consultant or the Consulting Engineer for the related Water Approval.  
☐ I confirm that all data is true and correct and delays may occur with my permit if further information is required or some data is not accurate.  
☐ I acknowledge that I am aware all Infrastructure Charges for the related NSTD application must be paid prior to the issuing of my Network Access Permit. Urban Utilities will not issue a Network Access Permit unless ICN fees are paid in full.

☐ I agree to the terms and conditions.  
[View terms and conditions](#)

[Previous](#) [Submit](#)

Trunk Infrastructure details

High Risk Activities and Outage Information

Terms And Conditions

Decline Accept

- There are a series of checkboxes to be reviewed and agreed upon prior to submission of the Network Access Permit.
- You can either click on the View terms and conditions link, or click on the I agree to the terms and conditions checkbox to view the terms and conditions prior to accepting or declining.
- Click on either the Decline or Accept button to proceed.

3

High Risk Activities and Outage Information

High-risk Activities

No high-risk activities are being undertaken under this permit

Is confined space required?

Is Working at Heights required?

Is there an electrical risk?

Is road closure required?

☒ I can confirm that I am either the Endorsed Consultant or the Consulting Engineer for the related Water Approval.  
☒ I confirm that all data is true and correct and delays may occur with my permit if further information is required or some data is not accurate.  
☒ I acknowledge that I am aware all Infrastructure Charges for the related NSTD application must be paid prior to the issuing of my Network Access Permit. Urban Utilities will not issue a Network Access Permit unless ICN fees are paid in full.  
☒ I agree to the terms and conditions.  
[View terms and conditions](#)

[Previous](#) [Submit](#)

### Ready to progress

1. Ensure all checkboxes have been ticked.
2. Click the Submit button to submit your NAP for internal review by Urban Utilities.
3. Click the Previous button to return to the Supporting Documents screen.

## KEY NETWORK ACCESS PERMIT (NAP) APPLICATION

### PAY NAP APPLICATION FEES

- Assessing and Processing NAP applications will only start once application fees are paid.
- Once you submit your NAP application, there will be NAP Fee(s) to pay before Urban Utilities can assess your Application.

- We will process NAP applications and if applicable associated shut plans but will not issue them if Infrastructure Charges are not paid.

### **Automatically applied Network Access Permit Fees – Type 1 and Type 2 NAPs**

- Fees are applied automatically on submission of the Network Access Permit based on the details of your NAP. These fee's are for the NAP only as they do not include Shut Plan fees.

### **Automatically applied Network Access Permit Fees – Type 3 NAPs**

- Fees are applied automatically on submission of the Network Access Permit based on the details of your Network Access Permit. For a Type 3 NAP the fee will include a NAP Fee and a Simple Shut Plan fee.
- If the Shut Plan is assessed as being Complex or if a Flow Control Plan is required a second fee will be applied for the Complex Shut Plan (less the original Shut Plan Fee paid).
- If multiple Shut Plans are required you may be asked to submit a separate NAP or charged accordingly for the additional Shut Plans.

### **Manually applied Network Access Permit Fees**

- Complex Water Isolation Plan – Fees are applied manually following assessment of the NAP.
- Wastewater Flow Control Plan – Fees are applied manually following assessment of the NAP.
- You can pay the NAP application fees via the portal, or download the charge notice from the documents tab of your Non-Standard application.

**1a**

The screenshot displays the 'Applications In Progress' section of a web portal. At the top, there are navigation tabs: 'Applications In Progress', 'Application History', 'Information Requests', and 'Update My Profile'. Below these, the application details for 'Application 23-PNT-56302' are shown, including 'Record Type: Non Standard Connection - Minor Works', 'Stage: Construction', 'Initial Submission Date: 8/6/2023', 'Last Customer Response Date', and 'Information Request External Action Flag'. A row of buttons includes 'Network Access Permit Application', 'Construction Steps Complete', 'Request Extension of Currency', 'Request an Amendment to Decision Notice', and 'Request Design Variation'. A progress bar shows stages from 'Construct...' to 'Cancelled', with 'Construct...' being the current stage. Below the progress bar, instructions for progressing the application are listed. A red box highlights the 'Outstanding Fees' section, which states 'Outstanding amount for this application: \$235.00' and includes a 'Pay My Application Fees' button. At the bottom, there is a navigation bar with tabs: 'Details', 'Application Contacts', 'Addresses', 'Documents', 'Fees', 'Information Requests', 'NAP', 'Meter', 'Audits', and 'More'. The 'Details' tab is selected, showing 'Application Name: 23-PNT-56302' and 'Record Type: Non Standard Connection - Minor Works'.

- From your Non-Standard Application, there will be an outstanding amount of fees to be paid for your Network Access Permit Application.
- Click the Pay My Application Fees button to pay the fees via the portal.



1b

**Pay Application Fees**

To make a payment for your application, please enter your payment amount below, then click the Pay Now button at the bottom of this page. Once you click this, you will be routed to our online payment gateway. If you enter an amount greater than your outstanding amount, an error will be displayed. If you make a partial payment, your payment will be deducted from your fees in an order of oldest to newest.

Total fee amount: \$235.00

\* Payment Amount:

**BPOINT**  
Innovative. Efficient.

**Reference Number**  
810100000562990

**Amount**  
AUD 235.00

**Accepted Cards**  
Surcharges may apply ⓘ

**Card number**

**Expiry date**  
MM  YY  **CVN** ⓘ

**Surcharge Amount** ⓘ  **Total Amount (inc. surcharge)**

- Check the payment amount on the Pay Application Fees pop-up window and click the Make Payment button.
- Add relevant credit card information and click the NEXT> button.

2a

**Outstanding Fees**  
Outstanding amount for this application: \$235.00

Details Application Contacts Addresses **Documents** Fees Information Requests NAP Meter Audits More

**Upload File**

\* Document Category  
-Select-

Browse  
 Or drop files

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

**Documents**

Document Name	Category	Created Date	Date Registered	
Development Site Plan B.pdf	Design Plan	22/06/2023	22/06/2023	
23-PNT-56299-2023_06_22_12_18_00 - Charge Notice - For Issue.pdf	Charge Notice	22/06/2023	22/06/2023	
23-PNT-56299-2023_06_08_03_17_48 - Tax Invoice - For Issue.pdf	Tax Invoice	08/06/2023	08/06/2023	
23-PNT-56299-2023_06_08_03_17_13 - Charge Notice - For Issue.pdf	Charge Notice	08/06/2023	08/06/2023	
Concept Services Plan.pdf	Concept Services Plan	08/06/2023	08/06/2023	
Property Owner Consent form.pdf	Owners Consent	08/06/2023	08/06/2023	

1 / 1

- To pay via alternative means, download the Charge Notice via the NonStandard Application.
- Click on the Documents tab.
- Click on the relevant download icon.

2b

**Urban Utilities**

ABN 86 673 835 011  
**CHARGES NOTICE**

Your reference: 23-PNT-54299-2023\_06\_22\_12\_18\_00  
Our reference issued: 22/06/2023

Reference number: 81010000562990  
C: (07) 3432 2200

Amount Due: \$75.00  
Expiry Date: 22/07/2023

TestContractor Test  
15 Queen Street  
Brisbane QLD 4000

Fees and charges due as at the date of this Charges Notice: \$75.00  
(Refer to the following page for details of all fees and charges associated with this Charges Notice)

Fees and charges in relation to connection(s) at:  
5 MINTWOOD PL  
SUNNYBANK HILLS  
QLD  
4109

\*\* Total of GST Component included: \$0.00      **Total Payable**      \$75.00

Please do not pin or staple this slip. See reverse for payment methods

**IB PAY** Biller Code: 803065      Ref: 81010000562990  
Telephone & Internet Banking - BPay\*  
Control your bills in financial institutions or make the payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au

Urban Utilities Remittance  
81010000562990      81      Amount \$ 75.00

23-PNT-54299-2023\_06\_22\_12\_18\_00

➤ You can now pay via alternative method.

## CREATING A DRAFT NETWORK ACCESS PERMIT APPLICATION

### HOW TO CREATE AND RETURN TO A DRAFT NAP APPLICATION?

- At any time during the Network Access Permit application process, you may save your application as a draft and return to finish it at a later time.
- Saved and drafted NAPs can be found within the associated Non-Standard Application.
- Applications can be found by clicking the Applications in Progress tile or from the Applications in Progress button in the header on the home screen.

## 1 Saving NAP as a draft

Home   Applications In Progress   Application History   Information Requests   Update My Profile

**Contractor Information**   Connection Details   Meter Information   Supporting Documents   Summary

In this section you must add the contact details of Contractor performing the live works construction. If there is also a Principal Contractor for the site you are also required to add them. Then you can add as many additional contacts as required to be informed of Network Access Permit application.

NOTE: Contacts already in the Water Approval application will also be notified of Network Access Permit process so there is no need to add again.

- CONTRACTOR (The person/entity performing the construction works) - this is mandatory
- PRINCIPAL CONTRACTOR (Work Health and Safety Regulation 2011) - Optional

**IMPORTANT NOTE:** The contacts advised here are for the purpose of the Network Access Permit so Urban Utilities know who to call if there is a question or concern related to site works when live works is occurring. For the purpose of communicating to you during the Network Access Permit Application process we will be communicating via Information Request to the Contacts on the Water Approval Application. Please take some time to check the contacts on the Water Approval Application to ensure we are communicating with the right contact. You may elect to add the Contractor or others to the Water Approval if you desire.

NAP Contacts

First Name	Last Name	Email	Phone	Type	
Jo	Contractor	joconsultants21@gmail.co..	040011222	Contractor	Edit Delete
John	Principal-Contractor	john_pc@gmail.com	040011233	Principal Contractor	Edit Delete

Prev 1 / 1 Next

Next   **Save and exit**

➤ To save the NAP as a draft, click on the Save and Exit button during any stage of the NAP application.

2

## Returning to the NAP application

Home Applications in Progress Application History Information Requests Update My Profile

Start an application

To filter your applications by Stage or Type, click the arrow in the Stage or Application Type field. This will show you a list of options that you can filter by, which will limit the applications based on this criteria

You can also use the search box below to search for an application number (e.g. 22-PNT-11111) or by the primary address of the application (e.g. Smith St)

**Applications**

Search Application Name

Application Name	Stage	Application Type	Primary Address	Access Type	Initial Submission Date	Actions
22-PNT-56299	Issuing	Non Standard Connection - Minor...	5 MINTWOOD PL, SUNNYSIDE HIL...	Edit	8 Jun 2023	View
22-PNT-56301	Issuing	Non Standard Connection - Major...	5 MINTWOOD PL, SUNNYSIDE HIL...	Edit	8 Jun 2023	View
22-PNT-56302	Construction	Non Standard Connection - Minor...	5 MINTWOOD PL, SUNNYSIDE HIL...	Edit	8 Jun 2023	View
23-STD-56303	Issuing	Standard connection	7 MINTWOOD PL, SUNNYSIDE HIL...	Edit	8 Jun 2023	View
23-PNT-56304	Awaiting Design	Non Standard Connection - Major...	7 MINTWOOD PL, SUNNYSIDE HIL...	Edit	8 Jun 2023	View
23-PNT-56304	Issuing	Non Standard Connection - Minor...	44 CLARA ST, ANNERLEY, Brisbane...	Edit	9 Jun 2023	View

Prev 1 / 1 Next

CONTACT US VISIT OUR WEBSITE

➤ Go to the Applications in Progress screen and locate the relevant Non-Standard application linked to your drafted NAP.

➤ Click the drop-down arrow in Actions column and select the View option.

3

Application 23-PNT-56302

Record Type: Non Standard Connection - Minor Works Stage: Construction Initial Submission Date: 8/6/2023 Last Customer Response Date: Information Request External Action Flag: 0

Network Access Permit Application Construction Steps Complete Request Extension of Currency Request an Amendment to Decision Notice Request Design Variation

Construct... Ascon Su... Complet... Issuing C... Maintena... End of Ma... Complete Refused Cancelled

To progress your application to the next stage, please follow the below steps:

- Apply for your Network Access Permit (NAP) by pressing the Network Access Permit Application button above
- You must register your works by emailing [development.audit@urbanutilities.com.au](mailto:development.audit@urbanutilities.com.au) your Construction and Live Works dates as per the template requirements in the [Minor Works Guidelines](#)
- You must register your works for both Water and Sewer if applicable to your Water Approval. You will not be able to officially submit an As-constructed certification package unless all works are registered
- When you have completed all construction, restoration and Quality Assurance documentation and are ready to submit your As-Constructed Certification package, click the 'Construction Steps Completed' button above to progress to the next stage.

Outstanding Fees

Outstanding amount for this application : \$0.00

Pay My Application Fees

Details Application Contacts Addresses Documents Fees Information Request **NAP** Meter Audits More

**Network Access Permits (3)**

NAP SF ID	Permit Type Requested	Network Access Permit Application for?	NAP Progress Status
<a href="#">NAP-000110</a>	Type 3	Water	Draft
<a href="#">NAP-000112</a>	Type 3	Water	Draft
<a href="#">NAP-000113</a>	Type 3	Water	Draft

View All

1. Click the NAP tab within the Application tab menu.

2. Click the NAP SF-ID of your saved NAP Application.

4

Home Applications In Progress Application History Information Requests Update My Profile

**Network Access Permit**  
NAP-000113

**Edit NAP**

NAP SF ID  
NAP-000113

Network Access Permit Application for?  
Water

Permit Type Requested  
Type 3

Application  
23-PNT-56302

Isolation Plan Required  
☐

Trunk Assets with offsets/refunds  
☐

Trunk Infrastructure details

NAP Progress Status  
Draft

High-risk Activities  
No high-risk activities are being undertaken under this permit

Outage duration (in hours)  
0.00

Any water infrastructure agreement?

NAP Connection Details (0)

NAP Meter Details (0)

Notification Contacts (2)

NAP Contact Id	First Name	Last Name	Email
NAPCONT-000113	John	Principal-Contractor	john_pc@gmail.com
NAPCONT-000112	Jo	Contractor	joconsultants21@gmail.com

View All

- You will see a summarised view of your draft NAP Application.
- To continue editing your NAP Application, click Edit NAP.

5

Home Applications In Progress Application History Information Requests Update My Profile

**Contractor Information** Connection Details Meter Information Supporting Documents Summary

In this section you must add the contact details of Contractor performing the live works construction. If there is also a Principal Contractor for the site you are also required to add them. Then you can add as many additional contacts as required to be informed of Network Access Permit application.

NOTE: Contacts already in the Water Approval application will also be notified of Network Access Permit process so there is no need to add again.

- CONTRACTOR (The person/entity performing the construction works) - this is mandatory
- PRINCIPAL CONTRACTOR (Work Health and Safety Regulation 2011) - Optional

**IMPORTANT NOTE:** The contacts advised here are for the purpose of the Network Access Permit so Urban Utilities know who to call if there is a question or concern related to site works when live works is occurring. For the purpose of communicating to you during the Network Access Permit Application process we will be communicating via Information Request to the contacts on the Water Approval Application. Please take some time to check the contacts on the Water Approval Application to ensure we are communicating with the right contact. You may elect to add the Contractor or others to the Water Approval if you desire.

NAP Contacts

First Name	Last Name	Email	Phone	Type	
Jo	Contractor	joconsultants21@gmail.co...	0400111222	Contractor	Edit Delete
John	Principal-Contractor	john_pc@gmail.com	0400111233	Principal Contractor	Edit Delete

Prev 1 / 1 Next

Next Save and exit

- You are now back at the same stage of NAP Application you were within when you clicked the Save and Exit button.

Note: you cannot edit a NAP application once you have submitted it. Email [development.permit@urbanutilities.com.au](mailto:development.permit@urbanutilities.com.au) if you need to make any changes.

## NETWORK ACCESS PERMIT NOTIFICATIONS

### NETWORK ACCESS PERMIT NOTIFICATIONS

- There are 3 key email notifications during the NAP application process.

1. When your NAP is submitted, the payment of fees is now required

Dear NAP Applicant,

In order to progress your Network Access Permit application, payment of fees is now required.

To pay, log into your [Developer Services Portal](#) account and click on 'In Progress Applications' to identify any applications with fees awaiting payment.

A Tax Invoice/Receipt will be issued following payment.

Once paid, your Network Access Permit request will be assessed by our Development Permits Team.

NOTE: If your Network Access Permit request is assessed as requiring complex analysis ( Water Shutplan or Wastewater Flow Control Plan ) there could be additional fee's applied. Examples of applications requiring additional fee's – Network analysis, data modelling, data field logging, rezoning, trunk connections, no GIS, involving complex assets (reservoirs, sewer pump stations, water boosters, PRV's ) ) We will advise if required.

Below are our estimated Network Access Permit Type processing times (All processing times are independent of waiting time for fee's to be paid or Information Requests to be resolved):

Type 1 – 10 Business Days

Type 2 – 10 Business Days

Type 3 (Water) – 10 Business Days

Type 3 (Sewer Flow Control Plan ) – 15 Business Days

Type 3 (Complex Water) – Up to 3 months

Our Development Permits Team will be in contact should we require more information. We will issue an Information Request in the Developer Portal - We will be communicating with the Contacts on the Water Approval application – Please ensure CONTACTS are up to date.

Please note that your Network Access Permit and/or isolation plan will NOT be issued if your infrastructure charges ( if applicable ) have not been paid.

For enquiries regarding your ICN's please contact our Development Enquiries team on [DevelopmentEnquiries@urbanutilities.com.au](mailto:DevelopmentEnquiries@urbanutilities.com.au) or call us on 07 3432 2200

For enquiries regarding your Network Access Permit Application or any part of the process – Please contact our Development Permits Team on [DevelopmentPermits@urbanutilities.com.au](mailto:DevelopmentPermits@urbanutilities.com.au)

Kind regards,

Urban Utilities Developer Services Team

> This notification is sent when you submit the NAP Application via the portal and is sent to the Application Contacts on the Non-Standard application.

## 2. When NAP fees have been paid

Dear Applicant,

Thank you for your payment.

To access your application Non Standard Connection - Major Works and the tax invoice any time, log in to your [Developer Services Portal](#) account.

Kind regards,

Urban Utilities Developer Services Team

> This notification is sent when you pay your NAP Application and is sent to the Application Contacts on the Non-Standard application.

## 3. When a NAP is issued

Dear NAP Applicant,

**PLEASE NOTE:** If your works have been identified as Major Works, as such you should have already had at least one site visit with an Assurance Officer. If you have NOT please contact [Development.Audit@urbanutilities.com.au](mailto:Development.Audit@urbanutilities.com.au) to arrange for a Pre-Start meeting.

Please find via the portal link your approved Network Access Permit (NAP), Isolation/Shutdown Control Plan (if applicable) and any associated documents.

You are responsible for complying with all conditions associated with this permit and any additional documents. If you have read the guideline documents in the links below and still require clarification, please do not hesitate to contact Development Permits.

**IMPORTANT NOTE for LIVE TAP (if applicable)** – AN URBAN UTILITIES FIELD ASSURANCE OFFICER **MUST BE PRESENT WHEN LIVE WORKS OCCUR**

**WHAT'S NEXT?**

For more information on what to do next, please refer to our Network Access Permit Guideline and Minor/Major Works Construction and Compliance Guideline, which can be found: [under the portal link](#)

For Flow Control Plans only – If your Flow Control Plan requires access to or isolation of an Urban Utilities sewage pumping station, please forward your request to Network Access at: [networkaccess@urbanutilities.com.au](mailto:networkaccess@urbanutilities.com.au)

**MINOR WORKS - MANDATORY REGISTRATION OF YOUR SITE WORKS**

You must register your site works with Development Audit by email to [development.audit@urbanutilities.com.au](mailto:development.audit@urbanutilities.com.au) at least 3 business days prior to any works commencing using the following template:

If this project has been conditioned as Minor Works, attendance at the site will be at the discretion of the assigned Assurance Officer.

You will not be able to upload Accommodated Certification Package and Compliance Information to the Developer Portal if Minor Works are not registered with the Development Audit team.

Audit Type: **Minor Works**

- Expected start and end dates for work
- Expected **LIVE WORKS** Date
- Description of works
- Valid Approved Network Access Permit
- Contractor Name
- Contractor Phone Number
- Contractor Email
- Engineer Name
- Engineer Phone Number
- Engineer Email
- Stage number (if applicable)
- Estate name (if applicable)
- Application Reference Number (Developer Services Application Portal) e.g. 22-PNT-XXXXXX
- Number of customers notified, as well as attaching a copy of the completed outage notification

You must book your live works audit with Development Audit by email to [development.audit@urbanutilities.com.au](mailto:development.audit@urbanutilities.com.au) at least 3 business days prior to any live works commencing using the following template:

Audit Type: **LIVE WORKS**

- Expected start and end dates for work
- Expected **LIVE WORKS** Date
- Description of works
- Valid Approved Network Access Permit
- Contractor Name
- Contractor Phone Number
- Contractor Email
- Engineer Name
- Engineer Phone Number
- Engineer Email
- Stage number (if applicable)
- Estate name (if applicable)
- Application Reference Number (Developer Services Application Portal) e.g. 22-PNT-XXXXXX
- Number of customers notified, as well as attaching a copy of the completed outage notification

**PLEASE NOTE:**

Failure to book and have performed the required field audits may mean we are unable to provide a Connection Certificate to finalise these works.

- Take note of the Proposed Finish Date (expiry date) of your Network Access Permit. Permits are normally valid for six months. If you require a permit extension, please email your request to [development.permits@urbanutilities.com.au](mailto:development.permits@urbanutilities.com.au)

Kind regards,

Urban Utilities Developer Services Team

➤ This notification is sent when a NAP is issued by a Urban Utilities team member via the portal and is sent to the Application Contacts on the Non-Standard application.

## RESPONDING TO INFORMATION REQUESTS

### HOW DO I RESPOND TO AN INFORMATION REQUEST?

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



1

Dear Applicant,

Following review, the Non-standard connection application lodged with Urban Utilities cannot progress past the current stage due to incomplete information.

Please provide one consolidated response by logging into your [Developer Services Portal](#) account, selecting 'Information Requests' and completing the response process. The application will progress once we have received the complete and correct information.

You may attach documents to support your response if required by uploading documents within the Information Request.

If the information requested is not provided via the Developer Services Portal within 20 business days, the application cannot be accepted in accordance with statutory obligations and your application will be cancelled and fees forfeited.

Kind regards,

Urban Utilities Developer Services Team

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Information Requests						
Info Request Name	Application	Status	Description	Customer Response	Date Requested	
IR-0301	22-STD-56455	Complete			15-09-2022	
IR-0302	22-STD-56455	Awaiting More Info			15-09-2022	
IR-0308	22-STD-56455	Awaiting More Info	Please provide floor plans		26-09-2022	

- You will receive an email notification.
- Log into the portal and click on the Information Requests tab.
- Select the Info Request hyperlink.

2

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Details

Supporting Documents

Enter your response below by first clicking the 'edit' 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-0308

Application

22-STD-56455

Status

Awaiting More Info

Information Request Name

IR-0308

Date Requested

26/9/2022

Application

22-STD-56455

Status

Awaiting More Info

Description 1

Please provide floor plans

Customer Response

Response Complete

☐

Information Request Problem Codes (1)

Information Request Problem Code Name	Problem Code Description
IRP-0263	To progress assessment of the application, floor plans are required to be provided of the proposed house being built

View All

- Review the Information Request and note the instruction on how to respond is shown on the green help text.

3

- 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.

4

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

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**Details** Supporting Documents

"Enter your response below by first clicking the 'edit' 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' tickbox and hit 'Save'.  
Urban Utilities will then review your response."

**Information Request IR-0308** [Edit](#)

Application: [22-STD-56455](#) Status: Customer response complete

Information Request Name: IR-0308 Date Requested: 26/9/2022  
Application: [22-STD-56455](#) Status: Customer response complete  
Description 2:

**Request Details**

Description: Please provide floor plans

Customer Response: I have uploaded floor plans. [Edit](#)

Response Complete: ☒ [Edit](#)

**Information Request Problem Codes (1)**

Information Request Problem Code Name	Problem Code Description
<a href="#">IRP-0263</a>	To progress assessment of the application, floor plans are required to be provided of the proposed house being built. <a href="#">View All</a>

➤ You have now responded to the Information Request.



## Documents / Resources

	<a href="#">UrbanUtilities Network Access Permit Application [pdf] User Guide</a> Network Access Permit Application, Network Access Permit, Application
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