

Consultation Report

Water Netserv Plan Version 9 - Major Amendment

Urban Utilities

October 2024

DOCUMENT CHANGE HISTORY

Revision	Date	Document Status	Author	Reviewer/ Approver
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B	1/10/2024	Updated	T Frew	O Chan
C	16/10/2024	Updated for website	T Frew	O Chan

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Glossary

Item	Description
DCOP	Development Charges and Offset Plan
ED Act	<i>Economic Development Act 2012</i>
EDQ	Economic Development Queensland
GIS	Geographic Information System

LGIP	Local Government Infrastructure Plan
PDA	Priority Development Area
PDF	Portable Document File
SEQ Water Act	<i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i>
WNP	Water Netserv Plan

1.0 Introduction

Urban Utilities maintains a regular program of updates to its Water Netserv Plan (Part A). The following changes to the Water Netserv Plan are proposed in the current amendment:

- a new trickle feed water connection policy;
- clarify charges for secondary dwellings and other residential uses;
- clarify the water approval process; and
- update maps to reflect changed Priority Development Area and port land boundaries.

The proposed changes require a Major Amendment of the Water Netserv Plan in accordance with s99BR of the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009* (the SEQ Water Act).

2.0 Notification period and activities

Pursuant to the SEQ Water Act, a Major Amendment must be publicly notified for period of at least 20 business days. As part of this process, Urban Utilities invited feedback between Wednesday, 22nd May 2024 and Monday, 24th June 2024. A summary of key notification steps is provided in **Table 1** below.

Table 1 – Notification activities

Notification activity	Details
<i>Newspaper</i>	<ul style="list-style-type: none">• The Fassifern Guardian – 22nd May 2024• The Lockyer & Somerset Independent – 22nd May 2024• Beaudesert Times – 23rd May 2024• Ipswich News Today – 23rd May 2024• Queensland Country Life – 23rd May 2024• The Courier Mail – 25th May 2024
<i>Urban Utilities website</i>	Notification of the major amendment was uploaded to the Urban Utilities website , including the draft Major Amendment documentation (including mapping), online submission form, and FAQ's. The web page was published on 22 nd May 2024.
<i>Email</i>	Two newsletters about the major amendment were sent to the Urban Utilities Developer Services database on 22 nd May 2024 and 14 th June 2024.

Urban Utilities also sought endorsement from the Shareholding Council's¹ (consistent with planning assumptions) and the Planning Minister (consistent with the SEQ Regional Plan) pursuant to s99BR of the SEQ Water Act.

3.0 Submissions registration, review and approval process

Once submissions were received, they were registered, reviewed, and changes recommended and approved before adoption. A summary of the process is provided in **Table 2** below.

Table 2 - Submission registration, review and approval process

Steps	Action
<i>Registration of submissions</i>	Submissions were registered and catalogued when they were received by Urban Utilities.
<i>Areas of concern identification and grouping</i>	Each submission was reviewed and summarised. This enabled broad issue-based themes to be identified and sub-issues to be categorised accordingly.
<i>Evaluation and recommendation</i>	Submissions were evaluated prior to making recommendations for change, i.e. supported or not supported. Where required, this process included research and internal engagement to inform the recommendation.
<i>Consultation report</i>	The Consultation report (this report) was prepared, providing a summary of the submissions received, an Urban Utilities response to the submission item and a recommendation for change, i.e. supported or not supported.
<i>Shareholding Councils' and Planning Minister's endorsement</i>	As per the SEQ Water Act, Urban Utilities sought endorsement from the Shareholding Councils (consistent with the planning assumptions) and the Planning Minister (consistent with the SEQ Regional Plan) pursuant to s99BR of the SEQ Water Act.
<i>Draft Water Netserv Plan updated</i>	The Draft Water Netserv Plan was updated in response to the Consultation report recommendations.
<i>Urban Utilities Board approval</i>	As per the SEQ Water Act, the Urban Utilities Board must approve the adoption of the Water Netserv Plan amendment.
<i>Water Netserv Plan takes effect</i>	Following adoption of the amendment, the Water Netserv Plan takes effect as soon as practicable, and the updated version is published on the Urban Utilities webpage.
<i>Notification of Water Netserv Plan amendment adoption and taking effect</i>	Urban Utilities notifies submitters, Shareholding Councils, the Planning Minister and other relevant parties of the Water Netserv Plan adoption and having taken effect.

¹ Brisbane City Council, Ipswich City Council, Somerset Regional Council, Lockyer Valley Regional Council and Scenic Rim Regional Council

4.0 Submissions overview

Urban Utilities received four (4) formal submissions, including one (1) late submission². Broad areas of concern raised in the submissions are provided in **Table 3** below, and a detailed assessment is provided in Section 5.

Table 3 – Broad areas of concern raised in submissions

Broad areas of concern raised in submissions
1. Trickle feed connection policy
2. Fees and charges
3. Adopted charges table
4. Urban Utilities and Priority Development Area network planning
5. Other changes and corrections
6. Supporting growth and change

5.0 Summary of submissions and Urban Utilities response

#	Summary of Issue	Urban Utilities Response	Amendment required?
1.0 Trickle Feed Connection Policy			
1.1	The practical implementation of the Legacy Rural connection area requires further work to clarify the lots serviced by trickle feed, the extent of land intended for trickle feed, and the coordination of conditions associated with trickle feed approvals at the development assessment, plumbing approval and water approval stages of development.	Supported. The new trickle feed policy in the WNP focuses on clarifying where trickle feed connections will be considered by Urban Utilities. The proposed policy released for consultation included the mapping of the Trickle Feed Connection Area, which clarified where trickle feed connections for dwelling houses on existing lots may be considered if all other connection policy criteria are satisfied. During consultation, submissions requested clarification of where Urban Utilities would consider new connections created by either the further subdivision of rural residential lots or the creation of a new rural residential subdivision relying on an expansion of an existing trickle feed system. A new mapping layer, the Trickle Feed Infill Area, confirms the limited parts of the Urban Utilities service area where water approvals for expansion of the trickle feed system will be considered (the rural residential zoned parts	Amendments to SC2.2.2.2 New SC2.2.2.3 New trickle feed definitions Amendments to Trickle Feed Connection Area mapping New Trickle Feed Infill Area mapping

² Other feedback directly relevant to the Major Amendment was also received and addressed in the submission response table.

		<p>of Plainland, Forest Hill and Laidley Heights). Supporting the new mapping is an amended connection policy, which identifies where new trickle feed connections will be considered and their design standards.</p> <p>While beyond the scope of the amendment, Urban Utilities will continue to work with local governments to help streamline development assessment, water approval and plumbing approval processes for trickle feed.</p>	
1.2	Define Legacy Rural as a “standard connection” to achieve the objective of applying “standard” fees and water approval process.	<p>No change.</p> <p>The SEQ Water Code defines trickle feed as ‘non-standard’. Therefore, it is not possible for the Water NetServ Plan to define connections to trickle feed systems as ‘standard’. However, a new trickle feed connection for a dwelling house on an existing lot will be treated as a standard water connection for fee purposes. Current fees and charges can be found here. https://www.urbanutilities.com.au/development/help-and-advice/fees-and-services</p>	N/a
1.3	Concern that the facilitation of trickle feed could reduce the potential to deliver new houses at urban densities within the Urban Footprint.	<p>Supported.</p> <p>The Trickle Feed Connection Area mapping has been amended at Plainland to ensure that it does not extend into land within the SEQ Urban Footprint or urban zoned land.</p> <p>The Trickle Feed Infill Area mapping (intended to indicate places where existing trickle feed systems can potentially expand) does not include urban zoned land or the ‘No Further Subdivision’ Precinct in the recently adopted Lockyer Valley Regional Council Planning Scheme.</p>	Mapping - updated Trickle Feed Connection Area mapping and new Trickle Feed Infill Area mapping.
1.4	The proposed new ‘Legacy Rural’ terminology is confusing and not aligned with Queensland Plumbing and Wastewater Code, which uses the term ‘trickle top-up system’.	<p>Supported.</p> <p>Updated wording will adopt ‘trickle feed’ as the new terminology referencing existing regulations and aligning with community expectations. However, the term ‘Trickle top-up system’ will not be referred to in the Water NetServ Plan as it relates to a subset of onsite plumbing systems regulated by local authorities pursuant to the Plumbing Act.</p>	Update terminology (including SC2.2.2.2, SC2.2.2.3 and mapping)
1.5	The Legacy Rural connection area reduces the extent of the drinking water connection areas without justification.	<p>Supported.</p> <p>The new connection area policy is a subset of the Drinking Water Connection Area. Therefore, a property within the Trickle Feed Connection Area is still within the Drinking Water Connection Area. The title of the new Trickle Feed Connection Policy is amended to read ‘Drinking Water: Trickle Feed Connection Area Drinking Water.</p>	Amend SC2.2.2.3 heading

1.6	Some new rural residential subdivisions at Hatton Vale serviced with trickle feed are not included in the proposed rural legacy mapping.	Supported. Urban Utilities has confirmed these subdivisions are serviced with trickle feed systems. Urban Utilities has reviewed this, and the GIS mapping layer has been accordingly updated.	Mapping – amendment made to Trickle Feed mapping
1.7	Some existing pipes in Plainland and Regency Park identified as trickle feed pressure pipes have town pressure and should be removed from the proposed Legacy Rural Connection Area.	Supported. Outside the Trickle Feed Infill Area, new trickle feed connections are not supported. Water pipes with town water pressure south of the Warrego Highway with a dual role of supplying townships as well as rural residential areas will be removed from the Trickle Feed Connection Area.	Mapping – amendment made to Trickle Feed mapping.
2.0 Fees and Charges			
2.1	There is no proposed fee or justification in the developer customer Pricing Guide for the new process of cancelling a water approval.	No change. Circumstances when a refund may apply are contained in Urban Utilities Developer Customer Price List. Current fees and charges can be found here: https://www.urbanutilities.com.au/development/help-and-advice/fees-and-services	N/a
2.2	Some of the hyperlinks in the WNP document are not functioning, including fees and charges.	Supported. Hyperlinks, where broken, will be updated in the WNP document, and the hyperlink font will be changed to make them more accessible to WNP users.	Hyperlinks updated
2.3	If the Preston and Cabarlah area reference from the Service Use Charges discussion is deleted from the Water Netserv Plan, there must be a cross-reference to the “Pricing Guide” where these details are.	Supported. SC3.2 (1), replace clause with “Residential and non-residential drinking water and wastewater service use charges in each shareholder council local government area can be viewed at Service Use Charges” and update the hyperlink. Residential and non-residential pricing can be found here: https://www.urbanutilities.com.au/business/accounts-and-billing/prices-and-charges-2024-2025	Schedule 3 – SC3.2 updated
3.0 Adopted Charges Table			
3.1	Adding ‘Secondary Dwelling’ as a discrete development category in Table SC4.2.1.2 may in time open the door for charges being applied, which is not supported.	Supported. A footnote providing clarification has been included rather than a specific development category.	Footnote added to Table SC4.2.1.2

	Secondary Dwellings are described in different ways by the participating local governments.		
4.0 Urban Utilities and Priority Development Area Network Planning			
4.1	For the Urban Utilities Netserv Plan to be properly aligned with future growth over both the short and long term, it must include the PDAs in its future connection plans. The current approach could be seen as misleading by the public.	<p>Noted.</p> <p>EDQ is responsible for the establishment of PDAs and preparation of Development Charges and Offsets Plans (DCOPs) within PDAs pursuant to the ED Act, which includes water and wastewater trunk infrastructure planning. Urban Utilities is responsible for the preparation of Water Netserv Plans as a distributor-retailer under the SEQ Water Act, which includes water and wastewater trunk infrastructure. Further, the WNP must align with the local government planning assumptions and the SEQ Regional Plan.</p> <p>The different enabling legislation and administering/ implementation processes mean that Urban Utilities and EDQ planning instruments sometimes have a complex interface. At this stage, PDAs (and other specific localities such as Port of Brisbane and Brisbane Airport) are excluded from the Water Netserv Plan to reflect plan-making roles and administrative/ implementation responsibilities established under the respective legislation.</p> <p>Urban Utilities is committed to improving PDAs' DCOP and WNP alignment (trunk infrastructure, establishment costs, establishment timing and cost apportionment) to support integrated land use and infrastructure delivery and to provide greater certainty to Urban Utilities, EDQ and plan users.</p> <p>Urban Utilities acknowledges the challenges identified by EDQ and will continue to work with EDQ to navigate these concerns to support growth and change and improve plan-making and procedural alignment.</p>	PDAs, Airports and Port land are categorized as "other plans".
4.2	The extended Woolloongabba PDA area should not be excluded from the Water Netserv Plan.	<p>No change.</p> <p>The former (and smaller) Woolloongabba PDA boundary was not included in the WNP, which is consistent with how all other PDAs are represented. For consistency and in response to the different enabling legislations and processes, the recently extended Woolloongabba PDA boundary will expand as proposed by the WNP Major Amendment. Please also refer to the Urban Utilities response to item 4.1 above.</p> <p>It is also acknowledged that Urban Utilities and EDQ are working together on joint network planning for the Woolloongabba PDA, and it is anticipated that this coordination will help improve alignment.</p>	N/a
4.3	GIS mapping for water and wastewater networks is offered by	No change.	N/a

	EDQ for Urban Utilities to add to Water Netserv Plan mapping.	The offer of GIS mapping of DCOP networks is welcome, and it is agreed that this would improve visibility. However, the legal and administrative implications of duplicating the content of another statutory plan within the Water Netserv Plan will require detailed consideration and is beyond the scope of this amendment. This issue also relates to the PDA boundary mapping concerns raised by EDQ. Please refer to the Urban Utilities response to items 4.1 and 4.2 above.	
4.4	The Ripley pilot project (sub-regional network planning) remains incomplete. A highly integrated approach between planning and delivery across our organisations, with consistent mapping and efficient network solutions, will only become more essential over time. EDQ, therefore, seeks a renewed commitment from Urban Utilities to completion of the Ripley Valley sub-regional network analysis.	No change. Urban Utilities welcomes EDQ's continuing commitment to aligning network planning for Ripley PDA. Urban Utilities acknowledges the challenges identified by EDQ and shares many of the concerns. Urban Utilities is keen to support the Queensland Government's housing affordability agenda and enable growth and change in Ripley and other PDAs. While this matter is beyond the scope of this major amendment, Urban Utilities looks forward to continuing to work with EDQ, including Ripley.	N/a
5.0 Other changes and corrections			
5.1	Update the WNP Table SC9.4 Scenic Rim Planning Density using the correct terminology for the following: <ul style="list-style-type: none"> • "Rural Escarpment " to Rural Escarpment Protection" • "Recreation and Open Space" zone, add the following in Column 2: <ul style="list-style-type: none"> - (Where no precinct applies) - Passive Recreation Precinct • "Special Purpose" add the following in Column 2: <ul style="list-style-type: none"> - Bulk Water Storage Precinct 	Supported. The requested change is an administrative drafting amendment removing potential ambiguity. Further, the requested changes apply to the descriptions of Column 1 and Column 2 of Table SC9.4 and do not materially impact Column 3 (Planned Density).	Table SC9.4

	- Bromelton State Development Area Precinct		
5.2	Amend Table SC2.2.2.1 Non-standard connection Legacy Rural Area Connection Criteria so that LRDC2 section (4)(5) is changed to (4)(b).	Supported. Clause and numbering updated.	SC2.2.2.3
5.3	The PDF maps in the amendment are not at a resolution to show which lots are affected by the changes. We ask that future Amendments provide cadastral interactive mapping that can zoom in on specific areas and provide a clear representation of all affected lots.	No change. Future WNP amendments will seek to improve the mapping for notification purposes. Once adopted, the mapping will be available using Urban Utilities WNP online GIS mapping.	N/a
6.0 Supporting growth and change			
6.1	Extensions to the water and sewerage networks are required in the Lockyer Valley Region to support growth and change, including Gatton Commercial Centre, among others. We trust the next version of the WNP will reflect the need for infrastructure in the region and incorporate extension and augmentation of the networks.	No change. While this matter is beyond the scope of this major amendment, Urban Utilities looks forward to continuing working with Lockyer Valley Regional Council to align land use and network planning. Urban Utilities is keen to support growth and change and the implementation of the SEQ Regional Plan (released late 2023), the new Lockyer Valley Planning Scheme and future LGIP.	N/a