UrbanUtilities

MINOR WORKS CONTRACTOR GUIDELINE

January 2026

Contents

Abbreviations and terms

As-constructed Certification Package – evidence presented to Urban Utilities to show design and construction aligns with Water Approval conditions

BOA – Build over (Urban Utilities) Asset

COA – Construct over (Urban Utilities) Asset

DN- Decision Notice

EC – Endorsed Consultant

IFC – Issued for Construction (drawings)

LWM – Large Water Meter

NAP - Network Access Permit

PIPA – Plastics Industry Pipe Association of Australia

Portal – Developer Services Portal

QBCC – Queensland Building and Construction Commission

RPEQ – Registered Professional Engineer (Queensland)

RTO – Registered Training Organisation

SEQ Code – South East Queensland Design and Construction Code - Water Supply and Sewerage

TAO- Technical Assurance Officer - Field

UU – Urban Utilities

Version control

Version No.	Description of change	Author	Date
1.0	Original issue	S Ilic	January 2026

We welcome feedback on this document. Send your feedback to: development.compliance@urbanutilities.com.au

It is critical for Contractors to understand their role in the Minor Works Water Approval process as their contribution is key to the development's success.

Urban Utilities strongly recommends conducting thorough site investigations before preparing compliant designs. While the responsibility for design compliance sits with the Endorsed Consultant, it is equally important that contractors verify the design & site conditions before providing a quote for the job.

Welcome

This document provides key guidance for **contractors** delivering water and/or sewerage infrastructure conditioned as an Urban Utilities (UU) Non-Standard Minor Works Water Approval (Minor Works).

When a project is conditioned as Minor Works by UU, the Developer must engage an Endorsed Consultant (UU endorsed RPEQ Engineer) to certify the design and construction. Contractors are responsible for:

- executing works aligned with Endorsed Consultants' certified designs,
- meeting regulatory standards, and
- supporting compliance throughout the Water Approval lifecycle.

Want to know more about the Minor Works process? Refer to the Minor Works Guideline on our website.

Stages of a Minor Works Water Approval

1. *Assessment* – Water Approval Decision Notice issued with conditions
2. *Design* – Submitted by Endorsed Consultant
3. *Construction* – Includes connection to UU network
4. *Compliance* – As-constructed certification lodged, reviewed and accepted,
5. *Maintenance Period* – Defect liability period

Roles and responsibilities in Minor Works applications

Each of the following groups play a part in this process

- Contractors
- Developers
- Endorsed Consultants
- Urban Utilities Technical Assessment Officers - Field

Role of Contractors

Contractor collaboration with the developer and Endorsed Consultant is essential for successful project delivery and certification in Minor Works applications.

The contractor plays a critical role in the construction phase, and is responsible for ensuring:

- physical works are completed to the applicable codes and standards as advised by the Endorsed Consultant
- compliance with design, regulatory codes, UU, council and state laws are maintained
- all relevant licences and qualifications for personnel performing tasks are current
- quality assurance processes are followed and documented
- all documentation required to collate for the As-constructed Certification Package is provided to the EC.

Contractors are to seek all formal advice and direction from the EC to ensure compliance and certification requirements are met.

Role of Developers

In Minor Works applications, the Developer is responsible for ensuring all works comply with Water Approval conditions and standards, with every condition satisfied from the issuance of the Decision Notice (DN) through to the point the application is off maintenance. This includes ensuring the Water Approval process is fully followed through and completed. They appoint an endorsed consultant, a qualified contractor, pay infrastructure charges before a Network Access Permit (NAP) is issued, and ensure completion of any other water approval related UU application. (e.g. easement application, BOA...) as necessary.

Role of Endorsed Consultants (EC)

Endorsed Consultants have the following high-level responsibilities in **Minor Works** applications:

- conduct and request site investigations to collect information needed to inform the detailed design, e.g. survey, potholing, excavation, service location devices and other techniques relevant to the site
- create and certify the Minor Works design is compliant to the conditions of the Water Approval and SEQ Water Supply & Sewer Design & Construction Code (SEQ Code) and submit the certified design package to UU Developer Services Portal (Portal)
- prepare the application for the Network Access Permit (NAP), and
- liaise with UU during full life cycle of an application
- conduct site inspections during construction to verify works, materials, and construction method matches requirements of their certified design and current standards
- collaborate with and provide guidance to contractors, ensuring they receive the necessary support and advice to successfully complete construction projects
- conduct an on-maintenance inspection to make sure construction is completed and compliant.
- collate testing, certification, reports, survey data and other material/evidence for the As-constructed Certification Package
- submit certified As-constructed Package to UU
- conduct off-maintenance inspection and provide End of Maintenance Package as outlined in the Minor Works Construction and Compliance Guideline.

The EC is the only designated authority for construction-related decisions and has ultimate responsibility to certify construction works. Only they can respond to technical queries and provide construction guidance on certification matters.

If construction work commences without site investigations (service locations, other utilities, geological factors etc) to support the design, the project is at risk of construction delays while possible design variations are approved.

Urban Utilities is unable to prioritise design variations while construction is underway. This could cause delays and unwanted cost impacts to construction which we would like to see avoided through proper planning.

Role of Urban Utilities Technical Assessment Officers (TAO) – Field

Urban Utilities Technical Assessment Officers (Field) are responsible for auditing site works for Minor Works applications to support UU' quality assurance objectives outlined in the Water Approval's Decision Notice.

Urban Utilities Technical Assessment Officers (Field) conduct random audits of minor works projects. While we aim to attend each application, not all projects will be inspected.

While the TAO may provide general observations or informal advice during inspections, this input is not authoritative and should not be interpreted as certification or approval of construction works.

Contractors must verify any changes to the certified design with the EC.

Stage 1: Assessment

At this stage development proposal is assessed and a Decision Notice (DN) is issued. DN will contain conditions which must be followed during all stages of the project.

Stage 2: Design (pre-construction)

Getting started

The EC uploads their certified design package to the Portal. (Minor work projects do not require endorsement of the design package from UU.)

To ensure construction works are completed smoothly, contractors should discuss the following with the EC during the pre-construction stage:

Permits, approvals and construction-related queries

- Which permits and approvals are needed before commencement of construction and who will obtain them? Consider network access, traffic control, safety, noise etc

  WARNING: Receiving permits may take time so please research and allow sufficient time for those are responsible for.

- Proposed methodology of construction
- Insufficient or unclear design details, if any

- If constraints are discovered that may affect compliance, how will the contractor notify the Endorsed Consultant to initiate a design variation
- Constructability issues, flow control, or shut plan concerns (Assess if a complex shut or flow control plan is required — allow up to three (3) months for approval)
- Is a BOA/COA to be submitted to UU

Planning, safety & compliance

- Required type and number of QA tests and level of accreditation needed for test sampling and analysis (NATA accreditation is required for majority of tests).
- Who will notify affected residents and businesses of upcoming works.
- If works require a large water meter installation/s, who will order the large meter from UU? Refer to **SEQ Large Meter Arrangement Drawings** for more details about large water meter requirements.
- Who will brief and induct all workers, including subcontractors, before commencement of construction, and confirm their accreditation and PPE. Refer Appendix A
- Identify existing utilities and hazards by conducting a site survey and inform the EC if anything unexpected is found.

Stage 3: Construction

All parties must use the latest issued-for-construction (IFC) drawings at the start of on-site works and the EC is responsible for uploading them into the Portal. Any design changes made during construction must always be referred to the EC. If changes do not comply with the SEQ Code or Water Approval conditions, the EC must submit a Design Variation to UU. For unforeseen conditions, service clashes, or non-standard construction, consult the EC for direction and necessary approvals.

Before starting site works

- Necessary permits and approvals have been received,
- Take photographs of the site so you know how to restore site to original (or better) state.

Network Access Permit

As part of the Water Approval conditions, a Network Access Permit (NAP) must be obtained before commencing any work on, or within two (2) meters of, live Urban Utilities infrastructure. The NAP authorises activities such as connecting to or disconnecting from the network, conducting testing, or performing work within two meters of live water and sewerage assets. Each NAP includes conditions specific to that development and may include water shut plans, sewerage flow control plans, community notification requirements, considerations for water critical customers and requirements for alternative water supply. NAPs are valid for six months only, an extension can be applied for before the expiry date.

Important tasks and information to be provided before NAP application

- Water meter details need to be provided as part of the NAP application including serial numbers and proposed locations – please refer to the Endorsed Consultant for meter details required. Water meter details will be verified in compliance stage of the project.
- If there are Infrastructure Charges (ICN) applicable per the Water Approval these must be paid by the Developer before a NAP is approved.

Our Network Access Permit webpage contains more valuable information for contractors – take a few moments to read it.

Contractors help prepare the NAP application, but the Endorsed Consultant applies for the NAP through the Developer Services Portal.

Contractors will get a notification once NAP is issued, that the document is available from the portal. They need to obtain it from the consultant, who has portal access.

Review NAP, Shut Plan & Flow Control Plan

All works require a NAP, and some may also have a Shut Plan and/or Flow Control Plan (Intervention Plan). Review these permits and plans thoroughly to ensure they cover all anticipated works for the project, including any disconnections.

Contractors must strictly comply with the conditions outlined in the NAP and Shut /Flow Control Plans.

Do not undertake any works if not explicitly permitted under the NAP or Plans.

Conditions of a NAP and these Plans include, but not limited to:

- Notifying affected residents in advance. Affected residents are detailed in the shut plan
- Arranging alternative water supply where necessary
- Booking an approved valve operator to execute the Shut-plan, if required – refer to **Urban Utilities website**
- Scheduling trial valve shut offs/ flow control, if applicable
- Notify UU Control Room of commencement and completion of works and service interruptions by calling (07) 3856 7179

***NOTE**: if a NAP was issued for the connection of new large water services, it does not authorise the disconnection of small redundant services. Such actions require a separate NAP or an update to the existing one. If in doubt, speak with the EC.*

Notice period for registering works with Urban Utilities

We require that **all** construction works are registered with UU before commencing. Contractor or EC to email development.audit@urbanutilities.com.au **at least 5 business days** before commencing any Water and Sewer construction works. If the Contractor is notifying UU, they must copy the EC on the email, and vice versa, to ensure all parties are informed.

Registering works includes notifying us of all applicable water and sewerage works and planned dates for the entire duration of construction. Refer **Minor Works Construction and Compliance guidelines** for more details**.**

Information we need to know includes:

- audit type: **REGISTRATION OF WORKS**
- application reference number (*e.g. 25-PNT-XXXXX)*
- Water, Sewer or Both
- construction start & end date
- expected live works date
- Valid Approved Network Access Permit (if already obtained)
- EC's name and contact
- contractor's & contact details (name and phone & email)
- stage (if applicable)

Construction audits

A UU TAO may audit your works at any time during construction. However, the responsibility for site inspections during construction remains with the EC.

Execution of works

Construction is to be completed in accordance with the EC's Certified Design and SEQ Water Supply & Sewer Design & Construction Code. This includes:

- Excavating trenches according to approved plans and safety standards
- Installing sewer and water pipes with correct bedding and trench restoration and compaction
- Use IPAM approved pipes and fittings only. Refer to the current list on **SEQ Code website**. Use correct equipment and construction procedures for the installation of the pipes and fittings
- EC should conduct inspections before backfilling occurs
- QA records of water pressure and bacteriological testing to be sent to UU one business day prior to water Live Works (test results to be submitted by 12pm, at least, the day before the LW)
- Conducting CCTV inspections for sewer lines. Perform the QA test as required per specific project (vacuum, compaction, ovality tests, concrete strength test for MHs)
- Maintaining daily site logs and photographic records of all important details. Check section 4.4 Photographs of SEQ Code Asset Information Specification document for more details.
- Using adequate equipment for the job, e.g. Radial peeler, Torque wrench, EF fitting manufacturer approved cleaning wipes
- Arranging for the surveyor to record required information before backfilling
- When relevant works are completed, backfilling and compacting trenches to required standards

  ***NOTE**: easements are required for all new maintenance structures and new or existing water trunk mains/sewer trunk mains inside private property. The Developer is responsible for preparing and applying for an easement application and can refer to the Easement Guidelines for details.*

Live works audit

Any changes to the previously advised date of the live works must be communicated promptly to the Development Audits team. The notification should include the following information:

- audit type **MINOR WORKS LIVE WORKS**
- application reference number (*e.g. 25-PNT-XXXXX)*
- description of works
- expected live works date
- Valid Approved Network Access Permit

    - EC's name and contact
    - contractor's & contact details (name and phone & email)
    - stage (if applicable)

- Urban Utilities TAOs may attend site to audit live works. However, Endorsed Consultants are responsible for attending live works inspections to certify that the connections have been completed in accordance with the certified design and current standards.QA documents required before water live connections (pressure tests and bacteriological tests for water)
- Check and comply with Flow control requirements for sewerage connections (if applicable)
- Ensure you book your UU accredited valve operator first (if shut plan applicable) before booking for an UU audit.
- If Type 3 NAP for water was issued, complete a trial shut prior to scheduling live works. A UU accredited valve operator must perform these works in both trials and live works shut plan.
- **In case of water and sewer emergency, please call the UU 24/7 faults and emergency team on 13 23 64.**

Site restoration

Once construction is complete:

- Provide required markings, pins and posts to the new sewer/water assets
- Restore surfaces and site to pre-construction state (e.g., roads (including linework), footpaths, landscaping) as per each Authority's standard. Document site restoration and completed works and provide this to the EC.

Final inspections & handover - On maintenance inspection (with EC only)

- Conduct final inspections with EC and address any defects, if noted by them
- Provide confirmation to EC all works completed as per design, provide recorded as-constructed details and compliance material (test results and dockets).

NOTE: *Any non-conformances identified during a UU audit will require an additional site visit by UU and additional fees may apply.*

Stage 4: Compliance

The **As-constructed Package Certification Form** lists all QA items the Endorsed Consultant is to provide to confirm construction certification.

The contractor may be required to prepare/present, where applicable, some of this necessary documentation such as:

- Contractor's accreditation (e.g. Occupational Plumbing and drainage licence, Contractor plumbing & drainage licence, PE, DICL, MSCL pipe applicable tickets)
- Quality assurance results
- Product/material certificates
- Structural certificates
- Maintenance/defect liability contacts.

Stage 5: Maintenance period

Once the As-constructed Certification Package has been received, assessed and approved by UU a Connection Certificate will be issued. After issuance of a Connection Certificate there is a 12-month maintenance period for defect rectification, as per the condition of a Water Approval, at the developer's expense.

This period may be extended, where necessary, to rectify any defects.

Appendix A

Additional information:

Refer to the **SEQ CODE Website** for current water and sewer standards (paid subscription required)

PIPA's technical guidelines (POP Guidelines) provide trusted, up-to-date guidance for best practice across the plastic pipe industry. Refer to applicable Electro & Butt Fusion jointing of PE pipes and other PE pipes relevant guidelines **here.**

Refer to **Urban Utilities Contractors Technical Notes** to view some of the essential construction practices required by Urban Utilities (UU) for projects related to a Water Approval process.

Appendix B - Licences that could be applicable for construction works

QBCC Licences (Mandatory)

Licence Type	Issued by	Required For
Occupational Plumbing & Drainage	QBCC	Right to undertake plumbing & drainage work (installation, alteration or removal of a UU water meter)
Contractor (Plumbing & Drainage)	QBCC	Right to perform work & right to contract for P&D works
Pipe laying training course	RTO	Installation of water and sewer pipes

Other Certifications & Tickets

Certification	Description / Issued by	Required For
Butt-welding ticket	PMBWELD301E -PIPA certified RTO	Join PE pipelines using butt welding
EF Welding ticked	PMBWELD302E-PIPA certified RTO	Join PE pipelines using electrofusion welding
Construct and install DICL and MSCL pipes	Manufacturer's training - Tyton, Viadux	DICL pipe installation
Construct and install MSCL pipes	Manufacturer's training - Steel Mains (Sinakote)..	Installation of Mild Steel pipes
Confined Space Entry Training	AS 2865 compliant-RTO	Working in manholes, pits, or chambers
Excavator Ticket	RIIMPO320F-RTO	Digging trenches for mains installation
Dogging or Rigging licence	Work Safe QLD	If helping with pipe lifts using cranes
General construction site-WHITE CARD	RTO	Access and work on any construction site

***This list may not cover all requirements—depending on the nature of the work, you might need additional specialist accreditations to meet project standards.