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| **What's new | November 2022** |

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| Welcome to the latest Endorsed Consultant Update. This month, learn about:* Updated As-Constructed Package Certification Form
* Alteration/Re-use Application Management
* Removing Existing Water Meters – What To Do
* Developer Services Portal Now Shows Audit Outcomes
* Work With Us
* Urban Utilities & Developer Services Holiday Closures
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| **Updated As-Constructed Package Certification Form** |

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| **Understand the Water Approval Process** |

As of 18 October 2022 there is an updated As-Constructed Package Certification form to be submitted with your As-Constructed Package. Instead of making documentation declarations on the form you are now required to do that in the portal. The new form now acts as a guide to indicate what documentation and deliverables are required and also what document category they should be uploaded as in the portal.No changes have been made to requirements being lodged, we have just updated the form to align with system improvements. The previous form can still be used until 31 January 2023, when only the new form will be accepted. |

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| Access the Form |

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| **Alteration/Re-use Application Management** |

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| Occasionally an Alteration application for ‘Re-use’ can ‘stall’ in the Construction stage in the portal. If you have completed the Assessment stage, no construction or repairs are required, and the application is holding at the Construction stage in the portal for no apparent reason, send an email to: development.compliance@urbanutilities.com.au with relevant information and your request, may assist us in progressing the application to the Ascon Submittal stage.  System enhancements, in the form of phased releases, will continue to be made to the new Developer Services Portal over the next 18 months with intention to improve this process included.Note: You still need to submit an As-Constructed Package for an Alteration/Re-use Water Approval. If the application is for multiple services, and only one is Alteration/Re-use, you still need to complete the Construction details and register your work dates with development.audit@urbanutilities.com.au |

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| **Removing Existing Water Meters – What To Do** |

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| When removing existing Water Meters from a property the first and most important thing to do is record the Water Meter details. This includes the **Serial Number** and **Meter Reading** along with the meter size and which lot/property it was servicing. This information must be added to a Water Meter form and submitted as part of the Certified As-Constructed package, to update our billing system.Removed Water Meters do not need to be returned to Urban Utilities. However please dispose of Water Meters so they can’t accidentally be re-used. An environmentally friendly disposal method is via a metal recycler, where you can be paid for those valuable metals within the meter. |

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| **Developer Services Portal Now Shows Audit Outcomes** |

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We are continuing to improve and develop our systems and can now show non-compliance issues, raised during an application audit, in the Developer Applications Portal. Issues can be responded to via the portal.  This functionality improves usability for customers, assists in identifying and analysing common issues and consolidates information and interactions for all users.If an issue is raised during an audit, you will need to ensure action is completed as required:**Type 2** issue – needs to be completed/rectified prior to completion of construction and lodging an as constructed package.**Type 3** issue – stop work on this issue immediately and rectify prior to progressing. If a Type 3 issue is raised you will not be able to progress the application to Ascon Submittal stage.

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| **Queensland WaterAid Golf Day (sent on behalf of WaterAid)** |

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| We are delighted to announce the annual Queensland WaterAid Golf Day on Friday 25 November, at Brookwater Golf and Country Club is officially open.  We have Sponsorship Opportunities available, which can be purchased online to ensure you get to play at Brookwater Golf and Country Club, universally regarded as one of Australia's finest golf courses!  Click on the [**Golf Day website link now**](https://urldefense.proofpoint.com/v2/url?u=https-3A__fundraise.wateraid.org.au_event_queensland-2Dgolf-2D-2Dday-2Dnov-2D2022_home&d=DwMFAg&c=em7YSZPXFT5r-aSy1XFYnRubA7LqI78flBWFQRdqhQI&r=TuFhImVSsjKLIKaIZjU6IFzJ_A8NGXpyHc56shrhtY3b5rHeDeLBKSpgdZtfLcFg&m=L1JTR4yGqpAtFlcnTRO2fQw4RuSpGMMQR4kHZwc-f8pyoBe1mp-eVVOxYS8uAT1-&s=xGINSb7dnQtLHDmWLuYYzT9uP8ER2rrPbCiIe-4WK2o&e=).  We also have team registrations which can be purchased by emailing bronwyn.wilcox@wateraid.org.au.Brookwater Golf & Country Club has retained the #1 ranked golf course in Queensland by the world acclaimed Golf Digest course rankings. The famous Greg Norman designed course is located just 35 minutes from the Brisbane CBD and 45 minutes from the northern side of the Gold Coast, in the award winning Brookwater residential development. Our QLD WaterAid Golf Day always provides a fabulous day out, great networking opportunities and promises to be bigger and better this year.WaterAid is an international not-for-profit, determined to make clean water, decent toilets and good hygiene normal for everyone, everywhere within a generation. Only by tackling these three essentials in ways that last can people change their lives for good.To learn more about the work of WaterAid please [click here.](https://urldefense.proofpoint.com/v2/url?u=http-3A__www.wateraid.org_au_what-2Dwe-2Ddo&d=DwMFAg&c=em7YSZPXFT5r-aSy1XFYnRubA7LqI78flBWFQRdqhQI&r=TuFhImVSsjKLIKaIZjU6IFzJ_A8NGXpyHc56shrhtY3b5rHeDeLBKSpgdZtfLcFg&m=L1JTR4yGqpAtFlcnTRO2fQw4RuSpGMMQR4kHZwc-f8pyoBe1mp-eVVOxYS8uAT1-&s=OrTSaERpT1ryv6wSa1wCAKgae0PWWaTq7pegwGUP-wQ&e=)**Make it fun and memorable. This year we are all wearing blue for water and WaterAid. There will be prizes for the best dressed and most creative team.**You don’t need an official golf handicap to play on the day that will be managed by the committee to give everyone a sporting chance.**Avoid any further disappointment and make sure you register to book via the** [***QLD Golf Day Website***](https://urldefense.proofpoint.com/v2/url?u=https-3A__fundraise.wateraid.org.au_event_queensland-2Dgolf-2D-2Dday-2Dnov-2D2022_home&d=DwMFAg&c=em7YSZPXFT5r-aSy1XFYnRubA7LqI78flBWFQRdqhQI&r=TuFhImVSsjKLIKaIZjU6IFzJ_A8NGXpyHc56shrhtY3b5rHeDeLBKSpgdZtfLcFg&m=L1JTR4yGqpAtFlcnTRO2fQw4RuSpGMMQR4kHZwc-f8pyoBe1mp-eVVOxYS8uAT1-&s=xGINSb7dnQtLHDmWLuYYzT9uP8ER2rrPbCiIe-4WK2o&e=)***.***We look forward to welcoming you to the day.With kind regardsBronwyn**Bronwyn Wilcox**National Events ManagerMobile: +61 (0) 413 777 874Office Days: Monday, Tuesday, Wednesday & Thursday 9-3.30pm**WaterAid** | 3 Albert Coates Lane, QV, Melbourne VIC 3000

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| **Work With Us** |

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Do you love what you do? Tackle complex problems and take on new challenges shaping essential services for 1.4 million south-east Queenslanders. If you are passionate about making a difference, and curious or excited about the work we do, consider making your next move with us.  Aside from contributing to the growth of local communities and economies, you’ll find purpose in what you do, flexible working conditions, high industry contact, mentoring and professional development opportunities. Check out our careers and opportunities today.  |

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| Careers |

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| **Urban Utilities & Developer Services Holiday Closure** |

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| Urban Utilities will be closed for all non-essential services 21 December 2022 to 3 January 2023 inclusive and Developer Services will be closed 24 December to 2 January inclusive.  Please factor this time into your planning for all applications and requests.  Standard Connection Water Approval infrastructure works must be paid by 7 December for our contractors to potentially progress construction or action orders before their business closures.  Applications and refund requests lodged after 20 December will be actioned in the new year.  Thanks for your understanding. |

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| Contact us |

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