

Developer Services e-News

Welcome to our NEW edition for the NEW year January 2026

NEW YEAR! New requirement! New timeframe! New resources!
New consent requirement! New data findings! And more....

We're welcoming 2026 with new and improved ways of work, such as:



- New requirement needed at Design - Minor Works only
- New timeframe for requesting audits and registration of works
- New resources for construction
- New consent requirement for plumbing and draining permits
- New data findings reveal missing links slowing Build Over Asset (BOA) applications, and
- Tips and reminders

Construction forecasts needed at Design - Minor Works only



What's new?

For all Minor Works applications, from Monday 2 February 2026, high level construction forecasts must be added to the Developer Services Portal (Portal) when uploading the Design Package. Please include the proposed construction start and end

dates and the proposed live works date. These editable fields are located in the *Details* section of your application in the Portal.

Why is it needed?

We want to make your, and our, (construction) life easier! Providing us with your construction forecast at the Design stage will enable us to determine if your planned works may influence or impact the timing of potential works planned by Urban Utilities. Identifying opportunities to gain efficiencies for you and us, and reducing potential service interruptions to our customers, delivers better outcomes for all.

Five business day notice required for ALL audits

What's new?

From Monday 2 February 2026, five business days' notice will be required for all audits, including registration of works for Minor Works projects. Requests submitted with less notice will not be accepted.

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Please allow for this timeframe in your planning and scheduling.

Why is it needed?

With our growing network, this extra time provides Urban Utilities with improved visibility needed to manage our network effectively and will reduce last-minute cancellations caused by network conflicts.

Construction resources now available



What's new?

Contractor resources, to assist both contractors and consultants with Water Approval construction works, are now available on our website and include:

- [Minor Works Contractor Guideline](#)
- [Minor Works Contractor Checklist](#), and
- [Contractor Technical Notes](#).

Why are they needed?

Based on your feedback, we've created clear guidelines, along with practical checklists and technical notes, to better explain what's required before, during and after construction. These resources help clarify roles and responsibilities, highlight key construction requirements, and support you in delivering work that continues to meet our standards—and those our future customers will depend on.

How to use them

These resources are designed to support clear, consistent conversations among contractors, consultants, developers and our Technical Assessment Officers – Field, before, during and after construction.

The guidelines set out role responsibilities, permit and construction requirements, and audit expectations. The checklist offers a quick way to confirm key tasks are assigned and completed, while the technical notes provide practical guidance on essential construction practices required by Urban Utilities.

A similar guideline and checklist for contractors for major works will be released later this year.

Plumbing and drainage consent requirements

What's new?

We have prepared [guidance for **Plumbing and Drainage Consent Requirements within Brisbane City Council's \(BCC\) area.**](#)

Why is it needed?

To assist customers easily identify if a water approval is required for their proposed development.



How to use it

This document lists application scenarios, agreed between Urban Utilities and BCC, where approval from Urban Utilities is needed prior to seeking a Plumbing and Drainage Permit, and when approval can be assumed to be given in line with the *Plumbing and Drainage Regulation 2019*.

New data - new findings! Save yourself time on Build Over Asset applications

Save time and submit a complete Build Over Asset (BOA) application, the first time.

We've reviewed the data on our BOA applications and found the most common reasons why we issue Action Notices. Address these items and your application can progress to assessment, quicker:

- Assessment Manager details incomplete or not matching our system
- Confirmation Notice not submitted
- Architectural and/or RPEQ Certified Drawings missing
- Applicants details not fully complete

And, if your BOA applications include all of the following, as needed, it will reduce your chance of receiving an Information Request during assessment:

- Footings not clear of water or sewerage infrastructure
- Water or sewer infrastructure not shown at all, or else spatially incorrect
- Building works and/or footings/bridging beams not clear of sewer PC
- Vertical clearance/clear zones above various sewerage infrastructure
- Finished Floor Levels (FFLs) and Ground Levels (GLs) not shown
- Water meter and service not clear of the driveway
- Has not demonstrated that sewer maintenance cover will not be covered or buried and surface water will be free draining
- Cut and fill not shown
- Details of retaining walls not provided (i.e. height and FFLs)

A complete BOA application supports a faster, one-time review outcome!

TIP - Could a Works Request meet your needs?

Our tip!

If your low-risk, one lot, domestic-scale development requires any of these services, and the demand will not change, you can lodge a Works Request through the [Developer Services Portal](#) and let us organise for the construction work to be completed.

- Relocating an existing water meter
- Raising a sewer Type-G maintenance hole (total depth not exceeding 3m)
- Connecting drinking water to a council park
- Small wastewater extensions
- Installing or disconnecting a residential water meter



REMINDER - Meter size details required at Assessment



Reminder!

In the Decision Notice, we condition meter sizes for each application based on the information available at the time of Water Approval assessment and in accordance with [Urban Utilities Metering Guidelines](#). If changes are needed to the water meter size prior to construction, an Amended Decision Notice will be required.

Why is it needed?

We ask for the meter size upfront to reduce:

- the risk of development customers paying too much on an over-sized water meter, needing to return it and purchase the correct sized meter,
- delays and costly rework during or after construction, and
- future customers being overcharged for water use (rates for commercial water meters is based on meter size and having an incorrect meter size can lead to future customers being overcharged by tens of thousands of dollars).

REMINDER - Audit charges for non-conforming works

Reminder!

Additional audit fees will apply where **non-conforming construction** requires follow-up audits for rectification.

For further information or advice contact Developer Services:

Call us on 07 3432 2200 between 8:30am — 4:30pm weekdays

Email us at DevelopmentEnquiries@urbanutilities.com.au

