



Developer Connect | October 2023

Discover what's happening at UU. From *Summer Holidays* to *Ch-ch-ch-ch-changes*, and *New Beginnings* (as indexation of infrastructure charges is coming in 2024) to *Bigger Isn't Better, We Got It All* here this edition...

- Alleged Fraudulent Network Access Permits
- End of year shutdown
- Get your money back!
- Indexed infrastructure charges are coming in January 2024
- Locating your ICN in the Developer Services Portal
- Save yourself and your non-residential customers money
- Owner's consent form and Owner's details on the Portal
- Infrastructure charges payable at NAP (reminder)

and more.....

Alleged Fraudulent Water Quality Test Results

As part of obtaining Network Access Permits (**NAP**), which authorise developers to connect to Urban Utilities' infrastructure under the *Water Supply (Safety and Reliability) Act 2008 (Qld)*, and the associated notification to UU Developer Services of live works dates, developers are required to provide water quality testing and pressurisation testing certificates from a NATA accredited laboratory.

These accredited testing certificates constitute ***critical controls for ensuring drinking water is safe.***

Urban Utilities has recently identified a number of instances whereby the laboratory certificates that have been provided appear to be fraudulent, in so far as unrelated laboratory certificates appear to have been altered and submitted prior to live works being undertaken. As these matters are serious in nature and potentially impact the integrity of the network and processes, Urban Utilities, has and will continue to refer **all** such identified instances to the appropriate authorities. Urban Utilities has also consulted with the water regulator (Department of Regional Development, Manufacturing and Water) and other water utilities about this issue.

Amongst other measures to address this issue, we have introduced additional verification measures for testing certificates from laboratories, including, where applicable, confirming

the validity of any such results directly with the relevant authorities.

The provision of safe drinking water is a key priority for Urban Utilities, and we will continue to work with government and industry partners to ensure that all measures to maintain water quality and the integrity of the network are maintained.

Developers will appreciate that these instances have necessarily led to the withdrawal of Network Access Permits for these impacted sites which may experience significant project delays whilst these are investigated and resolved. If developers have any concerns regarding these matters, please email development.audit@urbanutilities.com.au at Urban Utilities.

We're all going on a ... summer holiday. No more worries for a week or 2... Sir Cliff Richard was over zealous with our closedown period - we're only away for 1 week.

Urban Utilities is closed for all non-essential services from Monday, 25 December 2023 to Monday, 1 January 2024. Developer Services' last operating day this year is **Friday, 22 December 2023** and we'll be open and ready for more business on **Tuesday, 2 January 2024**. Please factor in this time when lodging applications and requests.

Infrastructure works for [Standard Connections](#) paid by **Thursday, 30 November 2023** should enable our contractors to commence construction before their business closures.

Large meter orders paid by **Friday 8 December 2023** should enable our supplier to build and deliver meters prior to their business closure.

Application and refund requests lodged **after Friday 15 December 2023** will be actioned in the new year. November-December is a high application period for us, so thank you in advance for your understanding if delays are experienced.



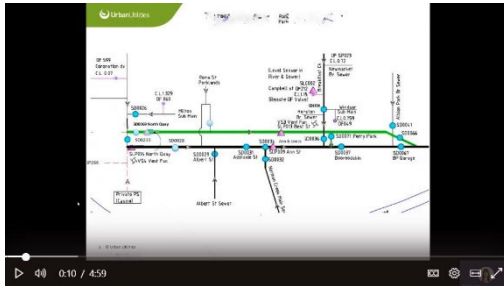
We'd love to help you with your *Money, Money, Money* problems.... and present you with a Connection Certificate at the same time!

To issue the connection certificate for your complex asset project, we need all the Compliance/On Maintenance requirements detailed in the [Developer Delivered Complex](#)

Asset Guidelines. Early preparation and lodgement of as-constructed data and land transfer requirements is the key to ensuring issue of the connection certificate is not delayed, and that Off-Maintenance for the project is achieved as early as possible.

We want to release your *Uncompleted Works Bond* (or its balance) so we encourage you to work closely with your consultants to achieve this final key milestone asap.

Frank Sinatra knew it was coming when he sang, *And now, the end is near. And so I face, the final curtain...*



Frank was, of course, referring to *indexation-free* water and wastewater infrastructure charges (IC) facing their final curtain at Urban Utilities.

We shared with you last year that **indexation of IC was coming and it will take effect in January 2024**.

Over the next month, we will be making resources available on our **website** to help you understand how this may impact your development costs.

You don't have to go *Over the rainbow* to find your ICN - it's available to you *Day'n'Nite*

Another feature of the continually evolving **Developer Services Portal** is that, once issued, you can access your ICN anytime of the day or night!

Yep - it's under the *Documents* tab. Look for the *Category* dropdown option and find it there. Currently, you still need to email our ICN team if you're after an itemised breakdown if there isn't one there.

When Jim Dale was singing *Bigger Isn't Better*, he may have been singing about water meters...

Here's another way to save money and provide a flow on (yes, pun intended) saving for your non-residential/business customer.

Our research has shown poorly sized water meters can cost the end user up to 100x more than they should! Charges for non-residential water meters are not based on water used - *they are based on the size of the meter, the daily price and number of days charged.*



The **Flow Capacity Factor** is used to calculate water and sewerage charges. Take a look here to see how you can save money now and save money for future customers. (*Tip: you want to aim for the lowest possible multiplier.*)

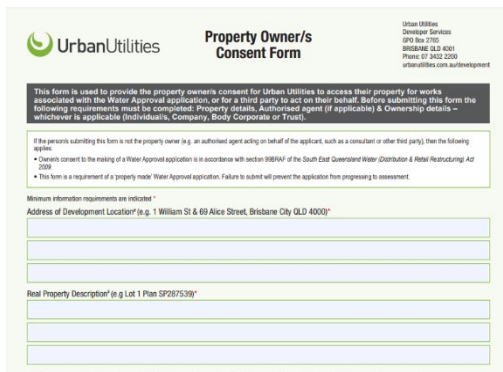
To downsize meters on a non-residential project, you know what to do - apply for a Non-standard Water Approval!

Just like The Chicken Squad, We're Here to Help, with updated Guidelines and Portal resources

We continually review and as needed, update our processes and technical standards and guidelines. Ensure you are referring to the latest version by always downloading from **our website** and not your desktop (*yep, I'm guilty of that and yep, I get caught out too*).

It's great to hear many of you are becoming more confident users of our **Developer Services Portal**. Over 13 more major Developer Services Portal changes are planned this financial year. Please check the **website** for guidance materials.

Hello! Is it me you're looking for? Lionel Ritchie knows how important it is that we can contact you, or your neighbour or a new owner.



UrbanUtilities **Property Owner's Consent Form**

Urban Utilities
Developer Services
GPO Box 2700
Brisbane QLD 4001
Phone 07 3432 2200
urbanutilities.com.au/development

This form is used to provide the property owner's consent for Urban Utilities to access their property for works associated with the Water Approval application, or for a third party to act on their behalf. Before submitting the form the following requirements must be completed: Property details, Authorised Agent (if applicable) & Ownership details – whichever is applicable (Individuals, Company, Body Corporate or Trust).

If the person submitting this form is not the property owner (e.g. an authorised agent acting on behalf of the applicant, such as a consultant or other third party), then the following apply:

- Consent to the making of a Water Approval application is in accordance with section 188(1A) of the South East Queensland Water (Distribution & Retail Restructuring) Act 2009.
- This form is a requirement of a property owner's Water Approval application. Failure to submit will prevent the application from progressing to assessment.

Minimum information requirements are indicated:

Address of Development Location* (e.g. 1 William St & 69 Alice Street, Brisbane City QLD 4000)*

Real Property Description* (e.g. Lot 1 Plan SP267530)*

You know that to lodge a water approval, you are required to sign an [Owner's Consent form](#).

Did you realise, if you buy a development which has not yet received a Connection Certificate, you need to supply us with an updated [Owner's Consent form](#)?

And, if a neighbour whose land you need to access during development sells, you need to supply us with an updated [Owner's Consent form](#) from the new neighbour.

Hearing Gandolf remind us *You shall not pass* as a techno remix, is a reminder that applicant details must match the owner's consent form or else...

Effective today, we require contact details on an [Owner's Consent form](#) to match those uploaded into the Contacts tab of the application in the [Developer Services Portal](#). There are times we need to contact the owner, direct. If this detail isn't correct, the application will not pass the *check for completeness* stage.

If *Life is a Highway....* or more like a state-controlled road... and you're developing in a TMR corridor... then Midnight Oil encourage you to *Read About It* here

Dealing with multiple agencies when progressing a development project can often be complex and time consuming, this includes constructing water and sewer infrastructure in State-controlled roads and reserves.



Queensland Government

Department of Transport and Main Roads

Developing along a State-controlled route (Main Roads Corridor) can be particularly challenging so we recommend you consider the following for these projects. The Department of Transport and Main Roads (TMR) have different design requirements to SEQ Water and Wastewater standards so may require a design change to an existing Water Approval as part of their permit process. For example, TMR may condition a domestic water meter outside a road reserve to be within a property boundary. TMR will also require insurance and indemnities for construction.

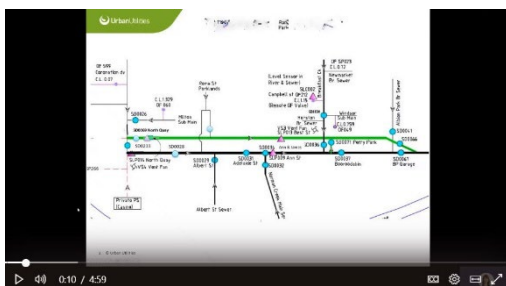
Remember these tips when working with TMR

- Liaise with TMR prior to lodging your application (TMR doesn't offer pre-lodgement advice on such matters so these would be informal discussions only where possible).

- Allow for additional time and cost contingencies as there is no legislated timeframe for TMR decisions.
- Anticipate additional risks and design impacts.

For more information on the permit process for accessing state-controlled roads visit [TMR](#).

Ch-ch-ch-changes have been around since David Bowie was a lad....



...and we made a change by introducing **payment** of infrastructure charges (IC) earlier in the process in July this year.

WHY? According to the *South-East Queensland Water (Distribution and Retail Restructuring) Act* 2009, IC are payable when a property connection

is made. Urban Utilities first grants most connections via a Network Access Permit (NAP) which is why for these applications, IC are payable at NAP.

Already capped/discounted IC can only be used for trunk infrastructure related to new development. We reimburse developers delivering trunk infrastructure at market, not the discounted, rates and in accordance with the Water Netserv Plan rules. We apply infrastructure charges in accordance with the State legislation, to keep downward pressure on water pricing for communities.

Why did we change our approach at 1 July 2023? Previously, IC levied for trunk infrastructure, were only sought after physical connection at the end of the Water Approval process. This is not an issue for Reconfiguration of a Lot development as the Queensland Titles Office will not authorise Plan Sealing until there is proof of Water Approval compliance. However, for Material Change of Use development, a Certificate of Occupancy can be granted for “substantially completed building” under the Building Act 1975, based on plumbing only, but Water Approval compliance certification may be outstanding, unsafe and water unlawfully used. Ensuring IC are paid at connection, where a NAP is applicable, rather than only at the end of the water approval process, assists in addressing water approval compliance and non-revenue water matters.

Stay up to date with development policy changes, process improvements, news and events. [Update your preferences.](#)