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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | **Endorsed Consultant Scheme Expression of Interest** | | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | Following the initial intake of Consultants into the Third-Party Certification Scheme as of 1st April 2022, we are preparing to release the Expression of Interest documentation for the second intake. If you are know someone that is not currently Endorsed and wish to apply to become Endorsed, please have them complete the Prequalification information available on our website prior to 25th August 2022.  [**Prequalification Information**](https://urbanutilities.com.au/development/help-and-advice/consultants-and-contractors-corner) | | | | | |
| |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | **Developer Portal Upgrade** | | | |  |  |  |  | | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | Our long awaited portal upgrade is progressing, with the initial release in May 2022, we are continuing with improvements, enhancements, and functionality upgrades. Here are some updates from recent changes, and some of what is upcoming. Thanks for all the feedback, it helps us to build solutions that work with our customers, consultants, as well as our teams.  **Owners and Agents**  In the past there was a lot of confusion over who was the applicant and who was the applicant when it came to Water Approvals – potentially one being the person functionally lodging the application and the other being the one legally responsible for the application ? We’ve tried to simplify this by eliminating the term applicant from the portal. When new applications are made, if the Endorsed Consultant is submitting the application and therefore acting on behalf of the OWNER then they are the AGENT. You will need to add the OWNER as an additional contact regardless. All of this is as per the information detailed on the Owners Consent form lodged at the time of applying for a Water Approval.  Both the OWNER and AGENT will receive notifications through the process as you progress. Additional contacts can be added to the Water Approval to gain access to the application in the portal and receive notifications if required. You can turn off notifications to Contacts if you prefer.  Refer to the Guidance material found on the website at the Developer Services Portal  [Click Here](https://urbanutilities.com.au/development/developer-services-portal)  and also attached  Now to clarify the above in relation to applications that were in prior to the upgrade to the new Developer Services Portal. It was apparent there was a wide variety of methods to create contacts in existing applications and we have had some challenges with data migration. We would recommend you check your existing applications to make sure the Contacts are correctly represented in in the applications portal.  If you are still having any issues seeing your applications please email [developerportalsupport@urbanutilities.com.au](mailto:developerportalsupport@urbanutilities.com.au)  **Information Requests**  We are adding improvements around sending and receiving information requests. You will soon be receiving notifications from our system when we require further information, and you will be able to respond via the portal. To ensure the correct people are notified of these requests, always ensure contacts with the application are kept up to date!  **Notifications**  These are not spam but a means to communicate to Water Approval contacts as the application proceeds through the stages. Each time acknowledging the completion of the milestone and providing advice of what to do next. These are currently in a very basic format with plans to expand on them to provide more detail – please remember there are instructions on each of the portal pages as well to assist. We acknowledge as Endorsed Consultants you often manage Water Approvals as Agents on behalf of Owners with often many in process and thus you could receive many of these notifications. They will change over time and improve so we thank you for reading them and perhaps not just deleting.  **As Constructed Packages**  The “checklist” on the current As-constructed Package Certification Form will be replicated in the new portal to allow you to “declare” what you provided to substantiate the As-constructed Package Certification. We’ll check the “as-constructed package” against that list and acknowledge or issue an Information Request ( IR ) via the portal – You will be able to see the status of each As-constructed Package checklist item as it passes through what we call Check for Complete (i.e. have you provided everything) through Tech Review (is everything provided correct) then to Issuing Connection Certificate. You can see what is accepted and what is outstanding. We will issue Information Requests (IR’s) from the portal if we need to have items clarified.  **Design Variations**  You will be able to apply for a Design Variation via the portal – There will be a “Request Design Variation” button to request / receive charge notice / supply documents & drawings etc. Outcome of the Design Variation request will be provided in the portal. This will all be visible in the application in the portal  **Decision Notice Amendment, Design Amendment ( Major Works ) and Extension of Currency**  Similar to Design Variations there will be ability to apply for Decision Notice Amendment, Design Amendment (Major Works) and Extension of Currency within the portal.  **Network Access Permits**  At this point in the short term no change to this process though there are plans to apply and receive permits via the portal with pertinent details stored in in the portal against the application.   |  | | --- | | Have feedback? Email our project team via [developerportalsupport@urbanutilities.com.au](mailto:developerportalsupport@urbanutilities.com.au) | |  | | | | | |
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Read on to find out more on why bigger is not always better.  Urban Utilities have changed the way we charge for water consumption, mainly affecting **non-residential** properties.  Each non-residential property’s service charges will be determined by its Flow Capacity Factor which is used as a multiplier.  The multiplier is determined by the total number and size of **Domestic** water meters at the property and is capped at 156.25.  Non-Domestic meters are not included in determining the Flow Capacity Factor, unless they are metering both Domestic and Non-Domestic flows though the same meter.  **Water Service Charge**  For example, where there is a single 100mm non-residential domestic meter the daily service charge is **$16.20** per day or approximately **$1,458.00** per quarter**.**  This is simply the base charge of $0.648 x the flow capacity of 25 = $16.20 per day.  For a customer with say two 32mm and a 100mm non-residential domestic meters, would have a combined factor of 30.12 (2 x 2.56 plus 1 x 25). This means they would pay a fixed water service charge that is 30.12 times the base service charge. This would mean they pay approximately **$1,756.60** per quarter ($0.648 x 90 days x 30.12).  We have included information per single meter size in the table below:   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Meter Size** | **Flow Capacity Factor (multiplier)** | **Base daily Water service charge** | **Calculated Daily Service** | **Calculated Yearly Service Charge** | | 20mm or 25mm | 1 | $0.648 | $0.648 | $236.52 | | 32mm | 2.56 | $0.648 | $1.659 | $605.49 | | 40mm \* | 4.00 | $0.648 | $2.592 | $946.08 | | 50mm | 6.25 | $0.648 | $4.050 | $1,478.25 | | 65mm \* | 10.56 | $0.648 | $6.843 | $2,497.65 | | 80mm | 16.00 | $0.648 | $10.368 | $3,784.32 | | 100mm | 25.00 | $0.648 | $16.200 | $5,913.00 | | 150mm | 56.25 | $0.648 | $36.450 | $13,304.25 | | 200mm | 100.00 | $0.648 | $64.800 | $23,652.00 | | 250mm | 156.25 | $0.648 | $101.250 | $36,956.25 |   Think the Multiplier only applies to Water Service charges? Think again. It flows onto sewer was well!  **Sewerage Service Charge**  To calculate the sewerage service charge, using the last above scenario, you would again utilise the same multiplier of 30.12 x the base sewerage service charge of $1.718 per day. You would also need the discharge factor for the property (most of them are 90%). For example, 30.12 x $1.718 x 90 days x 0.9 (discharge factor) = approximately **$4,191.44** per quarter.   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Meter Size** | **Flow Capacity Factor (multiplier)** | **Base daily Sewer service charge** | **Discharge Factor** | **Calculated Daily Sewer Service Charge** | **Calculated Yearly Sewer Service Charge** | | 20mm or 25mm | 1 | $1.718 | 90% | $1.546 | $564.36 | | 32mm | 2.56 | $1.718 | 90% | $3.958 | $1,444.77 | | 40mm \* | 4.00 | $1.718 | 90% | $6.185 | $2,257.45 | | 50mm | 6.25 | $1.718 | 90% | $9.664 | $3,527.27 | | 65mm \* | 10.56 | $1.718 | 90% | $16.328 | $5,959.67 | | 80mm | 16.00 | $1.718 | 90% | $24.739 | $9,029.81 | | 100mm | 25.00 | $1.718 | 90% | $38.655 | $14,109.08 | | 150mm | 56.25 | $1.718 | 90% | $86.974 | $31,745.42 | | 200mm | 100.00 | $1.718 | 90% | $154.620 | $56,436.30 | | 250mm | 156.25 | $1.718 | 90% | $241.594 | $88,181.72 |   If a development only needs a 50mm domestic meter and you decide for a 100mm meter “just in case” that’s a potential extra **$15,000/year** in unnecessary charges for the future owners.  For more information visit our website: <https://urbanutilities.com.au/business/accounts-and-billing/prices-and-charges-2021-2022>  \*40 and 60mm meters are included for existing meters only, new installation to abide by current standards.  For further information, contract our customer service team via [customer.service@urbanutilities.com.au](mailto:customer.service@urbanutilities.com.au) or 13 26 57 | | | | | | |
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