

Developer Services e-News

What are we sharing in February 2024?

This eNewsletter has a William Shakespeare influence...

Take some time and enjoy Shakespeare's (purported) eloquence while 'he', and we, convey our important messages to you.

1. **Building Over Asset, Constructing Over Asset**, or lodging a **Form 32**?
2. Introducing the **Access Consent Form** and we've updated an ol' favourite too!
3. **Endorsed Consultant Program** will soon be open for new Expressions Of Interest
4. Using the **latest IPAM List**?
5. **Workshops and Forums** we've hosted.
6. **Developer Services Portal online demonstration is coming**
7. **We've made a video**
8. **Express Property Search service** - could you be using it to help your clients?
9. **SOS! Save Our Sanity** - add your work address into every application, please!

1. Building Over Asset (BOA), Construction Over Asset (COA) and Form 32 processes are now in the Portal

We think Shakespeare may have penned:

Hark! The dawn of a new era upon us, where our method of communication hath evolved. No longer doth thou need to dispatch missives through the ether; behold, our BOA, COA and Form 32 processes hath embraced the digital realm, now accessible with but a click.

Farewell, ye days of cumbersome emails! Henceforth, our correspondence shall flow as swiftly as the coursing river, through the conduit of the online domain.

How Arthur Weier, Senior Technical Assessment Officer, may interpret the above:

Hey! The time has arrived to change the way you lodge applications/requests for BOAs, COAs and Form 32s. We've brought these processes into the 21st century and you can now find them all as part of our expanding services in the Developer Services Portal (the Portal). No more emailing us as all correspondence is now via the Portal.

2. Hark, dear patrons, lend thy ears apace, for I bring forth a NEW FORM, a novel grace!

Our own Candice Yardley, Developer Information Officer, channels Shakespeare in her poem to you...

Exciting news echoes in our halls,

Introducing the [Adjoining Property Owner Consent Form](#), hear the calls.

A document concise, a legal guide,

In our water and wastewater landscape, with professionalism and pride.

Sign with ease, so ownership aligns,

In Urban Utilities, where efficiency shines.

Clear rights, a seamless transition,

With this form, a commitment to precision.

And to be clear, **what we really want you to know is:**

Please use the new [Access Consent Form](#)! The name suggests how this form should be used. It is now required for all developments where land is directly impacted by your development plans and Water Approval lodgement permission and/or site access is needed to complete works.

Speaking of forms, as of 1 March 2024, we **will only be accepting the updated January 2024 version** of the [Property Owner/s Consent Form](#).

3. With merry hearts and joyful souls, we bid thee come and join our Third Party Certification (Endorsed Consultant) Scheme

How Shakespeare may have invited you to become an Endorsed Consultant:

By virtue of thy wisdom and learned grace,

I extend an offer in this time and space.

With reverence for thy counsel and thy skill,

We seek thy presence, thy knowledge to instill.

*As **consultant endorsed**, thy name shall shine,
In realms where insight and discernment align.
Together, we shall navigate the course,
Guiding seekers with thy wisdom's force.*

What Lawrence Chai, Senior Assurance Advisor, wants you to know about applying to become an Endorsed Consultant with Urban Utilities

From Monday 26 February 2024 until Sunday 24 March 2024, we will be seeking Expressions of Interest (EOI) to join Urban Utilities' Third Party Certification Scheme as an Endorsed Consultant. Information will be made available on the Developer Services website for those not already participating -

<https://urbanutilities.com.au/development/help-and-advice/consultant-corner>.

Questions can be directed to: endorsedconsultant@urbanutilities.com.au

Expiry of former (pre 1 April 2022) endorsement

The endorsement term (*Third Party Certification Scheme Services Deed*) is due to expire for 32 of our Endorsed Consultants on Sunday 31 March 2024. Endorsement status of these 32 consultants will either terminate or be extended following consideration of active applications and quality of services. These consultants will be contacted directly with further details.

4. Romeo, Romeo – wherefore art thou Romeo? IPAM list, IPAM list, wherefore are thou latest IPAM list?

Don't get stuck in ye olden days! Ensure thou shalt forever be up-to-date with thy approved products.

As Michael McCann, Senior Technical Advisor, would say:

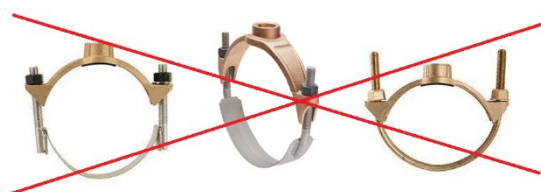
Make sure you're using the [Infrastructure Products and Material List](#) (lasted updated November 2023). You can check the SEQ Code website as the [IPAM list](#) is revised regularly or stay up-to-date by [registering your interest in being advised of changes to the SEQ Code](#).

A	B		C		D	E	F	G	H
1	Product	WSAA Product Specification No. with Service Provider Specific Requirements (Version 7.6 May 2023)	Manufacturer / Supplier	Trade Name	Size Range	Specified Requirements / Minimum Class	Urban Utilities		
2	Category: WATER SERVICES								
3	Tapping Bands for DI & PVC Pipes	310 4.1 - DN100 to DN200 4.2 - With or Without Electrical Isolation 4.3 - Female Rip Thread to AS ISO 7.1	Vadot			Gunmetal - Positive stops Tapping bands are not to be used on DN100 pipes unless suitable electrical insulation is provided by either the tapping band or the pipe coating	RMC tapping band also accepted on AC pipes		
4			Gatic / Mine						
5			RMC						
6			Clover	Clover	DN100 to DN200 Type F for PVC (S2 only) and AC pipes				
7			Hydroflow	P & I	DN100 to DN200 Type F for PVC (S1&2) and AC pipes				
8			4N Products & Stockbrands	4N	DN100, 150, 200			Positive stops, coloured blue	RMC tapping band also accepted on AC pipes
9			Austworid	TPAB10020	DN100 Type F for PVC (S2 only) and AC pipes, outlet size DN20				
10				TPAB10025	DN100 Type F for PVC (S2 only) and AC pipes, outlet size DN25				

Remember - the IPAM list should be read holistically. Unapproved tapping band fittings are incorrectly being used. Line Items 704-711 of the IPAM list relate to the products for *Tapping Bands for DI & PVC Pipes*. However, reading further into the line items we can see they are also approved for AC and PVC pipes in some instances. Taking into consideration the specified requirements and actual product types approved, it can be determined that only positive stop tapping bands are approved for use on the applicable pipe types.



The following are not suitable as they can continue being tightened and have no tolerance limit.



5. Recent Engagement Activities

What The Bard may have written about recent events:

Lo, this month hath seen us immersed in discourse, a symphony of voices mingling in the ether as we convened in both digital and corporeal realms. Behold, a UDIA forum and an online Major Works Design Workshop did transpire, where minds met and ideas danced upon the virtual stage. Yet not content with mere digital dalliance, we ventured forth into the realm of flesh and blood, convening face-to-face at the Endorsed

Consultant Forum, where eyes met, and hands clasped in the bonds of shared endeavour. Let it be known far and wide, our interactions have been plentiful, our exchanges fruitful, and our connections strengthened by the fires of collaboration.

Here's how Andrea Doyle, Property Development Account Manager, would say it in 2024:

We've been busy talking, listening and sharing this month as we continue to regularly engage with the UDIA-Urban Utilities technical working group, we held an online Major Works Design Workshop and a face-to-face Endorsed Consultant breakfast.

These sessions provided opportunities for consultants to better understand our processes and practices, while we also took away some further points for consideration to improve our services, business practices and ways of thinking.

As a result, the [Development FAQs webpage](#) will soon be revamped to cater for the extra Major Works Design questions and answers ([refer to this page first](#) before making contact as you may find your query already answered), read on for more information on the planned Developer Services Portal demonstration workshop in response to customer interest, and keep an eye open in the coming months for our annual Developer Services Customer Satisfaction Survey where we use all feedback, including positive comments to guide business planning and customer services.

6. Getting the most out of the Developer Services Portal - Demonstration Workshop coming

We hope Shakespeare would have been proud to share this story:

Mark thy calendars, for come April, we shall play host to an online gathering, wherein we shall unveil the secrets to unlock the full potential of the Developer Services Portal. As of yet, both the title and the session itself lie in the womb of planning, awaiting the gentle touch of refinement. Shouldst thou harbour queries, comments, or ponderings, fear not to share them with us; reply to this missive and thy words shall find a receptive ear. Keep thy senses keen and thy gaze fixed upon these eNewsletters, for therein shalt thou find the summons to join us in this enlightening endeavour.

We know Bill Brentzell, Developer Compliance Leader is excited:

In April, we'll be hosting an online session on how to optimise your usage of the Portal. If you have any queries, comments or questions about the Portal that you think would be helpful to share in this, or a future session, please send them to us by replying to this email. Stay tuned to these eNewsletters for further details.

7. Behold! A spectacle of moving pictures hath been wrought by our hands! Yes - we've made a video!

Will may say:

Let all who have eyes to see and ears to hear gather round, for we have fashioned a marvel to delight the senses. No longer must we rely solely upon the written word to convey our message, for now, in the realm of the visual, our tale unfolds. Prepare thyself for an experience of grandeur and wonder, as our creation takes flight upon the wings of imagination!

Grace Redondo, Development Coordination Leader, may say:

If you have new staff, you can now help them better [understand the Water Approval Process](#) and what we do in Developer Services! It's less than 90 seconds and may be the best video you've watched all day!

8. Five day *Express Property Search* service may be going, going, gone...

Could Shakespeare have thought this:

Pray, heed these words with utmost care, for in their essence lies a truth profound: employ it, lest it slips away into the vast oblivion. 'Tis a simple decree, yet laden with import: use it, or suffer its forfeiture. Like the fleeting sands that slip through clenched fists, so doth opportunity vanish when neglected. Thus, seize the moment, grasp it tight, lest it eludes your grasp forevermore. Use it, or lose it, for such is the immutable law of fate's decree.

Sajid Syed, Development Assessment Leader, thinks this:

Use it or lose it! If you're looking for a five business day site advice, from payment receipt, for a single lot within our connection/future connection area only, which identifies potential network connection, Water Netserv Plan servicing and known strategic considerations, then you can use our [Express Property Search service](#). This express service is subject to application volumes but it's currently not being utilised. If it's not a service you need, we may remove it from our Customer Price List. Access it via the [Development Forms webpage](#).

9. Couldst thou provide us with the locale wherein thy labour is conducted? *Pleeeeeeeeeeeeeaaaaaasssssee*

We think Shakespeare could say:

Hearken, good folk! Attend closely to these words of import: with each creation of a new application within the DS Portal, it behooves thee to furnish thy WORK ADDRESS, for it doth not, of its own accord, spring forth into existence. Take heed, for this task rests solely upon thy shoulders; let it not escape thy memory, lest complications arise.

Nicole Johnson, Head of Developer Services, says:

EVERY TIME you create a new application in the DS Portal, you MUST ADD YOUR WORK ADDRESS as it is not auto populated by the digital system. Why is an address needed in a digital system? The Portal pulls this information when creating a charge notice - otherwise nonsensical words appear and we need to manually update it, increasing the risk of further errors. Thanks in advance!

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

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