



# **STANDARD CONNECTION GUIDELINES**

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### Version control

Version No.	Description of change	Author	Date
1.3	Addition of refund policy Updated template and branding	T Sutherland	June 2024
1.4	Correction of typing errors	A Doyle	January 2025

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# 1. Purpose of Guideline

This guideline explains the assessment and administration of Standard Connections, including the types of residential development and infrastructure works permitted under Standard Connections.

## 2. Standard Connections

### *A. What is a Standard Connection?*

A Standard Connection is an application for a Water Approval that complies with the Urban Utilities' Connection criteria for Standard Connections (as defined in SC2.2.1 of the Water Netserv Plan Connections Policy).

Standard Connections Water Approvals are intended to simplify the provision of water supply and wastewater (sewer) services to certain types of residential development and land use. All Standard Connections are designed, constructed and maintained by Urban Utilities. The costs associated with Standard Connections are also pre-determined.

This guideline has been written to explain the application of Urban Utilities' Water Netserv Plan in assessing and administering applications for Standard Connection.

### *B. Submitting an application for Standard Connection*

Lodging an application for a Standard Connection can be done via our online [Developer Services Portal](#) (Portal).

Firstly, you will need to create a profile in the Portal. When your profile is complete, you will need to lodge the following to ensure the application is 'properly made':

- site drawing marked with proposed changes
- completed Owners Consent form if any of the following conditions exist:
  - the property is owned by a trust, company or body corporate
  - a third party is lodging the application on behalf of the owner (NB: evidence of ownership will also be required – pls see the form)
- application fees are received.

Once all the above have been met, the application will progress for checking. If all required information has been presented, the application will begin being assessed.

### ***C. Assessing an application for Standard Connection***

Applicants and customers may request a Standard Connection if they believe their application meets the Standard Connection criteria. Standard Connections may involve:

- new connections;
- disconnection of existing connections; and/or
- alteration of existing connections.

To assess an application for Standard Connection, Urban Utilities will review:

- type of development that is proposed;
- existing water supply and wastewater infrastructure in the vicinity of the subject site; and
- infrastructure that is required to service the proposed development.

To qualify as a Standard Connection, both the existing infrastructure, and new required infrastructure, must meet the Connection Criteria. Please refer to Urban Utilities' [Water Netserv Plan](#) for a comprehensive list of applicable criteria at [www.urbanutilities.com.au/development](http://www.urbanutilities.com.au/development).

### ***D. Infrastructure limitations of a Standard Connection***

The following table outlines the infrastructure that can be constructed under a Standard Connection, which is limited. Infrastructure which falls outside of these limits must be completed under a Water Approval for Non-Standard Connection.

**Table 1 Limitations to infrastructure works approved under a Standard Connection**

VARIABLE	INFRASTRUCTURE CRITERIA
Location	<p>The subject site must be located within Urban Utilities' water supply and/or wastewater Connection Area.</p> <p>This requirement ensures that infrastructure is proximate and available to service the subject site, and that the standards of service prescribed in Urban Utilities' Customer Charter can be achieved.</p>
Planning assumptions	<p>The connection must service development that is consistent with the planning assumptions outlined in Section 2 of the Netserv Plan</p>
Network infrastructure	<p>The Standard Connection must not require any extension or upgrade to the water supply or wastewater network infrastructure.</p> <p>This requirement ensures that the extent, complexity and cost of works approved under a Standard Connection are controlled.</p>
State-controlled roads	<p>The subject site must be not cross or require works in or adjacent to a road corridor controlled by the Department of Transport and Main Road (DTMR).</p> <p>Works within a DTMR corridor are typically more restricted, requiring special permits and specific design and construction methods. This requirement therefore ensures that Urban Utilities can complete the works within the time and cost specified for a Standard Connection.</p>
Physical obstructions	<p>For building classifications 1 (generally a house) and 10 (generally a garage, shed, swimming pool or retaining wall), the infrastructure must be installed in compliance with MP1.4 of the Queensland Development Code.</p> <p>For building classifications 2-9 inclusive, all parts of the connection must not be within 1.5 metres from the footing for the building or structure and a clear zone above the infrastructure no less than 2.4 metres from finished surface level</p>
<b>Water Supply</b>	
Size (diameter)	A maximum water service size of DN32 PE100 at the property service point.
Size (length)	A maximum water service length of 40 metres.
Location	The water property service must be installed clear of existing or new driveways and vehicle crossovers, and clear of electrical pillar boxes.
Network infrastructure - watermain size	The water property service can only connect to an existing water main less than or equal to 300 millimetres in diameter.
Network infrastructure - watermain location	The water property service may connect to network infrastructure positioned in the footpath or verge on the near side of the road, within the road carriageway, or in the footpath or verge on the far side of the road.

VARIABLE                      INFRASTRUCTURE CRITERIA	
<b>Wastewater</b>	
Size (diameter)	A maximum wastewater connection size of DN160 PE100
Size (length)	A maximum wastewater connection length of 10 metres.
Location	The wastewater property connection must be installed clear of existing or new driveways and vehicle crossovers.
Network infrastructure – wastewater main size	The wastewater property connection can only connect to an existing wastewatermain less than 300 millimetres in diameter.
Network infrastructure - wastewater main location	The wastewater property connection may connect to network infrastructure positioned within the subject site, within an adjacent site, or within the footpath or verge on the near side of the road.
Network infrastructure - wastewater main depth	The wastewater property connection can only connect to an existing wastewatermain less than 3 metres deep.

## **E. Reuse of existing infrastructure**

### **Standard Connection Alteration**

Most Standard Connection Water Approvals involve the construction of new water supply or wastewater services. However, the reuse of existing infrastructure is also common (for example, the reuse of an existing wastewater property connection for a 1-into-2 lot subdivision). Where a Standard Connection *only* involves the reuse of existing infrastructure, the Water Approval is referred to as an alteration.

Infrastructure approved for reuse under a Standard Connection is already owned by Urban Utilities and has been certified as suitable for the intended use. Urban Utilities does not need to complete further certification of infrastructure that is reused under a Standard Connection Alteration.

### **Examples**

Under an application for Standard Connection, a Water Approval incorporating an alteration (or reuse of existing services) might include:

- **Reconfiguration of Lot** – a 1-into-2 freehold lot subdivision, where two wastewater property connections are already in place and can be reused to service both new lots.
- **Dual Occupancy or Duplex** – introduction of a second dwelling to an existing freehold lot serviced by an existing wastewater property connection, with the existing wastewater property connection to be shared by the second dwelling.
- **Strata Title** – changing a Dual Occupancy or Duplex land use to Strata Title units managed by a Body Corporate, serviced by an existing wastewater property connection, and retention of the existing water property connection for one of the two dwellings.

## **Alteration – South-East Queensland Water (Distribution and Retail Restructuring) Act 2009**

*“An Alteration to a property service connection includes any material change in infrastructure or change in the demand for a Water Service or Wastewater Service at the connection. A change in demand for an existing Property Service Connection includes (but is not limited to):*

- A change in demand arising from development occurring on the subject property which results in a change in the **development type** as specified in the Charges Schedule*
- A change in demand arising from development occurring on the subject property which results in a change in the **demand unit** as specified in the Charges Schedule”*

**NOTE:** Relevant [owner's consent](#) must be submitted in support of any application for Water Approval requiring access to adjoining land. Refer to the [Development Forms webpage](#) for the current version of the [Owner's Consent](#) and [Access Consent Form](#).

### **Reuse under a Standard Connection**

Infrastructure reused under a Standard Connection is already owned by Urban Utilities and has already been certified and suitable for the intended use. Urban Utilities does not need to complete compliance or certification of applications which otherwise meet the requirements of a Standard Connection.

## **F. Fees and Charges**

In addition to application fees (which are paid on lodgement of an application), Urban Utilities may levy two categories of charge for a Standard Connection. Urban Utilities may levy<sup>2</sup>:

- Connection charges and works charge; and,
- **Infrastructure charges.**

The connection charges and works charges relate to the cost of constructing new or altered infrastructure to service the proposed development. Infrastructure charges are a development contribution payable where new development is proposed. These charges are applied to fund the cost of new or upgraded trunk infrastructure networks. All fees and charges are payable before construction works will commence.

**Important:** Infrastructure charges **may still apply** even in instances where no changes to the physical infrastructure servicing a site are required.

### **Refunding of Charges**

Urban Utilities reserves the right to provide customers applying for standard connections with a partial refund only, of service fees associated with their application. This right will be exercised at Urban Utilities' sole discretion. In determining whether to refund any service fees, Urban Utilities will consider factors such as if work has commenced, whether the work or the connection is unable to be completed, the costs incurred by Urban Utilities and the amount of work performed (such as where separately priced service items are involved). Inability to complete may be due to site constraints including, but not limited to: physical obstructions, environmental constraints, site or ground conditions, safety risks, legislative or regulatory restrictions

including protected vegetation.

### ***G. Standard Connection Scenarios***

Refer to Appendix B for a summary of residential development scenarios which qualify for a Standard Connection as per Section 99BRAV of the South-East Queensland Water (Distribution and Retail Restructuring) Act 2009.



### 3. Appendix A - Acronyms and definitions

TERM	DEFINITION
Alteration	For a connection under a Water Approval which includes ' <i>any material change in infrastructure or increase in demand for a water supply service or wastewater service at the connection</i> '.
Building approval	<p>A Building Approval is an approval issued by a local council for building works.</p> <p>A Building Approval may be required for the renovation, extension or construction of a dwelling on an existing lot.</p> <p>Where Water Supply and Wastewater infrastructure are altered or created in support of a Building Approval, a Water Approval is required.</p> <p><b>Infrastructure charges:</b> Works under a Building Approval do not typically change the <i>demand</i> on Urban Utilities' networks (as calculated via the Urban Utilities Water Netserv Infrastructure Charges Schedule), and as such Infrastructure charges do not normally apply.</p>
Development approval	<p>A Development Approval is an authorisation issued by a Local council for development works.</p> <p>Development Approvals determine what types of activities go where and control the potential impacts on surrounding properties. Development Approvals are assessed by council planners.</p> <p>Where a Development Approval is required (e.g. Reconfiguration of Lot/subdivision, or Material Change of Use), a Water Approval is also typically required.</p> <p><b>Infrastructure charges:</b> Works under a Development Approval do typically change the <i>demand</i> on Urban Utilities' networks (as calculated via the Urban Utilities Water Netserv Infrastructure Charges Schedule), and as such Infrastructure charges do normally apply.</p>
Network infrastructure	All pipes and associated infrastructure that form part of the reticulated, shared networks. Network infrastructure is infrastructure relied on and used by more than one property (typically many properties or entire suburbs). Network infrastructure is distinct from property connections (wastewater) and property services (water supply), which service an individual property.
Property connection (wastewater)	A short length of sewer pipe owned and operated by Urban Utilities which connects the main sewer (network infrastructure) and the customer sanitary drain (i.e. private plumbing).
Property service (water)	A water pipe that supplies water from the reticulation main (network infrastructure) to the consumer. The extent of the property connection owned and operated by Urban Utilities generally terminates at the water meter.
ROL	Reconfiguration of a Lot
SEQ WS&S D&C Code (or SEQ Code)	The South East Queensland Water Supply and Sewerage Design and Construction Code, which provides a consolidated set of design and construction standards for new distributor-retailer water supply and sewerage reticulated infrastructure in participating South East Queensland local government areas.
Strata title	Strata title enables individual ownership of an actual lot within an apartment or townhouse complex whilst sharing ownership of the common grounds on which it is built.
Wastewater infrastructure	All pipes and associated infrastructure designed to carry, treat and dispose of sewage and other wastewater.
Water Approval	<p>Urban Utilities is the assessment authority for the water supply and sewerage aspects of development within our service area. Assessments are undertaken in accordance with a legislated 'Water Approval Process'.</p> <p>A Water Approval is required where the demand on the water or sewerage network changes as a result of development activities (new connections or disconnections), or where an existing connection is altered in some way (alterations).</p>
Water supply infrastructure	All pipes and associated infrastructure designed to carry and potable water.

## 4. Appendix B - Table 2 Standard Connections – residential development scenarios, servicing infrastructure and infrastructure charge requirements

SCENARIO			WATER SUPPLY				WASTEWATER			
DEVELOPMENT TYPE	FROM	TO	EXISTING INFRASTRUCTURE <sup>1</sup>	IS A WATER APPROVAL REQUIRED?	WHAT INFRASTRUCTURE IS REQUIRED <sup>2</sup>	DO INFRASTRUCTURE CHARGES APPLY?	EXISTING INFRASTRUCTURE <sup>5</sup>	IS A WATER APPROVAL REQUIRED?	WHAT INFRASTRUCTURE IS REQUIRED	DO INFRASTRUCTURE CHARGES APPLY?
Works Request	NA	NA	See Works Request	No	As requested by the Applicant	Infrastructure charges not applicable	Varies	No	As requested by the Applicant	Infrastructure charges not applicable
Reconfiguration of a lot (ROL)	1 lot (into)	(up to) 3 lots	1x water property service + meter	<b>Water Approval required</b> (Standard Connection subject to assessment of infrastructure and site suitability)	One [1] additional property water service + meter per lot  (and relocation of the existing water service & meter, if necessary)	<b>Infrastructure charges apply</b>	1x wastewater property connection	<b>Water Approval required.</b> (Standard Connection subject to assessment of infrastructure and site suitability)	One [1] additional property connection to service each new lot  (and relocation of the existing wastewater property connection, if necessary)	<b>Infrastructure charges apply</b>
							Existing wastewater property connections for each lot	<b>Water Approval required.</b> Standard Connection (Alteration)	No new infrastructure permitted	<b>Infrastructure charges apply</b>
Reconfiguration of a lot (ROL) (boundary realignment)	2 lots (into)	2 lots (boundary realignment)	2x water services + meters	If the land use within each lot remains the same and the existing infrastructure is positioned correctly with respect to the new lot boundaries: <b>No Water Approval required<sup>3</sup></b> (A Letter of Evidence may be used to authorise a 2-into-2 lot residential subdivision)	No new infrastructure required	Infrastructure charges not applicable	2x wastewater property connections	If the land use within each lot remains the same and the existing infrastructure is positioned correctly with respect to the new lot boundaries: <b>No Water Approval required<sup>4</sup></b> (A Letter of Evidence may be used to authorise a 2-into-2 lot residential subdivision)	No new infrastructure permitted	Infrastructure charges not applicable
				If the land use within each lot remains the same but the new lot boundaries require relocation of the existing services <b>Water Approval required</b> A Water Approval is required if the infrastructure needs to be relocated or modified to reflect the new boundary alignment	Relocation of existing water services & meters in accordance with SEQ WS&S D&C Code, if necessary	Infrastructure charges not applicable		If the land use within each lot remains the same but the new lot boundaries require relocation of the existing services <b>Water Approval required</b> A Water Approval is required if the infrastructure needs to be relocated or modified to reflect the new boundary alignment.	Relocation of existing wastewater property connections in accordance with SEQ WS&S D&C Code, if necessary	Infrastructure charges not applicable

<sup>1</sup> This is the infrastructure Urban Utilities would expect to be in place. The infrastructure constructed under the Standard Connection application should deliver any outstanding infrastructure required to achieve compliance with the 'what infrastructure is required?' column.

<sup>2</sup> The required infrastructure must always be assessed against the infrastructure criteria applied to Standard Connections. Where the required infrastructure does not fit the criteria for standard connections, the applicant must be advised to obtain a Property/Network Connection. See the Appendixes for Standard Connection criteria.

<sup>3</sup> Note: if the boundary realignment will be followed by a Dual-Occupancy or Strata Title development, a subsequent Water Approval will be required to (a) reconfigure the water supply infrastructure and metering, and (b) to apply Infrastructure charges.

<sup>4</sup> Note: if the boundary realignment will be followed by a Dual-Occupancy or Strata Title development, a subsequent Water Approval will be required to (a) reconfigure the water supply infrastructure and metering, and (b) to apply Infrastructure charges

SCENARIO			WATER SUPPLY				WASTEWATER			
DEVELOPMENT TYPE	FROM	TO	EXISTING INFRASTRUCTURE <sup>1</sup>	IS A WATER APPROVAL REQUIRED?	WHAT INFRASTRUCTURE IS REQUIRED <sup>2</sup>	DO INFRASTRUCTURE CHARGES APPLY?	EXISTING INFRASTRUCTURE <sup>5</sup>	IS A WATER APPROVAL REQUIRED?	WHAT INFRASTRUCTURE IS REQUIRED	DO INFRASTRUCTURE CHARGES APPLY?
Duplex or Dual-Occupancy	1 lot	Duplex or Dual-Occupancy	1x water service + meter	<b>Water Approval required</b>	One [1] additional water service + meter (typical)  [Dwellings within a dual-occupancy may have independent master water meters, a shared master meter and sub-meters, or one master meter]	<b>Infrastructure charges apply</b>	1x wastewater property connection	<b>Water Approval required</b>  Standard Connection (Alteration)	No new infrastructure permitted	<b>Infrastructure charges apply</b>
Strata title (apartment complex)	1 lot	Strata title (up to 6 dwellings on each lot)	1x water service + meter	<b>Water Approval required</b>	One [1] water service (domestic supply) + master meter (Body Corporate account); and  (n) sub-meters per dwelling <sup>5</sup> , where 'N' is the number of strata title units within the Body Corporate	<b>Infrastructure charges apply</b>	1x wastewater property connection	<b>Water Approval required</b>  Standard Connection (Alteration)	No new infrastructure permitted	<b>Infrastructure charges apply</b>
	Duplex or Dual-Occupancy	Strata title	Two separate water services + meters	<b>Assessment of existing infrastructure and development use required</b>	One [1] water service (domestic supply) + master meter (Body Corporate account); and  (n) sub-meters per dwelling, where 'N' is the number of strata title units within the Body Corporate <sup>6</sup>	Reviewed on application. <sup>7</sup>	1x wastewater property connection	<b>Assessment of existing infrastructure and development use required.</b>  Where applicable, Standard Connection (Alteration)	No new infrastructure permitted	Reviewed on application. <sup>5</sup>
	Duplex or Dual-Occupancy	Strata title	One [1] water service (domestic supply) + master meter (Body Corporate account); and  (n) sub-meters per dwelling, where 'N' is the number of strata title units within the Body Corporate	<b>Assessment of existing infrastructure and development use required</b>	No new infrastructure required	Reviewed on application.	1x wastewater property connection	<b>Assessment of existing infrastructure and development use required.</b>  Where applicable, Standard Connection (Alteration)	No new infrastructure permitted	Reviewed on application. <sup>5</sup>
Strata title (townhouse complex)	1 lot	Strata title (up to 6 townhouses, each with street frontage)	1x water service + meter	<b>Water Approval required</b>	One [1] water service (domestic supply) to each dwelling  (where a townhouse development consists of more than 6 units, and/or one or more units lacks street frontage, a Non-Standard Water Approval will be required).	<b>Infrastructure charges apply</b>	1x wastewater property connection	<b>Water Approval required</b>	One property connection to service the townhouse	<b>Infrastructure charges apply</b>

<sup>5</sup> Sub-meters to be provided by the Applicant.

<sup>6</sup> One water service to be removed.

<sup>7</sup> Infrastructure charges may apply if the number of bedrooms in each dwelling changes and/or where the number of dwellings increases.