



PLAN LIVE PERIOD PROCEDURE



URBAN ACCESS

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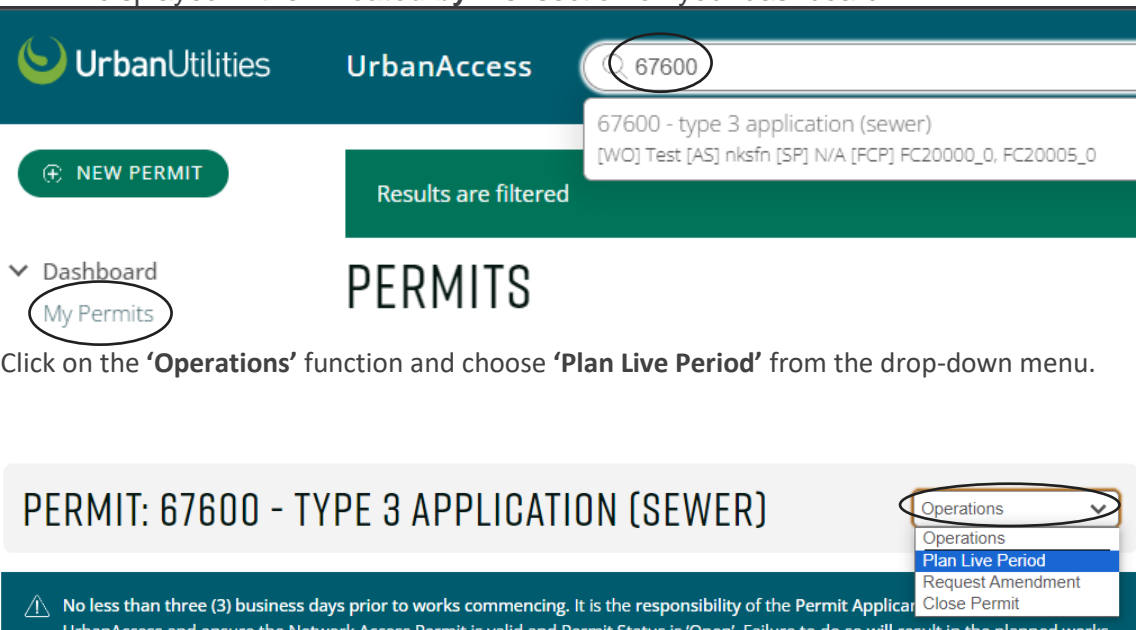
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Purpose

The Urban Utilities' Operations Team is responsible for managing the risk of simultaneous operations in the water and sewerage networks and is responsible for 'go/no go' decisions regarding planned works. Our notification requirements are intended to minimise service impacts on our customers and protect our service network while also facilitating the continuity of your planned works through access to our service network.

This notification requirement is applicable for all type 4, type 3 and type 2 permits that require control room actions. You are responsible for ensuring that you notify Urban Utilities no less than 5 business days prior to commencement of any work.

This procedure document will cover how to submit your planned live period/s and how you will be notified of acceptance of your planned work or request to postpone your works due to conflicts in the network.

How to submit a Plan Live Period	
1.	<p>To access Urban Access, please follow this link: https://urbanaccess.urbanutilities.com.au</p>
2.	<p>Open the permit you would like to create a Plan Live Period for.</p> <ul style="list-style-type: none"> This can be done by searching for the permit number or asset ID in the globe search bar at the top of your screen. Or if it's a permit you created it will be displayed in the 'Created by me' section on your dashboard.  <p>Click on the 'Operations' function and choose 'Plan Live Period' from the drop-down menu.</p> <p>PERMIT: 67600 - TYPE 3 APPLICATION (SEWER)</p> <p><small>No less than three (3) business days prior to works commencing. It is the responsibility of the Permit Applicant to ensure the Network Access Permit is valid and Permit Status is 'Open'. Failure to do so will result in the planned works</small></p> <p><i>*Please note, your permit MUST be in an Open status before you can create a Plan Live Period.</i></p>

3. The system will bring up the **Plan Live Period** screen for you to enter information pertaining to your works:

CREATE LIVE PERIOD

Plan Live Period

Permit 67600 — type 3 application (sewer)

Planned Start Date *

Planned End Date *

The Date should be no more than 4 weeks after the Planned Start Time.

IMPORTANT: If your work duration expands over consecutive days, please select the full date range for your works. If your works are NOT consecutive, you will need to submit a planned live period for each date. [See examples in the FAQ.](#)

Start Time *

End Time *

Contact Name *

Contact Number *

Control Room Actions

Example: R020 HOLLAND PARK 1 requires to be filled to top water level prior to the commencement of work at 7:00am.

If no action is required, leave blank.

IMPORTANT: Please ensure you provide clear instructions for our Control Room and include any relevant asset IDs. Please do not only quote the Shut Plan or Flow Control Plan number.

Flow Control Plan *

Attachment

Please attach your water off notification, if needed (PDF only, max 50MB)

CANCEL CREATE & ADD ANOTHER CREATE

The first four fields are for you to enter your planned start and finish date and time and your planned finish time.

IMPORTANT: If your work duration expands over consecutive days, please select the full date range for your works. If your works are NOT consecutive, you will need to submit a planned live period for each date.

Plan Live Period

Permit 67600 — type 3 application (sewer)

Planned Start Date *

Planned End Date *

The Date should be no more than 4 weeks after the Planned Start Time.

IMPORTANT: If your work duration expands over consecutive days, please select the full date range for your works. If your works are NOT consecutive, you will need to submit a planned live period for each date. [See examples in the FAQ.](#)

Start Time *

End Time *

As our notification timeframe is no less than **5 business days**, the system will block users from submitting plan live periods prior to 5 business days in advance.

In the **Contact Name** field please enter the full name of the person in charge of the site. This should be the person who we can contact on the day should we need to discuss the work. Please also provide their contact phone number.

Contact Name *	<input type="text" value="Smith Jones"/>
Contact Number *	<input type="text" value="0422280000"/>

In the **Control room actions** field please enter any controller actions required for your work.

- This can be found in **Section 5** of your flow control plan or in **Urban Utilities Imposed Special Conditions** of your Shut Plan.
- For **type 2 permits** these are found in the **Conditions** section of your permit.
- If there are no control room actions required, please leave blank. Examples below:

Water:

Control room actions

R015 Inala Reservoir filled to 95% by 8am.
 R045 Forest Lake Reservoir filled to 90% by 8am

Please add any other additional information.

Sewer:

Control room actions

Pump down station SP011 prior to works commencing at 7pm
 Inhibit pump 2
 Extra control room officer required to support FCP

Please add any other additional information.

If you have an isolation plan attached to your permit, please select the correct isolation plan you will be utilising during your works:

asset IDs. Please do not only quote the Shut Plan or Flow Control Plan number.

Flow Control Plan *	<input type="text" value="Please Select"/>
Attachment	<input type="text" value="Please Select"/> <input type="text" value="FC20000_0"/> <input type="text" value="FC20005_0"/>

Please attach your water off notification, if needed (PDF only, max 50MB)

For type 3 **water** permits the Plan Live Period screen will include three extra sections.

- **Water Off** - If water will be off during your works, please leave the **Water Off** box ticked.
- **Water Off start and end** – If you anticipate water off times will be different from your planned start time, please leave these fields blank. The only time you need to use these fields is in the scenario when you are conducting other works at site (say from 9am) and it will take a number of hours to prep the work site and water won't go off until later (e.g., 11am).
- **Attachment** - You have the option to upload a copy of your water off notices as proof of notification.

Shut Plan * ▼
SP75370

Water off Water off

Water off Start Time 🕒
--:-- --
Leave empty if the same as the Live Period Start time

Water off End Time 🕒
--:-- --
Leave empty if the same as the Live Period End time

Attachment 📎
Choose file No file chosen
Please attach your water off notification (PDF only, max 50MB)

For **type 3 sewer** and **type 2 permits** there are no additional fields.

Once you have entered all the required information you are ready to create the planned live period.

CANCEL
CREATE & ADD ANOTHER
CREATE

4. To check if you have successfully submitted a planned live period the below pop-up box will appear at the top of your permit:

Permit Live Period saved successfully.

PERMIT: 67599 - TYPE 3 APPLICATION (WATER) Operations ▼

⚠️ No less than three (3) business days prior to works commencing. It is the responsibility of the Permit Applicant or Site Contact to check UrbanAccess and ensure the Network Access Permit is valid and Permit Status is 'Open'. Failure to do so will result in the planned works being postponed or cancelled on the day of the planned works. If the Network Access Permit status is not 'Open' please contact Network Access via email networkaccess@urbanutilities.com.au

On the days of works, the Urban Utilities Control Room must be notified by phone (07) 38567179 at the commencement and completion of each time period in which work is carried out under a Network Access Permit. Network Access Permits will only be made 'Live' if the permit status is 'Open'.

— Please quote your permit number as well as your shutplan number or flow control number (if applicable) to the control room.

📌 **Planned Live Periods**

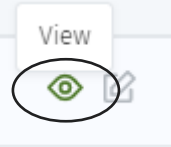
This permit has a planned live period. Please [check the live periods section](#) on this permit before creating a new planned live period to make sure there is not already an existing one for any scheduled work.

You can also confirm by checking the Plan Live Period is displayed in the **'Live Periods'** section mid-page of your permit:

LIVE PERIODS

Start Time	Planned Start Time	End Time	Isolation Plan	Actioned By	Status	Active	Actions
—	29 Feb 2024 09:00	29 Feb 2024 17:00	FC20000_0	Beta Test	Submitted	⊗	👁️ 📄

To view the information you submitted, please click on the **'View'** icon at the end of the planned live period:



This will show you the details you provided, along with the shut plan or flow control plan information that the planned live period is for.

Approval/Rejection Process

Once you have submitted your planned live period for your works it will be sent to our team for review.

After assessment has been completed, you will receive an automated email response advising if your works have been approved, or if you are required to reschedule your works.

The status of your planned live period in the **'Live Periods'** section of your permit will update accordingly:



Email notifications read as shown below:

Acceptance email:

UrbanAccess

To whom it may concern,

Your proposed works under permit 90167 has been **APPROVED** for 16/11/2022 04:00.

Please proceed with works on the proposed date. Please ensure compliance with the conditions of the Network Access Permit and Shut Plan/Flow Control Plan (as appropriate).

Non-compliance with the terms and conditions may lead to your work being cancelled.

Rejection email:

UrbanAccess

To whom it may concern,

Your proposed works scheduled for 16/11/2022 04:00 under permit 90167 has been **CANCELLED** due to conflicting works within the area.

Please reschedule your works by submitting a new proposed planned live period in UrbanAccess.

If your planned live period has been **rejected** due to conflicting works in the network, the live period will no longer display in the '**Live Periods**' section.

Where possible, we will attempt to contact you via phone to discuss the reasoning behind requesting your works to be postponed before you receive the email confirmation.

**Please ensure your contact information is up to date in our Urban Access system.*

Once you have been advised of this you will be required to submit a new Plan Live Period through Urban Access for an alternative date.

If you have not received an automated email by the day before your works are due to commence, please contact us at networkaccess@urbanutilities.com.au

Amending a Plan Live Period BEFORE it has been Approved/Rejected

If a planned live period has not yet been approved or rejected by our team you are able to amend any information provided.

This includes:

- Changes to start/finish date and time (e.g. postponing works)
- Change to site contact
- Amendment to control room actions

To amend your planned live period please locate your live period in the 'Live Periods' section of your permit and click on the **edit** button:

LIVE PERIODS

FILTERS

Start Time	Planned Start Time	End Time	Isolation Plan	Actioned By	Status	Active	Actions
—	29 Feb 2024 09:00	29 Feb 2024 17:00	FC20000_0	Beta Test	Submitted	✕	

The following screen will appear for you to make the appropriate changes. Once finish, please press **Update**.

EDIT LIVE PERIOD 102957

Plan Live Period

Permit: [67600 — type 3 application \(sewer\)](#)

Status: Submitted

Planned Start Time *:

Planned End Time *:

The Planned End Time should be no more than 14 hours after the Start Time.

Contact Name *:

Contact Number *:

Control Room Actions:

Example: R020 HOLLAND PARK 1 requires to be filled to top water level prior to the commencement of work at 7:00am.

If no action is required, leave blank.

IMPORTANT: Please ensure you provide clear instructions for our Control Room and include any relevant asset IDs. Please do not only quote the Shut Plan or Flow Control Plan number.

Flow Control Plan *:

CANCEL

UPDATE & CONTINUE EDITING

UPDATE

Amending a Plan Live Period BEFORE it has been Approved/Rejected

If a planned live period has been approved or rejected by our team, this will result in you being unable to make any changes to that live period.

The process to amend a Plan Live Period in this scenario is outlined below:

1. Create a **new** Plan Live Period in Urban Access with the correct information
2. Email networkaccess@urbanutilities.com.au with the details of the previous Plan Live Period and request it is cancelled. Please include in your email:
 - Permit number;
 - Shut plan or flow control plan number;
 - Date and time of the planned live period to be cancelled.

Cancelling a Plan Live Period

If you require to cancel a Plan Live Period please email networkaccess@urbanutilities.com.au with the following details:

- Permit number;
- Shut plan or flow control plan number;
- Date and time of the planned live period to be cancelled.