

Developer Services e-News

Welcome to our end of year POEM | December 2023

This edition - our end of year POEM - is packed! Read on for:

- **COMING!** BOA, COA, FORM 32 processes in the Developer Services Portal
- Easements in state/council controlled land
- **COMING!** Infrastructure charges and indexation - commences 12 January 2024
- Working with Transport and Main Roads (TMR)
- **COMING!** Water Netserv Plan amendments update
- Developing outside Urban Utilities' connection area
- **COMING!** New look Connection Certificates
- Uncompleted Works Bonds and Tankering
- Christmas closure dates
- Developer Services Portal contacts
- Merry Christmas

Developer Services (DS) Portal - 2024

We've been building the **DS Portal** anew

It soon will be the one-stop place for you.

Be ready for more online processes from Jan '24

Starting with BOA, COA, Form 32 and IC – it'll go off with a roar!



BOA, COA, Form 32 online in 2024

If it is **Build Over (or near) our Asset** approvals you seek

From mid Jan '24, it will be to the portal, you'll need to peek

Tell us what you plan to do over or near our pipes

We'll still meet assessment timeframes to avoid any gripes.

To **Construct over our Assets** you'll follow BOA process
Of logging into the Portal and selecting COA - no stress.
We'll have resources on our website to help you learn each bit
We've made it easy for you and know you'll see the benefit.

Lodging a **Form 32** in Jan '24?

Do so in our Developer Services portal - it's an easy process for sure.
Relevant info and approved plans for building works you will upload
And we'll review it real quick and in our digital filing system it will be stowed.

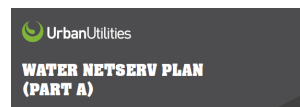
Easements in state/council controlled land

Seeking easements on government land can be quite a strain

We are working on this to help ease the pain.

In June 2024 we aim to provide you with clarity

So you can deliver new infrastructure with greater jocularly.



Infrastructure charges and indexation

From 12 Jan '24, find **Infrastructure Charges** in our portal

It'll be so easy for you to follow – you'll think you're immortal!

With this change comes a new button – it's called 'Request ICN Invoice'

So when you are ready to pay your infrastructure charges, press this button and rejoice.

At last, no more emails to our busy ICN team

As it is time to make this process more efficient and lean.

The name '*itemised breakdown*' will soon crash and burn

Because you'll receive an **Infrastructure Charges Proforma Invoice** – the name is easy to learn!

The other big news is we'll start **infrastructure charges indexation**

On Friday 12 January '24, you will see commencement of this new situation.

This applies to all Urban Utilities' LGAs except Ipswich you see

As since 2010, Ipswich indexation was already agreed.

To avoid indexation pay your infrastructure charges before 12 Jan,

By requesting an itemised breakdown as soon as you can.

Contact our ICN team for one last email request,
And in approx. three business days, with your Itemised Breakdown, you will be blessed.

Working with Transport and Main Roads (TMR)?

Need to deliver infrastructure in state road corridors
involving TMR?



Expect more stringent tech design requirements as they
raise the bar.

We are working with TMR to address this involved process,
And next year will share more on achieving state road permit success.

Water Netserv Plan amendments update

What is a UU poem without reference to Netserv.
For it too has a big year coming - It'll be on an exponential
curve.



2024 will see two minor amendments and lots of updating
to do.

To amend the connection area, clarify the water/wastewater approval process and
update the Schedule of Works too!

The SOW is important because for you it will outline
our future trunk infrastructure planning which will be modernised and defined.

We'll consult on each of these amendments across the community
so be prepared to share your feedback at every opportunity.
Both amendments will inform and enable continued growth in our service territory
so look out for Water Netserv Plan amendments and provide an opinion or three.

The draft Shaping SEQ plan will be reviewed and may incorporate
local government responses so that the most current planning assumptions inform our
population projections and demand forecasts which we can activate.
Proposed increases in dwelling targets in our service areas established urban areas
is something we expect – This and there'll no doubt be many other policy variables.
A major review of the Water Netserv Plan is due to arrive
But with all of these other amendments we've moved its date to 2025.

Developing outside our connection area?

But instead talk with your development neighbour to see if between you there's a solution you can coordinate.

An integrated approach to planning 'tween neighbours may be

The right solution for you both, your developments and your water utility.

In the new year, Connection Certificates will have watermarks, One more way to discourage fraud and avoid necessary marks. More process changes are planned to help Councils to verify, prevent police reporting and Urban Utilities' need to testify.

We know Uncompleted Works Bonds can really help you out
With plan sealing at council – of this we have no doubt.
But do be aware that for bonds and tankering too
We must have confidence that the work you will come back and completely do!

For this reason bonding and it's the same with tankering too
They both are a privilege, not a right, this thinking is not new.
For we must manage the risks for our business and future communities
So they can turn on a tap and flush away their worries without needing our apologies.

As 2023 is soon coming to an end
We are still going full steam on your apps, requests and
anything else to us you send

DS' last business day is Friday December 22

And until then we're pushing as much as we can push through.

Fear not we are away for just over a week

We'll be back on Tuesday 2nd Jan to continue working through this peak.



Need a quote or construction date to **raise a manhole**?
Send it through before Mon 18 December and you'll be on a roll.
For those who send it through after this date,
You guessed right if you said, "*They'll need to wait.*"
For they shall hear of it on or after Monday 15 Jan
When their request shall be actioned and become a plan.

If you planned to do live works between December 18 and January 5
Then **registering your works** by COB Fri December 15 is the time for which you must strive.
To help register your live works - you know what to do
Submit a complete application to guu.developmentaudit@urbanutilities.com.au.

Developer Services Portal contacts

We love the DS portal, of it we are quite proud
So please help us when we ask out loud
To make sure applicant contacts are set up correctly
So they get the right notifications that impact them directly.

And while we're at it, we again reiterate
To make sure application contacts have THEIR contact details up-to-date
No longer will we allow for applicant details
To mirror those of consultants – this process no longer prevails.

Merry Christmas

Our poem is now finished, it is nearly Christmas time you see
And we wish you a Christmas that is filled with much merriment and glee
We'll be here next year when you want to do it all over again
Let's raise a glass to all our achievements, goodbye 2023, and finally Amen!



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

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