



UrbanUtilities

MAJOR WORKS

CONSTRUCTION &

COMPLIANCE GUIDELINES

February 2026

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Version control/updates

V1.0	Creation of document	B Brentzell	October 2020
V2.0	Changes made due to NAP application process going live in Developer Services Portal and change to process related to Meter Information, Infrastructure Charges required to be paid before issue of NAP and Fees associated with NAP application and associated Isolation/Shut Plan (if applicable).	N Johnson	July 2023
V2.1	Updated Stakeholder responsibility matrix to reflect Infrastructure Charges payable before NAP released	A Doyle	December 2024
V2.2	Corrected placement of RACI table	A Doyle	September 2025
V2.3	Updated details relating to submission of maintenance bonds	F Rowbottom	November 2025
V2.4	Update to Audit requirements	L Chai	February 2026

We welcome feedback on these guidelines. Send your comments to:
DevelopmentEnquiries@urbanutilities.com.au

Guidelines for Major Works Construction and Compliance



Introduction

This guideline explains the Urban Utilities Developer Construction and Compliance functions specific to Major Works Water Approval applications during the design, construction, compliance and maintenance phases of the works.

Major Works are a classification of property service or network connections that requires the Developer to engage a qualified Registered Professional Engineer of Queensland (RPEQ) to design and certify the works.

Stakeholder responsibilities

Designs must be reviewed and approved by Urban Utilities. As well, all water- and wastewater- related construction must be audited by an Urban Utilities' Assurance Officer. The final As-Constructed Certification Package must be certified by an RPEQ before being reviewed and accepted by an Urban Utilities Technical Officer.

The Major Works stream enables a connection customer (otherwise known as the Developer or Applicant, further referenced as Developer) to self-deliver Major Works with their choice of RPEQ, in addition to having access to the experience of an Urban Utilities Assurance Officer. The following table provides a brief overview of the key tasks and responsibilities for a Major Works application:

Stakeholder responsibility matrix

R	Responsible for doing the task (doer)	C	Consulted with regarding the task				
A	Accountable and answerable for the task (approver)	I	Informed/ updated on the task				
Water Approval Application Major Works Certification Process				Connection Customer (Developer)	Consultant	Contractor	Urban Utilities
Appl y	Lodge Water Approval application via the Developer Services Portal	A/R	R		I		
	Include Consultant as an 'Additional contact' in the application to enable them to submit information on behalf of the Developer	A/R	R		I		
Asse ss	Issue of Water Approval Decision Notice (approved with Infrastructure Charge Notice or not approved)	I	I		A/R		
Design	Prepare certified designs in compliance with Water Approval conditions and relevant standards	C	A/R				
	Lodge Design Package via the Developer Services Portal		A/R		I		
	Assessment of Design Package in accordance with Condition MAJW1				A/R		
	Clarify any design queries with the Urban Utilities Developer Assessment team to allow Design Package to be assessed		A/R		I		
	Issue of Design Approval Notification to satisfy Condition MAJW1	I	I		A/R		
	Prepare 'Issue For Construction' drawings incorporating, and marked-up, amendments on the Design Approval Notification		A/R		I		
Construct	Engage a qualified contractor to construct infrastructure and connection	A/R	C		I		
	Prepare Network Access Permit (NAP) application and the live tap request (where applicable)	I	R/A	R/A	I		
	Lodge NAP request via Developer Services Portal		A/R	I	I		
	Request Infrastructure Charges Pro Forma Invoice via Portal	A/R	R/I	I	I		
	Payment of Infrastructure Charges prior to receiving NAP	A/R	R/I	I	I		
	Register prestart, construction, live works, on-maintenance audits with Urban Utilities 3 days prior to day of requirement	I	A/R	A/R	I		
	Undertake quality assurance testing in accordance with Water Approval and SEQ Code requirements and provide results to Urban Utilities	A	C	A/R	I		
	Ensure compliance against NAP conditions, including notifying affected residents, arranging alternative sources of water and scheduling trial valve shuts (where applicable)	A	I	A/R	I		
	Notify Urban Utilities' Control Room of commencement and completion of works	I	I	A/R	I		
	Inspect and certify compliance of construction works with the certified design and SEQ Code	I	A/R	C	I		
	Complete construction works in accordance with Water Approval, certified design and applicable standards	A	C	A/R	I		
	Final inspections to certify compliance against design for on/off maintenance requirements	A	R		I		
	Compliance	Establish easement/s (if required)	A	C		I	
Establish maintenance bond		A	C		I		
Prepare and lodge As-Constructed Certification Package		A	A/R	C	I		
Review of As-Constructed Package and issue of Connection Certificate		I	I		A/R		
Maintain	Maintenance of works (including rectification of defects) until end of the Maintenance Period	A	C		I		
	Undertake Off-Maintenance Inspection and submit end of Maintenance Certificate.	A	R		I		

Design Phase

Before moving into design phase, an application will have moved through the assess phase. In the assess phase, the Water Approval Decision Notice (Water Approval) is issued and, if granted for approval, the development can connect to Urban Utilities water and/or wastewater network.

It is a condition of the Water Approval for Major Works that an RPEQ qualified engineer certifies that the design complies with the relevant Conditions and Standards as specified in the Water Approval.

Generally, these will be consistent with the SEQ Water Supply and Sewerage Design and Construction Code (SEQ Code) and any other Urban Utilities standards and specifications.

Design Package requirements

Urban Utilities encourages RPEQ engineers to offer innovative solutions for the design and construction of water and wastewater infrastructure, based on sound engineering principles that provide effective and economic alternatives over the life of the asset. The design needs to address all requirements specified in the Water Approval Conditions. Should a design issue be outside the specified standards, Urban Utilities' permission must be sought to use alternative design standards by describing the non-conformances on the [Major Works Design Package Submission Form](#) and justify why these alternatives will meet the intent of the SEQ Code.

The Design Package will comprise:

- completed Major Works Design Package Submission form
- copy of the design drawings certified by an RPEQ
- NATA certified geotechnical results
- technical reports (as relevant)
- written approval by the relevant Council for any non standard service corridor proposed
- details of any approved variations to the design and/or specifications for the works, including evidence that Urban Utilities has approved such variation
- other documentation required to satisfy relevant Water Approval Conditions or as requested by Urban Utilities during the design phase.

Following payment of all applicable design fees and charges, the package can be uploaded to the Developer Services Portal with all necessary information.

Note: If it is not possible to provide the Design Package in a single PDF file of less than 50MB, it should be divided into logical volumes and lodged at the same time. Please identify the order and number of volumes in the File Description field e.g. Design Package (Vol. 1 of 3) etc. Alternatively, files can be uploaded to Urban Utilities "share file" facility.

Design assessment

The Design Package is assessed against the conditions of the Water Approval and Urban Utilities' design and construction requirements including, but not limited to, the SEQ Code.

In the instance that errors are identified in the Design Package, or a lack of clarity requires submission of further information, Urban Utilities will issue an Information Request, via the Developer Services Portal, which may require amendments to the Design Package. The review will only re-commence upon receipt of all requested information/amendments and payment of any necessary re-checking fee. It is the Applicant's responsibility to submit all necessary documentation in accordance with Urban Utilities' requirements for efficient assessment.

Complex Shut Plans (Major Works)

A Complex Shut Plan is a Shut Plan sub-category that involves the isolation of Urban Utilities infrastructure critical to a water supply zone (i.e. reservoirs, pump stations and trunk mains). Typically for development works, Complex Shut Plans will involve mains greater than 225mm in diameter (see also Developer Services Customer Price List description).

When an asset requires isolation, portions of the water supply zone may need to be re-directed to ensure contingency supply to the broader network. Due to the potential for large customer impact, a higher degree of planning and scheduling is required in the creation of Complex Shut Plans; this may include field checks and data logging.

At the Design Stage of a Water Approval (Major Works) process, where a Design Approval application is a condition of the Water Approval, the assessing Design Engineer will advise if the isolation to enable connection is likely to be complex (as identified in the Developer Services Customer Price List). If identified as complex (Type 3 NAP), the Network Interventions team will be contacted, to scope potential design changes to accommodate the shut, scope the cost and time of a shut plan and you will be advised of these details. Where design changes can be incorporated at the Design Assessment stage they will.

The actual Shut Plan can be created post Design Approval, depending on the developer's project scheduling, once payment is made and necessary Network Access Permit (NAP) application requirements are provided. More information about this process can be found in the [Network Access Permit Guidelines](https://urbanutilities.com.au/development/help-and-advice/standards-and-guidelines) (https://urbanutilities.com.au/development/help-and-advice/standards-and-guidelines). If your works have been identified to connect to a trunk main or other major water asset, you will need to provide a detailed construction methodology with the NAP application. See the [Network Access Permit Guidelines](#) for more detail.

Design Approval

Once the design documentation has been prepared to the satisfaction of Urban Utilities, the design will be endorsed with issue of a Design Approval Notification in accordance with Condition MAJW1 of the Water Approval. The RPEQ is responsible for ensuring the design is efficient, accurate, safe, compliant and constructible. Endorsement of the Design Package by Urban Utilities does not imply that the design has been prepared taking into consideration all relevant design and construction requirements or the requirements of any other agency. Urban Utilities does not undertake quality assurance on behalf of the consultant or checks that all aspects of the design have been undertaken in accordance with all relevant factors.

Once a Design Approval Notification is issued by Urban Utilities, the Applicant needs to provide "Issued For Construction" drawings for review by all stakeholders (see [Stakeholder responsibility matrix](#)). Please allow **at least 3 business days** before the proposed pre-start meeting to be arranged by the Construction Contractor with Urban Utilities.

Design amendments

If an amendment is required to the design documentation after design approval has been issued (e.g. due to a change in the design during construction), a request to amend the approved design must be submitted to Urban Utilities. If an amendment also affects the conditions of the Water Approval, an amendment to the Water Approval may also be required.

Standard assessment timeframes apply to all requests for Design Package (and Water Approval) amendments. In order to minimise delays during construction associated with amendments, consultants are advised to prepare design documentation taking into consideration all relevant site constraints. It is expected that the RPEQ who has certified the design, will have carried out adequate site investigations to confirm locations and depths of all services that may be critical to the design.

Construction Phase

Construction planning

Collaboration and communication between the Developer, Consultant and Contractor is critical to the success of the Major Works process.

The Developer is to ensure that the Construction Contractor liaises with the Consultant for completion, and provision, of the as-constructed certification requirements. It is recommended the Construction Contractor has visibility of all as-constructed package certification deliverables prior to commencement, e.g. testing, witness points and reporting. Appropriate informal or formal processes for change management, notification, communication and issue resolution should be established to deliver successful construction outcomes.

Upon commencing on-site works, all parties must ensure they are working from the correct and approved final 'For Construction' drawings. Should the Contractor and/or Developer require revisions to the 'For Construction' designs, the Consultant must be notified. If those changes do not conform to the SEQ Code, a [Design amendment](#) should be submitted for Urban Utilities consideration. Approval of non-conforming designs will be granted where acceptable technical justification has been provided by the consultant.

Infrastructure Charges

Infrastructure charges are legislated charges payable where new development is proposed. The charges are applied to fund the cost of providing new or upgraded trunk infrastructure. The legislation that covers infrastructure charges includes the SEQ Water (Distribution and Retail Restructuring) Act 2009, the Planning Act 2016 and related Planning Regulation 2017.

Infrastructure charges are calculated for new development as part of the Water Approval application. By law an Infrastructure Charge Notice must be issued within 10 business days of a Water Approval Decision Notice. Only legislated exemptions apply. For development outside local government planning jurisdictions but connecting to drinking water, non-drinking (recycled) water, or wastewater, connection charges may apply but not infrastructure charges.

Where a NAP applies, infrastructure charges, connection charges and any other outstanding fees and charges must be paid at that connection stage. For assistance email: ICNEnquiries@urbanutilities.com.au.

Pre-start meeting

It is the responsibility of the Consultant and/or Contractor to book a pre-start meeting following issue of the Urban Utilities Design Approval Notification, and prior to commencing construction. The Consultant and Construction Contractor are required to attend in addition to the Urban Utilities' Assurance Officer who will follow the project through to completion.

The pre-start meeting provides an opportunity for:

- discussion of construction and hold point expectations
- discussion of type and frequency of audits required and project design components (i.e. design variations, amendments, approvals required before construction and approval responsibilities)
- safety requirements
- general questions and project discussion.

To arrange a pre-start meeting, send the following information to development.audit@urbanutilities.com.au (minimum notice 5 business days):

- proposed date, time and location for pre-start meeting
- type of works (i.e. water and/or sewer, mains constructions, property connections etc.)
- site contact name
- site contact number
- site address
- application reference number (e.g. 20-PNT-12345)
- information relating to site inductions (if required)
- estate name
- stage number.

Construction inspections and audits

The Consultant must attend where possible and stay informed of all inspections and audits to ensure:

1. construction is carried out in accordance with the certified design and SEQ Code
2. necessary quality assurance information is captured for As-Construction Package records.

The following audits (undertaken by the Urban Utilities Assurance Officer) are mandatory for Water Approvals executed as Major Works:

- Pre-start
- Construction Audit/s
- Pre On-Maintenance Audit
- Live Works Audit
- On-Maintenance Audit
- Off-Maintenance Audit.

Handy Hint:

Take photos during site audits as evidence for quality in audits and reports.

Completing construction in the absence of these audits will result in delayed acceptance of the As-Constructed Certification Package and issue of the Connection Certificate.

All field audits must be detailed/referenced in the Site Inspection Report submitted by the Consultant as part of the As-Constructed Package submitted to Urban Utilities.

Construction audits

Construction audits are conducted during the construction phase and may include water and wastewater (sewer) mains (progressive works and completion), manholes, associated infrastructure components (fire hydrants, valves, thrust blocks etc) or property connections. The frequency and schedule of construction audits will be discussed during the pre-start meeting.

It is recommended that the forward meeting schedule is provided as early as possible to allow meetings to be scheduled with the assigned Assurance Officer in attendance. The Assurance Officer will also be available to assist at any time during the construction phase.

Email development.audit@urbanutilities.com.au the forward meeting schedule and/or to arrange construction audits. A **minimum notice of 5 business days** is to be given. In your email, provide the following:

- audit type (i.e. construction audit)
- site contact name
- site contact number
- site address
- application reference number (e.g. 20-PNT-12345).

It is recommended that construction audits take place regularly throughout the duration of construction. On-going audits and communication between Urban Utilities' Assurance Officer and the consulting engineer generally result in a smoother construction process with a reduced number of potential defects. It is also important that the Assurance Officer frequently attends site so they can responsibly sign off construction.

Pre On-Maintenance Audits

A pre On-Maintenance Audit (or pre live works audit) is designed to help create a preliminary 'defect' list prior to live works. Whilst it is not mandatory, a pre On-Maintenance Audit assists with ensuring a smooth transition to the on-maintenance phase.

To arrange a pre On-Maintenance Audit, email development.audit@urbanutilities.com.au the following information (**minimum notice 5 business days**):

- audit type (i.e. construction audit)
- site contact name
- site contact number
- site address
- application reference number (e.g. 20-PNT-12345).

Network Access Permit

As part of the conditions of the Water Approval, a Network Access Permit (NAP) must be obtained prior to registering construction works with Urban Utilities. The NAP grants permission to connect to, conduct testing or work on or within two meters of the live water and sewerage network. Each NAP includes conditions specific to the development and plan type and may include water shut plans or wastewater flow control plans, community notifications, considerations for water critical customers and requirements for alternative water supply. Please refer to our Network Access Permit page at <https://urbanutilities.com.au/development/our-services/network-access-permits> for more information on the NAP process.

From July 2023:

- Infrastructure Charges must be paid at NAP (physical connection) stage (where a NAP is applicable)
- All meter information (new, removed and re-used) is required at the time of the NAP application. This information is inputted to the Developer Services Portal at the time of the NAP application. It is required to be revalidated (amended/updated) at the time of As-Constructed Package submittal. A PDF Meter form will not be accepted.

Please note: for further information on delivery of a large water meter to site, refer <https://urbanutilities.com.au/development/our-services/large-water-meter-orders>

Live tap connections: standard under-pressure cut-in connections

Under-pressure cut-in connections (UPCIC) or live taps may be permitted for \geq DN100 connections. However, Urban Utilities' approval must be obtained prior to execution. For further information and guidance on live taps, please refer to the [Network Access Permit Guideline](#).

Registering works with Urban Utilities

Following issue of the NAP, the site connection works must be registered with Urban Utilities. This includes notification of all applicable water and wastewater works and planned dates for the entire duration of construction. Please provide the following information by email to development.audit@urbanutilities.com.au at least **5 business days** before commencing water and sewer works:

- construction start date
- live works date
- construction end date
- contractor contact details.

Any date changes must be reported to Urban Utilities as early as possible and works rescheduled in accordance with conditions of the NAP. Please be aware, site inspections may be undertaken by an Urban Utilities' Assurance Officer.

Live works connections

The live works connection refers to the connection of newly constructed infrastructure to the existing network. To undertake live connection works you will be required to obtain or provide the following:

- Copies of for-construction designs, certified by the Consultant/RPEQ.
- A valid NAP issued by Urban Utilities authorising the works in accordance with the most recent endorsed design. It is important to thoroughly review the NAP to identify conditions specific to your live works. For more information about making the permit live on the day of connection please refer to the Network Access Permit Guidelines available at <https://urbanutilities.com.au/development/help-and-advice/standards-and-guidelines>.
- Depending on the nature of the works, you must supply copies of applicable quality assurance documents (see below) for Urban Utilities review and approval by midday at least one business day prior to construction for authorisation to proceed. Refer to [Network Quality Assurance Testing](#) requirements.
- Undertake a trial shut prior to scheduling live works via arrangement with an Urban Utilities' accredited valve operator.

Network quality assurance testing

Urban Utilities requires advanced quality assurance testing in order to detect and rectify problems with network service or construction before the live connection. Network testing may only be undertaken with an approved and current NAP. If the development is serviced by any new mains, testing must be completed and submitted as part of the Live Works Package (and As-Constructed Package) via the Developer Services Portal, and include:

- water main bacteriological testing and pressure testing
- sewer main vacuum testing and CCTV.

Testing requirements are outlined in the [As-Constructed Package Certification form](#) and the SEQ Code. Results of bacteriological testing are required before charging a water main and must be submitted by email to development.audit@urbanutilities.com.au **at least 1 business day** prior to the date of connection. If bacteriological testing results fail the required criteria, then live works will not be able to be performed.

***Note:** bacteriological and pressure tests are recommended to be undertaken as close as possible to the date of live works. Results from bacterial tests are only valid for 14 calendar days from sample date, and testing must be conducted by a National Association of Testing Authorities (NATA) accredited tester (refer to the SEQ Code for more information).*

Live connection works audits

To request a Live Works audit, Urban Utilities requires the following information to be emailed to development.audit@urbanutilities.com.au (**minimum notice 5 business days**):

- audit type (i.e. construction audit)
- site contact name
- site contact number
- site address
- application reference number (e.g. 20-PNT-12345)
- NAP reference number.

Construction (including all restoration) is to be completed by an appropriately qualified contractor in accordance with the SEQ Code and the approved 'For Construction' design provided by the RPEQ. If there are concerns regarding the design, please direct these to the consulting engineer in the first instance.

Following construction, all as-constructed data is to be provided to the consulting engineer for submission in the As-Constructed Package. This should include materials, cost breakdown schedule (Bill of Quantities), i.e. concrete dockets or certificates.

In the case of sewer live works (sometimes referred to as '[pulling a plug](#)'), the work can be completed at any time and does not require an audit request but does need to be sited by the Urban Utilities Assurance Officer. To discuss your specific needs, contact development.audit@urbanutilities.com.au or your assigned Urban Utilities Assurance Officer.

On-maintenance

Upon completion of all construction and live works, an On-Maintenance Audit is to be undertaken by the Urban Utilities Assurance Officer. Please submit the audit request by email to development.audit@urbanutilities.com.au (**minimum notice 5 business days**) with the following information:

- audit type (i.e. on-maintenance audit)
- site contact name
- site contact number
- site address
- application reference number (e.g. 20-PNT-12345)
- estate name
- stage number.

Where no quality or compliance issues are identified, the Assurance Officer will complete the On-Maintenance Audit Report and provide this to Urban Utilities Development Compliance, signaling the As-Constructed Package is ready for submission by the Consultant. Any identified defects must be rectified before the On-Maintenance Audit Report will be accepted. Approval of photographs as evidence of rectification is at the discretion of the Assurance Officer and a follow up audit may be required.

Note

- 1. A successful field On-Maintenance Audit does not constitute the commencement of the formal on-maintenance period. This period begins from the date the Connection Certificate is issued. A Connection Certificate will not be issued without a successful field On-Maintenance Audit.*
- 2. An As-Constructed Certification Package will not be processed or reviewed without an On-Maintenance Audit.*
- 3. It may be possible to combine a Live Works Audit and an On-Maintenance Audit. Discuss this with your Urban Utilities Assurance Officer.*

Compliance Phase

Compliance is a critical phase of the Major Works process, requiring final review of all as-constructed drawings, reports, testing, and quality assurance information, as well as payment of fees and charges and processing of easements (if applicable). These requirements are compulsory to comply with the conditions of the Water Approval and enable Urban Utilities to endorse plan sealing by the local council. All Water Approval conditions must be completely satisfied for issue of an Urban Utilities Connection Certificate. Easements are required to be processed prior to issue of a Connection Certificate. For further information on easements, please refer to <https://www.urbanutilities.com.au/development/our-services/easements>.

Compliance process

A Connection Certificate confirms that the new connection is designed and constructed in accordance with the conditions of the Water Approval and to the satisfaction of Urban Utilities. We are obligated to ensure all compliance activities are fulfilled prior to issue of the Connection Certificate.

The following steps need to be completed by the Consultant in collaboration with the developer to satisfy Urban Utilities compliance requirements:

- Prepare and lodge easement application (if required). This may be completed as soon as the final location/s of infrastructure is/are known. Refer to the [Easement Guidelines](#) to determine if you need to prepare and submit legal easement documentation to Urban Utilities. A Connection Certificate cannot be issued until finalisation of this legal documentation.
- Payment of all outstanding fees and charges should now have been made as a Connection Certificate will not be issued with outstanding fees or charges.
- Prepare and lodge the As-Constructed Certification Package. The As-Constructed Certification Package must include the RPEQ Engineer's certified as-constructed drawings to demonstrate design and construction has occurred as per the conditions of the Water Approval and to Urban Utilities' standards and guidelines. Refer to this page for further information <https://urbanutilities.com.au/development/help-and-advice/standards-and-guidelines/as-constructed-package-submissions>

As-Constructed Certification Package requirements

The As-Constructed Package should be prepared in collaboration with the developer, construction contractor and consultant following completion of the works (including all live works). Outstanding fees and charges must also be paid before lodging the As-Constructed Package to the Developer Services Portal.

The information required will vary depending on the works, however as a basic guide, the following needs to be included:

Mandatory

- As-Constructed Package Certification Checklist signed by the Consultant (RPEQ engineer)
- Site Inspection Report (including on-maintenance report and registered easements if applicable)
- A copy of the relevant aspects of the Design Package, updated to reflect the as-constructed works and signed by an RPEQ engineer
- Details of any variation to the certified design accompanied by evidence of Urban Utilities design variation approval
- Revalidate water meter installation, removal or re-use information advised at the NAP stage
- Network quality assurance testing results
- Accreditation of pipe layer.

Where relevant to Water Approval Conditions:

- Easement agreements and other authorisations relevant to the completed works
- Test results, including pressure tests, bacteriological tests and sewer camera inspection records (as relevant)
- Product and material certificates and structural certificates (new mains and maintenance structure/manhole)
- Details of the party undertaking maintenance activities during the maintenance phase
- Operations and maintenance manuals for the works (as relevant)
- Other documentation to satisfy relevant Water Approval conditions or as requested by Urban Utilities during the design and/or construction phase.

Refer to the [As-Constructed Package Certification](#) form for further guidance and the [As-Constructed Package submissions page](#).

Receiving a Connection Certificate

Following submission of the As-Constructed Package (including the Certification Checklist signed by the Consultant/RPEQ engineer) to the Developer Application Portal, a check for completeness will be undertaken. Please note, As-Constructed Packages will not commence technical review until they are received in full. Once all information has been received, technical compliance review can commence.

Following successful review and where all requirements have been satisfactorily met, the Connection Certificate will be issued within five business days and your application progresses to on-maintenance.

IMPORTANT: The council development application (DA) number, advised at the time of issue of the Water Approval Decision Notice, is the reference number that will be scribed on the Connection Certificate. ***If the Development application number has changed since the Water Approval was issued, please advise Urban Utilities as this may result in invalid approvals, additional costs, delays, amendments etc.*** Changes to the Development Approval number advised after issue of the Connection Certificate may require a new Water Approval or Letter of Evidence.

Maintenance Phase

A Water Approval may include a condition for the works to be covered by a maintenance period of at least 12 months from date of issue of the Connection Certificate, known as 'on-maintenance' period. This period may be extended where it is necessary to rectify any defects.

During the on-maintenance (warranty) period, the development customer is required to maintain and rectify all identified faults. This includes keeping comprehensive records of such defects and all maintenance or rectification undertaken for submission at the end of the on-maintenance period. Further to this, there is an obligation to submit comprehensive and up-to-date operations and maintenance manuals to Urban Utilities and provide training to all relevant personnel.

Maintenance Bond

The Applicant/Developer is responsible for all asset maintenance and rectification of defects during the maintenance period. The maintenance period is usually 12 months unless defined differently in the conditions of the Water Approval. A maintenance bond is to be established as security for maintenance and defects during the on-maintenance period.

The Applicant/Developer must submit a cost breakdown schedule (BOQ) showing the value of the constructed infrastructure works (certified by an RPEQ) that includes design and construction as well as survey, easements etc. The value of the Maintenance Bond is to be 5% of the total cost unless deemed otherwise.

Applications are made from the relevant Water Approval (PNT) application in the Developer Services Portal. Refer to the Quick Reference Guide on the Developer Services Portal webpage:

<https://www.urbanutilities.com.au/development/developer-services-portal>

Urban Utilities will issue communication informing confirmation of value and security payment methods (cash up to \$100k or Bank guarantee up to \$unlimited).

Off-maintenance

Requests to take the Water Approval off maintenance can be made at the end of the 12-month maintenance period, following rectification of all defects.

To book an Off-Maintenance Audit email development.audit@urbanutilities.com.au (minimum notice **5 business days**) with the following information:

- audit type (i.e. off-maintenance audit)
- site contact name
- site contact number
- site address
- application reference number (e.g. 20-PNT-12345).

During the Off-Maintenance Audit, the RPEQ and the Urban Utilities Assurance Officer will meet to inspect the works, focusing on ensuring all identified defects have been appropriately rectified and there are no ongoing quality issues.

Following the site audit, the Assurance Officer will complete an Off-Maintenance Audit Report for Urban Utilities' Development Compliance team. Identified defects must be rectified for acceptance of the Off-Maintenance Audit Report.

Note

The Assurance Officer will advise if photographs are acceptable or if a follow up audit needs to be scheduled.

The Consultant and RPEQ must also submit the following information via the Developer Services Portal:

- End of Maintenance Certificate
- End of Maintenance inspection report, including maintenance and defect rectification records
- any updates required to the As-Constructed Package, including operations and maintenance manuals and other asset management materials
- all other documentation satisfying relevant conditions of the Water Approval or as requested by Urban Utilities during the design, construction and/or maintenance phase.

The complete End of Maintenance Package is to be uploaded in the form of a fully indexed consolidated PDF (with active index/directory).

Following acceptance of the Off-maintenance Audit Report, Urban Utilities will provide email confirmation that the development is considered off maintenance and the maintenance bond will be returned.