



WATER NETSERV PLAN

(PART A)

CONNECTIONS POLICY

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1. PRELIMINARY

1.1 Short Title

- (1) This connections policy may be cited as the *Central SEQ Distributor-Retailer Authority Connections Policy 2014, Version 1*(CP) and is one of three documents that make up Part A of the Water Netserv Plan.

1.2 Introduction

- (1) Pursuant to the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009* (the Act), the Central SEQ Distributor-Retailer Authority trading as Queensland Urban Utilities is established as the Distributor-Retailer¹ providing Drinking Water services, Non-drinking water services (either or both referred to as Water Services) and Wastewater services in the Participating Local Government areas of:
 - (a) Brisbane City Council;
 - (b) Ipswich City Council;
 - (c) Lockyer Valley Regional Council;
 - (d) Scenic Rim Regional Council; and
 - (e) Somerset Regional Council².
- (2) The Act requires Queensland Urban Utilities' Water Netserv Plan to adopt a CP by 1 October 2014³. This CP has been prepared in accordance with the Act.

Note: This CP supports Queensland Urban Utilities' commitment to:

- *Ensuring that connections or extensions to the Water Services and Wastewater Services networks meet applicable standards, support population growth, and protect the health and safety of the community.*
- *Delivering a quality service that meets the evolving needs of its customers at the lowest sustainable cost.*

1.3 Purpose

- (1) The purpose of this CP is to identify Queensland Urban Utilities' policy and process for Connections, Disconnections and Alterations to its infrastructure for its Water Services and Wastewater Services.
- (2) The fees and charges (including Adopted Charges) that may be levied for Connections, Disconnections and Alterations to Queensland Urban Utilities infrastructure (including Trunk Infrastructure) are contained in the Water Netserv Plan, Part A - Charges Schedule.

¹ Section 8 of the Act

² Section 5 of the Act

³ Section 99BJ of the Act

1.4 Content of the CP

- (1) This CP includes:
- (a) the Connection Areas in which Queensland Urban Utilities guarantees to provide Connections that comply with its connection criteria;
 - (b) the Future Connection Area in which Queensland Urban Utilities intends to extend its infrastructure networks;
 - (c) the circumstances in which Queensland Urban Utilities may approve Connections outside a Connection Area;
 - (d) Queensland Urban Utilities criteria for providing Connections, with or without conditions, to its infrastructure networks;
 - (e) Queensland Urban Utilities' criteria and conditions for a Standard Connection;
 - (f) Queensland Urban Utilities' criteria for a Staged Water Connection; and
 - (g) Queensland Urban Utilities' criteria for other categories of connections (other than Standard Connections) including Connections outside of the following:
 - i. the Connection Area;
 - ii. the Future Connection Area; and
 - (h) the way to apply for a Water Approval;
 - (i) the categories of Connections to which Queensland Urban Utilities may delegate its decision function under section 53 of the Act;
 - (j) the time frames for Queensland Urban Utilities' decisions for Connections, other than a Standard Connection;
 - (k) Queensland Urban Utilities conditions for when a Water Approval lapses;
 - (l) Queensland Urban Utilities' requirements for construction maintenance and defects liability;
 - (n) information about how Queensland Urban Utilities proposes to achieve effective outcomes for the provision of Water Services and Wastewater Services in:
 - i. Queensland Urban Utilities' Geographic Area;
 - ii. the SEQ region; and
 - (o) Queensland Urban Utilities' Schedule of Works.

1.5 Area to which the CP applies

- (1) This CP applies in Queensland Urban Utilities' Geographic Area.

1.6 Relationship to the Interim Connections Policy

- (1) Queensland Urban Utilities adopted the Interim Connections Policy 2014, Version 1 (ICP) with effect from 1 July 2014.
- (2) The ICP ceases to have effect when the Water Netserv Plan is adopted by Queensland Urban Utilities and takes effect.

1.7 Water Netserv Plan

- (1) The Act requires Queensland Urban Utilities to adopt a Water Netserv Plan by 1 October 2014⁴.
- (2) The Water Netserv Plan (Part A) must contain a Connections Policy⁵ and a Schedule of Works.
- (3) While the ICP contained an interim Schedule of Works (effective 1 July 2014), this CP contains an updated Schedule of Works which will apply from 1 October 2014.⁶

1.8 Commencement, Expiry and Review

- (1) The Water Netserv Plan (including this CP):
 - (a) commences when the Queensland Urban Utilities Board adopts the Water Netserv Plan on or before 1 October 2014; and
 - (b) may be amended from time to time in accordance with the Act.

1.9 Relationship to Participating Local Governments' Planning Schemes

- (1) This CP is consistent with the Participating Local Governments' planning assumptions (Planning Assumptions).
- (2) Assessment criteria for applications for Connection, Disconnection and Alteration may reference specific provisions or definitions within Participating Local Governments' Planning Schemes, Local Government Infrastructure Plans (LGIPs) and/or charges resolutions.
- (3) Other than as stated in paragraph 1.9(2), the Participating Local Governments' Planning Schemes, LGIPs and/or charges resolutions do not bind Queensland Urban Utilities.

1.10 Relationship to South-East Queensland Regional Plan

- (1) This CP has been made having regard to the South-East Queensland Regional Plan.

1.11 When this CP does not apply

- (1) This CP does not apply to:
 - (a) development applications, development approvals or appeals that are subject to the *Sustainable Planning Act 2009* (the Planning Act) other than for those matters stated in paragraph (2) below; or
 - (b) an Adopted Infrastructure Charge that was levied under the Planning Act and the unamended Act prior to 1 July 2014; or
 - (c) an Infrastructure Agreement which binds Queensland Urban Utilities under the Planning Act and the unamended Act prior to 1 July 2014; or

⁴ Section 99BJ of the Act.

⁵ Section 99BO of the Act.

⁶ Section 140 of the Act.

- (d) requests for a Connection, Disconnection or Alteration made prior to 1 July 2014 under the *Water Supply (Safety and Reliability) Act 2008* (the Water Supply Act); or
 - (e) a supplier of State infrastructure where it relates to a matter in Chapter 4C, Part 7, Division 5 of the Act; or
 - (f) requests for a Water Approval for a Connection, Disconnection or Alteration made prior to operation of this CP on and from 1 October 2014 (these will be dealt with under the ICP); or
 - (g) an Adopted Charge levied under the Act by Queensland Urban Utilities after 1 July 2014 but prior to 1 October 2014 (these will be dealt with under the ICP).
- (2) This CP applies to transitional matters in accordance with Chapter 6, Part 10 of the Act and Chapter 10, Part 9 of the Planning Act decided after 1 October 2014.

2. INTERPRETATION

2.1 Definition of Key Terms

- (1) A term used in this CP has the meaning assigned to that term by one of the following:
- (a) the Act;
 - (b) the definitions in Schedule 1 of the CP.
 - (c) the *Acts Interpretation Act 1954*;
 - (d) the Planning Act;
 - (e) the Water Supply Act; and
 - (f) the ordinary meaning where that term is not defined in one of the above.
- (2) Other than as expressly provided for elsewhere, if a term has been assigned a meaning in more than one of the instruments listed in paragraph (1), the meaning contained in the Act will prevail.
- (3) A reference in this CP to any legislation includes any regulation or instrument made under it, and where amended or replaced, if the context permits, means the amended or replacement legislation.
- (4) Unless otherwise stated, a reference in this CP to a specific resource document or standard means the latest version of the resource documents or standard.
- (5) A reference to a part, section, table or schedule is a reference to a part, section, table or schedule of this CP.
- (6) When interpreting the Infrastructure Charges Schedule contained in the Water Netserv Plan, Part A - Charges Schedule, the definitions in the Infrastructure Charges Schedule prevail over the definitions in Schedule 1 of the CP to the extent of any inconsistency.

2.2 Maps

- (1) Maps contained in this CP are indicative only. The current version of the maps is

published on the Queensland Urban Utilities website www.urbanutilities.com.au.
These published maps form part of the CP and will be updated from time to time in accordance with the Act.

3. DESIRED OUTCOMES

3.1 Purpose

- (1) This CP includes desired outcomes for the planning and provision of Queensland Urban Utilities' infrastructure.
- (2) Queensland Urban Utilities may have regard to these desired outcomes and other relevant matters when deciding applications for Connections in the Future Connection Area and outside the Future Connection Area.

3.2 Desired Outcomes

- (1) Persons seeking a Connection must supply the Water and Wastewater infrastructure and services that are necessary for the development.
- (2) Infrastructure and services are planned and provided in a cost-effective, efficient and coordinated manner that seeks ecological sustainability.
- (3) Infrastructure and services are designed and constructed to acceptable standards that minimise the whole of life cost of the works and infrastructure provided.
- (4) The operation of existing infrastructure and services is not compromised or damaged by development, the Connection, adjacent works or nearby construction activities.
- (5) Connections support or enhance planned infrastructure intentions.
- (6) Infrastructure is suitable for the scale, form and intensity of development intended for the area.
- (7) The infrastructure will provide safe, reliable and secure Water and Wastewater Services in the community.

4. CONNECTION AREA

4.1 Purpose

- (1) The purpose of the Connection Area is to identify the areas where Queensland Urban Utilities guarantees to provide Connections, which comply with the stated connection criteria, to the Queensland Urban Utilities infrastructure networks for its Water Services (being the Drinking Water Service and Non-drinking Water Service) and Wastewater Services.

4.2 Determination

- (1) The Connection Areas for Queensland Urban Utilities have been determined for:
 - (a) Drinking Water Services;
 - (b) Non-drinking Water Services; and
 - (c) Wastewater Services.

- (2) Queensland Urban Utilities will review the Connection Areas annually and will amend the Connection Areas from time to time in accordance with the Act.⁷
- (3) Where an approved Connection occurs to a Queensland Urban Utilities Drinking Water Service, Non-drinking Water Service or Wastewater Service outside the Connection Area for that service, the location of the Connection is taken to be part of the Connection Area for that service.
- (4) The guarantee of a Connection is limited and subject to compliance with this CP and the Act.

Note: The Queensland Urban Utilities Connection Area for each of the services as adopted on 1 July 2014 generally comprises all properties currently connected to that service and all properties that Queensland Urban Utilities considers are reasonably capable of being connected to that service.

A reference in the Water Supply Act to a "service area" is, for Queensland Urban Utilities (as the service provider under the Water Supply Act), taken to be a reference to a Connection Area of Queensland Urban Utilities as the Distributor-Retailer under the Act unless stated otherwise or amended from time to time.

Properties reasonably capable of being connected to the service generally includes properties that have distribution or reticulation infrastructure for the service located within the property or immediately adjacent to the property, for example, a service located in a road fronting the property. Distribution and reticulation infrastructure excludes water and wastewater infrastructure identified by Queensland Urban Utilities as not being suitable for individual Property Service Connections due to the function it performs.

4.3 Maps

- (1) Detailed maps of the Connection Area for each service are available at www.urbanutilities.com.au.
- (2) Illustrative maps of the Connection Areas are provided in Schedule 2 to this CP.
- (3) In the event of any inconsistency the detailed maps available at www.urbanutilities.com.au will prevail.

5. FUTURE CONNECTION AREA

5.1 Purpose

- (1) The purpose of the Future Connection Area is to identify the areas where Queensland Urban Utilities intends to extend its infrastructure network to service future growth.

5.2 Determination

- (1) The Queensland Urban Utilities Future Connection Area has been determined having regard to the Participating Local Governments' Planning Assumptions,

⁷ Section 99 BL of the Act

including Priority Infrastructure Areas.

- (2) Queensland Urban Utilities will review and amend the Future Connection Area from time to time in accordance with the Act⁸.
- (3) Queensland Urban Utilities does not guarantee to provide any Connections to its services outside the Connection Area.

5.3 Maps

- (1) The Future Connection Area Maps are stated in Schedule 2 of this CP.

6. QUEENSLAND URBAN UTILITIES' PLANNING ASSUMPTIONS

6.1 Purpose

- (1) The purpose of the Queensland Urban Utilities Planning Assumptions in this CP is to: (a) state the relevant demographic, growth, development and infrastructure assumptions required for Queensland Urban Utilities' planning of its infrastructure; (b) determine Connection Areas; (c) assess applications for Connection, Disconnection and Alteration; and (d) determine infrastructure conditions in the Connection Area and Future Connection Area.
- (2) The Queensland Urban Utilities Planning Assumptions are identified in Schedule 3 of this CP and are assumptions about the type, scale, location or timing of future development and growth (each a planning descriptor).

6.2 Relationship to Local Government Planning Assumptions

- (1) This CP must be consistent with the planning assumptions of the Participating Local Governments' Planning Schemes and/or LGIPs.
- (2) The planning assumptions for a Participating Local Government are commonly taken to mean:
 - (a) the Priority Infrastructure Area;
 - (b) the predicted existing and future resident population and residential dwellings;
 - (c) the predicted existing and future employment and non-residential floor space;
 - (d) the Planning Scheme zones and uses;
 - (e) the potential developable area to accommodate projected growth taking into account planning constraints (e.g. hazards, environmental protection areas); and
 - (f) the assumed scale of development (e.g. number of dwellings per net developable hectare).
- (3) For this CP, Queensland Urban Utilities has adopted the planning assumptions of the Participating Local Governments' in existence at 1 July 2014, as stated in Schedule 3 of this CP.

⁸ Section 99BL of the Act

6.3 Queensland Urban Utilities' Demand Assumptions

- (1) For the purpose of assessing a Connection application, other than for Standard Connections, the Queensland Urban Utilities Planning Assumptions must be converted into statements of demand for each network (the Queensland Urban Utilities Demand Assumptions).
- (2) The Queensland Urban Utilities Demand Assumptions are commonly taken to mean:
 - (a) the demand generation rates by Planning Scheme zone or use (e.g. equivalent tenements or persons per hectare); and
 - (b) the projected demands by locality or service catchment.
- (3) The Queensland Urban Utilities Demand Assumptions are stated in Schedule 3 of this CP.

7. DESIRED STANDARD OF SERVICE

7.1 Purpose

- (1) The purpose of this Desired Standard of Service in this CP is to state the standard of performance desired to be achieved by Connections including by the conditioning of infrastructure through the Water Approval process.

7.2 All Networks

- (1) The Desired Standard of Service applicable to networks delivering Water Services and Wastewater Services is:
 - (a) design and construct the network in accordance with the following:
 - i. the Queensland Urban Utilities Design and Construction Standards, incorporating the [SEQ Water Supply and Sewerage Design and Construction Code](#); and
 - ii. the Act; and
 - iii. the Water Supply Act.

7.3 Supply Network for Water Services

- (1) The Desired Standard of Service for the network delivering Water Services is:
 - (a) ensure Drinking Water complies with the National Health and Medical Research Council Australian Drinking Water guidelines for colour, turbidity and microbiology; and
 - (b) convey potable water from the South East Queensland Bulk Water Network supply points to consumers; and
 - (c) design infrastructure for the delivery of Non-drinking Water Services (Recycled Water and other non-drinking water services) in accordance with State Government regulatory guidelines; and
 - (d) minimise water loss.

7.4 Supply Network for Wastewater Services

- (1) The Desired Standard of Service for the network delivering Wastewater Services is:
 - (a) provide a reliable network that collects, stores, treats and releases Wastewater from a premises; and
 - (b) design Wastewater treatment plants to comply with licence conditions and regulatory requirements.

8. SCHEDULE OF WORKS

- (1) The Schedule of Works includes a map of development infrastructure that is identified as Trunk Infrastructure. Queensland Urban Utilities has adopted the Participating Local Governments' maps identifying Trunk Infrastructure as stated in Schedule 4 of the CP.
- (2) Queensland Urban Utilities has adopted the Participating Local Governments' Schedule of Works for its Future Trunk Infrastructure in existence at 1 July 2014 (with recent updates) as stated in Schedule 5 of the CP to state the location, estimated cost and expected time of delivery for Future Trunk Infrastructure (with additional updates included).
- (3) The Schedule of Works will be used in conjunction with the Infrastructure Charges Schedule and other criteria stated in this CP for assessing Connection Applications.

9. CONNECTION TYPES

- (1) The Act states that a person must not make a Connection without a Water Approval⁹.
- (2) In accordance with the Act, Connections may comprise a:
 - (a) Standard Connection (which is a type of Property Service Connection); or
 - (b) Property Service Connection (other than a Property Service Connection which is a Standard Connection); or
 - (c) Network Connection; or
 - (d) Staged Water Connection.
- (3) Property Service Connections and Network Connections are defined in the Act.
- (4) Queensland Urban Utilities' criteria for a Standard Connection and Staged Water Connection are provided in Sections 11 and 13 of this CP.

⁹ Section 99BRBX of the Act states the maximum penalty is 1665 penalty units (\$183,150)

10. FEES & CHARGES

- (1) In accordance with the Act, Queensland Urban Utilities may apply the following fees and charges:
 - (a) Application Fees including:
 - i. fees in relation to an application for a Connection, Disconnection or Alteration to a service; and
 - ii. works phase fees & charges in relation to Queensland Urban Utilities assessing compliance with the conditions of a Water Approval in relation to the design and construction of infrastructure, including, as relevant:
 1. design approval fees; and
 2. works inspection fees; and
 3. third-party certification scheme audit and compliance fees.
 - (b) Services Advice Notice Fees in relation to a request for, and provision of, services advice;
 - (c) Connection Charges including charges in relation to the final Connection or Disconnection of services, including 'live works' inspection and provision of Connection Certificate; and
 - (d) Property Service Works Charges for the provision of Property Service Infrastructure by Queensland Urban Utilities; and
 - (e) Adopted Charges; and
 - (f) Fixed Access Charges.
- (2) Fees and charges referred to in paragraph (1) and the way in which the amount payable is calculated is set out in the Water Netserv Plan, Part A - Charges Schedule as follows:
 - (a) Part 1 – Services Advice Notice Fees, Application Fees, Works Phase Fees & Charges;
 - (b) Part 2 – Property Service Works Charges; and
 - (c) Part 3 – Infrastructure Charges Schedule.
- (3) Fees and charges must be paid at the time specified in the Act, or otherwise, in this CP or the Charges Schedule.
- (4) The Charges Schedule includes charges which Queensland Urban Utilities charges customers for being able to be provided with the services (called a Fixed Access Charge).
- (5) The charges referred to in paragraph (4) are published on our website www.urbanutilities.com.au.

11. CONNECTION CRITERIA - STANDARD CONNECTIONS

- (1) Queensland Urban Utilities will connect properties to the Queensland Urban Utilities Water Service (Drinking Water services or Non-drinking Water service)

and Wastewater Service where the Connection complies with the criteria specified in Table 1 below.

- (2) Connections that comply with the criteria in Table 1 are a Standard Connection for the purposes of the Act and this CP¹⁰.
- (3) A Standard Connection also includes any Disconnection or Alteration of a Property Service Connection that complies with the criteria in Table 1.
- (4) If a Connection complies with the Connection Criteria for a Standard Connection, Queensland Urban Utilities may, if requested by the applicant in writing, at its sole discretion treat the Connection as a Property Service Connection that is not a Standard Connection.
- (5) If a Connection does not comply with the Connection Criteria for a Standard Connection, Queensland Urban Utilities may, if requested by the applicant, at its sole discretion treat the Connection as a Standard Connection.
- (6) Standard Conditions for a Standard Connection are provided in Schedule 6 of this CP.
- (7) A Standard Connection is not a Network Connection.
- (8) Queensland Urban Utilities has areas within its network where a reduced standard of service may apply. For example, there are parts of Queensland Urban Utilities' Connection Areas with a trickle feed Water Service. Where applicable, Connections may be provided at the reduced service standard upon application under this CP.

Table 1: Connection Criteria for Standard Connections

Connection Criteria No.	Aspect	Criteria
All Standard Connections		
SC1	Use	<ol style="list-style-type: none"> a. The Connection must service an existing single lot or each proposed lot in a two-lot subdivision. b. The Connection must service a dwelling house¹¹.
SC2	Property Service Infrastructure	<ol style="list-style-type: none"> a. The required Property Service Infrastructure must comply with SEQ Water Supply and Sewerage Design and Construction Code. b. The Property Service Connection must not require an extension or upgrade to Queensland Urban Utilities reticulation infrastructure to enable the Property Service Connection. c. The Property Service Infrastructure must not cross or require works in a Department of Transport and Main Roads controlled road.
SC3	Works	Property Service Infrastructure must be provided by Queensland Urban Utilities, which requires payment of a Property Service Works

¹⁰ Section 99BRAU

¹¹ See mandatory use definition for dwelling house in Queensland Planning Provisions version

Connection Criteria No.	Aspect	Criteria
		Charge.
SC4	Site Layout	<p>The site, including the entire route for any required Property Service Infrastructure, must not be subject to constraints such that Property Service Infrastructure cannot be designed and constructed in accordance with the SEQ Water Supply and Sewerage Design and Construction Code. Site constraints may include but are not limited to:</p> <ul style="list-style-type: none"> - physical obstructions; - environmental constraints; - site or ground conditions; - safety risks; and - legislative or regulatory restrictions including protected vegetation.
Connections to the Drinking Water Service		
SDC1	Location	The property must be located in the Drinking Water Connection Area.
SDC2	Connection	The Connection must comprise a single 20mm or 25mm (internal diameter) Property Service ¹² .
SDC3	Drinking Water Main Connection	The Property Service Connection must be made to reticulation mains of not more than 300mm (nominal diameter) excluding mains that are not suitable for individual Property Service Connections due the function the main performs.
SDC4	Service Standards	The Queensland Urban Utilities Desired Standards of Service must be achieved at the point of supply and the Owner must install enough water storage tanks and pumps to ensure that water can be supplied at a satisfactory pressure and flow.
Connections to the Non-drinking Water Service		
SND1	Location	The property must be located in the Non-drinking Water Connection Area.
SND2	Connection	The Connection must comprise a single 20mm or 25mm (internal diameter) property service ¹³ .
SND3	Non-drinking Water Main Connection	The Property Service Connection must be made to reticulation mains of not more than 300mm (nominal diameter) excluding mains that are not suitable for individual Property Service

¹² Queensland Urban Utilities may specify the property service and/or water meter size required for the Connection. Queensland Urban Utilities may also specify the size and configuration of property Connection infrastructure having regard to the [SEQ Water Supply and Sewerage Design and Construction Code](#). For example Queensland Urban Utilities may require 32mm water Property Service Infrastructure across roadways for a 25mm water property service. At Queensland Urban Utilities' final discretion, such connections shall constitute a Standard Connection.

¹³ Queensland Urban Utilities may specify the property service and/or water meter size required for the Connection. Queensland Urban Utilities may also specify the size and configuration of property Connection infrastructure having regard to the [SEQ Water Supply and Sewerage Design and Construction Code](#). For example Queensland Urban Utilities may require; 32mm water Property Service Infrastructure across roadways for a 25mm water property service. At Queensland Urban Utilities' final discretion, such connections shall constitute a standard Connection.

Connection Criteria No.	Aspect	Criteria
		Connections due the function the main performs.
SND4	Service Standards	The Queensland Urban Utilities Customer service standards must be achieved at the point of supply and the Owner must install enough water storage tanks and pumps to ensure that water can be supplied at a satisfactory pressure and flow.
Connections to the Wastewater Service		
SSC1	Location	The property must be located in the Wastewater Connection Area.
SSC2	Connection	The Connection must comprise a DN110mm service ¹⁴ .
SSC3	Sewer Main Connection	a. The Property Service Connection must be made to a sewer that is not greater than 300mm (nominal diameter). b. The Property Service Connection must be made to a sewer at depths not greater than 3m to the invert level.
SSC4	Land Topography	The land topography must enable the property drainage to gravitate to the existing Wastewater network.
SSC5	Sewer Location	The Property Service Connection must be made to a sewer which is located in the subject property or in the footway immediately adjacent to the property boundary.

12. CONNECTION CRITERIA (PROPERTY SERVICE CONNECTIONS & NETWORK CONNECTIONS)

12.1 Application

- (1) Upon application, Queensland Urban Utilities will connect properties (not otherwise Standard Connections) to the Queensland Urban Utilities Water Service (Drinking Water service or Non-drinking Water service) and Wastewater Service where the Connection complies with Connection criteria specified in this Section 12.

¹⁴ Queensland Urban Utilities may specify the property service required for the Connection. Queensland Urban Utilities may also specify the size and configuration of property Connection infrastructure having regard to the [SEQ Water Supply and Sewerage Design and Construction Code](#). For example Queensland Urban Utilities may require a DN160mm sewer Property Service Infrastructure for sewer connections exceeding 10m in length. At Queensland Urban Utilities' final discretion, such connections shall constitute a Standard Connection.

- (2) These Connection criteria apply to:
- (a) a new Property Service Connection or Network Connection including a Connection required to enable development, including a reconfiguration of a lot, material change of use or building work; and
 - (b) the Disconnection¹⁵ of an existing Property Service Connection or Network Infrastructure Connection; and
 - (c) an Alteration to an existing Property Service Connection or Network Infrastructure Connection.
- (3) 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. For the purpose of this CP, a change in demand for an existing Property Service Connection includes but is not limited to:
- (a) 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 Queensland Urban Utilities Infrastructure Charges Schedule in the Water Netserv Plan, Part A – Charges Schedule; and
 - (b) 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 Queensland Urban Utilities Infrastructure Charges Schedule in the Water Netserv Plan, Part A – Charges Schedule ; and
 - (c) a change in demand arising from development occurring on the subject property which results in the development becoming inconsistent with the Planning Assumptions (section 6); and
 - (d) a material change in the consumption of Drinking Water or Non-drinking Water at the subject property; and
 - (e) a material change in the subject property's load on the distribution and reticulation network, including significant changes in water supply draws or Wastewater discharge flow rates or volumes; and
 - (f) a material change in the subject property's Wastewater discharge quality.
- (4) Queensland Urban Utilities may adopt separate Connection Areas for a Water Service and Wastewater Service (refer to section 4). Where the Connection criteria refers to Connections or a Connection Area this means a Connection and Connection Area for the same service. That is a:
- (a) Drinking Water Service Connection in a Drinking Water Connection Area; and
 - (b) Non-drinking Water Service Connection in a Non-drinking Water Connection Area; and
 - (c) Wastewater Service Connection in a Wastewater Connection Area.

¹⁵ See CP [Section 14](#) Disconnection Criteria.

12.2 Connections inside the Connection Area and/or Future Connection Area

- (1) Queensland Urban Utilities guarantees to provide a connection to properties inside the Connection Area if the stated connection criteria are met.
- (2) Queensland Urban Utilities does not guarantee to provide any Connections inside the Future Connection Area.
- (3) Queensland Urban Utilities will assess applications for Connections, other than Standard Connections, inside the Future Connection Area against the:
 - (a) desired Outcomes (Section 3);
 - (b) the Queensland Urban Utilities Planning Assumptions (Section 6);
 - (c) the Act;
 - (d) the Water Supply Act;
 - (e) the [SEQ Water Supply and Sewerage Design and Construction Code](#); and
 - (f) any other matter which Queensland Urban Utilities considers as relevant to the Connection or supply of a Water Service and Wastewater Service.
- (4) When assessing applications against the Desired Outcomes, Queensland Urban Utilities may consider:
 - (a) whether the necessary Trunk Infrastructure to service the Connection is available or planned (refer to Plans for Trunk Infrastructure - Schedule 4); and
 - (b) any infrastructure contributions to be provided; and
 - (c) the potential for other future Connections to any Trunk Infrastructure.
- (5) Queensland Urban Utilities may apply any Water Approval Conditions which are in accordance with the Act.

12.3 Connections outside the Future Connection Area

- (1) Queensland Urban Utilities does not guarantee to provide any Connection outside a Future Connection Area.
- (2) Queensland Urban Utilities will assess applications for Connections outside the Future Connection Area having regard to the:
 - (a) desired Outcomes (Section 3);
 - (b) the Act;
 - (c) the Water Supply Act;
 - (d) the [SEQ Water Supply and Sewerage Design and Construction Code](#); and
 - (e) any other matter which Queensland Urban Utilities considers as relevant to the Connection or supply of a Water Service and Wastewater Service.
- (3) When assessing applications for Connections outside the Future Connection Area, Queensland Urban Utilities will consider amongst the other relevant matters:
 - (a) any cost incurred by Queensland Urban Utilities in providing and maintaining the Connection;

- (b) any financial and infrastructure contributions to be provided by the applicant;
 - (c) the likely future usage of the Connection including any future charges likely to be paid by future customers; and
 - (d) the potential for other future Connections to any Trunk Infrastructure provided for the Connection.
- (4) Queensland Urban Utilities may apply any Water Approval Conditions which are in accordance with the Act.

12.4 General Connection Criteria

Table 2: General Connection Criteria

No.	Aspect	Criteria
All Connections		
C1	Site Layout	<ul style="list-style-type: none"> a. Property Service Infrastructure and Network Infrastructure must be designed such that existing or future buildings and structures do not interfere with or adversely impact on the infrastructure or place an adverse loading on the infrastructure. b. Existing and planned Property Service Infrastructure and Network Infrastructure must be protected from natural and physical processes and hazards.
C2	Design and Construction of Infrastructure	<ul style="list-style-type: none"> a. Property Service Infrastructure and Network Infrastructure must be designed and constructed in accordance with the SEQ Water Supply and Sewerage Design and Construction Code. b. Property Service Infrastructure and/or Network Infrastructure must integrate with, protect and enhance the existing and planned network. c. The Desired Standard of Service must be achieved. d. Servicing the development must not adversely affect the wider network's ability to adequately service existing development. e. The infrastructure must be the most efficient and cost-effective solution for servicing the premises. f. The location and alignment of infrastructure must be consistent with the Schedule of Works or an alternative location or alignment which delivers the same desired standard of service.
C3	Easements	<p>where: (a) required by the SEQ Water Supply and Sewerage Design and Construction Code; or (b) where an acceptable solution to provide access is achieved outside the Code; or (c) where required by Queensland Urban Utilities to maintain and access Property Service Infrastructure and Network Infrastructure</p> <p>Easements must be provided in favour of Queensland Urban Utilities, at no cost to Queensland Urban Utilities, for Network Infrastructure that will traverse privately owned or public property.</p>

No.	Aspect	Criteria
C4	Contribution of Non-Trunk Infrastructure	The Connection must provide for: <ul style="list-style-type: none"> a. all reticulation Network Infrastructure internal to the premises; b. all infrastructure required connecting the premises to external Network Infrastructure; and c. all infrastructure required for protecting or maintaining the safety or efficiency of the whole network of which the premises infrastructure is a component.
C5	Service Standards (Drinking Water)	Premises must have an adequate volume and supply of Drinking Water that: <ul style="list-style-type: none"> a. meets the needs of users; b. is adequate for fire-fighting purposes; and c. ensures the health, safety and convenience of the community.
C6	Service Standards (Non-drinking Water)	Premises must have an adequate volume and supply of Non-drinking Water that: <ul style="list-style-type: none"> a. meets the needs of users; b. is adequate for fire-fighting purposes; c. ensures the health, safety and convenience of the community; and d. minimises adverse impacts on the receiving environment.
C7	Service Standards (Wastewater Service)	Provision must be made for the treatment and disposal of Wastewater to protect public health and prevent contamination of soils, ground water or surface water or adversely impact on water quality.
C8	Service Standards (Trade Waste)	Where necessary, provision must be made for disposal of Trade Waste.
All Connections Inside the Future Connection Area		
FC1	Contribution of Trunk Infrastructure	The Connection may be required to provide Trunk Infrastructure to service the development where: <ul style="list-style-type: none"> a. the existing Trunk Infrastructure available to service the premises is not adequate; or b. the Trunk Infrastructure to be provided is necessary but is not yet available; or c. the development associated with the Connection is not consistent with the Queensland Urban Utilities Planning Assumptions (Section 6).
FC2	Additional Costs	Connection is subject to payment of the additional costs associated with supplying the Trunk Infrastructure to the development where the development associated with the Connection is not consistent with the Queensland Urban Utilities Planning Assumptions (Section 6).

No.	Aspect	Criteria
All Connections Outside the Future Connection Area		
OFC1	Contribution of Trunk Infrastructure	<p>The Connection may be required to provide Trunk Infrastructure to service the development where:</p> <ul style="list-style-type: none"> a. the existing Trunk Infrastructure necessary to service the premises is not adequate; or b. the Trunk Infrastructure to be provided is necessary but is not yet available; or c. the development associated with the Connection is not consistent with the Queensland Urban Utilities Planning Assumptions (Section 6).
OFC2	Additional Costs	Connection is subject to payment of the additional costs towards supplying the Trunk Infrastructure.

13. CONNECTION CRITERIA (STAGED WATER CONNECTION)

- (1) Queensland Urban Utilities will provide Staged Water Connections to the Water Service (Drinking Water Service and Non-drinking Water Service) and Wastewater Service where the Connection complies with the assessment criteria specified in this section.
- (2) Connections that comply with the following assessment criteria are Staged Water Connections for the purposes of the Act and this CP.
- (3) A Staged Water Connection is:
 - (a) any Connection where the applicant seeks to carry out the Connection in more than one stage and Queensland Urban Utilities agrees is a Staged Water Connection. This can include, but is not limited to:
 - i. a Network Connection followed by a Property Service Connection; or
 - ii. Network Connections carried out in more than one stage; or
 - iii. a Property Service Connection to one or more properties carried out in more than one stage;
 - (b) a subsequent Connection application for the subject property (including child parcels) where a Water Approval for a Staged Water Connection identified that the subsequent Water Approval was required;
 - (c) a subsequent Connection application for the subject property (including child parcels) where a Staged Development Approval requires that a subsequent Water Approval be obtained;
 - (d) any Connection that Queensland Urban Utilities determines is a Staged Connection.

- (4) A Water Approval for a Staged Water Connection only authorises Connection to the extent specified in the approval. To avoid any doubt, a Water Approval for a Staged Water Connection may not authorise any Connection.
- (5) In assessing a Staged Connection, Queensland Urban Utilities will consider the charges and conditions applied to any previous Water Approval for a Staged Water Connection.
- (6) Queensland Urban Utilities may apply any Water Approval conditions which are in accordance with the Act.

Table 3: Connection Criteria for Staged Water Connections

No.	Aspect	Criteria
All Connections		
STC1	General	The Connection Criteria set out in Section 12 for a Property Service Connection and a Network Connection.
STC2	First Staged Water Connection	<ol style="list-style-type: none"> a. A staging plan must be submitted setting out the proposed stages of Connection and servicing strategy. b. The servicing strategy must include a sufficient level of detail to identify the demand for each stage and proposed servicing solution including any Property Service Infrastructure or Network Infrastructure required.
STC3	Subsequent Staged Water Connection(s)	The Connection must be consistent with any requirements and conditions specified in a Water Approval for a Staged Water Connection which applies to the property.

14. DISCONNECTION CRITERIA

- (1) Queensland Urban Utilities will provide a Disconnection where the Disconnection complies with the assessment criteria specified in Section 11 (Standard Connection) and Section 12 (Property Service Connection and Network Connection).
- (2) Queensland Urban Utilities will disconnect properties from the Queensland Urban Utilities Water Service (Drinking Water service and Non-drinking Water service) and Wastewater Service where the Disconnection complies with the additional criteria specified in Table 4 below.
- (3) Disconnections that comply with the criteria in Table 4 are Disconnections for the purposes of the Act and this CP.
- (4) Queensland Urban Utilities may continue to levy Fixed Access Charges¹⁶ for properties which have been disconnected.

¹⁶ Fixed Access Charges are levied in accordance with Queensland Urban Utilities' Water and Wastewater charges which are published at www.urbanutilities.com.au

- (5) The CP applies to applications for permanent Disconnections. Queensland Urban Utilities may not authorise a permanent Disconnection if a building or other structure remains on the property.
- (6) Queensland Urban Utilities may allow the property Owner to make temporary Disconnections to the water supply network, such as where the water meter is retained pending redevelopment. The Owner or agent must undertake appropriate measures to ensure the protection of the infrastructure (e.g. water meter) against physical damage or water theft.

Table 4: Criteria for Disconnections

No.	Aspect	Criteria
All Disconnections		
D1	Purpose of Disconnection	The Disconnection is for one of the following purposes: a. to enable the demolition of buildings; or b. to enable the Alteration and installation of new Property Service Connection or Network Infrastructure Connection; or c. to enable a relocation of existing Property Service Infrastructure.
D2	Discontinuation of Service	The discontinuation of service must not adversely affect the network's capacity to service existing or future development.
Disconnection to Water Supply Service		
D3	Water Supply Disconnection Works	a. The Water Service is plugged and the water meter is removed in accordance with conditions determined by Queensland Urban Utilities. b. The water meter must be returned to Queensland Urban Utilities.
Disconnection to Wastewater Service		
D4	Wastewater Disconnection Works	The Wastewater Service is capped in accordance with conditions determined by Queensland Urban Utilities.

15. THE CONNECTION APPLICATION OR REQUEST PROCESS

15.1 Services Advice Notice

- (1) A Services Advice Notice provides the following information;
 - (a) advice about the proposed Connection, Alteration or Disconnection;
 - (b) the charges and conditions that may apply to the Connection, Alteration or Disconnection; and
 - (c) any other matter deemed relevant by Queensland Urban Utilities.
- (2) The request for a Services Advice Notice does not constitute an application for Connection.

- (3) The Services Advice Notice is not an approval to connect to the Queensland Urban Utilities network(s) and does not bind any future Queensland Urban Utilities' decision if the applicant applies for a Connection.
- (4) A person may, at any time, request a Services Advice Notice about a proposed Connection.
- (5) This request is to be made through the Queensland Urban Utilities online Connections Portal.
- (6) Queensland Urban Utilities will issue a Services Advice Notice within the timeframes set out in Schedule 8 of this CP.
- (7) A fee will be applied to the provision of a Services Advice Notice and this fee is set out in the Water Netserv Plan, Part A – Charges Schedule.
- (8) Queensland Urban Utilities may, at its sole discretion, provide a reduced fee for a subsequent Connection application for a Connection for which a Services Advice Notice has been provided within the previous 12 months.

15.2 Matters Common to All Applications, Approvals and Requests under this CP (other than Conversion Applications and Internal Review)

15.2.1 Timing of Applications and Requests

- (1) A Connection application or request may be made at any time.
- (2) If a Connection application or request is made in advance of a building or development approval then it is the responsibility of the applicant to ensure that the application or request considers and responds to all relevant matters that may apply under the Planning Act (e.g. land subject to flood hazard overlays, prohibited development), the *Building Act 1975* (e.g. building over service provider infrastructure, fire-fighting requirements) and other relevant legislation.

15.2.2 Properly Made Applications and Requests

- (1) Applications and requests are considered to be properly made when the following criteria have been met:
 - (a) the application or request has been made by completing the approved Queensland Urban Utilities form relevant to the type of Connection being applied for, which includes completion of electronic forms through the Queensland Urban Utilities online Connection portal;
 - (b) the applicant, if the applicant is not the Owner of the land related to the Connection, has submitted the property Owner's written consent with the application, other than the consent of the owners of publically controlled land;
 - (c) the application includes all supporting technical documentation and other information called for on the form for the type of Connection being sought or that has been requested by Queensland Urban Utilities through issuance of an information request to the applicant; and
 - (d) the application or request has been lodged and all required

Application Fees relevant to the type of Connection being sought have been paid (2). The Application Fees are set out in the Water Netserv Plan, Part A – Charges Schedule, Part 1.

15.2.3 Incomplete Applications and Requests

- (1) If the application or request is not properly made at the time of lodgement, Queensland Urban Utilities will advise the applicant that the application is not properly made.
- (2) If the application or request remains not properly made after a 40 business day period the application or request will lapse.
- (3) When Queensland Urban Utilities confirms that the application is properly made in accordance with this CP, assessment of the application will commence.
- (4) To complete its assessment of the application, Queensland Urban Utilities may issue an information request requiring additional information including amended plans, additional reports and additional fees.
- (5) If after 20 business days the information request has not been responded to by the applicant and/or all requirements have not been met then the application or request will lapse unless Queensland Urban Utilities agrees at its absolute discretion to extend the information provision period.
- (6) Notwithstanding paragraph (5) above, the applicant may prior to the end of the 20 business day information provision period or any other information provision period agreed by Queensland Urban Utilities, request that Queensland Urban Utilities determine the application without all or part of the requested information being provided.

15.3 Requesting a Standard Connection

15.3.1 Making the Request

- (1) A properly made Standard Connection request is:
 - (a) a request relating to a Connection that complies with the criteria stated in Section 11 of this CP; and
 - (b) in accordance with the preceding Section 15.2, including all supporting information set out on the request form for a Standard Connection.
- (2) A diagram depicting the typical request process for a Standard Connection is provided at Schedule 7 of this CP.

15.3.2 Granting the Request

- (1) Queensland Urban Utilities will grant the request for a Standard Connection within 5 business days of receiving a properly made request for a Standard Connection or another period as agreed to by Queensland Urban Utilities and the applicant.

- (2) Queensland Urban Utilities will, within 5 business days of granting the request, give the applicant a notice stating:
 - (a) the Standard Conditions for the Standard Connection;
 - (b) the Connection Charge and Property Service Works Charge payable for the Standard Connection.
- (3) If Adopted Charges are relevant to the application for a Standard Connection, Queensland Urban Utilities will give the applicant an Infrastructure Charges Notice, within 10 business days of granting the request.
- (4) The approval of the Standard Connection is taken to be a Water Approval which takes effect from the date that the notice is received by the applicant.
- (5) To remove any doubt, Queensland Urban Utilities will not construct Property Service Infrastructure or provide a Connection until any Connection Charge, Property Service Works Charge or Adopted Charge is paid.

15.3.3 Post Approval Functions

- (1) Queensland Urban Utilities will provide the Property Service Infrastructure necessary for the requested Property Service Connection.
- (2) Property Service Infrastructure will be provided in accordance with the [*SEQ Water Supply and Sewerage Design and Construction Code*](#).
- (3) Provision of the Property Service Infrastructure and the Connection is subject to Queensland Urban Utilities being able to obtain any regulatory approvals or permits required for the works from any other entity. These approvals may include but are not limited to road and footpath closure permits, road opening permits or vegetation clearing permits. The applicant may be responsible for any costs incurred by Queensland Urban Utilities in obtaining these permits, over and above the standard allowances made in the Property Service Works Charge.
- (4) The grant of the request for a Standard Connection is provided on the basis of information supplied by the applicant. If Queensland Urban Utilities attends the property to commence the works and identifies that the Connection is not a Standard Connection, that is, the Connection does not comply with the criteria for a Standard Connection, Queensland Urban Utilities may notify the applicant that the granting of the request is void. Queensland Urban Utilities may require an application for a Property Service Connection to be lodged for the Connection.
- (5) The post approval functions will occur in accordance with the timeframes stated in Schedule 8 of this CP.
- (6) Queensland Urban Utilities may give the holder of the Water Approval a notice stating that the holder has:
 - (a) complied with the conditions of the Standard Connection approval; and

- (b) paid the fees and charges under the Standard Connection approval.

15.4 Applying for a Property Service Connection or Network Connection

15.4.1 Making the Application

- (1) An application for a Property Service Connection or Network Connection means an application for a Water Approval other than a Standard Connection, as described in the Act.
- (2) A properly made Property Service Connection or Network Connection application is:
 - (a) a Connection application that addresses the criteria stated in section 12 of this CP;
 - (b) an application properly made in accordance with section 15.2.
- (3) Diagrams depicting the typical application/approval and works phase processes for a Property Service Connection or Network Connection, requiring either minor or major infrastructure works, are provided at Schedule 7 of this CP.

15.4.2 Assessment and Decision

- (1) The application for a Water Approval under this part will be assessed against:
 - (a) the decision criteria in this CP;
 - (b) the [SEQ Water Supply and Sewerage Design and Construction Code](#);
 - (c) the Act;
 - (d) the Water Supply Act;
 - (e) any other matters that Queensland Urban Utilities considers to be relevant to the Connection or supply of its services.
- (2) In deciding the application, Queensland Urban Utilities will:
 - (a) approve all or part of the application; or
 - (b) refuse the application.
- (3) Queensland Urban Utilities may refuse the application if the Connection:
 - (a) is not technically feasible or would unreasonable interfere with the Connection or supply of its Water Services (Drinking Water service, Non-drinking Water service) or Wastewater Services to other customers; or
 - (b) does not comply with the Connection criteria, including where relevant the Desired Outcomes stated in Section 3, or could not reasonably be made to comply with the criteria by the application of conditions; or

- (c) does not comply with the *SEQ Water Supply and Sewerage Design and Construction Code* or could not reasonably be made to comply with the code by the application of conditions.
- (4) The application will be assessed and decided in the timeframes specified in Schedule 8.
- (5) Queensland Urban Utilities will give the applicant a Decision Notice in accordance with the Act stating, as applicable:
 - (a) the decision and the day it was made;
 - (b) reasons for refusal or part approval;
 - (c) the Water Approval Conditions; and
 - (d) the fees and charges levied for the Connection; and
 - (e) the provision under which Trunk Infrastructure or Non-Trunk Infrastructure (where relevant) is conditioned; and
 - (f) the applicant's rights of internal review and appeal.
- (6) The Decision Notice may be combined with any Trade Waste Approvals or Seepage Water Approval given to the applicant.
- (7) Queensland Urban Utilities will give the applicant an Infrastructure Charges Notice within 10 days of giving the Decision Notice.

15.4.3 Post Approval Functions

- (1) Water Approval conditions may specify requirements for the design and construction of any works including requirements for certification.
- (2) Depending on the type and scale of works required, Queensland Urban Utilities may require that:
 - (a) the design and construction of works be certified by a third party endorsed by Queensland Urban Utilities;
 - (b) the design and construction of works be approved by Queensland Urban Utilities; and
 - (c) the Connection be carried out by a person nominated by Queensland Urban Utilities.
- (3) Fees and charges including Connection charges and Application Fees must be paid as specified in the Water Netserv Plan, Part A – Charges Schedule.
- (4) Queensland Urban Utilities may give the holder of the Water Approval a notice stating that the holder has:
 - (a) complied with the conditions of the approval; and
 - (b) paid the fees and charges under the approval.
- (5) The post approval functions will occur in accordance with the timeframes stated in Schedule 8 of this CP.

15.5 Applying for a Staged Water Connection

15.5.1 Making the Application

- (1) An application for a Staged Water Connection means an application for a Staged Water Connection as described in the Act.
- (2) A properly made Staged Water Connection application is taken to be:
 - (a) an application for a Connection that addresses the criteria stated in Section 13 of this CP; and
 - (b) an application properly made in accordance with Section 15.2.
- (3) The typical application/approval and works phase processes for a Staged Water Connection will be similar to that for a Property Service or Network Connection as illustrated in the relevant diagram provided at Schedule 7 of this CP.

15.5.2 Queensland Urban Utilities' Approval

- (1) In deciding the application, Queensland Urban Utilities will assess and approve or refuse the application for a Staged Water Connection as per a Property Service or Network Connection in accordance with sections 15.4.2(1) to (3).
- (2) Queensland Urban Utilities will give the applicant a Decision Notice in accordance with the Act stating, as applicable:
 - (a) the decision and the day it was made;
 - (b) reasons for refusal or part approval;
 - (c) the stages of the Connection;
 - (d) which stages of the Connection, if any, are authorised under the Water Approval;
 - (e) any Water Approval conditions imposed, or charges levied, on a stage of the Connection authorised under the Water Approval;
 - (f) which stages of the Connection require a further application for a Water Approval;
 - (g) the provision under which Trunk Infrastructure or Non-Trunk Infrastructure (where relevant) is conditioned; and
 - (h) the applicant's rights of internal review and appeal.
- (3) The Decision Notice may be combined with any Trade Waste Approval or Seepage Water Approval given to the applicant.
- (4) Queensland Urban Utilities will give the applicant an Infrastructure Charges Notice within 10 days of giving a Decision Notice.

15.5.3 Post Approval Functions

- (1) Post approval functions for Property Service and Network Connections approved under a Water Approval for a Staged Water Connection will be as per Section 15.4.3.

16. WATER APPROVAL CONDITIONS

- (1) Queensland Urban Utilities may apply Water Approval Conditions to Water Approvals (other than Standard Connections).
- (2) Water Approval Conditions will be:
 - (a) relevant to, but not an unreasonable imposition on, the Connection; or
 - (b) reasonably required for, or as a result of, the Connection.
- (3) The conditions may be for, but are not limited to:
 - (a) the level of demand for the Water Service or Wastewater Service for the Connection;
 - (b) protecting or maintaining the safety and efficiency of Queensland Urban Utilities' infrastructure;
 - (c) requiring Property Service Infrastructure or Network Infrastructure to be designed and constructed including infrastructure designed and constructed in accordance with the [SEQ Water Supply and Sewerage Design and Construction Code](#);
 - (d) requiring a document of works for the Water Approval to be certified by a third party endorsed by Queensland Urban Utilities;
 - (e) requiring a nominated person to make a Connection to Queensland Urban Utilities' Network Infrastructure;
 - (f) requiring a Connection, or part of it, to be completed within a stated period;
 - (g) requiring the payment of security under an agreement under section 99BRAL of the Act to support a condition of the approval and/or in relation to trunk infrastructure or Non-Trunk infrastructure;
 - (h) requiring Trunk Infrastructure or Non-Trunk infrastructure.

17. INTERNAL REVIEW AND APPEALS

- (1) The Act prescribes that Interested Persons may appeal Queensland Urban Utilities' Original Decision.
- (2) An appeal of an Original Decision must be, in the first instance, by way of an Internal Review Application.
- (3) If an Interested Person is dissatisfied with an Original Decision, that person should seek independent legal advice, as there are comprehensive provisions in the Act dealing with internal reviews and appeals.

18. CURRENCY OF WATER APPROVALS AND SERVICES ADVICE NOTICE

18.1 General

- (1) A Water Approval:
 - (a) applies until the Water Approval lapses as specified in this CP or as specified in the Water Approval Conditions;
 - (b) attaches to the land to which the Water Approval relates until the Water Approval lapses; and
 - (c) binds the Owner of the land, the Owner's successors in title and any occupier of the land.
- (2) To remove any doubt where there is any inconsistency, the Water Approval Conditions prevail over this section of the CP.
- (3) A Services Advice Notice:
 - (a) applies until it lapses as specified in this CP or in the Notice;
 - (b) does not remove the obligation for a person to apply for a Water Approval; and
 - (c) does not bind Queensland Urban Utilities' decision for a Water Approval.

18.2 Relevant Period

- (1) Unless otherwise stated in a Water Approval Condition, the relevant period for a Water Approval will be a period of 2 years from:
 - (a) the date that the Decision Notice is issued; or
 - (b) the date that the Review Decision Notice is issued where the review notice amends the original Decision Notice.
- (2) Where there is one or more related Staged Water Approvals for a Staged Connection, the Relevant Period is taken to have started from the date that the Decision Notice or Review Decision Notice is issued for the latest related approval that takes effect.
- (3) Where an extension is granted to the Relevant Period under section 18.5 of this CP, the Relevant Period shall be extended by the period stated in the approval.

18.3 When Approvals Lapse (Connection works not started)

- (1) The Water Approval will lapse if works for Connection have not been started within the relevant period.

18.4 When Approvals Lapse (Connection works started)

- (1) The Water Approval will lapse if the Connection works have been started but the Connection has not been completed in the period specified in the Water Approval Conditions.
- (2) If a monetary security has been given in relation to a Water Approval that lapses under this section, any security paid under a Water Approval Condition may be used in a way stated by the Water Approval Condition, including for

example, for Queensland Urban Utilities to complete the Connection.

18.5 Extensions to Approvals

- (1) Prior to a Water Approval lapsing, the holder of a Water Approval may make a written request to Queensland Urban Utilities for an extension to the relevant period, in accordance with section 15.2.2 of this CP.
- (2) In deciding any request to extend the relevant period, Queensland Urban Utilities may give consideration to when any related Development Approval will lapse.

18.6 Cancellation of an Approval

- (1) If the Connection works associated with the Water Approval have not been commenced, an applicant may make a written request to Queensland Urban Utilities to cancel the Water Approval. This request should be in accordance with the process specified in this CP.

18.7 Currency of Services Advice Notices

- (1) Unless otherwise stated in a Services Advice Notice, the Services Advice Notice will be current for a period of two years from the date that the Services Advice Notice is issued.

19. AMENDING CONDITIONS IN A WATER APPROVAL AND DETERMINING CONVERSION APPLICATIONS

19.1 Water Approval Conditions

- (1) This section does not apply to the grant of a Standard Connection.
- (2) The holder of a Water Approval may apply to Queensland Urban Utilities to amend the Water Approval Conditions. The application for amendment is to be made in accordance with the application requirements for Property Service Connection or Network Connection in Section 15.4.
- (3) An application for amendment must be made before the Water Approval lapses.
- (4) Queensland Urban Utilities may then decide to:
 - (a) amend the condition;
 - (b) refuse to amend the condition; or
 - (c) decide that the scale of the change requires a new application under Section 15.
- (5) The assessment will consider the criteria relevant to the Connection specified in Sections 12 & 13.
- (6) Queensland Urban Utilities will give the applicant an Amendment Notice of the decision about the Water Approval Condition stating the following:
 - (a) the day the decision was made;
 - (b) whether the request is approved or refused;
 - (c) if the request is refused, the reasons for refusal; and

- (d) the applicant's rights of internal review and appeal.
- (7) If the Water Approval Condition is amended, the Water Approval Condition takes effect when the Amendment Notice is given to the applicant. To avoid any doubt, it is declared that despite an amendment to a Water Approval Condition:
 - (a) the Water Approval continues in effect; and
 - (b) a condition amended is a Water Approval Condition.
- (8) The applicant for of the Water Approval may apply to Queensland Urban Utilities to convert a Non-trunk infrastructure to Trunk Infrastructure.

19.2 Conversion Application

- (1) A Conversion Application should be made in accordance with the Act and must be made in writing to Queensland Urban Utilities.
- (2) Under the Act, Queensland Urban Utilities may, by written notice, require additional information from the Applicant, prior to deciding a Conversion Application.
- (3) A Conversion Application must be made before the Water Approval lapses and before construction of the Water Infrastructure work commences.
- (4) Queensland Urban Utilities will determine the Conversion Application in accordance with the Act having regard to criteria identified in the Infrastructure Charges Schedule set out in the Water Netserv Plan, Part A – Charges Schedule and the guideline mentioned in the Planning Act, section 979(3A) (where relevant).
- (5) The Conversion Application will be assessed under the timeframes required under the Act.
- (6) If the decision is made by Queensland Urban Utilities to convert the Non-trunk Infrastructure to Trunk Infrastructure;
 - (a) Queensland Urban Utilities will determine any offset or refund having regard to the criteria in the Infrastructure Charges Schedule set out in the Water Netserv Plan, Part A – Charges Schedule; and
 - (b) the relevant Water Approval Condition requiring the Non-trunk Infrastructure to be provided no longer has effect; and
 - (c) Queensland Urban Utilities may amend the Water Approval by imposing a Necessary Infrastructure Condition for the Trunk Infrastructure and if such a condition is imposed:
 - i. give an Infrastructure Charges Notice; or
 - ii. amend, by notice to the applicant, any existing Infrastructure Charges Notice for the Water Approval.

20. DELEGATION OF DECISION FUNCTIONS

- (1) Subject to paragraph (2), Queensland Urban Utilities has not delegated to its Participating Local Governments its functions for any request, application, or

approval relevant to a Connection given under the Act.

- (2) Queensland Urban Utilities has delegated under section 53 of the Act certain transitional matters under the Act and the Planning Act to one or more of its Participating Local Governments.

21. CONSTRUCTION MAINTENANCE AND DEFECTS LIABILITY

- (1) Queensland Urban Utilities may specify requirements for the maintenance and defects liability of Property Service Infrastructure and Network Infrastructure in a Water Approval Condition.
- (2) Queensland Urban Utilities' standard maintenance and defects liability period for such infrastructure is 12 months (which may be varied at Queensland Urban Utilities' sole discretion). A Water Approval Conditions may specify a longer period where the particular circumstances of the Water Infrastructure require.
- (3) Queensland Urban Utilities will (unless waived at Queensland Urban Utilities' sole discretion), require a security in the form of a bank guarantee on terms acceptable to Queensland Urban Utilities to be provided by the applicant to protect Queensland Urban Utilities against the cost of defects and faults in materials, workmanship and design during the period outlined in paragraph (2).
- (4) Queensland Urban Utilities may also agree (at its sole and absolute discretion) to the provision of a security to protect Queensland Urban Utilities from the risks of uncompleted works.
- (5) Queensland Urban Utilities' approach to setting the value of such bonds is outlined in the Water Netserv Plan, Part A – Charges Schedule, Part 1.

22. SCHEDULES

1. Definitions
2. Connection Area Maps
3. Planning Assumptions
4. Plans for Trunk Infrastructure
5. Schedule of Works
6. Standard Conditions for Standard Connections
7. Connection Process Diagrams
8. Connection Timeframes

23. SCHEDULE 1 – DEFINITIONS

TERM	DEFINITION
Act	means the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i>
Adopted Charge	has the same meaning as in the Act (charges are identified in Water Netserv Plan, Part A – Charges Schedule).
Alteration	has the same meaning as in the Act.
Amendment Notice	has the same meaning as in the Act.
Application Fees	means the Application Fees identified in the Water Netserv Plan, Part A – Charges Schedule.
Charges Schedules	has the same meaning in the Act and is referred to in section 10 and contained in Water Netserv Plan, Part A – Charges Schedule.
Connection	has the same meaning in as the Act.
Connection Area	has the same meaning in as the Act.
Connection Charges	has the same meaning in as the Act (charges are identified in the Water Netserv Plan, Part A - Charges Schedule).
Conversion Application	has the same meaning as in the Act.
Decision Notice	for a Water Approval, has the same meaning in the Act.
Desired Outcomes	See section 3.
Desired Standards or Service	means the standard of performance for which infrastructure is planned and delivered - refer to Section 7.
Development Approval	has the same meaning as in the Act.
Disconnection	means for a Connection, includes the Disconnection of a Property Service Infrastructure and/or Network Infrastructure from Queensland Urban Utilities' Water network to stop supply of a Water Service or Wastewater Service.
Distributor-Retailer	has the same meaning as in the Act.
Drinking Water	has the same meaning as in the Act.
Drinking Water Connection Area	means the areas in which Queensland Urban Utilities guarantees to provide Connections that comply with its Connection criteria for its water service. See Schedule 2.
Fixed Access Charges	has the same meaning as in the Act.
Future Connection Area	has the same meaning as in the Act.
Future Trunk Infrastructure	has the same meaning as in the definition of Schedule of Works under the Act.
Geographic Area	has the same meaning as in the Act (under section 6 of the Act, Queensland Urban Utilities Geographic Area is the area that consists of the local government areas of its Participating Local Government).
Infrastructure Agreement	has the same meaning as in the Act.
Infrastructure Charges Schedule	has the same meaning as in the Act.
Interested Person	has the same meaning as in the Act.
Internal Review Application	has the same meaning as in the Act.
Levied Charge	has the same meaning as in the Act.
LGIPs	has the same meaning as in the Planning Act.
Necessary Infrastructure Condition	has the same meaning as in the Act.

TERM	DEFINITION
Network Connection	has the same meaning as in the Act.
Network Infrastructure	has the same meaning as in the Act.
Non-drinking Water	means water (including Recycled Water)(other than: (1) Drinking Water; or (2) Wastewater.
Non-drinking Water Connection Area	means the areas in which Queensland Urban Utilities guarantees to provide Connections that comply with the criteria for a Non-Drinking Water service. See Schedule 2.
Original Decision	has the same meaning as in the Act.
Owner	has the same meaning as in the Act.
Participating Local Government	has the same meaning as in section 5(1) of the Act and includes Brisbane City Council, Ipswich City Council, Lockyer Valley Regional Council, Scenic Rim Regional Council and Somerset Regional Council.
Planning Act	means the <i>Sustainable Planning Act 2009</i> .
Planning Assumptions	has the same meaning as in the Act.
Priority Infrastructure Area	has the same meaning as in the Planning Act.
Planning Schemes	has the same meaning as in the Planning Act.
Property Service Infrastructure	has the same meaning as in the Act.
Property Service Works Charges	has the same meaning as in the Act (charges are identified in the Water Netserv plan, Part A - Charges Schedule).
Property Service Connection	has the same meaning as in the Act.
RPEQ	means an engineer registered under the <i>Professional Engineers Act 2002 (QLD)</i> .
Queensland Urban Utilities	means the Central SEQ Distributor-Retailer Authority trading as Queensland Urban Utilities.
Queensland Urban Utilities Demand Assumptions	refer Section 6 of this CP.
Queensland Urban Utilities Planning Assumptions	means the Planning Assumptions that Queensland Urban Utilities has adopted for the purpose of this CP (refer Section 6 of this CP).
Recycled Water	has the same meaning as in the Act.
Schedule of Works	has the same meaning as in the Act and is contained in Schedule 5 of this CP.
Seepage Water Approval	has the same meaning as in the Act.
Services Advice Notice	has the same meaning as in the Act.
Staged Development Approval	has the same meaning as in the Planning Act.
Staged Water Connection	has the same meaning as in the Act as outlined in Section 13 of this CP.
Standard Conditions	has the same meaning as in the Act and are Queensland Urban Utilities' conditions for a Standard Connection which is outlined in Schedule 6.
Standard Connection	has the same meaning as in the Act which is a Connection in Queensland Urban Utilities' Connection Area that complies with the Standard Connection Criteria and is subject to Standard Conditions refer to Section 11 of this CP.

TERM	DEFINITION
Standard Connection Criteria	means the criteria identified in section 11 of this CP (see section 99 BRAU of the Act).
Trade Waste	has the same meaning as in the Act.
Trade Waste Approval	has the same meaning as in the Act.
Trunk Infrastructure	has the same meaning as in the Act and is identified in the Schedule of Works (see schedule 5 of this CP).
Wastewater	has the same meaning as in the Act.
Wastewater Service	has the same meaning as in the Act.
Wastewater Connection Area	means the areas in which Queensland Urban Utilities guarantees to provide Connections that comply with its Connection criteria for its Wastewater Service (see schedule 2).
Water Approval	has the same meaning as in the Act.
Water Approval Conditions	has the same meaning as in the Act.
Water Netserv Plan	has the same meaning as in the Act.
Water Service	has the same meaning as in the Act.
Water Infrastructure Agreement	has the same meaning as in the Act.
Water Supply Act	means the <i>Water Supply (Safety and Reliability) Act 2008</i> .

24. SCHEDULE 2 – CONNECTION AREA MAPS

24.1 Part 1 - Connection Area

- (1) Illustrative maps of the Connection Area are identified in Table 5.
- (2) Detailed maps of the Connection Area for each service are available at www.urbanutilities.com.au.

Table 5: Queensland Urban Utilities - Connection Area Maps

Map No.	Map Description
Map 1	Drinking Water Connection Area – Queensland Urban Utilities
Map 1.1	Drinking Water Connection Area – Brisbane
Map 1.2	Drinking Water Connection Area – Ipswich
Map 1.3	Drinking Water Connection Area – Lockyer Valley
Map 1.4	Drinking Water Connection Area – Scenic Rim
Map 1.5	Drinking Water Connection Area – Somerset
Map 2	Wastewater Connection Area – Queensland Urban Utilities
Map 2.1	Wastewater Connection Area – Brisbane
Map 2.2	Wastewater Connection Area – Ipswich
Map 2.3	Wastewater Connection Area – Lockyer Valley
Map 2.4	Wastewater Connection Area – Scenic Rim
Map 2.5	Wastewater Connection Area – Somerset
Map 3	Non-drinking Water Connection Area – Queensland Urban Utilities
Map 3.1	Non-drinking Water Connection Area – Brisbane
Map 3.2	Non-drinking Water Connection Area – Ipswich
Map 3.3	Non-drinking Water Connection Area – Lockyer Valley
Map 3.4	Non-drinking Water Connection Area – Scenic Rim
Map 3.5	Non-drinking Water Connection Area – Somerset



24.2 Part 2 - Future Connection Area

- (1) The Future Connection Area, for the purpose of this CP, is the Participating Local Governments' Priority Infrastructure Areas. The relevant Priority Infrastructure Area maps are stated in Table 6 below.

Table 6: Future Connection Area Maps

Document Title	Title of Map	Map number
Brisbane Priority Infrastructure Plan 2014	Priority Infrastructure Area Map	Map A1
Ipswich Priority Infrastructure Plan July 2012	Priority Infrastructure Area (July 2012)	Map 13.6.2
Lockyer Valley Regional Council Adopted Infrastructure Charges Resolution July 2011	Priority Infrastructure Area	Figure 1A – 1G
Beaudesert Shire Planning Scheme 2007 Priority Infrastructure Plan Boonah Shire Planning Scheme 2006 Priority Infrastructure Plan Ipswich Shire Planning Scheme 2006 Priority Infrastructure Plan	Priority Infrastructure Area – Beaudesert Priority Infrastructure Area 1 Priority Infrastructure Area – Kooralbyn Priority Infrastructure Area 2 Priority Infrastructure Area – Canungra Priority Infrastructure Area 3 Priority Infrastructure Area – Boonah Priority Infrastructure Area 1 Priority Infrastructure Area – Kalbar Priority Infrastructure Area 2 Priority Infrastructure Area – Aratula, Mt Alford, Warrill View Priority Infrastructure Area 3 Priority Infrastructure Area – Peak Crossing Priority Infrastructure Area 1 Priority Infrastructure Area – Harrisville Priority Infrastructure Area 2	
Somerset Priority Infrastructure Area Maps are presented on the State Planning Regulatory Provision website through the Department of State Development, Infrastructure and Planning Somerset Regional Council Adopted Infrastructure Charges Resolution 2014	Fernvale Priority Infrastructure Area Map 1 Lowood Priority Infrastructure Area Map 2 Esk Priority Infrastructure Area Map 3 Toogoolawah Priority Infrastructure Area Map 4 Kilcoy Priority Infrastructure Area Map 5	



25. SCHEDULE 3 – PLANNING ASSUMPTIONS

25.1 Part 1 – Local Government Planning Assumptions

- (1) Queensland Urban Utilities has adopted the Participating Local Governments' Planning Assumptions that are in effect as of 1 July 2014. The relevant references to the Planning Assumptions are stated in Table 7 below.

Table 7: Participating Local Governments' Planning Assumptions

Document Title	Title of Section
Brisbane Priority Infrastructure Plan 2014	Section 4.3 Planning Assumptions (inclusive of Section 4.3.15 Demand Generation Rates)
Ipswich Priority Infrastructure Plan July 2012	Part 13 Division 2 Planning Assumptions and Demand Generation Rate
Laidley Shire Planning Scheme Gatton Shire Planning Scheme	
Beaudesert Shire Planning Scheme 2007 Priority Infrastructure Plan Boonah Shire Planning Scheme 2006 Priority Infrastructure Plan Ipswich Shire Planning Scheme 2006 Priority Infrastructure Plan	Planning Assumptions Demand Generation Rates
Esk Shire Planning Scheme Kilcoy Shire Planning Scheme	

25.2 Part 2 - Queensland Urban Utilities' Demand Planning Assumptions

- (1) Where the demand generation rates are not specified above Queensland Urban Utilities will refer to the [SEQ Water Supply and Sewerage Design and Construction Code](#).
- (2) Where the projected demands are not specified in the above listed documents, Queensland Urban Utilities will determine project demands by considering the Planning Assumptions from the Planning Scheme and [SEQ Water Supply and Sewerage Design and Construction Code](#) demand generation rates.

26. SCHEDULE 4 – PLANS FOR TRUNK INFRASTRUCTURE

- (1) Queensland Urban Utilities has adopted the Participating Local Governments' Plans for Trunk Infrastructure. The relevant Plans for Trunk Infrastructure are stated in Table 8 below.

Table 8: Participating Local Governments' Plans for Trunk Infrastructure

Document Title	Title of Section
Brisbane Priority Infrastructure Plan 2014	Section 4.6 Plans for Trunk Infrastructure
Ipswich Priority Infrastructure Plan July 2012	Part 13 Division 7 Plans for Trunk Infrastructure
Lockyer Valley Regional Council Adopted Infrastructure Charges Resolution July 2011	
Beaudesert Shire Planning Scheme 2007 Priority Infrastructure Plan Boonah Shire Planning Scheme 2006 Priority Infrastructure Plan Ipswich Shire Planning Scheme 2006 Priority Infrastructure Plan	Plans for Trunk Infrastructure
Somerset Regional Council Adopted Infrastructure Charges Resolution 2014	

27. SCHEDULE 5 – SCHEDULE OF WORKS

- (1) Queensland Urban Utilities has adopted the Participating Local Governments' Schedules of Works for future Trunk Infrastructure. The relevant Schedules of Works for future Trunk Infrastructure are stated in Table 9 below.

Table 9: Participating Local Governments' Schedule of Works

Document Title	Title of Section
Brisbane Priority Infrastructure Plan 2014	Section 4.6 Plans for Trunk Infrastructure
Ipswich Priority Infrastructure Plan July 2012	Part 13 Division 8 Schedule of Works
Lockyer Valley Regional Council Adopted Infrastructure Charges Resolution July 2011	
Beaudesert Shire Planning Scheme 2007 Priority Infrastructure Plan Boonah Shire Planning Scheme 2006 Priority Infrastructure Plan Ipswich Shire Planning Scheme 2006 Priority Infrastructure Plan	Schedule of Works
Somerset Regional Council Adopted Infrastructure Charges Resolution 2014	

- (2) Amendments to the Brisbane Priority Infrastructure Plan 2014 for the Water Supply Network Schedule of Works (Rosedale) are stated in Table 10 below.

Table 10: Water Supply Network Schedule of Works (Rosedale)

QUU ID	Item ID	Future Infrastructure Asset Description				Infrastructure Proposed Provision Date	Total Cost (2014 Valuation)
		Future Trunk Infrastructure Type	Service Area	Pipe Diameter(mm) Booster (L/sec) Reservoir (ML)	Pipe Length (m)		
1121	R1.1	Reservoir	Rosedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	9.8	n/a	2018	\$6,697,066
1122	BP1.1	Booster/FM	Rosedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	87	n/a	2018	\$851,993
1123	P2.1	Water Main	Rosedale Reticulation, Wellers Hill Reticulation, Mt Gravatt	630	340	2018	\$735,703

			Reticulation				
1124	P2.2	Water Main	Rochedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	450	144	2018	\$253,349
1125	P2.3	Water Main	Rochedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	630	155	2018	\$257,292
1126	BP1.2	Booster/FM	Rochedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	63	n/a	2016	\$388,136
1127	P1.3(2)	Water Main	Rochedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	450	1,690	2018	\$3,023,394
1128	P3.2	Water Main	Rochedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	180	740	2018	\$556,587
1129	P6.2	Water Main	Rochedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	355	82	2016	\$118,220
1130	P6.3	Water Main	Rochedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	315	145	2016	\$210,322
1131	TP1.1	Transfer Pump/FM	Rochedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	111		2018	\$572,258
1132	P1.1	Water Main	Rochedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	450	500	2018	\$5,317,084

1133	P1.2	Water Main	Rochedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	450	850	2018	
1134	P1.3(1)	Water Main	Rochedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	450	1,650	2018	
1135	BP1.3	Booster/FM	Rochedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	32	n/a	2016	\$13,992
1136	P3.1	Water Main	Rochedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	630	1,060	2018	\$1,780,446
1137	P6.1	Water Main	Rochedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	250	960	2018	\$1,050,000
1138	P5.1	Water Main	Rochedale Reticulation, Wellers Hill Reticulation, Mt Gravatt Reticulation	250	765	2018	\$617,604

28. SCHEDULE 6 – STANDARD CONDITIONS FOR STANDARD CONNECTIONS

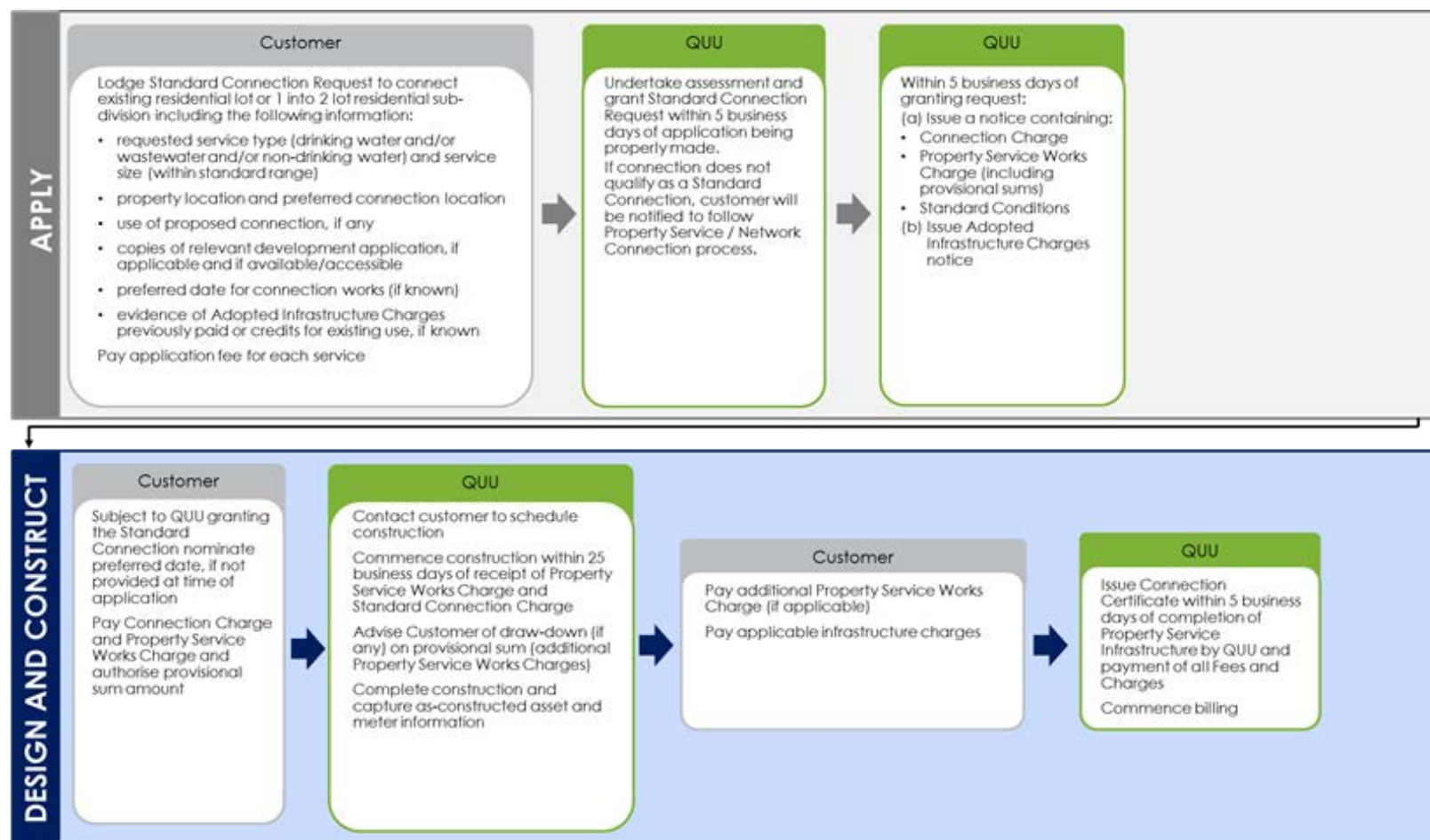
Condition	Timing
All Standard Connections and Alterations to Standard Connections (excluding Disconnections)	
(1) All works necessary for the Property Service Connection(s) must be carried out by Queensland Urban Utilities or its authorised representative.	At all times
(2) The applicant must pay the Connection Charge and Property Service Works Charge for the supply of Property Service Infrastructure.	As specified in the Decision Notice
(3) The applicant must pay the Adopted Infrastructure Charge for the Connection.	As specified in the Infrastructure Charges Notice.
(4) Each Property Service Connection must only supply a single vacant residential lot or a Dwelling House.	At all times
(5) The Connection of Plumbing and Drainage must not occur to Property Service Infrastructure until a Connection Certificate is issued by Queensland Urban Utilities.	Prior to issuing of the Connection Certificate
(6) This Water Approval lapses if the works for the Connection: <ul style="list-style-type: none"> (a) have not been started within 12 months from the date that the Decision Notice is issued or from the date that the Review Decision Notice is issued where the Review Decision Notice amends the original Decision Notice; or (b) the works for Connection have been started but the Connection has not been completed, within 15 months from the date that the Decision notice is issued or from the date that the Review Decision Notice is issued where the Review Decision Notice amends the original Decision Notice. 	At all times
(7) This Water Approval is subject to Queensland Urban Utilities (or its authorised representative) being able to obtain any legislated third-party approvals for the works.	At all times
(8) This Water Approval is subject to the land Owner consenting to Queensland Urban Utilities and its authorised representatives accessing the subject property to carry out the works.	At all times
(9) Pegs must be installed on the subject property to delineate the real property boundary.	Prior to Construction

Drinking Water Service Standard Connections	
(10) If required, the Owner must install enough water storage tanks and pumps to ensure that water can be supplied at a satisfactory pressure and flow.	At all times
Non-drinking Water Service Standard Connections	
(11) If required, the Owner must install and maintain enough water storage tanks and pumps to ensure that water can be supplied at a satisfactory pressure and flow.	At all times
Wastewater Service Standard Connections	
(12) The Owner must ensure that lot drainage gravitates to the Property Service Infrastructure. Alternatively, the Owner must install and maintain pumps sufficient to discharge Wastewater to Property Service Infrastructure.	At all times
Disconnection of Standard Connections	
(13) All works necessary for Disconnection must be carried out by Queensland Urban Utilities or its authorised representative.	At all times
(14) The applicant must pay the Connection Charge and Property Service Works Charge for the Disconnection of Property Service Infrastructure.	As specified in the Decision Notice
(15) This Water Approval lapses if the works for the Disconnection: <ul style="list-style-type: none"> (a) have not been started within 12 months from the date that the Decision Notice is issued or from the date that the Review Decision Notice is issued where the Review Decision Notice amends the original Decision Notice; or (b) the works for Disconnection have been started but the Connection has not been completed, within 15 months from the date that the Decision Notice is issued or from the date that the Review Decision Notice is issued where the Review Decision Notice amends the original Decision Notice. 	At all times
(16) This Water Approval is subject to Queensland Urban Utilities (or its authorised representative) being able to obtain any legislated third-party approvals for the works.	At all times
(17) This Water Approval is subject to the land Owner consenting to Queensland Urban Utilities and its authorised representatives accessing the subject property to carry out the works.	At all times

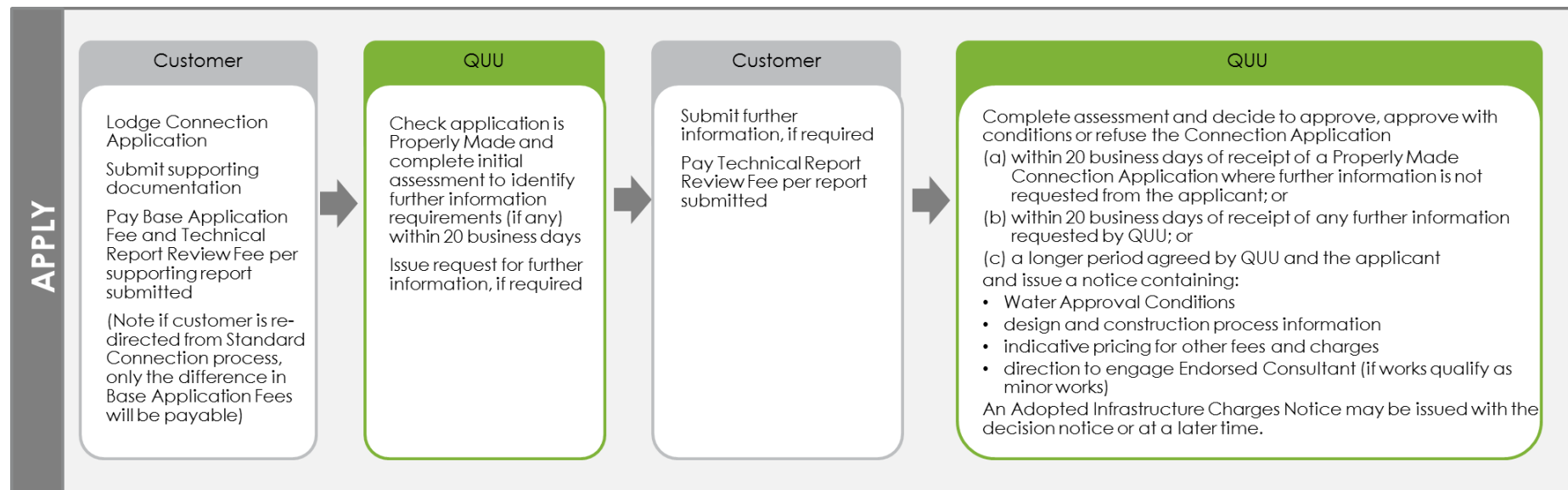


29. SCHEDULE 7 – CONNECTION PROCESS DIAGRAMS

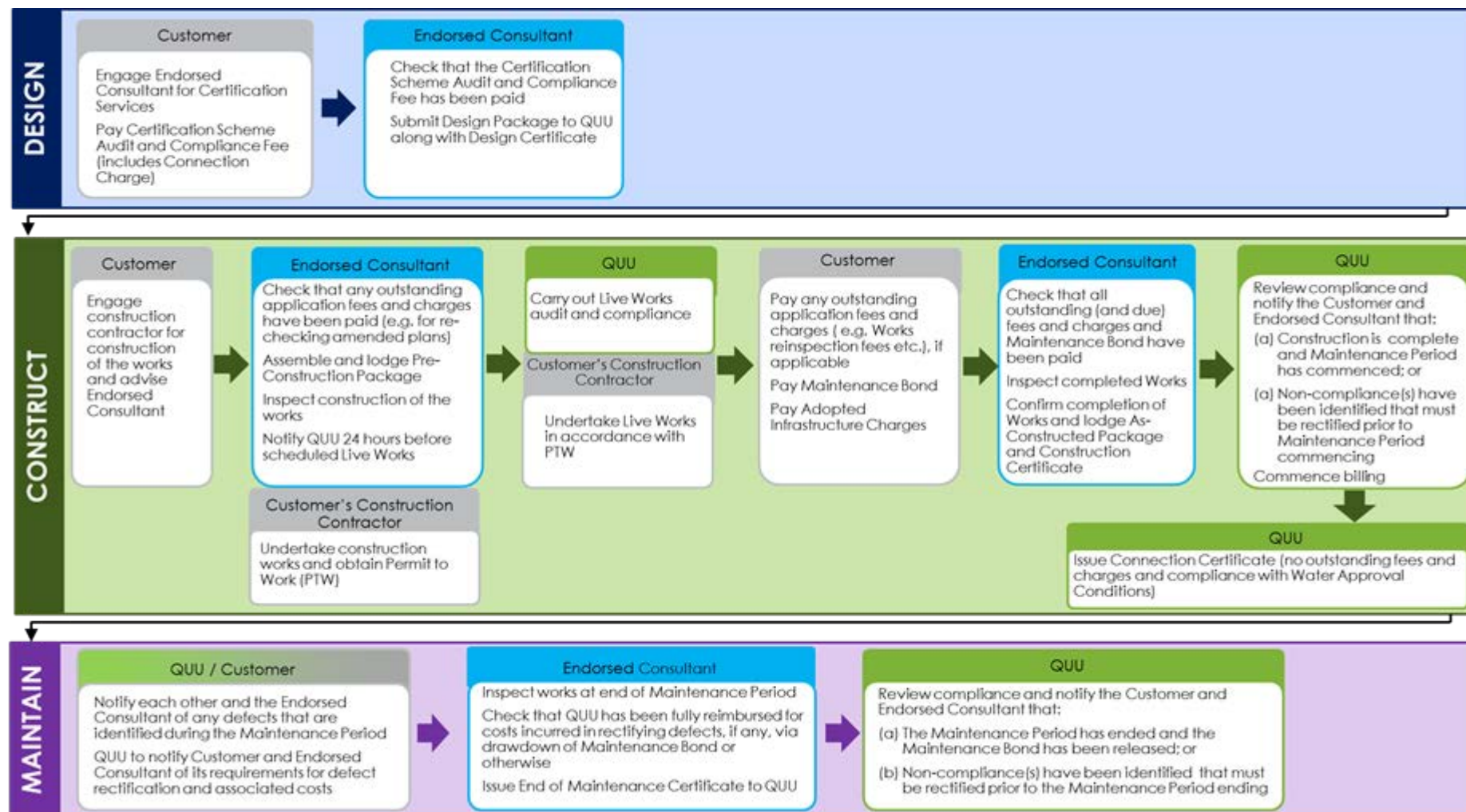
29.1 Standard Connection Process Diagram



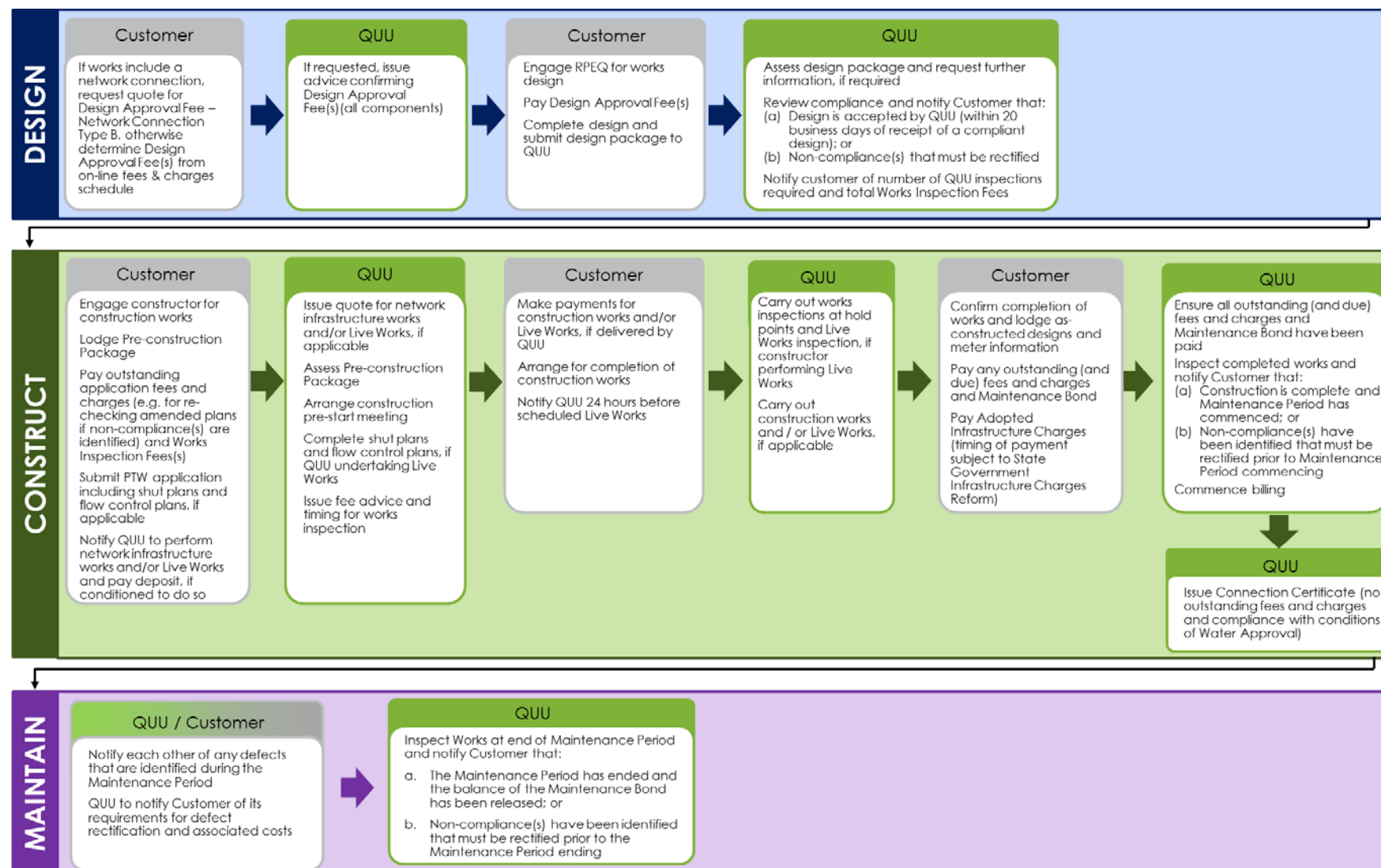
29.2 Minor and Major Works – Typical Application Process



29.3 Minor Works – Typical Design, Construct and On/Off Maintenance Processes



29.4 Major Works – Typical Design, Construct and On/Off Maintenance Processes





30. SCHEDULE 8 – CONNECTION TIMEFRAMES

Matter	Stage	Timeframe
Service Advice	Issue Services Advice Notice	Within 10 business days of a Properly Made request for a Services Advice Notice.
Standard Connection	Construction of Property Service Infrastructure ¹⁷	Construction commenced within 25 business days of receipt of Property Service Works Charge and Connection Charge.
	Issuing of Connection Certificate	Within 5 business days of completion of Property Service Infrastructure by Queensland Urban Utilities and payment of all Fees and Charges. ¹⁸
Property Service Connection (other than a Standard Connection) or a Network Connection	Additional Information Request	Within 20 business days of receipt of Properly Made Connection Application.
	Connection Application assessment and decision	(1) Within 20 business days of receipt of a Properly Made Connection Application where further information is not requested from the Applicant; or (2) Within 20 business days of receipt of any further information requested by Queensland Urban Utilities; or (3) A longer period agreed by Queensland Urban Utilities and the Applicant.
	Certification of Design by Queensland Urban Utilities ¹⁹	Within 20 business days of receipt of a compliant design.
	Issuing of Connection Certificate	Within 5 business days of completion of Connection and payment of Fees and Charges. ²⁰

¹⁷ Queensland Urban Utilities will supply the required Property Service Infrastructure for Standard Connections.

¹⁸ All Fees and Charges must be paid including Infrastructure Charges (if applicable) and Contingency Property Service Works Charge (if applicable)

¹⁹ For Works that Water Approval Conditions require that the Design and Construction of the Works is Certified by Queensland Urban Utilities.

²⁰ Water and Wastewater Services must be operating and compliant with Water Approval Conditions. All Application Fees, Connection Charges, Property Service Works Charges and Adopted Infrastructure Charges must be paid.