

CHECK FOR COMPLETENESS GUIDELINE

WATER APPROVAL APPLICATION

CHECK FOR COMPLETENESS

This guideline explains the initial 'check for completeness' step in Queensland Urban Utilities' water and/or sewer connection application process also known as a Water Approval application.

It is a statutory requirement that an application for a Water Approval is made in the way stated in the Water Netserv Plan and is accompanied by the owner's written consent if the applicant is not the owner of the land related to the connection. While the Water Netserv Plan identifies basic requirements for a Water Approval application, more detailed process guidance for an applicant regarding the information required for an application is provided in this document. An application is considered 'not properly made' if it does not satisfy the initial 'check for completeness', and it cannot progress to detailed assessment by an engineer.

In 2018-19 fewer than 15% of applications submitted to Queensland Urban Utilities were inclusive of the correct and complete information and therefore 'properly made'. To meet industry expectations of more timely and consistent assessment, Developer Services will uphold our commitment to assess only properly made applications with the necessary information to make an informed decision. The initial 'check for completeness' saves time and money for applicants by ensuring all necessary information is provided in an application for a Water Approval.

1 Check for completeness overview

Water Approval process

Queensland Urban Utilities is the assessment manager for the water supply and sewerage servicing-related aspects of development within our service area. Assessments are undertaken in accordance with a legislated 'Water Approval Process'. A Water Approval is required where the demand on the water or sewerage network changes as a result of development activities, or where existing Queensland Urban Utilities infrastructure is altered in some way.

A Water Approval is the authority given to a developer or landowner to make a connection, disconnection or alteration to our water or sewerage network. Water Approvals are managed by the Developer Services team within the Commercial Customer Group at Queensland Urban Utilities.

Water Approval applications for connections, disconnections and alterations are assessed against Queensland Urban Utilities' requirements, including (but not limited to) the following standards and guidelines:

- South East Queensland Water and Sewerage Design and Construction Code (SEQ Code);
- Queensland Urban Utilities Customer Service Standards contained within our Customer Charters ;
- Water Netserv Plan (Part A) - Connections Policy.

For more information on how to apply visit www.urbanutilities.com.au/Developer-Services.

Check for completeness

Developer Services require certain information about a proposed development (or proposed works) to correctly and

fully assess an application for Water Approval. This includes statutory information (including the consent of effected property owners and details of the proposed land use) and technical information used by Queensland Urban Utilities to assess the application.

When an application for a Water Approval is received, our team will review the information provided to ensure that the application can be fully assessed.

When all the required information has been received by our team and all associated fees have been paid, Queensland Urban Utilities formally deems the application to be 'properly made' and our formal assessment period begins. This initial review of information is referred to as a 'Check for completeness'. By ensuring correct and complete information is provided when the application is received, Developer Services aim to avoid delays.

Information requirements

The minimum information required for every application for Water Approval is outlined below.

- A completed **property owner's consent form/s** for all property traversed to the connection point and the connection point itself where the applicant is not the property owner and evidence of ownership of all property, including one of the following:
 - a title search
 - a purchase contract where the contract provides the applicant an unconditional right to make application.
- A completed **property information form** including any related Local or State Government Development Application/Approval documentation: *
 - decision notice; or
 - lodged or pending application form.

**For works not requiring a Development Approval, for example, a road widening or building works which require modification of Queensland Urban Utilities' assets, the applicant may submit alternative explanatory documentation.*
- A **preliminary design** of the water and/or sewerage servicing arrangements proposed including identification of service required:
 - connection – a new connection where there is currently no connection; or
 - disconnection – disconnecting current connection to the lot; or
 - alteration – changing the connection on the lot, for example change in size, location or use.

These information requirements are detailed in the following sections of this guideline.

2 Property owner's consent form

Submission of a completed property owner's consent form is a legal requirement of any application for Water Approval. Section 99BRAAF of the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009* states that when applying for a Water Approval, 'the owner's written consent must accompany the application'. This requirement applies to both:

- the land subject of the Water Approval; and,
- any land for which access is required for the works.

Purpose of the form

This form is required to demonstrate that the owner of property affected by the application for a Water Approval provides their consent. This form also allows a property owner to nominate a third party to act on their behalf, typically an engineering or planning consultancy.

Check for completeness requirements

For a Water Approval application to achieve 'properly made' status, the property owner's consent form must meet the following requirements.

- **Current form:** The owner's consent form submitted must be the current form (all forms are periodically updated and published on the Developer Services website).
- **Correct owner:** The property owner identified on the form must be the legal property owner.
- **Correct lots:** The form must correctly identify current properties within the Queensland Urban Utilities service area.
- **Consistent lots:** Where a development has been approved by a Local or State Government, the property owner's consent form must correctly identify the same lots identified in the Development Approval.
- **Signed:** The form must be dated and signed either by hand or by using a formal digital signature. This is a legal requirement which evidences owner's consent.

3 Property information form

The property information form provides critical information for Developer Services assessment of an application for a Water Approval. This includes a technical assessment of the water supply and sewerage networks, assessment of any potential design complexities or adverse impacts on our infrastructure and assessment against the Queensland Urban Utilities Water Netserv Plan.

Purpose of the form

The information in this form is required for the technical analysis of water supply and sewerage services undertaken by Queensland Urban Utilities. It also provides critical information for the calculation of infrastructure charges. The form must therefore be accurate and complete.

Check for completeness requirements

For a Water Approval application to achieve 'properly made' status, each section of the property information form must be filled in completely and correctly, including the following information.

- **Development staging:** Staged developments are generally large developments completed over a period of time. Development staging must be identified to ensure the Water Approval correctly reflects the Development Approval and the intentions of the developer.
- **Property owner details:** The property owner identified on the form must be the legal property owner.
- **Property details:** The property details identified must accurately record all properties subject to the development approval or proposed works. Where a Local or State Government Development Application/Approval has been lodged/issued, the property details should match the Development Application/Approval.
- **Proposed development:** The development type and development units must be accurately recorded. Where a Local or State Government Development Application/Approval has been lodged/issued, the development type and development units should match the Development Application/Approval. This information is also used to calculate infrastructure charges payable for the development.
- **Number of storeys:** The maximum number of storeys for buildings within the development application/approval should be identified. This information is required for Queensland Urban Utilities to determine the corresponding fire-fighting requirements in the water supply network.
- **Technical requirements:** A series of technical issues regarding the intended water supply and sewerage servicing of the development must be addressed.
- **Current form:** The property information form submitted must be the current form (all forms are periodically updated and published on the Queensland Urban Utilities' website).

4 Preliminary designs

To assess an application for Water Approval, Developer Services needs to know where and how a development or building works will connect to, disconnect from or alter, our water supply and sewerage infrastructure. This information allows Developer Services;

- to assess the feasibility of the proposed connection (including any required adjustments to the proposed point(s) of connection);
- to assess the capacity of the existing networks to service development;
- to impose necessary conditions of connection/disconnection/alteration within the Water Approval; and
- to minimise the costs of a new service connection, disconnection or alteration where possible.

Check for completeness requirements

The applicant should submit a conceptual services layout or equivalent*, which includes the following requirements.

- A **site plan** in aerial view, typically also showing details such as cadastral information (lot boundaries), aerial imagery, road layouts or a combination of all three. This plan also typically includes **existing water supply and sewerage infrastructure** owned by Queensland Urban Utilities.
- An indicative **point of connection** and any associated disconnections, to the Queensland Urban Utilities networks for water supply and/or sewerage services as applicable.
- A sketch/drawing with **name, date** and **author**. Typically these designs are authored by an engineering or hydraulic consultant.

**This preliminary design may be a sketch (i.e. it does not need to be a formal or computer-aided design), but it should provide sufficient information for Queensland Urban Utilities to assess the feasibility of the proposal.*

5 Properly made application

Where Developer Services receives an application for a Water Approval with any of the necessary information incomplete or unclear, Developer Services notifies the applicant advising

that the application is **Not Properly Made** and that assessment of the application will not commence. The following bullet points present a summary of the Check for Completeness process.

1. Application for Water Approval submitted.
2. Paid application reviewed by Queensland Urban Utilities and either:
 - a. the application is considered 'not properly made' – where an application remains 'not properly made' for 40 business days then the application is rejected, the application fees are retained and a new application/new fees are required for a new Water Approval.
 - b. the application is deemed 'properly made' – the Water Approval Assessment Period begins (20 business days).
3. During the assessment period the Developer Services team may issue a 'Request for Information' where technical clarification of the proposed servicing arrangement is required. The applicable RFI period will be specified in the request and will be a minimum of 20 business days as per the Water Netserv Plan.
4. Following the Assessment Period, Queensland Urban Utilities will issue a Decision Notice and either:
 - a. approve all or part of the Water Approval application with conditions, or
 - b. notify the applicant that the Water Approval application is refused.