

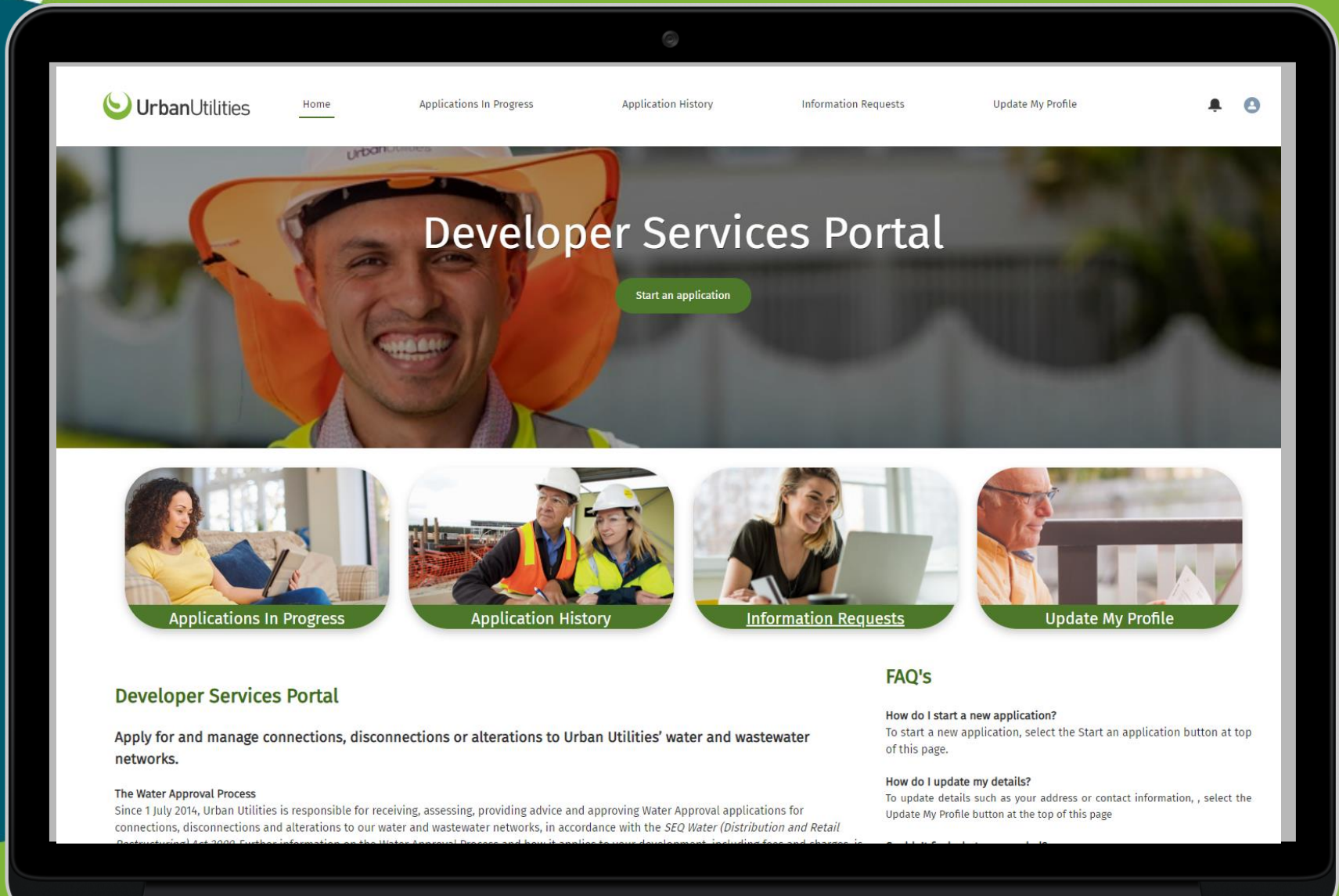


STANDARD OPERATING PROCEDURE STANDARD CONNECTION – RELEASE 1.0



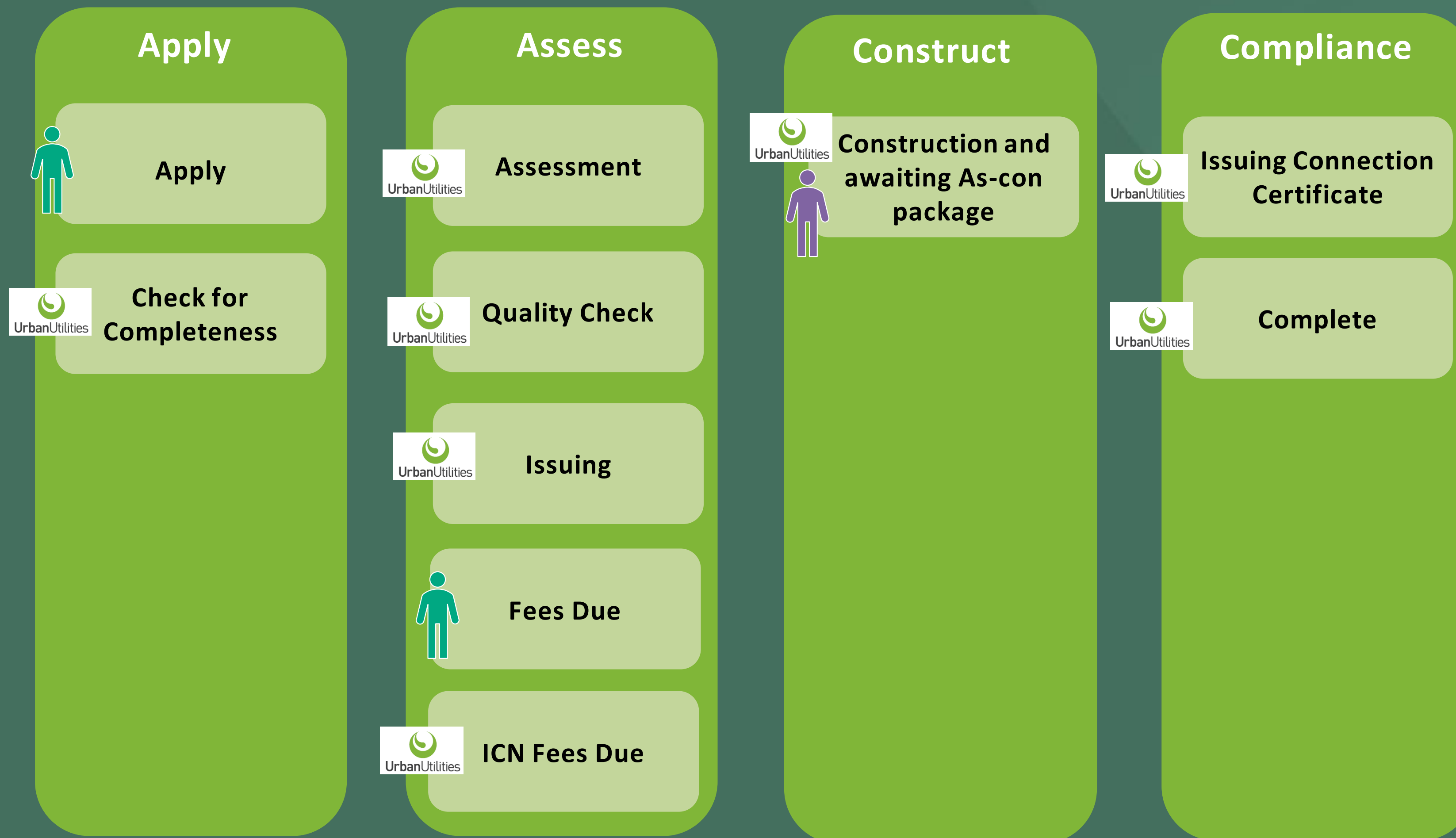
The following document provides you with a Quick Reference Guide for Developer Services Standard Connection applications using the Developer Services Application Portal.

External Portal





Standard Connection Application Workflow Stages



Team Roles



Customer/Owner/
Agent



Service Stream



Urban Utilities

STANDARD CONNECTION APPLICATION WORKFLOW

Apply

Tips and things to know

- Log into the Developer Services Application Portal and submit a Standard application.
- If you are not the property owner, you must add the property owner as a contact.
- You can upload multiple documents.
- You can pay fees via the portal (Bpoint), or download the Charge Notice and pay via alternative methods (e.g. Bpay)
- Customer will receive 3 notifications during this stage:
 - Application Submitted
 - Fees are due
 - Fees are paid

1

- Log into the Developer Services Portal and click on **Start an Application** button

2

- A. Select **Application Type** from drop down box
- B. Click on the **Start** button

3

- Customer Address and Property Information Stage**
- Search and select property by using **Address, Lot on Plan, or Manual** search, by clicking on appropriate radio button and click on the **Submit Address** button
- Click on the **Next** button

4

- Application Details Stage**
- Complete the required information in the application details section
- Click the **Next** button

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https://dwshofxga-urbanutilities.cs151.force.com/developerservices/s/new-application

UrbanUtilities Home Applications In Progress Application History Information Requests Update My Profile

Application Contacts Connection Details Documents and Attachments Summary

Please note that if you are not the property owner, you must add the property owner via the 'Add' button at the bottom right of the screen.

You may grant additional contacts access to this application via this page, by clicking the Add button below.

When creating this application contact, you can specify whether the contact has full edit access by selecting Edit for their access type. Application Contacts with this access can

- view all information about the application;
- retrieve documents such as the Decision Notice and Tax Invoices;
- upload documents;
- respond to potential information requests;
- pay invoices

To provide view only access to this application contact, select 'Read Only' as their access type. Application Contacts with this access can

- view all information and access all documents only.

Additional contacts will also receive all notifications about the application unless you decide to switch notifications off for the additional contact by selecting No as the Notification value

- If you wish to pause your application and resume at a later time, click the Save and exit button. Please note that you will be required to complete any required fields to do this.
- Click the Next button to proceed to the next step

First Name	Last Name	Email	Access Type	Notifications	Is this person the Prop...	Status	Billing Entity	
Amanda	Watson	amandawatson282@...	Edit	Yes		Active		Edit

Previous Next Save and exit Add

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Applications In Progress Application History Information Requests

Edit Record

* First Name Amanda

* Last Name Watson

* Email amandawatson282@gmail.com

* Access Type Edit

* Notifications Yes

Is this person the Property Owner?

☐ Yes ☒ No

* Status Active

* Billing Entity

Cancel Save

Add Record

* Service Type --None--

* Type

Available: Connection, Disconnection, Alteration

Chosen:

Number of Connections

Number of Disconnections

Number of Alterations

Cancel Save

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https://dwshofxga-urbanutilities.cs151.force.com/developerservices/s/new-application

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- Click the Next button to proceed to the next step

First Name	Last Name	Email	Access Type	Notifications	Is this person the Prop...	Status	Billing Entity	
Amanda	Watson	amandawatson282@...	Edit	Yes		Active		Edit
Justine	Owen	veronica.juric@urba...	Edit	Yes	✓	Active	✓	Edit

Previous Next Save and exit Add

- Application Contacts Stage
- Click the **Edit** button to select **Property Owner** and **Billing Entity**
- Add extra contacts by clicking on the **Add** button

- Application Contacts Stage cont'd
- When record is updated, click the **Save** button

- Application Contacts Stage cont'd
- When the **Property Owner** and **Billing Entity** (and any additional contacts) are added/updated, click on the **Next** button

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UrbanUtilities Home Applications In Progress Application History Information Requests Update My Profile

Application Contacts Connection Details Documents and Attachments Summary

Please select the services for which you are requesting a Standard Connection and the work type required for each service. To do this, click the Add button located below. In selecting the services and work type applicable to your application, the following guidance applies:

Service type

In relation to the service type (drinking water or wastewater) - the property must be in the Queensland Urban Utilities' Connection Area for that service (as defined in the Water Services Plan and associated maps) in order to qualify for a Standard Connection.

Work type

Relocation of an existing service is an 'Alteration' provided that there is no constraint on completing the site works in a single stage (if there is then you will need to request both a Connection and a Disconnection for that service).

If your application relates to each proposed lot in a two-lot subdivision and the existing lot is already serviced, then you need to request either:

- A new Connection for that service if the existing connection is able to service one of the sub-divided lots; or
- A new Connection plus an Alteration for the existing service in order to service both lots.

If your application relates to each proposed lot in a two-lot subdivision and the existing lot is un-serviced, you will need to submit a separate Standard Connection request for each new lot.

Service Type	Type	Number of Connections	Number of Disconnections	Number of Alterations	
Drinking Water	Connection	1			Edit

Previous Next Save and exit Add

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UrbanUtilities Home Applications In Progress Application History Information Requests Update My Profile

Success Document Uploaded Successfully

Please proceed to upload the following documents. Please note that inadequate information will delay commencement of our review of your request.

Development Site plan (mandatory)

Please upload (as a PDF) a detailed site plan, containing the following information relevant to the service(s) requested in the application:

- Property boundaries and lengths
- Location of all existing and planned buildings on the site
- Location of electricity supply, including whether it is overhead or underground (e.g. via a separate electricity plan)
- Indication of any other structures (such as driveways) which may impact on the location of each requested service
- Preferred location of new water meter (if any)
- Preferred location of connection point for wastewater service (if any)
- Identification of which lot relates to house 4P and house 4Q (if relevant, for a two-lot sub-division).

Queensland Urban Utilities will determine the location and design of infrastructure based on the site plan(s) you submit so it is important that the information you provide is as accurate as possible. Queensland Urban Utilities will endeavour to accommodate your location preferences where practicable.

Owner's consent (mandatory)

You must upload (as a PDF) a signed copy of the Property Owner's Consent form

To add multiple documents/attachments, firstly select your first document category, upload your file and select submit. Once submitted then select another document category and repeat the process for each document by uploading the file and clicking submit.

Upload File

* Document Category -Select-

Development Site Plan eg.pdf.pdf Development Site Plan 09/06/2022

Property Owner Consent form.pdf.pdf Owners Consent 09/06/2022

Upload Files Or drop files Submit

Documents

Document Name	Category	Created Date	
Development Site Plan eg.pdf.pdf	Development Site Plan	09/06/2022	
Property Owner Consent form.pdf.pdf	Owners Consent	09/06/2022	

Previous Next Save and exit

- Documents and Attachments Stage
- Add mandatory and any supplementary documents to the application
- When finished, click on the **Next** button

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https://dwshofxga-urbanutilities.cs151.force.com/developerservices/s/new-application

UrbanUtilities Home Applications In Progress Application History Information Requests Update My Profile

Application Contacts Connection Details Documents and Attachments Summary

Review your application details below

- If you need to make any changes, please click the previous button and navigate to the step where changes are required
- Once you are ready to submit your application, please click the submit button below
- By clicking submit you acknowledge that you have read the guidance notes included on each page of the portal and agree to our Terms and Conditions
- I certify that I am the property owner (if stated on the application contacts page) or a person duly authorised by the property owner to make this application in which case I have uploaded a signed Property Owners Consent form
- Fees and Incentives: Please note that fees will be based on submission of this application and must be paid in order to complete the subsequent process. Urban Utilities will not initiate the review your application until these application fees are paid in full. If you choose not to pay application fees immediately, you have 30 business days to pay these application fees, otherwise your application will be cancelled.
- Other fees and charges will apply at appropriate milestones to the end-to-end connection process. These must be paid in full in progress to the next milestone of your application.
- Infrastructure charges will also be calculated and imposed.
- Certificate issued.
- Please note that document upload is not working at the moment. If you are unable to upload a document, please email: developer.services@urbanutilities.com.au

Summary

Applicant Details

First Name	Last Name	Email	Access Type	Notifications	Is this person the Prop...	Status	Billing Entity
Amanda	Watson	amandawatson282@...	Edit	Yes		Active	
Justine	Owen	veronica.juric@urba...	Edit	Yes	✓	Active	✓

Address: 5 MINTWOOD PL, SUNBANK HILLS, BRISBANE CITY, QLD, 4013

Connection Types

Service Type	Type	Number of Connections	Number of Disconnections	Number of Alterations
Drinking Water	Connection	1		
Wastewater	Connection	1		

Application Details

Primary Development Application Number: [blank]

Documents

Document Name	Document Category
Property Owner Consent form.pdf.pdf	Owners Consent
Development Site Plan eg.pdf.pdf	Development Site Plan

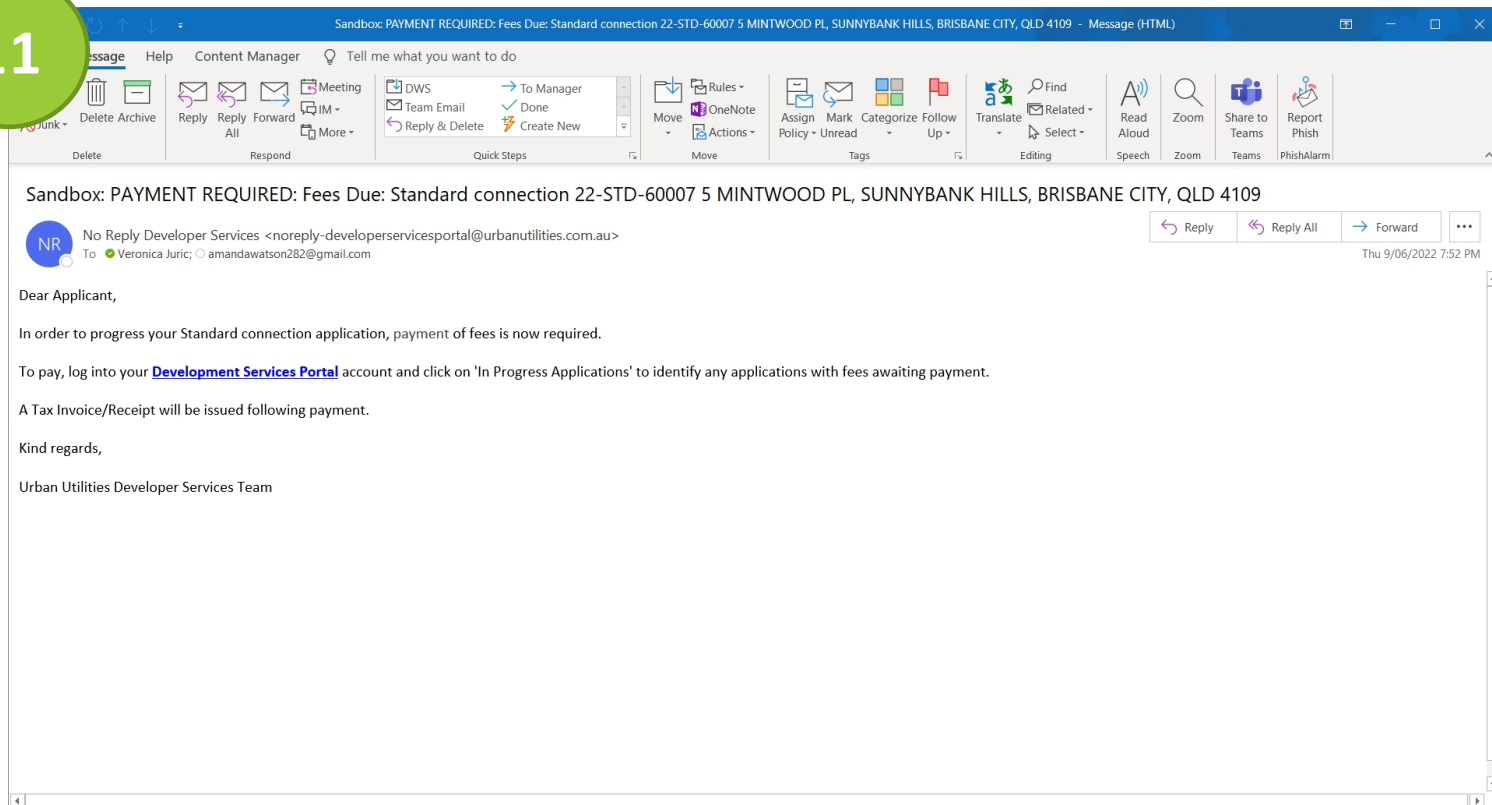
Previous Submit Save and exit

- Connection Details Stage
- Add the services required by clicking on the **Add** button for the services pop-up to appear
- When finished, click on the **Next** button

- Summary Stage
- Review Summary page
- Click on authorisation checkbox
- Click on the **Submit** button

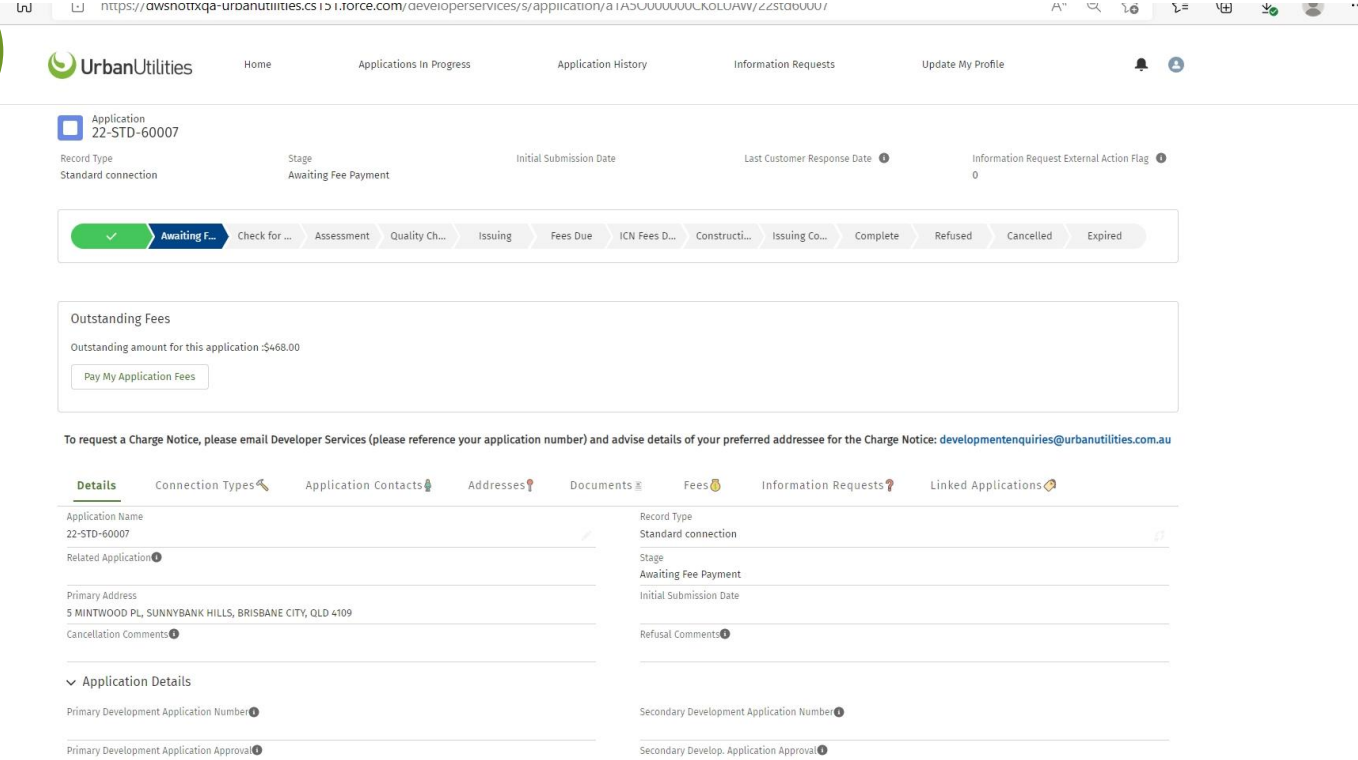


11



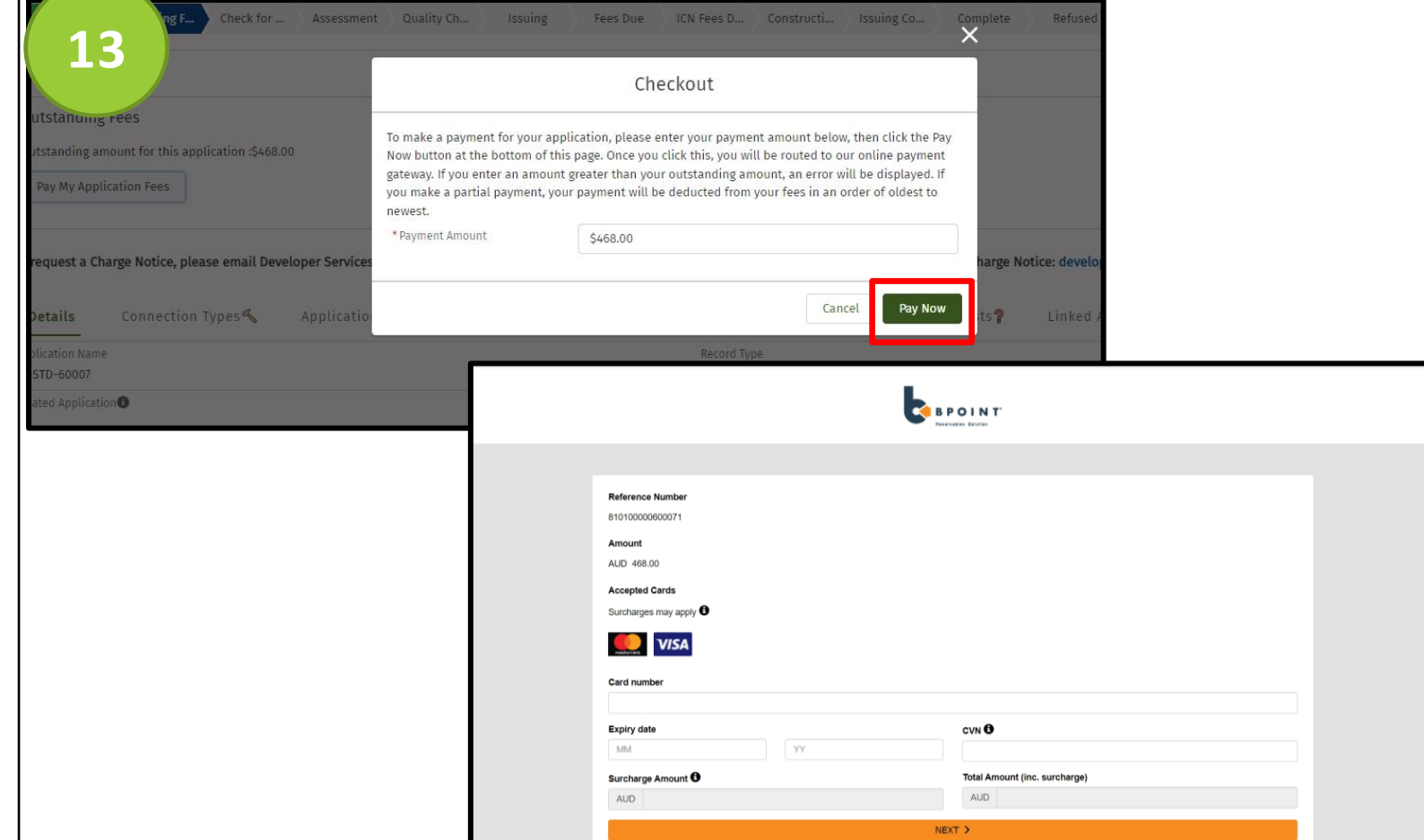
- **Customer notification**
- The system will send an email notification to the customer
- Customer can pay fees via BPoint or via alternative means (e.g. Bpay)

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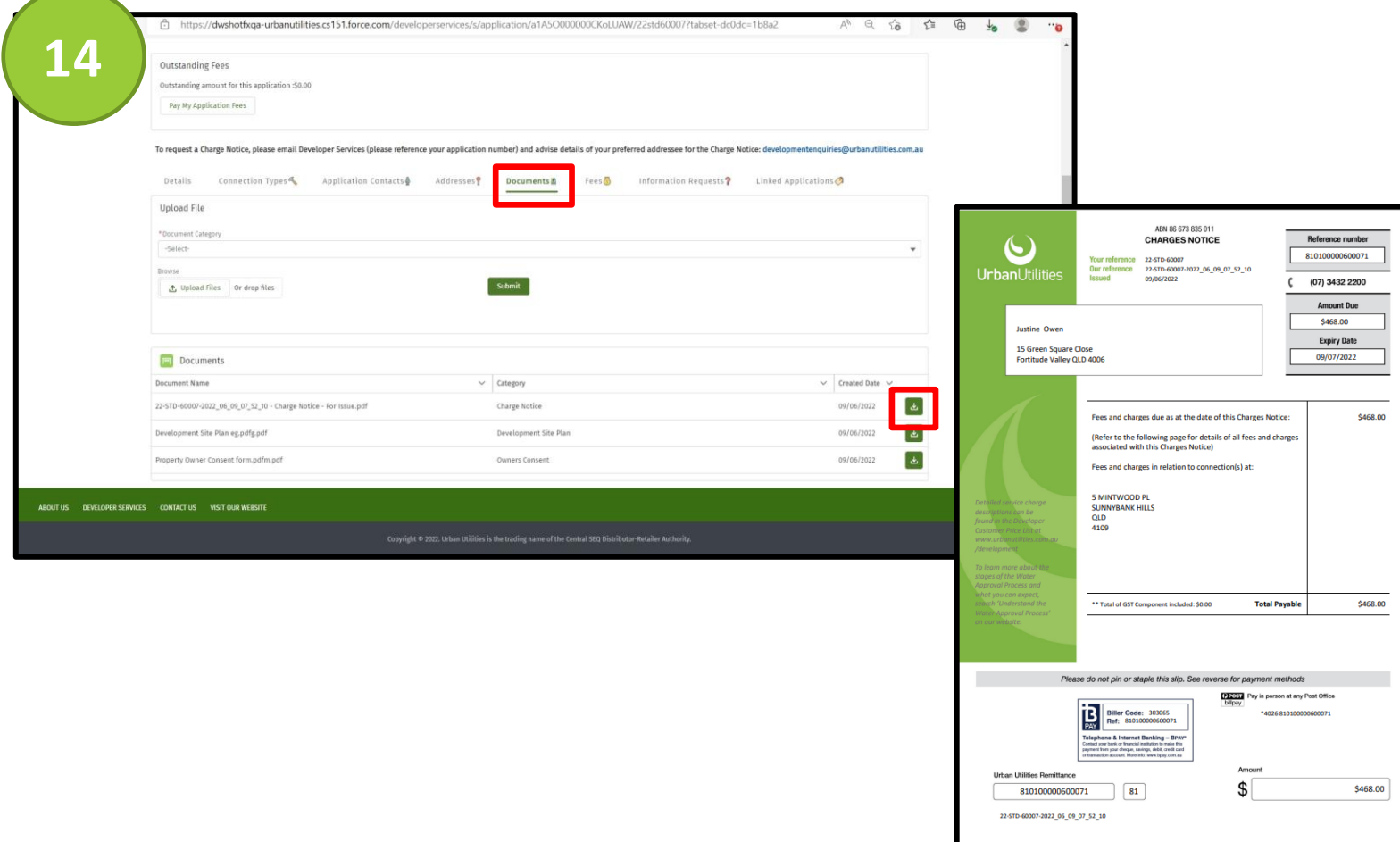
- A. **Pay Fees - BPoint**
- Click the **Pay My Application Fees** button to go to the BPoint gateway to pay online

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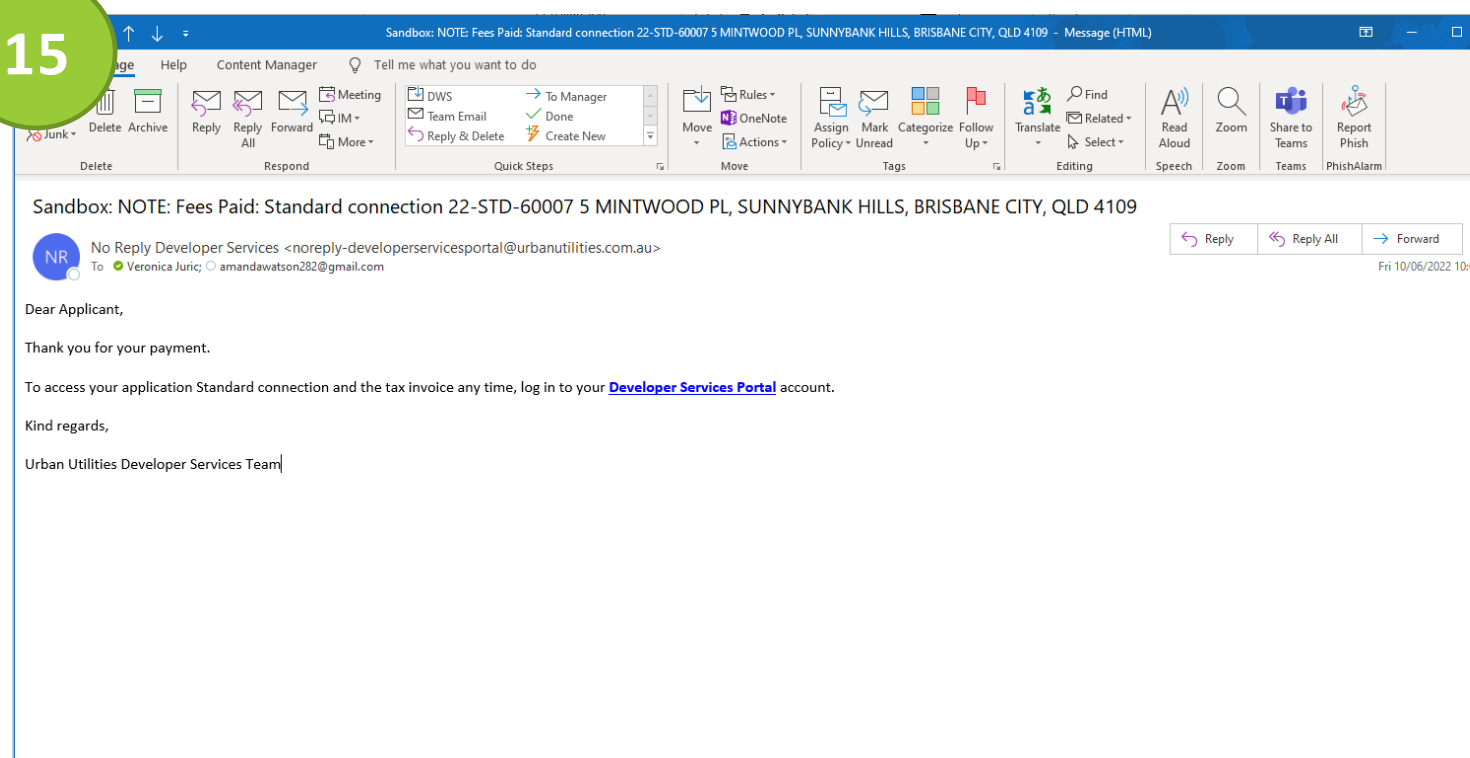
- **Pay Fees - BPoint**
- Click on the **Pay Now** button and follow the payment process

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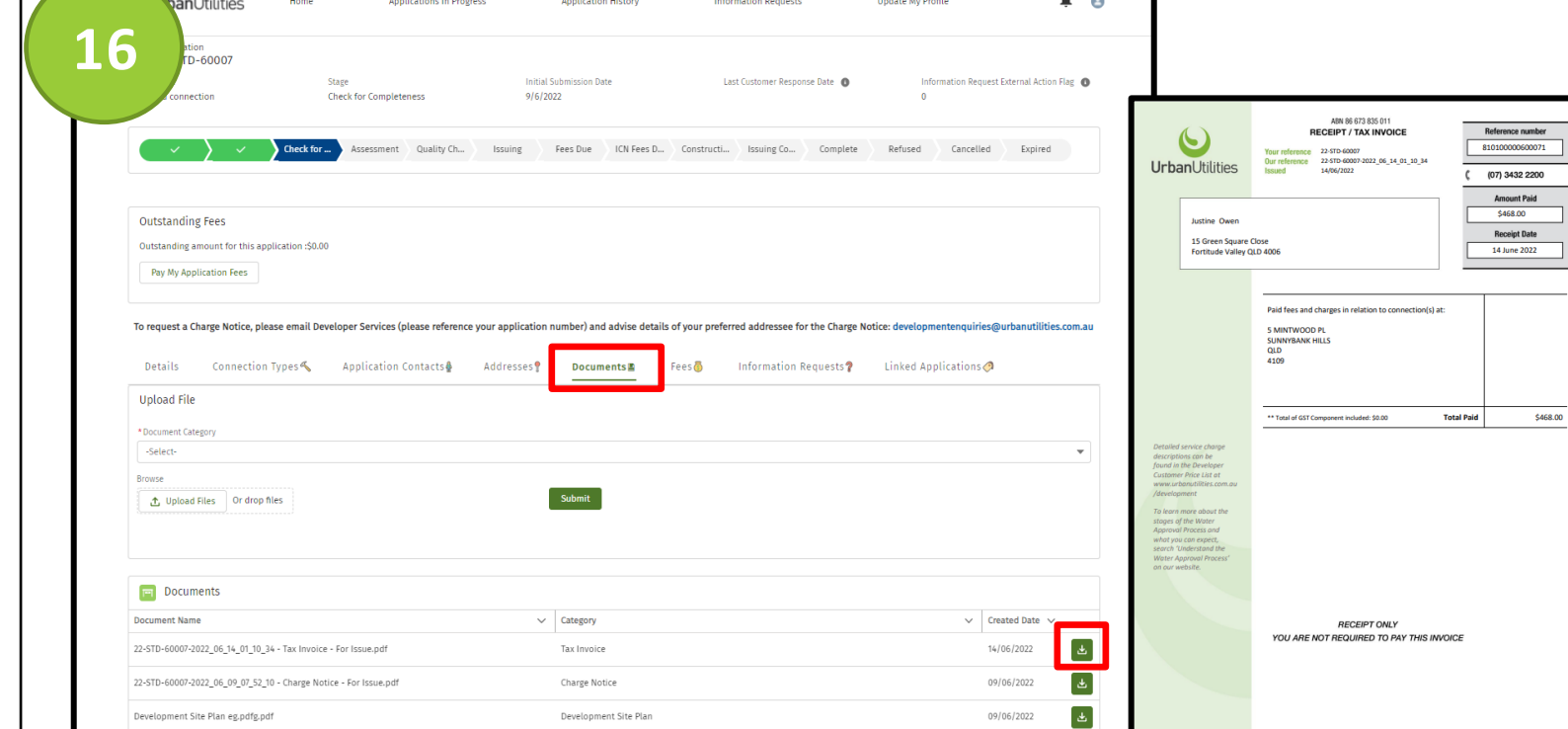
- B. **Pay Fees - other**
- Go to the **Documents** tab and click on the **download icon** to download the **Charges Notice** from the portal and pay fees via alternative means

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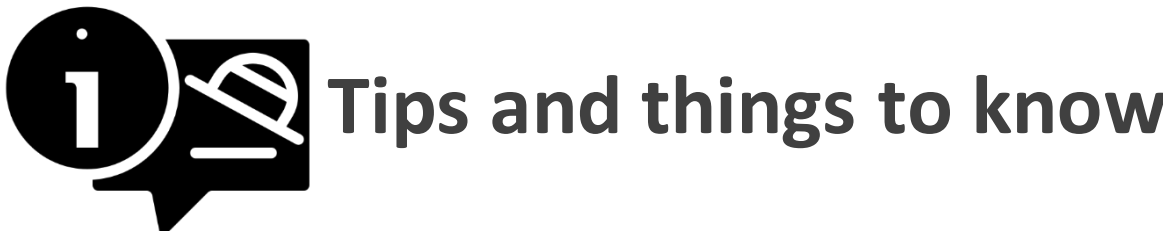
- **Customer notification**
- The system will send an email notification to the customer that fees are paid

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- **Customer notification**
- Go to the **Documents** tab and click on the **download icon** to download the **Tax Invoice** from the portal

Fees Due



- Log into the Developer Services Application Portal and either pay fees via the portal (Bpoint), or download the Charge Notice and pay via alternative methods (e.g. Bpay)

1

Sandbox: NOTE: Application Assessment Complete: Standard connection 22-STD-56488 320 ALBANY CREEK RD, BRIDGEMAN DOWNS, BRISBANE CITY, QLD 4035

No Reply Developer Services <noreply-developerservicesportal@urbanutilities.com.au> to me

Dear Applicant,

Review of your Standard connection application is now complete, and a Decision Notice has been issued.

To access the Decision Notice and Charge Notice, please log into your Developer Services Portal account.

Kind regards,

Urban Utilities Developer Services Team

Sandbox: PAYMENT REQUIRED: Fees Due: Standard connection 22-STD-56488 320 ALBANY CREEK RD, BRIDGEMAN DOWNS, BRISBANE CITY, QLD 4035

No Reply Developer Services <noreply-developerservicesportal@urbanutilities.com.au> to me

Dear Applicant,

In order to progress your Standard connection application, payment of fees is now required.

To pay, log into your [Development Services Portal](#) account and click on 'In Progress Applications' to identify any applications with fees awaiting payment.

A Tax Invoice/Receipt will be issued following payment.

Kind regards,

Urban Utilities Developer Services Team

Customer notification

- The customer receives 2 emails:
 - Application Assessment is Complete
 - Fees are due

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UrbanUtilities Home Applications in Progress Application History Information Requests Update My Profile

Start an application

To filter your applications by Stage or Type, click the arrow in the Stage or Application Type field. This will show you a list of options that you can filter by, which will limit the applications based on this criteria

You can also use the search box below to search for an application number (e.g. 22-PNT-11111) or by the primary address of the application (e.g. Smith St)

Applications

Search Application Name

Application Name	Stage	Application Type	Primary Address	Access Type	Initial Submission Date	Actions
22-PNT-56313	Awaiting Design	Non Standard Connection - Major	56 PEARSON ST, KANGAROO POIN...	Edit	9 Aug 2022	
22-PNT-56327	Compliance Technical Review	Non Standard Connection - Minor	56 PEARSON ST, KANGAROO POIN...	Edit	21 Jul 2022	
22-STD-56435	Assessment	Standard connection	15 MINTWOOD PL, SUNNYBANK HI...	Edit	3 Sep 2022	
22-STD-56478	Issuing Connection Certificate	Standard connection	30 CRAVEN ST, CLAYFIELD, BRISBA...	Edit	8 Sep 2022	
22-STD-56479	Construction and Awaiting As - C...	Standard connection	30 CRAVEN ST, CLAYFIELD, BRISBA...	Edit	6 Sep 2022	
22-PNT-56487	Issuing	Non Standard Connection - Major	CLAYFIELD RD, EATONS HILL, MOR...	Read Only	9 Sep 2022	
22-STD-56488	Fees Due	Standard connection	320 ALBANY CREEK RD, BRIDGEM...	Edit	12 Sep 2022	View
22-PNT-56521	Draft	Non-standard connection		Edit		
22-PNT-56522	Ascon Submittal	Non Standard Connection - Major	627 RODE RD, CHERMSIDE, BRISB...	Edit	25 Sep 2022	

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- Log into the portal and go into the **Applications in Progress** tab to find and View application

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UrbanUtilities Home Applications in Progress Application History Information Requests Update My Profile

22-STD-56488

Record Type: Standard connection Stage: Fees Due Initial Submission Date: 12/9/2022 Last Customer Response Date: 0 Information Request External Action Flag: 0

Outstanding Fees

Outstanding amount for this application: \$482.00

Pay My Application Fees

Details Connection Types Application Contacts Address Documents Fees Information Requests

Upload File

* Document Category: -Select-

Browse Upload Files Or drop files

Please ensure you only upload files up to a maximum of 50MB

Submit

UrbanUtilities CHARGES NOTICE

Reference number: 810100000564889

Amount Due: \$482.00

Expiry Date: 24/10/2022

Fees and charges due as at the date of this Charges Notice: \$482.00

Fees and charges in relation to connection(s) at: 320 ALBANY CREEK RD, BRIDGEMAN DOWNS, QLD 4035

** Total of GST Component included: \$0.00 Total Payable: \$482.00

Please do not pay or stage this bill. See reverse for payment methods.

Biller Code: 810101 Bill Ref: 810100000564889

Amount: \$482.00

Urban Utilities Remittance: 810100000564889 \$1

22-STD-56488 2022_09_12_09_18_45

- Customer pays fees via the portal or downloads **Charge Notice** from the **Documents** tab and pays via alternative means

4

Sandbox: NOTE: Fees Paid: Standard connection 22-STD-56488 320 ALBANY CREEK RD, BRIDGEMAN DOWNS, BRISBANE CITY, QLD 4035

No Reply Developer Services <noreply-developerservicesportal@urbanutilities.com.au> to me

Dear Applicant,

Thank you for your payment.

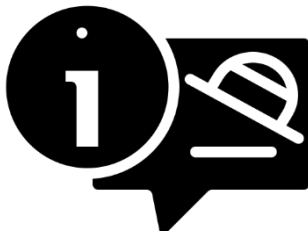
To access your application Standard connection and the tax invoice any time, log in to your [Developer Services Portal](#) account.

Kind regards,

Urban Utilities Developer Services Team

- You will receive a notification when the fees are paid.

Complete



Tips and things to know

- The application is now complete.

External Portal

UrbanUtilities

HomeApplications In ProgressApplication HistoryInformation RequestsUpdate My Profile

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Historical Applications

Search Application Name

Application Name	Stage	Application Type	Primary Address	Access Type	Initial Submission Date	Actions
22-STD-56470	Completed	Standard connection	4 GREEN CL, URRAWEEN, FRASER ...	Edit	6 Sep 2022	
22-PNT-56486	Completed	Non Standard Connection - Mino...	2 CRAVEN ST, CHARTERS TOWERS ...	Read Only	9 Sep 2022	

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Next