

Property Service, Network or Staged Water Connection application

1. Connection definitions

Property Service Connection - is any connection to a single property from Queensland Urban Utilities' drinking water, non-drinking water or wastewater reticulation infrastructure.

Network Connection - is any connection of new reticulation infrastructure to Queensland Urban Utilities' existing water or wastewater networks. In most cases an application for a Network Connection will also include all associated Property Service Connections.

Staged Water Connection - is 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:

1. Network Connection followed by one or more Property Service Connection(s);
2. Network Connections carried out in more than one stage; or
3. Property Service Connection to one or more properties carried out in more than one stage.

Refer to [Fact Sheet 1: Terminology under the new Water Approval process](#) and the Queensland Urban Utilities [Interim Connections Policy](#) for further information.

2. Additional contacts

The property owner (acting through the authorised applicant, if different) may authorise a number of additional contacts to request, receive and provide information in relation to the application (in addition to the applicant).

If the connection is approved and categorised by Queensland Urban Utilities as 'minor works' (refer [Fact Sheet 7: Certification Scheme](#)) the applicant will need to engage an Endorsed Consultant from the published list and add the Endorsed Consultant as an additional contact to the application.

The applicant can add additional contacts via the *Additional Contacts* page in the Development Services portal or by contacting the Development Services customer service team on developmentenquiries@urbanutilities.com.au, by phone on 07 3432 2200, or visiting one of the Queensland Urban Utilities customer service centres.

Queensland Urban Utilities will verify the identity of the applicant and any additional contacts via their email address before providing access to, or accepting, information in relation to an application. Queensland Urban Utilities may also contact the applicant and/or an additional contact directly in relation to an application.

By nominating an additional contact, the applicant accepts that contact with Queensland Urban Utilities will occur in this way.

3. Property information

For applications relating to multiple properties, please provide details of the primary property relevant to the application when completing the details on the *Property Information* page.

For properties that are yet to be registered, please provide details of the original (un-divided) property and include a note to this effect in the *Location Description* text box.

Details of all properties and associated developments related to the application must be attached to the application in the form of the [Property Information Spreadsheet](#) referred to in guidance note 6.

4. Connection details

Connection type – single property

If you are applying for connection of services to a single property and it is likely that the property can be serviced from existing reticulation infrastructure you should apply for a Property Service Connection. You should also select this option if you don't know whether suitable existing reticulation infrastructure is available, provided that the connection(s) you are applying for relates to a single property.

If extension to reticulation infrastructure is likely to be required for only one of the services applied for, then you should select Network Connection 1-10 lots and include a note to this effect in the *Additional information* box at the end of the *Application Details* page.

Regarding the number of connections required, in most cases, a single connection to each service is provided to a single property. However, if you require multiple Property Service Connections for a particular service to a property you will need to note this in the *additional information* box and Queensland Urban Utilities will process the application for such additional Property Service Connection(s) as a separate but related application, which will be subject to a separate Base Application Fee(s).

Connection type – multiple properties

In most cases, if you are applying for connection of services to multiple properties this will require connection of new reticulation infrastructure to Queensland Urban Utilities' existing water and/or wastewater networks and you should select the appropriate Network Connection option.

However, in some cases (e.g. some industrial developments), property service connections may not have been constructed at the same time as new reticulation infrastructure. In these circumstances, separate Property Service Connection applications should be lodged for each property. However, for ease of administration, these may be coordinated through a Staged Water Connection application (refer guidance below).

Connection type – multi-stage developments (Staged Water Connection)

If the connection type you are applying for is to be carried out in more than one stage then, in addition to selecting the connection type as per above guidance (usually a Network Connection), you should also select the Staged Water Connection option and provide further details in the *Development information* section of the *Application Details* page.

If you are applying for a Staged Water Connection the first application submitted should relate to the entire development (all stages), which should be reflected in the connection type selected. Connection applications for each subsequent stage should relate to that stage only.

Work type

Relocation or upgrade of a service is an 'Alteration' provided that the connection works are completed in a single stage. Otherwise, you will need to apply for both a Connection and a Disconnection for that service via a Staged Water Connection as per guidance above.

5. Transitional development applications and approvals

Transitional arrangements apply for development applications lodged prior to 1 July 2014 with one of Queensland Urban Utilities' participating Councils (Brisbane, Ipswich, Lockyer Valley, Scenic Rim and Somerset Local Governments). For further information see [Fact Sheet 2: Transitional arrangements for existing development applications and approvals](#).

If the application qualifies as one of the two types of transitional development application / approvals identified in the *Transitional development applications/approvals* section of the *Application Details* page, you will need to provide details of the relevant approval(s) in the *Existing development applications / planning approvals* section and Queensland Urban Utilities will waive the relevant Base Application Fee. Please note that other fees and charges will apply and these will be due and payable at appropriate milestones in the design, construction and maintenance phases of the connection process.

6. Supporting information

The following documentation must be attached to support your application (as indicated *). Please note that inadequate information will delay Queensland Urban Utilities' assessment of your application.

Development plans and designs *	Detailed information on requirements for plans and designs can be found in the SEQ Water Supply and Sewerage Design and Construction Code . The following information should be provided (as relevant to the development): <ul style="list-style-type: none">- Site plan- Sub-division plan- Building plans- Reticulation plans- Infrastructure designs (preliminary)- Hydraulic plans.
Owner's consent *	If the person making the application form is not the property owner then the applicant must attach a signed Property Owner's Consent Form to the application.
Individual property and development information *	Details of all properties and associated developments related to the application must be attached to the application in the form of the Property Information Spreadsheet which can be downloaded from the Development Services website, accessed via Queensland Urban Utilities - Development Services .

Additional technical information and reports may also be required to enable Queensland Urban Utilities to complete its assessment of the application. Queensland Urban Utilities will request relevant information from the applicant if it is required. The applicant may also lodge such information with this application. Technical Report Review Fees will be due and payable on lodgement of such information.

Technical reports	The following are examples of technical reports that may be requested: <ul style="list-style-type: none">- Water supply network analysis report – technical assessment of existing infrastructure, capacity available, and constraints; and recommendations as to works required to maintain standards of service- Sewer or recycled water network analysis report – technical assessment of existing infrastructure, capacity available and constraints; and recommendations as to works required- Route selection (water, sewer, recycled water) report – technical identification of proposed route for service, and impacts of existing services, easements, land tenure, environmental and topographical requirements- Sewer odour assessment report – technical assessment of sewer odour levels against required tolerances and amenity impacts.
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For developments that will discharge trade waste into the Queensland Urban Utilities' wastewater network, Queensland Urban Utilities recommends that the applicant seek a trade waste approval prior to submitting a connection application. Further information on trade waste and associated approvals can be accessed via <http://www.urbanutilities.com.au/business/business-services/trade-waste>.

Trade waste approval / application	Please attach a copy of your trade waste approval or application relevant to the development.
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If the application is for a Staged Water Approval, please provide a staging plan.

Staging Plan	Staging plan setting out the proposed stages of connection and servicing strategy. 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.
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7. Development Services fees and charges

Fees will be due and payable on lodgement of a Services Advice Notice request, Standard Connection request or connection application.

Other fees and charges will apply at appropriate milestones in the application, design, construction and maintenance phases of the end-to-end connection process. Full details of these fees and charges are set out in Schedule 6 of the Queensland Urban Utilities [Interim Connections Policy](#), supported by worked examples for some common development scenarios.

In relation to the Services Advice Notice Fee, in the event that you proceed with a connection application within 12 months on substantially the same basis as that set out in your request for a Services Advice Notice, Queensland Urban Utilities will reduce the connection application fee by up to 75% (exc GST) of the Services Advice Notice Fee.

8. Electronic lodgement (preferred) and other options

In order to provide a streamlined end-to-end connection process, Queensland Urban Utilities has made a significant investment in electronic lodgement, assessment and work tracking capability.

Accordingly, the preferred method of lodgement (and payment) for all requests for Standard Connections, services advice and connection applications is electronically online via the Development Services portal. This electronic application process calls for equivalent information and provides similar guidance as that set out in the published application forms (although structured in a slightly different way for ease of use online). However, applicants have a choice as to whether or not to use the electronic application process and may obtain and lodge application forms and associated information by email, mail or in person at one of our customer service centres. While these lodgement channels are available, they are the least efficient means of lodgement.

If you require assistance with lodging an electronic application, making payments, or completing the application information, please contact the Development Services customer service team on 07 3432 2200 or visit one of our customer service centres.

9. Privacy statement

Personal information provided will be used by Queensland Urban Utilities or its agents for the purposes of completing all stages of the end-to-end connection process outlined in [Fact Sheet 4: End-to-end connection process](#) and detailed in the [Interim Connections Policy](#).

The information and contact details contained in this application may also be used by Queensland Urban Utilities to keep in touch with current, previous and potential future customers, including (but not limited to) seeking feedback on the performance of the Development Services team in relation to this application and other customer relationship and marketing matters. If you do not wish your information to be used for this purpose you will need to submit an application via one of the other lodgement channels referred to in guidance note 8 above and check the 'opt-out' box in the privacy statement section of the application form.

10. Acknowledgement

In order to lodge an application via the Development Services portal, you will be required to confirm that you have read the guidance notes included/referred to on each page of the portal and that you have read and agree to the terms and conditions set out in this document.