



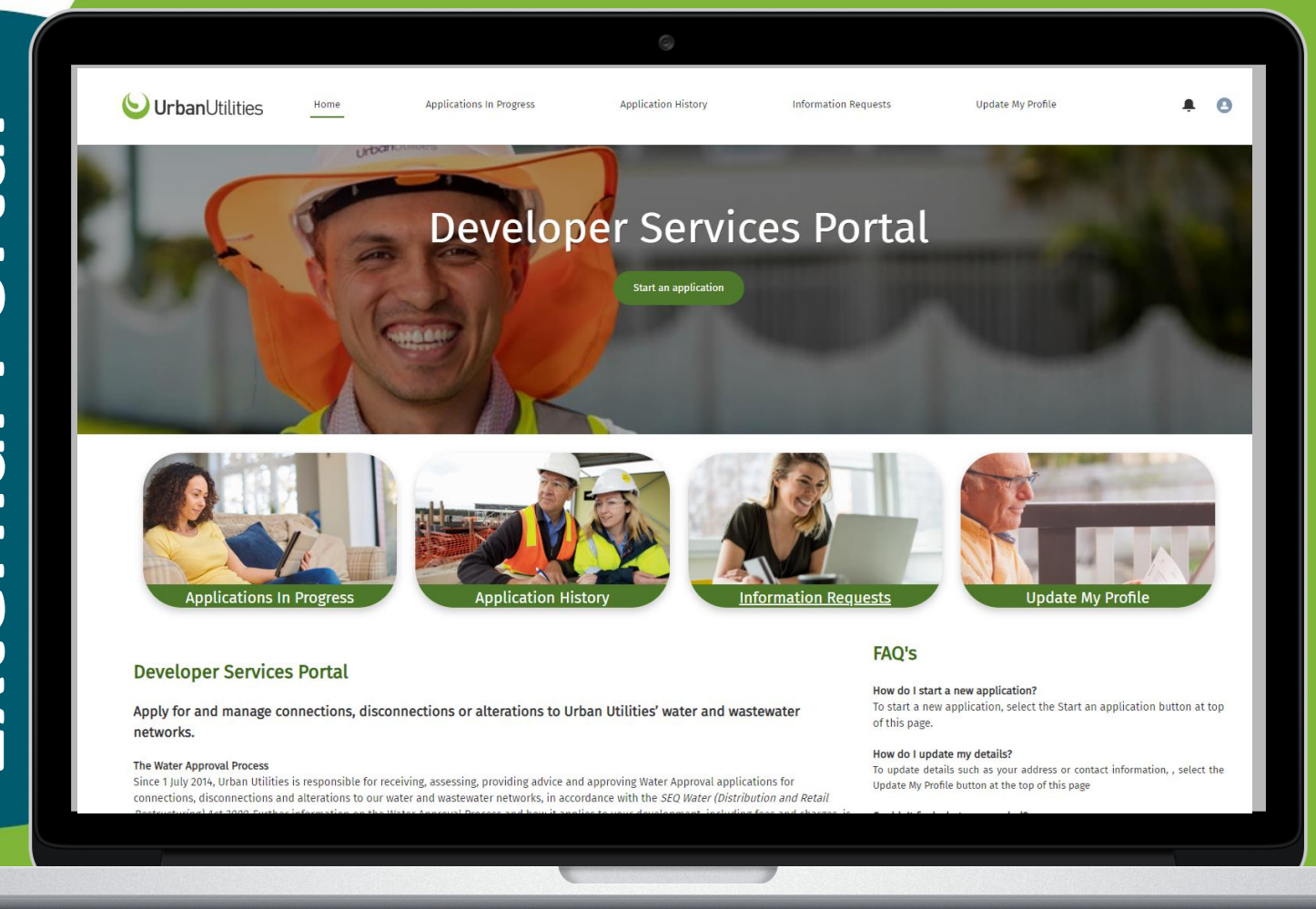
DEVELOPER SERVICES APPLICATION PORTAL QUICK REFERENCE GUIDES



HOW TO RESPOND TO AN INFORMATION REQUEST

The following document provides you with a Quick Reference Guides for the Developer Services Application Portal.

External Portal



HOW DO I RESPOND TO AN INFORMATION REQUEST?

- You will receive an email notification.
- Log into the portal and action the information request.

1

Dear Applicant,
Following review, the Non-standard connection application lodged with Urban Utilities cannot progress past the current stage due to incomplete information. Please provide one consolidated response by logging into your [Developer Services Portal](#) account, selecting 'Information Requests' and completing the response process. The application will progress once we have received the complete and correct information.
You may attach documents to support your response if required by uploading documents within the Information Request.
If the information requested is not provided via the Developer Services Portal within 20 business days, the application cannot be accepted in accordance with statutory obligations and your application will be cancelled and fees forfeited.
Kind regards,
Urban Utilities Developer Services Team

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

Info Request Name	Application	Status	Description	Customer Response	Date Requested
IR-0301	22-STD-56455	Complete			15-09-2022
IR-0302	22-STD-56455	Awaiting More info			15-09-2022
IR-0308	22-STD-56455	Awaiting More info	Please provide floor plans		26-09-2022

- You will receive an email notification.
- Log into the portal and click on the **Information Requests** tab.
- Select the Info Request hyperlink.

2

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

Details Supporting Documents

Enter your response below by first clicking the 'edit' button under the 'Customer Response' heading and then typing in your response details before hitting 'Save'. To attach any supporting documents, please select the 'Supporting Documents' heading and upload any required documents. Once your full response is complete, click the 'Response Complete' tickbox and hit 'Save'. Urban Utilities will then review your response.

Information Request IR-0308

Application 22-STD-56455 Status Awaiting More Info

Information Request Name IR-0308 Date Requested 26/9/2022
Application 22-STD-56455 Status Awaiting More Info
Description 2

Request Details

Description Please provide floor plans Customer Response

Response Complete

Information Request Problem Codes (1)

Information Request Problem Code Name IRP-0263 Problem Code Description To progress assessment of the application, floor plans are required to be provided of the proposed house being built

- Review the Information Request and note the instruction on how to respond is shown on the green help text.

3

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

Details Supporting Documents

Upload File

Document Category -Select-

Browse

Upload Files Or drop files

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

Submit

Documents

Document Name Category Created Date Date Registered

Prev 1 / 1 Next

- If required, you can upload documents by clicking on the **Supporting Documents** tab.
- Select relevant **Document Category** and click on the **Upload files** button.
- Click on the **Submit** button. Any documents uploaded here will be able to be viewed via the **Documents** tab in the application.

4

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

Details Supporting Documents

Enter your response below by first clicking the 'edit' button under the 'Customer Response' heading and then typing in your response details before hitting 'Save'. To attach any supporting documents, please select the 'Supporting Documents' heading and upload any required documents. Once your full response is complete, click the 'Response Complete' tickbox and hit 'Save'. Urban Utilities will then review your response.

Information Request IR-0308

Application 22-STD-56455 Status Awaiting More Info

Information Request Name IR-0308 Date Requested 26/9/2022
Application 22-STD-56455 Status Awaiting More Info
Description 2

Request Details

Description Please provide floor plans Customer Response

I have uploaded floor plans.

Response Complete

Cancel Save

Information Request Problem Codes (1)

Information Request Problem Code Name IRP-0263 Problem Code Description To progress assessment of the application, floor plans are required to be provided of the proposed house being built

- To resolve the information request, add your comments to the **Customer Response** box and tick the **Response Complete** checkbox.
- Click the **Save** button.

5

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

Details Supporting Documents

Enter your response below by first clicking the 'edit' button under the 'Customer Response' heading and then typing in your response details before hitting 'Save'. To attach any supporting documents, please select the 'Supporting Documents' heading and upload any required documents. Once your full response is complete, click the 'Response Complete' tickbox and hit 'Save'. Urban Utilities will then review your response.

Information Request IR-0308

Application 22-STD-56455 Status Customer response complete

Information Request Name IR-0308 Date Requested 26/9/2022
Application 22-STD-56455 Status Customer response complete
Description 2

Request Details

Description Please provide floor plans Customer Response

I have uploaded floor plans.

Response Complete

Information Request Problem Codes (1)

Information Request Problem Code Name IRP-0263 Problem Code Description To progress assessment of the application, floor plans are required to be provided of the proposed house being built

- You have now responded to the Information Request.