



MAJOR WORKS

CONSTRUCTION AND COMPLIANCE GUIDELINES

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For more information contact Urban Utilities Developer Services:

Email DevelopmentEnquiries@urbanutilities.com.au

Guidelines for Major Works Construction and Compliance



1. INTRODUCTION

These guidelines explain the Urban Utilities Developer Construction and Compliance functions specific to Major Works Water Approval applications during the design, construction, compliance and maintenance phases of the works.

Major works are a classification of property service or network connections that requires the Developer to engage a qualified Registered Professional Engineer of Queensland (RPEQ) to design and certify the works.

1.1. Stakeholder responsibility matrix

Designs must be reviewed and approved by Urban Utilities and all water and sewerage related construction audited by an Urban Utilities' appointed Assurance Officer. The final As-Constructed Certification package must be certified by an RPEQ.

The Major works stream enables a connection customer (otherwise known as the Developer or Applicant, further referenced as Developer) to self-deliver Major works with their choice of RPEQ, in addition to having access to the experience of an Urban Utilities appointed Assurance Officer. The table below provides a brief overview of the key tasks and responsibilities for a Major works application:

1.1 Stakeholder responsibility matrix – continued

Water Approval Application Major Works Certification Process		Connection Customer (Developer)	Consultant	Contractor	Urban Utilities
Apply	Lodge Water Approval application via the Developer Applications Portal.	A/R	R		I
	Include Consultant as an 'Additional contact' in the application to enable them to submit information on behalf of the Developer.	A/R	R		I
Assess	Issue of Water Approval Decision Notice (approved with Infrastructure Charge Notice or not approved).	I	I		A/R
Design	Prepare certified designs in compliance with Water Approval conditions and relevant standards.	C	A/R		
	Lodge Design Package via the Developer Applications Portal.		A/R		I
	Assessment of Design Package in accordance with Condition MAJW1				A/R
	Clarify any design queries with the Urban Utilities Developer Assessment team to allow Design Package to be assessed.		A/R		I
	Issue of Design Approval Notification to satisfy Condition MAJW1	I	I		A/R
	Prepare 'Issue For Construction' drawings incorporating, and marked-up, amendments on the Design Approval Notification.		A/R		I
Construct	Engage a qualified contractor to construct infrastructure and connection.	A/R	C		I
	Prepare Network Access Permit (NAP) application and the live tap request (where applicable).	I	R/A	R/A	I
	Lodge NAP request via Developer Applications Portal.		A/R	I	I
	Register prestart, construction, live works, on-maintenance audits with Urban Utilities 3 days prior to day of requirement	I	A/R	A/R	I
	Undertake quality assurance testing in accordance with Water Approval and SEQ Code requirements and provide results to Urban Utilities.	A	C	A/R	I
	Ensure compliance against NAP conditions, including notifying affected residents, arranging alternative sources of water and scheduling trial valve shuts (where applicable).	A	I	A/R	I
	Notify Urban Utilities' Control Room of commencement and completion of works.	I	I	A/R	I
	Inspect and certify compliance of construction works with the certified design and SEQ Code.	I	A/R	C	I
	Complete construction works in accordance with Water Approval, certified design and applicable standards.	A	C	A/R	I
	Final inspections to certify compliance against design for on/off maintenance requirements.	A	R		I
Compliance	Establish easement/s (if required)	A	C		I
	Establish maintenance bond	A	C		I
	Prepare and lodge As-Constructed Certification Package	A	A/R	C	I
	Request Infrastructure Breakdown Notice and facilitate payment of Infrastructure Charge Notice (ICN).	A/R			I
	Review of As-Constructed Package and issue of Connection Certificate.	I	I		A/R
Maintain	Maintenance of works (including rectification of defects) until end of the Maintenance Period.	A	C		I
	Undertake Off-Maintenance Inspection and submit end of Maintenance Certificate.	A	R		I

R	<i>Responsible for doing the task (doer)</i>	C	<i>Consulted with regarding the task</i>
A	<i>Accountable and answerable for the task (approver)</i>	I	<i>Informed/ updated on the task</i>

2. DESIGN PHASE

The design phase follows the issue of the Water Approval Decision Notice, where Urban Utilities has granted approval for the development to connect to the water and/or wastewater network. It is a condition of the Water Approval for an RPEQ qualified engineer to certify that the design complies with the relevant Conditions and Standards as specified in the Water Approval. Generally, these will be consistent with the SEQ Water Supply and Sewerage Design and Construction Code (SEQ Code) and any other Urban Utilities standards and specifications.

2.1. Design package requirements

Urban Utilities encourages RPEQ engineers to offer innovative solutions for the design and construction of water and wastewater infrastructure, based on sound engineering principles that provide effective and economic alternatives over the life of the asset. The design needs to address all requirements specified in the Water Approval Conditions. Should a design issue be outside the specified standards, Urban Utilities permission must be sought to use alternative design standards by describing the non-conformances on the [Major Works Design Package Submission Form](#) and justify why these alternatives will meet the intent of the SEQ Code.

The Design Package will comprise:

- completed Major Works Design Submission Form
- copy of the design drawings signed by an RPEQ
- NATA certified geotechnical results
- technical reports (as relevant)
- written advice of approval by the relevant Council for any non standard service corridor proposed.
- details of any approved variations to the design and/or specifications for the works, including evidence that Urban Utilities has approved such variation, other documentation required to satisfy relevant Water Approval Conditions or as

requested by Urban Utilities during the design phase.

Following payment of all applicable design fees and charges, the package can be uploaded to the Developer Applications Portal with all necessary information.

If it is not possible to provide the Design Package in a single PDF file of less than 10MB, it should be divided into logical volumes and lodged at the same time. Please identify the order and number of volumes in the File Description field e.g. Design Package (Vol. 1 of 3) etc. Alternatively, files can be uploaded to Urban Utilities “share file” facility.

2.2. Design assessment

The Design Package is assessed against the conditions of the Water Approval and Urban Utilities’ design and construction requirements including but not limited to the SEQ Code.

In the instance that errors are identified in the Design Package, or a lack of clarity requires submission of further information, Urban Utilities will issue an Information Request, which may include amendments to the Design Package. The review will only re-commence upon receipt of all requested information/amendments and payment of any necessary re-checking fee. It is the Applicant’s responsibility to submit all necessary documentation in accordance with Urban Utilities’ requirements for efficient assessment.

2.3. Design approval

Once the design documentation has been prepared to the satisfaction of Urban Utilities, the design will be endorsed with issue of a Design Approval Notification in accordance with Condition MAJW1 of the Water Approval. The RPEQ is responsible for ensuring the design is efficient, accurate, safe, compliant and constructible. Endorsement of the Design Package by Urban Utilities does not imply that the design has been prepared taking into consideration all relevant design and construction requirements or the requirements of any other

agency. Urban Utilities does not undertake quality assurance on behalf of the consultant or checks that all aspects of the design have been undertaken in accordance with all relevant factors.

Once a Design Approval Notification is issued by Urban Utilities, the Applicant needs to provide “Issued For Construction” drawings for review by all stakeholders (see Section 1.1 above). Please allow **at least 3 business days** before the proposed pre-start meeting to be arranged by the Construction Contractor with Urban Utilities.

2.4. Design amendments

If an amendment is required to the design documentation after approval (e.g. due to a change in the design during construction), a request to amend the approved design must be submitted to Urban Utilities. If an amendment also affects the conditions of the Water Approval, an amendment to the Water Approval may also be required (applicable to both Major works and Minor works applications).

Standard assessment timeframes apply to all requests for Design Package or Water Approval amendments. In order to minimise delays during construction associated with amendments, consultants are advised to prepare design documentation taking into consideration all relevant site constraints. It is expected that the RPEQ who has certified the design, will have carried out adequate site investigations to confirm locations and depths of all services that may be critical to the design.

3. CONSTRUCTION PHASE

3.1 Construction planning

Collaboration and communication between the Developer, Consultant and Contractor is critical to the success of the Major works process.

The Developer is to ensure that the Construction Contractor liaises with the Consultant for completion and provision of the as-constructed certification requirements. It is recommended the Construction Contractor has visibility of all As-Constructed Package certification deliverables prior to commencement,

e.g. testing, witness points and reporting.

Appropriate informal or formal processes for change management, notification, communication and issue resolution should be established to deliver successful construction outcomes.

Upon commencing on-site works, all parties must ensure they are working from the correct and approved final ‘For Construction’ drawings. Should the Contractor and/or Developer require revisions to the ‘For Construction’ designs, the Consultant must be notified. If those changes do not conform to the SEQ Code, a design amendment should be submitted for Urban Utilities consideration. Approval of non-conforming designs will be granted where acceptable technical justification has been provided by the consultant.

3.2 Pre-start meeting

A pre-start meeting is booked following issue of the Urban Utilities Design Approval Notification to the Consultant, and prior to commencing construction. The Consultant and Construction Contractor are required to attend in addition to the Urban Utilities’ Assurance Officer who will follow the project through to completion.

The pre-start meeting provides an opportunity for:

- discussion of construction and hold point expectations
- discussion of type and frequency of audits required and project design components (i.e. design variations, amendments, approvals required before construction and approval responsibilities)
- safety requirements
- general questions and project discussion.

Handy Hint:

Take photos during site audits as evidence for quality in audits and reports. See Sections 2.6 and 3.5.

To arrange a pre-start meeting, send the following information to

development.audit@urbanutilities.com.au

(minimum notice 3 business days):

- proposed date, time and location for pre-start meeting
- type of works (i.e. water and/or sewer, mains constructions, property connections etc.)
- site contact name
- site contact number
- site address
- application reference number (e.g. 20-PNT-12345)
- information relating to site inductions (if required)
- estate name
- stage number.

3.3. Construction inspections

The Consultant must attend where possible and stay informed of all inspections to ensure:

1. construction is carried out in accordance with the certified design and SEQ Code
2. necessary quality assurance information is captured for As-Construction Package records.

The following audits (undertaken by the Urban Utilities Assurance Officer) are mandatory for Water Approvals executed as Major Works:

- Pre-start
- Construction Audit/s
- Pre On-Maintenance Audit
- Live Works Audit
- On-Maintenance Audit
- Off-Maintenance Audit.

Completing construction in the absence of these audits will result in delays accepting the As-Constructed Certification Package and issue of the Connection Certificate.

All field audits must be detailed/referenced in the Site Inspection Report submitted by the Consultant as part of the As-Constructed Package submitted to Urban Utilities.

3.4. Construction audits

Construction audits are conducted during the construction phase and may include water and wastewater (sewer) mains (progressive works and completion), manholes, associated infrastructure components (fire hydrants, valves, thrust blocks etc) or property connections. The frequency and schedule of construction audits will be discussed during the pre-start meeting. It is recommended that the forward meeting schedule is provided as early as possible via email to

development.audit@urbanutilities.com.au allowing meetings to be scheduled with the assigned Assurance Officer in attendance. The assigned officer will also be available to assist at any time during the construction phase.

To arrange construction audits, contact development.audit@urbanutilities.com.au (minimum notice 3 business days) with the following information:

- audit type (i.e. construction audit)
- site contact name
- site contact number
- site address
- application reference number (e.g. 20-PNT-12345).

It is recommended that construction audits take place regularly throughout the duration of construction. On-going audits and communication between Urban Utilities' Assurance Officer and the consulting engineer generally result in a smoother construction process with a reduced number of potential defects. It is also important that the Assurance Officer frequently attends site so they can responsibly sign off construction.

3.5. Pre on-maintenance audits

A pre on-maintenance audit (or pre-live works audit) is designed to help create a preliminary 'defect' list prior to live works. Whilst it is not mandatory, a pre on-maintenance audit assists with ensuring a smooth transition to the on-maintenance phase.

To arrange a pre on-maintenance audit, send the following information to development.audit@urbanutilities.com.au (**minimum notice 3 business days**):

- audit type (i.e. construction audit)
- site contact name
- site contact number
- site address
- application reference number (e.g. 20-PNT-12345).

3.6. Network access permit

As part of the conditions of the Water Approval, a Network Access Permit (NAP) must be obtained prior to commencing live works with Urban Utilities. The NAP grants permission to connect to, conduct testing or work on or within two metres of the live water and wastewater network. Each NAP features conditions specific to the development and plan type it applies to and may include water shut plans or sewer flow control plans, community notifications, considerations for critical customers and requirements for alternative water supply. For more information, refer to the [Network Access Permit Guidelines](https://urbanutilities.com.au/development/our-services/network-access-permits) (available at <https://urbanutilities.com.au/development/our-services/network-access-permits>).

3.7. Live tap connections: standard under-pressure cut-in connections

An under-pressure cut-in connection (UPCIC, or live tap) may be permitted by Urban Utilities for \geq DN100 connections however need to be approved prior to execution. For further information and guidance on live taps, please refer to the [Network Access Permit Guidelines](https://urbanutilities.com.au/development/our-services/network-access-permits) (available at <https://urbanutilities.com.au/development/our-services/network-access-permits>).

3.8. Live works connections

The 'live works connection' refers to connecting the newly constructed infrastructure to the existing network. In order to undertake live connection works the following is required:

- Copies of 'For Construction' designs certified by the Consultant and approved for live works connections.
- A valid NAP authorising the works in accordance with the most recent endorsed design. Ensure that any and all relevant conditions for the NAP, placed on the Design approval, have been complied with, otherwise NAP will not be issued. It is important to thoroughly review the NAP to identify conditions specific to your live works. For more information about 'making the permit live' on the day of connection please refer to the [Network Access Permit Guidelines](https://urbanutilities.com.au/development/our-services/network-access-permits) (available at <https://urbanutilities.com.au/development/our-services/network-access-permits>).
- Depending on the type of works, copies of applicable quality assurance documents must be supplied (see Section 3.8) for Urban Utilities review and approval **by midday at least 1 business day** prior to construction for permission to proceed. Refer to Network Quality Assurance Testing requirements (Section 3.8).
- A trial shut before scheduling live works via arrangement with an Urban Utilities' [accredited valve operator](#).
- Confirm delivery of a large water meter to site if required. Refer <https://urbanutilities.com.au/development/our-services/large-water-meter-orders>

3.9. Network quality assurance testing

Urban Utilities requires quality assurance testing before the connection, in order to detect and rectify problems with network service or construction. Network testing may only be undertaken with a current NAP obtained in advance.

If the development will be serviced by any new mains, testing must be completed and submitted as part of the Live Works Package, and include:

- water main bacteriological testing and pressure testing
- sewer main vacuum testing and CCTV testing requirements as outlined in the [As-Constructed Package Certification form](#) and the SEQ Code.
- Results of bacteriological testing are required before charging a water main and must be submitted by email to development.audit@urbanutilities.com.au (minimum notice 1 business day before date of connection).

Note

Bacteriological and pressure tests are recommended to be undertaken as close as possible to the date of live works. Results from bacterial tests are only valid for 14 calendar days from sample date, and testing must be conducted by a National Association of Testing Authorities (NATA) accredited tester (refer to the SEQ Code for more information).

3.10. Live connection works audits

To request a Live Works audit, Urban Utilities requires the following information to be emailed to development.audit@urbanutilities.com.au (minimum notice 3 business days):

- audit type (i.e. construction audit)
- site contact name
- site contact number
- site address
- application reference number (e.g. 20-PNT-12345)
- NAP reference number.

Construction (including all restoration) is to be completed by an appropriately qualified contractor in accordance with the SEQ Code and the approved 'For Construction' design provided by the RPEQ. If there are concerns regarding the design, please direct these to the consulting engineer in the first instance.

Following construction, all as-constructed data is to be provided to the consulting engineer for submission in the As-Constructed Package. This

should include materials, cost breakdown schedule (BOQ), i.e. concrete dockets or certificates.

In the case of sewer live works (sometimes referred to as 'pulling a plug'), the work can be completed at any time and does not require an audit request but does need to be sited by the Urban Utilities Assurance Officer. To discuss your specific needs, contact development.audit@urbanutilities.com.au or your assigned Urban Utilities Assurance Officer.

3.11. On-maintenance

Upon completion of all construction and live works, an on-maintenance audit is to be undertaken by the Urban Utilities Assurance Officer. Please submit the audit request by email to development.audit@urbanutilities.com.au (minimum notice 3 business days) with the following information:

- audit type (i.e. on-maintenance audit)
- site contact name
- site contact number
- site address
- application reference number (e.g. 20-PNT-12345)
- estate name
- stage number.

Where no quality or compliance issues are identified, the Assurance Officer will complete the on-maintenance audit report and provide this to Urban Utilities Development Compliance, signaling the As-Constructed Package is ready for submission by the Consultant. Any identified defects must be rectified before the on-maintenance audit report will be accepted. Approval of photographs as evidence of rectification is at the discretion of the Assurance Officer and a follow up audit may be required.

Note

1. A successful field on-maintenance audit does not constitute the commencement of the formal on-maintenance period. This period begins from the date the Connection Certificate is issued. A Connection Certificate will not be issued without a successful field on-maintenance audit.

2. An As Constructed Certification Package will not be processed or reviewed without an On Maintenance audit.

3. It may be possible to combine a Live Works Audit and an On Maintenance Audit. Discuss this with your Urban Utilities Assurance Officer.

4. COMPLIANCE

4.1. Compliance process

Compliance is a critical phase of the Major works process and involves final review of all as-constructed drawings, reports, testing and quality assurance information, establishment of maintenance bonds, processing of easements and payment of fees and charges. These requirements are mandatory for the endorsement of plan sealing by the local council and must be completely fulfilled in order to issue an Urban Utilities Connection Certificate.

The following must be completed by the Applicant or Consultant to the satisfaction of Urban Utilities:

1. Lodge easement application (if required) as soon as the final infrastructure locations are known.

Note

The Connection Certificate cannot be issued until finalisation of legal documentation. For further information on easements and how to prepare an application, refer to the Urban Utilities [Easement Guidelines](https://www.urbanutilities.com.au/development/our-services/easements) available at <https://www.urbanutilities.com.au/development/our-services/easements>

2. Pay all outstanding fees and charges, including levied infrastructure charges (available to view via your Developer Applications Portal account).

Note

All fees and charges must be paid before lodging a Connection Certificate request. To request an itemised breakdown of infrastructure charges, please email

ICNenquiries@urbanutilities.com.au and allow 3 business days.

3. Lodge complete and correct [As-Constructed Certification Package](#) with all necessary documentation. This includes RPEQ-certified as-constructed drawings demonstrating design and construction has occurred as per the conditions of the Water Approval and to Urban Utilities' standards and guidelines. Refer to Section 4.5 for further detail.
4. To establish a Maintenance Bond, contact development.compliance@urbanutilities.com.au. See Section 4.4 below.

4.2. Infrastructure charges

Assessment of all development applications includes a valuation of payable infrastructure charges, which are applied to levy the cost of new or upgraded trunk infrastructure for all proposed development. Infrastructure charges are not applied to developments carried out by other government authorities such as Economic Development Queensland priority development areas, Brisbane Airport Corporation, South Bank Corporation, Port of Brisbane Corporation and declared mining areas.

In most cases, the levied infrastructure charges must be paid prior to the issue of a Connection Certificate. For guidance and assistance, email ICNenquiries@urbanutilities.com.au.

4.3. Easements

Easements must be processed prior to issue of a Connection Certificate. For further information about easements, refer to <https://www.urbanutilities.com.au/development/our-services/easements>.

4.4. Maintenance bond

The Applicant/Developer is responsible for all asset maintenance and rectification of defects during the maintenance period. The maintenance period is usually 12 months unless defined differently in the

conditions of the Water Approval. A maintenance bond is to be established as security for maintenance and defects during the on-maintenance period.

The Applicant/Developer must submit a cost breakdown schedule (BOQ) showing the value of the constructed infrastructure works (certified by an RPEQ) that includes design and construction as well as survey, easements etc. The value of the Maintenance Bond is to be 5% of the total cost unless deemed otherwise.

To receive the confirmed Maintenance Bond value, the Developer or their representative must provide the cost schedule via email to

development.compliance@urbanutilities.com.au

Urban Utilities will issue a letter informing confirmation of value and security payment methods (cash up to \$30k or Bank guarantee up to \$unlimited).

4.5. As-Constructed Package requirements

The As-Constructed Package should be prepared in collaboration with the Developer, Construction Contractor and Consultant following completion of the works (including all live works). Outstanding fees and charges must also be paid before lodging the As-Constructed Package to the Developer Applications Portal.

The information required will vary depending on the works, however as a guide, the following needs to be included:

Mandatory:

- As-Constructed Package Certification Checklist signed by the Endorsed Consultant (RPEQ)
- Site Inspection Report (including On-Maintenance Report)
- A copy of the relevant aspects of the Design Package, updated to reflect the as-constructed works and signed by an RPEQ
- Details of any variation to the certified design accompanied by evidence of Urban Utilities design variation approval

- Complete Water Meter Installation form lodged separately (if not yet submitted)
- Accreditation of pipe layer
- Payment of all fees and charges applicable to your application, including levied infrastructure charges prior to issue of an Urban Utilities Connection Certificate.

Where relevant to Water Approval Conditions:

- Easement agreements and other authorisations relevant to the completed works
- Test results, including pressure tests, bacteriological tests and sewer camera inspection records (as relevant)
- Product and material certificates and structural certificates (new mains and maintenance structure/manhole)
- Details of the party undertaking maintenance activities during the maintenance phase
- Operations and maintenance manuals for the works (as relevant)
- Other documentation to satisfy relevant Water Approval conditions or as requested by Urban Utilities during the design and/or construction phase.

The As-Constructed Package shall be provided in a single consolidated PDF file of less than 10MB. Where this is not possible, it should be divided into logical volumes and lodged at the same time. Please identify the order and number of volumes in the File Description field e.g. As-Constructed Package (Vol. 1 of 3) etc.

Refer to the [As-Constructed Package Certification Checklist](#) for further guidance.

4.6. How to request a Connection Certificate

Following submission of the As-Constructed Package (including the Certification Checklist signed by the Endorsed Consultant/RPEQ) to the Developer Applications Portal, please notify Urban Utilities'

Development Compliance team by email to development.compliance@urbanutilities.com.au.

After passing the mandatory Check for Completeness, the As-Constructed Package will be subject to a technical compliance review. Following successful review and where all requirements have been satisfactorily met, the Connection Certificate will be issued within five business days, progressing your application to the maintenance phase.

Note

As-Constructed Packages will not undergo technical review until they are received in full and complete.

IMPORTANT: The council development application number (often referred to as the Council DA number) advised at the time of issue of the Water Approval Decision notice, is the reference number that will be scribed on the Connection Certificate. If this number has changed since the Water Approval was issued, then an amended decision notice is required. When changes to the DA number are advised at the Compliance stage or at the time of issue of the Connection Certificate, significant delays may be incurred. Changes to the Development Approval number advised after issue of the Connection Certificate may require a new Water Approval or Letter of Evidence.

If any aspects of the As-Constructed Package are found to be incorrect, non-compliant or require clarification a Request for Information will be issued to the Consultant. When all requirements have been satisfactorily met, the Connection Certificate will be issued enabling your Water Approval to progress to 'on-maintenance'.

For assistance, please contact development.compliance@urbanutilities.com.au

5. MAINTENANCE PHASE

The Water Approval may include a condition for the works to be covered by a maintenance period of at least 12 months from date of issue of the Connection Certificate, known as 'on-maintenance'. This period

may be extended where it is necessary to rectify any defects.

During the on-maintenance period, you are required to maintain and rectify all identified faults. This also includes keeping comprehensive records of maintenance or rectification undertaken for submission at the end of the on-maintenance period. Furthermore, you must submit comprehensive and up-to-date operations and maintenance manuals to Urban Utilities and provide training to all relevant personnel.

5.1. Off-maintenance

Requests to take the Water Approval off maintenance can be made at the end of the 12-month maintenance period, following rectification of all defects.

To book an Off-maintenance Audit email development.audit@urbanutilities.com.au (**minimum notice 3 business days**) with the following information:

- audit type (i.e. off-maintenance audit)
- site contact name
- site contact number
- site address
- application reference number (e.g. 20-PNT-12345).

During the Off-maintenance Audit, the RPEQ and the Urban Utilities Assurance Officer will meet to inspect the works, focusing on ensuring all identified defects have been appropriately rectified and there are no ongoing quality issues.

Following the site audit, the Assurance Officer will complete an Off-maintenance Audit Report for Urban Utilities' Development Compliance team. Identified defects must be rectified for acceptance of the off-maintenance audit report.

Note

The Assurance Officer will advise if photographs are acceptable or if a follow up audit needs to be scheduled.

The Consultant and RPEQ must also submit the following information via the Developer Applications Portal:

- End of Maintenance Certificate
- End of Maintenance inspection report, including maintenance and defect rectification records
- any updates required to the As-Constructed Package, including operations and maintenance manuals and other asset management materials
- all other documentation satisfying relevant conditions of the Water Approval or as

requested by Urban Utilities during the design, construction and/or maintenance phase.

The complete End of Maintenance Package is to be uploaded in the form of a fully indexed consolidated PDF (with active index/directory).

Following acceptance of the Off-maintenance Audit Report, Urban Utilities will provide email confirmation that the development is considered off maintenance and the maintenance bond will be returned.