



NETWORK ACCESS PERMIT GUIDELINES November 2020

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Comments regarding these guidelines should be sent to: developmentenquiries@urbanutilities.com.au.

NETWORK ACCESS PERMITS

Introduction

A Network Access Permit (NAP) is required for working or conducting testing on or within two metres of the Urban Utilities water and or wastewater infrastructure, and also provides approval conditions specific to your development. Water shut plans, sewer flow control plans, local community notification and alternative water supply requirements may also be requirements of a NAP.

1 Types of Network Access Permits

There are three types of Network Access Permits:

Type 1: permission to undertake work near (within 2 metres) the Urban Utilities network with no contact.

Type 2: permission to access and/or alter the Urban Utilities network without interruption to water or sewer operation.

Type 3 Water Shut Plan: permission to access and/or alter the Urban Utilities network with an interruption to water operation.

Type 3 Sewer Flow Control Plan: permission to access and/or alter the Urban Utilities network with an interruption to sewer operation.

2 About Water Shut Plans and Sewer Flow Control Plans

Performing work or testing on or near Urban Utilities infrastructure may require partial shutdown of the total network, or enactment of temporary systems to ensure safe and efficient operation. Following submission and assessment of your NAP request, Urban Utilities will determine if a water shut plan or flow control plan may be required.

As a guide:

- **Water shut plans** are typically required to install a new hydrant or water main or service connection with diameter 100mm or larger.
- **Sewer flow control plans** are typically required where the existing sewer main or service is a rising main, pump or larger than 160mm in diameter.
- Sewer flow control plans may not be required for the following (based on individual assessment):
 - connection to an existing/unused stub or junction
 - connection to a manhole above the flow, with benching modification completed above the flow

- installation of a junction or construction of a manhole over a sewer up to 225mm diameter. It is assumed the contractor will work through the flow, or undertake simple plug, monitor and release.

Note: where a sewer pump station exists upstream Urban Utilities will review the request and confirm isolation of the sewer pump station for the duration of the works.

Water shut plans are created from the information in our GIS system. In some cases, such as with greenfield projects, this data may not be current due to network changes or submission of as-constructed packages from other developers, so it is important to provide as much information as possible to assist the development of successful water shut plans or flow control plans, and reduce the likelihood of delays.

About Under Pressure Cut-in Connections (live taps)

For connections greater than 100mm, an under-pressure cut-in connection (UPCIC), also known as a live tap or hot tap, may be required when undertaking new drinking water connections to minimise disruptions to surrounding customers.

To apply for a live tap, please download the Network Access Permit Under Pressure Cut-in Connection (Live Tap) Application form from the [Development Forms](#) section of the Urban Utilities website. For live tap enquiries please email development.permits@urbanutilities.com.au.

Major complex shut plans (trunk shuts)

Connecting to trunk mains greater than nominal size (DN) 350 requires a much higher degree of planning, due diligence and risk assessment due to the potential for large customer impacts. Detailed construction and shut plan scopes must be combined in the project management process. Contingency plans are essential and a greater degree of trial and network testing must be undertaken prior to executing the actual shut.

Note: due to the requirement of additional planning and due diligence, the timeframes to create and execute major complex shut plans can be up to three months longer than normal shut plans. Please plan accordingly.

Connecting to infrastructure without a Connection Certificate

Urban Utilities will not endorse a Network Access Permit for connections to infrastructure that is not yet compliant (i.e. where a Connection Certificate has not been issued). This usually impacts major multi stage developments though may also affect adjacent non-related projects of other developers.

3 Key timeframes

Currency period

The Urban Utilities water and sewer networks are constantly evolving due to modifications, maintenance or small and large scale capital improvements. As a result, NAPs are valid for a currency period of 180 days from date of issue. Where the currency has lapsed, the NAP must be reviewed to assess network changes that may have occurred since the original request.

Processing times

Standard timeframes apply to all NAP requests (Urban Utilities assessment and approval periods are available on our website at www.urbanutilities.com.au/development).

Your NAP will be issued within 10 business days upon receipt of a properly-made (complete and accurate) application form. Please ensure your NAP request is complete and accurate to avoid delays and additional expense. Incomplete or inaccurate requests will be rejected.

Note:

- Where a flow control plan is required for work on wastewater infrastructure, please submit your job plan at least 20 business days prior to the live works commencement date.
- Complex shut plans require additional planning and due diligence which may result in extended timeframes of up to three months for planning and execution.

4 How to apply for a NAP

The NAP application process

1. Download the Network Access Permit Application Form from Urban Utilities at www.urbanutilities.com.au/development

Note: the Urban Utilities Developer Application Portal refers to this as Pre-Construction Package Form.

2. The Contractor (licensed plumber) is required to complete sections 1-9 of the application form before sending to the Endorsed Consultant or Engineer responsible for certifying the construction.
3. The Endorsed or Consulting Engineer reviews and completes sections 10-15 of the form, ensuring all information is correct and in accordance with certified designs.
4. The following information must be included with NAP requests:

Minor works

- 'For Construction' drawing with live works table and locality plan overview.
- Properly-made Network Access Permit Application Form.

Major works

- Brownfield sites:
 - 'For Construction' drawing with live works table and locality plan overview
 - Properly-made Network Access Permit Application Form
 - Consider separate NAP requests for each/different connections/stage of works.
- Greenfield sites:
 - As per brownfield sites, plus:
 - Urban Utilities -approved design drawing with proposed valves to be operated to enable isolation.

Note: if the NAP asset type is only water, ensure only water drawing is provided.

- Commissioning plan required for multi stage developments and developments where GIS is not available for connecting infrastructure. Commissioning plan must include:
 1. Coded status of mains (live versus not live).
 2. Status of completion summary (are field audits complete?).
 3. A scope of works plan including mark-ups of Urban Utilities GIS water and/or sewer network and GIS reference point. If GIS is not available then a detailed map is required.
 4. Detailed map clearly indicating boundaries of relevant Property and Network Connection (PNT) applications.
 5. Sequencing of works to indicate go live staging.
 6. Commissioning summary of scope of works, including commentary.
- 5. Following payment of all outstanding fees and charges, the Endorsed or Consulting Engineer may upload the completed form.

Note:

- NAP requests cannot be processed without an email of notification from the applicant to development.permits@urbanutilities.com.au
- NAP requests will only be accepted from the Endorsed or Consulting Engineer. Contractors are not permitted to submit NAP requests.

Following submission of your request

Following receipt of your NAP request, an initial check for completeness will be undertaken to confirm all required information is included. If the application is not properly made (missing information), a Request for Information (RFI) process may be initiated and your assessment will be delayed until all relevant material is provided. Where required information is not provided, the application may also be rejected for resubmission.

The NAP will be issued via email within 10 business days upon receipt of a properly made request. You will be contacted during this time if there are complications with your request.

Note: 20 business days may be required where proposed works will impact the wastewater network and a sewer flow control plan is required. Please take this into consideration when planning live works.

5 After receiving your NAP

1. Review the conditions in your shut plan. If the permit does not meet your requirements or if you notice unexpected details please contact Urban Utilities as soon as possible.
2. Confirm the Major or Minor works classification of your new or altered connection.
 - Minor works: construction supervised and certified by an Urban Utilities' Endorsed Consultant.
 - Major works: construction audited by Urban Utilities and certified by the Consulting Engineer.
3. If you are not aware of the classification, or how this affects the site audit requirements, contact developmentenquiries@urbanutilities.com.au or the Consulting Engineer.
4. Contact the Engineer to discuss connection design and construction. You are responsible for informing the Engineer of the conditions of your NAP including construction details, working times, when they need to be onsite and potential issues with design.
5. If the shut plan/s will impact critical customers (such as hospitals, schools and large commercial properties), you may be required to supply an alternative water source. Further details are outlined below about how the Urban Utilities Commercial Customer Team is available to assist by liaising with critical customers. Please email details of your water shut plan/s, including preferred construction dates to commercialcustomerteam@urbanutilities.com.au.

6. NAPs are valid for 180 calendar days, wherein all works must be completed. Start and finish times, including special conditions for works outside of hours (i.e. nights or weekends), are stated in the permit. If you require an extension, email development.permits@urbanutilities.com.au and reference your permit number.
7. Following issue of the Urban Utilities Design Approval, book a prestart meeting with the Engineer and Urban Utilities (for Major works only). A minimum of three days is required to book a meeting bookings by email to development.audits@urbanutilities.com.au
8. Arrange a trial valve shut (see Section 6).

6 Trial valve shuts

Every Type 3: Water Shut Plan NAP includes the condition for a trial valve shut to test the shut plan before the live works, and ensure all impacted customers have been identified. The trial helps to resolve potential issues and enables the live connection to take place without incident.

Trial valve shut requirements

The contractor is responsible for booking a Urban Utilities - accredited valve turner and undertaking a trial water shut prior to the day of live works connection. NAP conditions also apply for trial shuts, including providing at least three business days' notice to properties impacted by the disruption to supply, i.e. a property must be notified by Monday 5pm for a water shut occurring on Thursday in the same week.

You must also engage with Urban Utilities -identified critical customers (including large commercial properties such as hospitals, schools and manufacturers) to provide an alternative water supply during the trial and water shut. A minimum three business days' notice to affected critical customers is required as per conditions of the NAP, however it is recommended affected customers are engaged as early as possible. The Urban Utilities Commercial Customer Team can assist via email to commercialcustomerteam@urbanutilities.com.au.

Unless specified in the NAP, a Urban Utilities Assurance Officer or the Endorsed or Consulting Engineer is not required to be onsite during the trial shut.

Revision of water shut plan due to failure

Occasionally, the water shut plan may fail to completely isolate the water from the main, and the works may not proceed.

These failures are usually due to the following issues:

- Discovery of assets or network infrastructure different to the information in Urban Utilities GIS/mapping data.
- Damaged or broken valves allowing water into the main/s isolated by the shut plan.
- Unauthorised changes to the network in the field.

If a water shut plan fails to adequately isolate the network and works are not permitted to proceed, please notify development.permits@urbanutilities.com.au, and include reports detailing the trial or actual shut. Urban Utilities Network Management will undertake an investigation and advise a revised water shut plan or strategy.

Accredited valve operators

Only accredited valve turners (authorised by Urban Utilities) are permitted to turn valves on our network.

Accredited valve turner providers will be able to assist with

- review of water shut plans
- isolation services
- trial shuts and valve audits
- report trial findings
- water off notice delivery
- liaison with Urban Utilities regarding critical customers.

Please contact the accredited valve turners listed below for current service rates and inclusions, minimum charge requirements and cancellation fees.

Company	Availability	Contact information
Urban Utilities	Monday to Friday 6am to 6pm	Network Access Team 07 3856 7033 networkaccess@urbanutilities.com.au
Detection Services	Monday to Friday 8am – 5pm. Saturday and Sunday by appointment.	Scheduler 0434 314 680 scheduler@detectionservices.com.au
	Operations 24/7	
Ventia	Monday to Sunday 24/7	Ventia Valve Operations Team 0438 975 378 valve.operations@ventia.com.au

7 Commencing live works connection

Prior to live works connection

Minor works

1. To ensure Urban Utilities is aware of planned network activities, you must register your proposed works with the Urban Utilities ' Developer Services Compliance team by emailing development.audit@urbanutilities.com.au prior to commencement (as per conditions of the NAP). The following information is required :
 - estimated construction startdate and time
 - anticipated construction completion date and time
 - anticipated live works date
 - specified hold points
 - Network Access Permit number.

Major works

1. Book live works audit by emailing development.audits@urbanutilities.com.au. A minimum of three days advance notice is required to make meeting bookings.
2. You must provide outage notification to all affected customers. A minimum of three business days' notice to customers impacted by the disruption to supply, i.e. a property must be notified by Monday 5pm for a water shut occurring on Thursday in the same week. If as a result of notification a customer requests water for the period of the outage then it is a requirement to provide water for that customer.
3. You must also engage with Urban Utilities -identified critical customers (including large commercial properties such as hospitals, schools and manufacturers) to provide an alternative water supply during the trial and water shut. A minimum three business days' notice to affected critical customers is required as per conditions of the NAP, however it is recommended affected customers are engaged as early as possible. The Urban Utilities Commercial Customer Team can assist by email to commercialcustomerteam@urbanutilities.com.au.
4. The contractor is responsible for booking a Urban Utilities -accredited valve turner for the day of live works connection. NAP conditions apply, at least three business days' notice is required for properties impacted by the disruption to supply, i.e. a property must be notified by Monday 5pm for a water shut occurring on Thursday in the same week.
5. Perform quality assurance (bacterial and pressure tests). The results of these tests must be provided to

Development Audits for review and acceptance by 2pm the day prior to connection. Both bacterial and pressure tests must be taken by a National Association of Testing Authorities, Australia (NATA) accredited tester. Please refer to *South East Queensland Water Supply and Sewerage Design and Construction Code* (SEQ Code) for testing parameters.

Note:

- *Pressure test must be noted as "Pass" on the test result documents provided.*
- *Bacterial test results must be current (no more than 14 days old) and pass within the parameters provided on the SEQ Code. If the results are outside these parameters the connection cannot proceed.*

On the day of live works connection

1. For a Type 3: Water Shut Plan NAP, before live works construction commences each day, you must notify Urban Utilities Control Room by calling 07 3856 7179 to quote the NAP number and anticipated completion time.
2. Ensure you are fully prepared with alternative water sources as per conditions of the NAP or customer requests.

Upon completion of works

On the day of work and prior to leaving the site on the day of live works connection you must:

1. Contact the Urban Utilities Control Room by calling 07 3856 7179 to advise works are complete.
2. Provide As-constructed survey data to the Endorsed or Consulting Engineer.

If the shut plan fails or extends beyond approved timeframes

Contractors must phone the Urban Utilities Control Room on 07 3856 7179 to provide:

- estimated timeframe to complete
- detail of site issues
- contact telephone number of site personnel.