

Terminology and timeframes

Water Netserv Plan 2020

Term and definition [^]	Timeframe	Water Netserv Plan 2014
<p>Action Notice Issued seeking information from applicant at following lodgement stages:</p> <ul style="list-style-type: none"> - Services Advice Notice (SAN) - Water Approval (including change of conditions) - Standard Connection - request to recalculate establishment costs. 	<p>Issued within 5BD, otherwise the application is automatically deemed properly made. Applicant has 10BD to respond, otherwise application/request is cancelled.</p>	<p><i>Request for Information (RFI)</i> <i>Issued seeking information from applicant at any stage of the assessment process.</i></p>
<p>Assurance inspections Inspections occurring throughout construction as per an agreed plan and paid at assessment stage.</p>	<p>Request to Urban Utilities made at least 3BD prior to inspection and commencement of live works.</p>	<p><i>Request to be made at least three business days prior to commencement of live works.</i></p>
<p>Check for Completeness Administrative process to ensure all statutory and organisational information requirements have been met on lodgement of application for a Water Approval.</p> <p>Full requirements detailed in Check for Completeness Guideline.</p>	<p>Completed by Urban Utilities within 5BD (unless Action Notice issued) otherwise application is automatically deemed properly made.</p>	<p><i>No change</i></p>
<p>Connection Certificate Issued when constructed development is deemed compliant with all Water Approval and process requirements including fees and charges paid.</p> <p>If deemed not yet compliant, the Connection Certificate will not be issued, and development use cannot commence.)</p>	<p>The Connection Certificate is to be issued within 20BD after complete request was received (assuming no Information Request has been issued).</p>	<p><i>Published service standard commitment (not prescribed in Water Netserv Plan) of 5BD of completion of connection (satisfaction of all Water Approval conditions, receipt of As-Constructed Package, no defects and payment of all fees and charges).</i></p>
<p>Information Request Request made to applicant for further clarification to assist the assessment and compliance of a Non-Standard Connection application.</p>	<p>Assessment stage Issued within 20BD of properly made date. Customer has 20BD to respond, otherwise application lapses.</p>	<p><i>Request for Information (RFI)</i> <i>Used at all stages of assessment process to seek additional information from the applicant.</i></p>

Information Request - continued	Compliance stage <i>As-Constructed Package lodgement:</i> issued within 5BD where applicant has not lodged all statutory and organisational information requirements. <i>As-Constructed Package technical review:</i> issued within 20BD of lodgement of complete package. Applicant has 20BD to respond.	
Infrastructure Charges Notice (ICN) Government-levied charges applied to land on issue of Water Approval.	Issued within 10BD of a Decision Notice.	<i>Issued within 10BD of a Decision Notice.</i>
Major Works Design Approval Operational works design for proposed infrastructure.	Design Approval issued within 20BD of receipt of complete design, assuming no Information Request issued.	<i>Issued 20BD after submission of design (when no IR) or issued 20BD after applicant provides response to IR.*</i>
Network Access Permit (NAP) Permission issued by Urban Utilities to undertake works near or connecting to our network.	Issued 10BD after complete Network Access Permit request received. *	<i>Issued 10BD following receipt of Network Access Permit request.</i>
Non-drinking water Non-potable water for irrigation or other uses.		<i>Recycled water</i>
Non-Standard Connection (staged or not) A connection that does not meet the criteria for a Standard Connection. <i>(Note: Developer Application Portal still refers to Property Network Connection)</i>	Decision Notice issued within 20BD of properly made date assuming no Information Request is required. If Information Request is issued, Urban Utilities endeavours to provide Decision Notice within 20BD from properly made date plus time awaiting information. *	<i>Property and Network Connection (PNT)</i>
On maintenance period Commences upon issue of Connection Certificate. Similar to a warranty period.	12 months	<i>No change</i>
Properly made Process used to determine if a Water Approval application, Standard application or Services Advice Notice request has been lodged in accordance with Check for Completeness requirement (basic statutory and organisational information requirements).	Completed within 5BD days of lodgement unless Action Notice is issued to applicant, otherwise the application is automatically deemed properly made.	<i>Properly made – Water Approval lodged in accordance with Check for Completeness Guideline requirement (basic statutory and organisational information requirements). A term also used informally at subsequent lodgement stages.</i>

<p><i>Note: term not to be used at any other stage or for any other process.</i></p>		
<p>Services Advice Notice (SAN) Non-legally binding pre-lodgement advice.</p>	<p>Follows properly made process for lodgement. Provided within 20BD from receipt of properly made application or within 20BD after meeting with Urban Utilities or another period agreed between Urban Utilities and the person making the request.</p> <p>Currency period: 1-year.</p>	<p><i>Provided within 10 BD on receipt of properly made application, after meeting or as otherwise agreed.</i></p> <p><i>Currency period: 2 years.</i></p>
<p>Standard Connection</p> <ul style="list-style-type: none"> - alteration of existing infrastructure[#] - detached dwelling (house) - detached dwelling (house) with an ancillary use/outbuilding (e.g. granny flat/outside kitchen) - ancillary use/domestic outbuilding only to an existing dwelling - 1 lot with duplex with both water and wastewater connection[%] - max. 3 lot residential subdivision - max. 3 lot residential amalgamation - max. 6 dwellings, of max. 3 storeys, over a max. 3 lots or a variation thereof - Water and/or wastewater works request. 	<p>In accordance with the legislation, once properly made a Standard Connection Water Approval application is assessed within 5BD and the Decision Notice issued within another 5BD.</p> <p>Decision Notice currency period: 1 year.</p>	<p><i>In accordance with the legislation, once properly made a Water Approval application is assessed within 5BD and a Decision Notice issued within another 5BD.</i></p> <p><i>Decision Notice currency period: 1 year.</i></p>
<p>Uncompleted Works Bonds Assurance/funds retained to cover risk</p>	<p>All bonded works to be completed within 3 months from Uncompleted Works Bond agreement.</p>	<p><i>All bonded works to be completed within 3 months of issue of Connection Certificate</i></p>

BD – business days.

* not prescribed in Water Netserv Plan (Developer Services timeframe).

^ interpretation for implementation purposes (definitions in Water Netserv Plan, legislation or Developer Customer Price List).

not all alterations will enable application to meet Standard criteria – some applications may become Non-Standard connection. Refer to Water Netserv Plan 2020.

% - some duplex applications lodged as a Standard application may have site constraints which will augment them to be charged and assessed as a Non-Standard application.

For more information visit
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