

Our Commitment to You

We are committed to the delivery of high-quality services for the connection, disconnection or alteration of water and wastewater infrastructure to new or existing properties.

Service standards

The following outlines the service you can expect from Developer Services. For questions and enquiries, contact us on 07 3432 2200 (8:30am to 4:30pm weekdays) or email us at DevelopmentEnquiries@urbanutilities.com.au

All timeframes below are in business days (BD) and take effect from receipt of payment for each service request and all correct, required information.

	SERVICE	OUR COMMITMENT
APPLICATION	Services Advice Notice (optional)	<ul style="list-style-type: none"> • Provided within 20 BD or • Provided within 20 BD after meeting with Urban Utilities to discuss details. <i>Services Advice Notices are valid for 12 months.</i>
	Engineering Search	<ul style="list-style-type: none"> • Action within 5 BD on receipt of your request for a base search. • Action within 20 BD on receipt of your request for a complex search.
	Decision Notice – Standard Connection	<ul style="list-style-type: none"> • Issued within 10 BD (Decision made in 5 BD from properly made* application and Decision Notice issued within 5 BD.)[^] <i>Standard Connection Decision Notices are valid for 12 months.</i>
ASSESSMENT	Decision Notice – Non-Standard Connections (including staged connections)	<ul style="list-style-type: none"> • Issued in 20 BD on receipt of a properly made application* where further information is not requested; or • Issued in 20 BD of the applicant providing any further information requested by Urban Utilities (our aim is to issue within a total of 20 BD from receipt of properly made application*); or • A longer period as agreed by the applicant and Urban Utilities. <i>Non-Standard Connection Decision Notices are valid for four years (unless otherwise stated).</i>
	Infrastructure Charges Notice	<ul style="list-style-type: none"> • Issued in 10 BD of issue of a Decision Notice. • Itemised breakdown of an Infrastructure Charge Notice is issued within 3 BD on receipt of an email request.
	Internal review (optional)	<ul style="list-style-type: none"> • Issued within 20 BD (Decision review period is 15 BD on receipt of an internal review request and another 5 BD to issue a review notice); or • A period agreed on with the applicant.[^]
	Conversion application (optional)	<ul style="list-style-type: none"> • Decision notice is issued 30 BD after the application is received (or following receipt of any further information required).
DESIGN	Minor works certification	<ul style="list-style-type: none"> • Managed by endorsed consultant (may be subject to Urban Utilities audit).
	Major works – design	<ul style="list-style-type: none"> • Issued in 20 BD upon receipt of design submission where further information is not requested; or • Issued in 20 BD of an applicant providing any further information requested by Urban Utilities. (Note: For Design Approvals involving a complex asset, review periods may vary.)
CONSTRUCTION	Standard Connection (undertaken by external contractor)	<ul style="list-style-type: none"> • Construction commenced in 25 BD on receipt of payment. • Once payment is receipted, an external contractor has 3 BD to contact the applicant. A site audit will occur before construction work is scheduled and commences.
	Network Access Permit	<ul style="list-style-type: none"> • Issued in 10 BD on receipt of Network Access Permit (NAP) request[#].
	Assurance inspections	<ul style="list-style-type: none"> • Request to be made at least 3 BD prior to site inspection.
	Connection Certificate	<ul style="list-style-type: none"> • Issued in 20 BD after receipt of a complete as-constructed package, compliant with conditions of development and where all fees and charges are paid.

*Properly made application – refer to The South East Queensland Water (Distribution and Retail Restructuring) Act 2009 and the Water Netserv Plan (Part A) – Connections Policy for criteria.

[^]denotes legislative requirement

[#]Type 3 Network Access Permits with complex shut plans will take longer