



UrbanUtilities

**MINOR WORKS
CONSTRUCTION AND
COMPLIANCE GUIDELINES**

For more information contact Urban Utilities Developer Services:
Email DevelopmentEnquiries@urbanutilities.com.au

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V2.1	Changes made due to NAP application process going live in Developer Services Portal and change to process related to Meter Information, Infrastructure Charges required to be paid before issue of NAP and Fees associated with NAP application and associated Isolation/Shut Plan (if applicable).	B Brentzell	June 2023

We welcome feedback on these guidelines. Send your comments to:
DevelopmentEnquiries@urbanutilities.com.au

Guidelines for Minor Works Construction and Compliance



1. INTRODUCTION

These guidelines explain the Urban Utilities developer compliance functions specific to Non-Standard Connection Water Approval (Minor Works) applications during the design, construction, compliance and maintenance phases of the works. This information is intended to supplement, but not supersede, the direction and detail in the Urban Utilities Third Party Certification (Endorsed Consultant) Scheme Guidelines.

1.1. What are Minor Works?

The Non-Standard Connection Water Approval assessment is divided into Major or Minor Works for the purposes of service delivery and assurance.

Minor Works are defined as the design and construction of infrastructure that meets the Table 1 criteria and are subject to the Urban Utilities Third Party Certification (Endorsed Consultant) Scheme.

Table 1 Minor Works criteria

Minor Works Criteria	
Water	<ul style="list-style-type: none">Water reticulation infrastructure up to 80m in length with a nominal internal diameter not exceeding 225mm.Property development Water Approval connections, disconnections, and alterations for wastewater that are not Standard Connection Water Approvals as per Water Netserv Plan.
Wastewater	<ul style="list-style-type: none">Wastewater reticulation infrastructure up to 90m in length with a nominal internal diameter not exceeding 225mm and not including more than two maintenance structures.Property development Water Approval connections, disconnections, and alterations for wastewater that are not Standard Connection Water Approvals as per Water Netserv Plan.
Exceptions	<ul style="list-style-type: none">Urban Utilities may identify a site, development or network constraint that precludes works from being eligible for delivery under the Urban Utilities Third Party Certification (Endorsed Consultant) Scheme. This will be confirmed in the Water Approval conditions. For example, inner city precincts such as the Brisbane CBD, Fortitude Valley, South Brisbane, Kangaroo Point and Milton are likely to be precluded due to, for example, localized complexities such as combined sewers, consolidation of utility infrastructure.

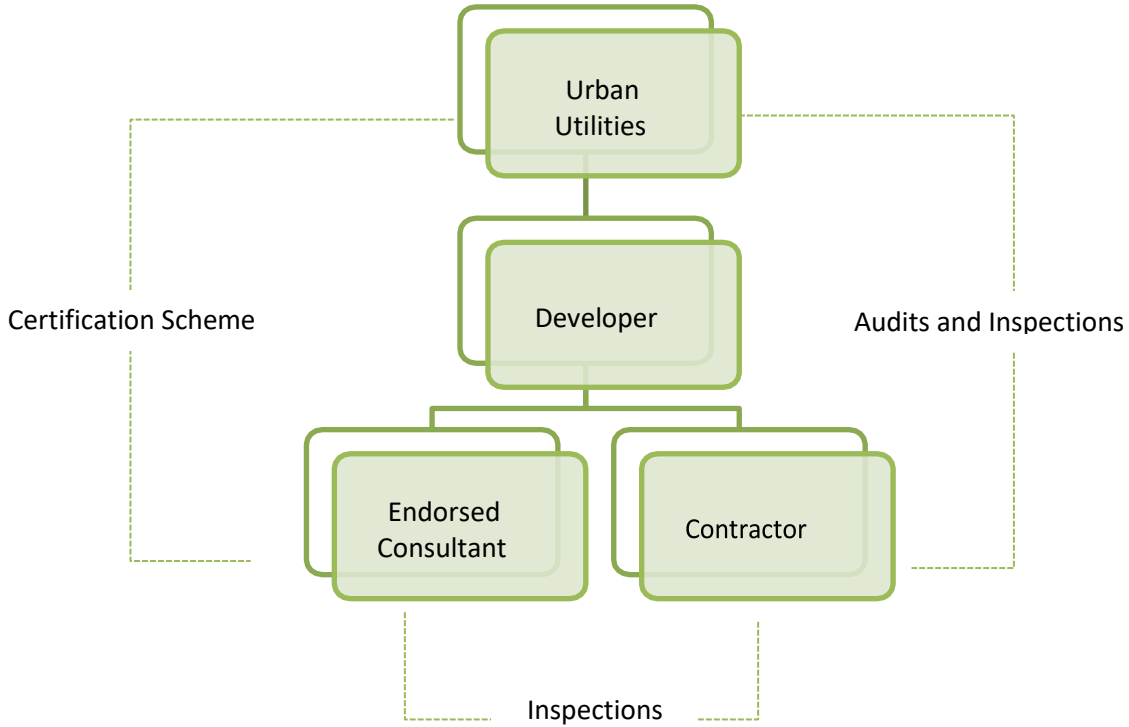
For Minor Works, an engineer must be privately engaged by a development customer (owner/developer) from Urban Utilities Third Party Certification (Endorsed Consultant) Scheme. These Water Approval ‘agents’ have been authorised to assume specific certification responsibilities on behalf of Urban Utilities. When choosing an Endorsed Consultant:

- Ensure they have Registered Professional Engineer of Queensland (RPEQ) certification
- Seek multiple quotes
- Contractually engage the consultant on terms that work for both stakeholders as Urban Utilities has no liability for privately engaged suppliers and services.

1.2. Stakeholder relationships

Minor Works involve a range of coordinated tasks delivered by the owner/developer, Endorsed Consultant, contractor and Urban Utilities.

Figure 1 Minor Works stakeholder relationships



The roles and responsibilities of each are described in the following Stakeholder Responsibility Matrix.

Table 2 Stakeholder responsibility matrix

Water Approval (Minor Works) Application Certification Process		Developer	Endorsed Consultant	Contractor	Urban Utilities
Apply	Engage an engineer from Urban Utilities’ list of Endorsed Consultants for the design and construction certification. It is the responsibility of the developer to ensure they are satisfied with the qualifications, experience, and insurance of the Endorsed Consultant.	R			
	Lodgment of Water Approval application via the Developer Services Portal.	A/R	R		I
	Include Endorsed Consultant as ‘Additional contact’ on application (via the Developer Services Portal) to enable them to act on behalf of the development customer.	A/R	R		I
Assess	Issue of Water Approval Decision Notice (approved with Infrastructure Charge Notice or not approved).	I	I		A/R
Design	Preparation of certified designs in compliance with Water Approval conditions and relevant standards (see Section 2.1).	C	A/R		
	Lodgment of Design Package, a Water Approval condition, to Developer Services Portal.	A	R		I
	Engage suitably qualified contractor to construct the connection. The Endorsed Consultant may be able to assist.	A/R	C		I
Construct	Prepare the Network Access Permit (NAP) request and, if applicable, the live tap request.	I	R	A/R	I
	Lodgment of NAP request via Developer Services Portal.		R		I
	Request an Infrastructure Charges Itemised Breakdown (invoice) to pay at NAP stage	A/R	R/I	I	I
	Payment of Infrastructure Charge Notice (payable at NAP stage)	A/R	R/I	I	I
	Registration of works with Urban Utilities’ Development Audits team 3 business days prior to commencement of construction by email to development.audit@urbanutilities.com.au .	I	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).	I	I	A/R	I
	Notify Urban Utilities’ Control Room of commencement and completion of shut plan works/water outage by calling 07 3856 7179.	I	I	A/R	I
	Undertake quality assurance testing in accordance with SEQ Code requirements and provide results to the Endorsed Consultant.	R	C	A	I
	Inspect and certify works for compliance against certified design and SEQ Code.	I	A/R	C	I
	Selected field audit of works by Urban Utilities.	I	I	C	R/A
	Establish easement/s (if required).	A/R	C		I
	Construction and restoration work completed in accordance with Water Approval, certified design, and applicable standards.	R	C	A	I
	Lodgment of As-Constructed Package Certification.	A	A/R	C	I
	Urban Utilities review of As-Constructed Package and issue of Connection Certificate.	I	I		A/R
	Maintain	Maintenance of the works until end of maintenance period (twelve months).	A/R	I	
Off Maintenance inspection and submission of End of Maintenance Certificate.		A	R		I

Key:

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

Note: Urban Utilities does not provide design services. However, design, construction and maintenance aspects of the new infrastructure may be audited and/or inspected. Non-compliance with conditions of the Water Approval and applicable standards may result in action against the owner/developer and/or the Endorsed Consultant.

The Endorsed Consultant has the following high-level responsibilities for Non-Standard Connection Water Approval (Minor Works) applications:

- conduct site investigations prior to design certification.
- create and certify Minor Works design and submit to Urban Utilities
- conduct site inspections during construction to verify works, products and materials to requirements of certified design and Urban Utilities
- certify As-Constructed Package and submit to Urban Utilities
- submit Off-Maintenance inspection and certification details.

2. DESIGN PHASE

Once the application has been assessed, and Urban Utilities has issued the Water Approval Decision Notice, the development customer then engages an Urban Utilities Endorsed Consultant from the list of Endorsed Consultants to prepare a certified design and certify construction.

A condition of the Water Approval will be to upload a certified design to the Developer Services Portal.

2.1. Alternative designs

PRIOR TO CONSTRUCTION

It is strongly recommended that thorough site investigations (including potholing) are undertaken prior to construction in order to identify constraints that may influence design and compliance with the SEQ Code (South East Queensland Water Supply and Sewerage Design and Construction Code). Site investigation and planning at the design stage prevents costly delays during and after construction.

Where site investigations uncover complexities that impact compliance to the conditions or standards of the Water Approval, an alternative design process can be undertaken with Urban Utilities approval through a design variation, requested by the Endorsed Consultant. Further process period and fees will be applied. Design variation requirements can be requested submitting a Design Variation – Minor Works via the Developer Services Portal (see also Section 2.5).

DURING CONSTRUCTION

Should a design change be required during construction, and the change still meets the requirements of the Water Approval and SEQ Code, then an updated Design Package should be submitted via the Developer Services Portal. If a design variation is required during construction following discovery of constraints not previously identified, the contractor needs to notify the Endorsed Consultant. The Endorsed Consultant is to determine a suitable alternative compliant to the SEQ Code, and subsequently certify and represent this variation in the as-constructed drawings. Where the new design required cannot comply with the SEQ Code, the Endorsed Consultant must apply for a Design Variation – Minor Works via the Developer Services Portal (see also Section 2.5).

POST CONSTRUCTION

There is no option to apply for a Design Variation – Minor Works after construction is complete. A Major Non-Conformance Notification will be issued in the event of either:

- As-constructed drawings not materially reflecting original certified design submission without previously loading an updated Design Package; or
- As-constructed drawings are not compliant with the SEQ Code and there is no evidence of an approved Design Variation.

Non-conforming as-constructed drawings will be reviewed by Urban Utilities and the developer may be required to rectify, rework or replace installed infrastructure to Urban Utilities requirements. An additional Non-Conformance Notification may be issued if the site investigation was not performed prior to original certified design.

2.2. Preparing a design package

Items required to support a Design Package uploaded to the Urban Utilities Developer Services Portal:

- a complete and correct Design Certificate (available at <https://urbanutilities.com.au/development/help-and-advice/development-forms>)
- a copy of the design drawings stamped and signed on each page by an Endorsed Consultant Registered Professional Engineer of Queensland (RPEQ)
- site investigation reports (including any impacted existing infrastructure, services or geological and environmental features)
- technical reports (as relevant) details of any approved variations to the design and/or specifications for the works, including Urban Utilities' approval of the variation
- other necessary documentation to satisfy the conditions of the Water Approval, or as requested by Urban Utilities during the design phase
- Required easement shown in the design package (refer to Easement Guideline at <https://urbanutilities.com.au/development/our-services/easements>).

2.3. How to lodge the design package

Following payment of all applicable design fees and charges, the complete Design Package may be uploaded to the Developer Services Portal, accompanied by a Design Certificate (available at <https://urbanutilities.com.au/development/help-and-advice/development-forms>).

Note: *all certified designs must feature a signed Urban Utilities' Endorsed Consultant stamp (available at <https://urbanutilities.com.au/development/help-and-advice/consultants-and-contractors-corner>). Where the Design Package is not able to be provided in a single PDF file of less than 50MB, it should be divided and uploaded in logical volumes. All parts must be lodged at the same time, and the order and number of volumes identified in the File Description field e.g. Design Package (Vol. 1 of 3).*

2.4. Design audits

Urban Utilities randomly audits design packages to ensure compliance with the conditions of the Water Approval (including all applicable design and construction standards) and the Endorsed Consultant Certification Scheme. When a non-conformance is identified, Urban Utilities will notify the Endorsed Consultant to take necessary action to rectify the non-conformance and resubmit the relevant aspects of the Design Package and/or Design Certificate. If the certification material needs to be resubmitted, additional fees and charges may apply. Major non-conformances must be corrected before a Network Access Permit can be issued.

2.5. Design variation

If the works design and/or specifications require a variation from the relevant design standards, certified designs, and/or from the conditions of the Water Approval (e.g. for constructability), the Endorsed Consultant must submit a Design Variation – Minor Works request. Please first provide detail to Urban Utilities to determine the new design requirements and then upload the following information to the Developer Services Portal in a fully indexed and consolidated PDF accompanied by:

- a letter signed by an RPEQ engineer explaining the scope and reasons for the requested amendment;
- design information, including relevant drawings and calculations; and
- any other documents that will assist assessment of your request, including external agency referrals, consent from Queensland Government agencies etc.

2.6. Fees

Once the Decision Notice has been issued, the application will move to the Fees Due stage. These Audit and Compliance fees are to be paid prior to uploading the Design Package into the Developer Services Portal. Additional fees and charges may apply for a design variation, if needed.

3. CONSTRUCTION PHASE

3.1. Construction planning

Collaboration and information sharing between the developer, Endorsed Consultant and contractor is critical throughout the Minor Works process.

The development customer is to ensure that the construction contractor liaises with the Endorsed Consultant prior to commencement of works. This communication can enable accurate and efficient completion and collation of all applicable as-constructed certification deliverables including: testing, material certification, and other relevant quality control documentation. Appropriate informal or formal processes for change management, notification, communication, and issue resolution are to be established between the development customer, Endorsed Consultant and Contractor where required.

Upon commencement of on-site works, all parties must ensure they are working from the correct and approved final for-construction drawings. Should the contractor and/or development customer require revisions to these designs, the Endorsed Consultant must be notified. If those changes do not conform to the SEQ Code and Water Approval, a Design Variation - Minor Works needs to be submitted to Urban Utilities for approval.

3.2. Infrastructure charges

Infrastructure charges are legislated charges payable where new development is proposed. The charges are applied to fund the cost of providing new or upgraded trunk infrastructure. The legislation that covers infrastructure charges includes the *SEQ Water (Distribution and Retail Restructuring) Act 2009*, the *Planning Act 2016* and related *Planning Regulation 2017*.

Infrastructure charges are calculated for new development as part of the Water Approval application. By law an Infrastructure Charge Notice must be issued within 10 business days of a Water Approval Decision Notice. Only legislated exemptions apply. For development outside local government planning jurisdictions but connecting to drinking water, non-drinking (recycled) water, or wastewater, connection charges may apply but not infrastructure charges.

Where a NAP applies, infrastructure charges, connection charges and any other outstanding fees and charges must be paid at that connection stage. For assistance email: ICNEnquiries@urbanutilities.com.au.

3.3. Network access permit

As part of the conditions of the Water Approval, a Network Access Permit (NAP) must be obtained prior to registering construction works with Urban Utilities. The NAP grants permission to connect to, conduct testing or work on or within two meters of the live water and sewerage network. Each NAP includes conditions specific to the development and plan type and may include water shut plans or wastewater flow control plans, community notifications, considerations for water critical customers and requirements for alternative water supply. Please refer to our *Network Access Permit* page at <https://urbanutilities.com.au/development/our-services/network-access-permits> for more information on the NAP process.

From July 2023:

- Infrastructure Charges must be paid at NAP (physical connection) stage (where a NAP is applicable)
- All meter information (new, removed and re-used) is required at the time of the NAP application. This information is inputted to the Developer Services Portal at the time of the NAP application. It is required to be revalidated (amended/updated) at the time of As-Constructed Package submittal. A PDF Meter form will not be accepted.

Please note: for further information on delivery of a large water meter to site, refer <https://urbanutilities.com.au/development/our-services/large-water-meter-orders>

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

Under-pressure cut-in connections (UPCIC) or live taps may be permitted for \geq DN100 connections. However, Urban Utilities' approval must be obtained prior to execution. For further information and guidance on live taps, please refer to the [Network Access Permit Guideline](#).

3.5. Registering works with Urban Utilities

Following issue of the NAP, the site connection works must be registered with Urban Utilities. This includes notification of all applicable water and sewerage works and planned dates for the entire duration of construction. Please provide the following information by email to development.audit@urbanutilities.com.au at least **3 business days** before commencing water and sewer works:

- construction start date
- live works date
- construction end date
- contractor contact details.

Any date changes must be reported to Urban Utilities as early as possible and works rescheduled in accordance with conditions of the NAP. Please be aware, site inspections may be undertaken by an Urban Utilities' Field Assurance representative.

3.6. Construction inspections and the Endorsed Consultant

The Endorsed Consultant is responsible for conducting all site 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-Constructed Package records.

The Endorsed Consultant must also attend the live works and record the inspection. All construction inspections are to be detailed in the Site Inspection Report and included in the As-Constructed Package submitted to Urban Utilities.

3.7. Live works connections

The live works connection refers to the connection of newly constructed infrastructure to the existing network. To undertake live connection works you will be required to obtain or provide the following:

- Copies of for-construction designs, certified by the Endorsed Consultant.
- A valid NAP issued by Urban Utilities authorising the works in accordance with the most recent endorsed design. 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* available at <https://urbanutilities.com.au/development/help-and-advice/standards-and-guidelines>.

- Depending on the nature of the works, you must supply copies of applicable quality assurance documents (see below) for Urban Utilities review and approval **by midday at least one business day prior** to construction for authorisation to proceed. Refer to Network Quality Assurance Testing requirements below.
- Undertake a trial shut prior to scheduling live works via arrangement with an Urban Utilities' accredited valve operator.

3.8. Live works inspection

Construction must be completed in accordance with the SEQ Code and the approved for-construction design provided by the Endorsed Consultant. As Minor Works, the Endorsed Consultant must complete the on-site inspection to certify that the connections have been constructed in accordance with the approved designs.

In the case that the construction contractor has concerns about the design, the Endorsed Consultant must be contacted for guidance. Following completion of the works, the Endorsed Consultant must obtain as-constructed data and construction records including supplier and product records to satisfy submission requirements of the As-Constructed Package (Refer to Section 4.5). For further detail on what needs to be included in the [As-Constructed Package Certification](#) refer to Section 4.4.

A detailed Site Inspection Report must accompany the As-Constructed Package outlining the following:

- deviations from the certified design
- site conditions including photographs before, during and after construction and site restoration
- accurate documentation of the works performed
- quality, safety and environmental issues and actions
- complaints
- non-conformance lessons learnt and
- include clear photographs of all trenching, pipework, valves, fire hydrants, manholes, meters and property connections and other relevant components of the newly installed infrastructure.

Handy Hint:

The more clear and detailed the Site Inspection Report, for the completed work, the faster the Technical Review can occur. Please include as many photographs as possible with supporting commentary.

For live sewer works, the work may be completed at any time and does not require a complete inspection. To discuss your specific requirements, contact development.audit@urbanutilities.com.au or your Endorsed Consultant.

3.9. Network quality assurance testing

Urban Utilities requires advanced quality assurance testing in order to detect and rectify problems with network service or construction before the live connection. Network testing may only be undertaken with an approved and current NAP. If the development is serviced by any new mains, testing must be completed and submitted as part of the Live Works Package (and As-Constructed Package) via the Developer Services Portal, and include:

- water main bacteriological testing and pressure testing
- sewer main vacuum testing and CCTV.

Testing requirements are outlined in the [As-Constructed Package Certification Construction forms](#) 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 **at least 1 business day** prior to the date of connection. If bacteriological testing results fail the required criteria, then live works will not be able to be performed.

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. On-maintenance

Following completion of all construction, live works and restoration, the Endorsed Consultant is required to undertake a final inspection to verify all works comply with the certified design and conditions and standards detailed in the Water Approval. The on-maintenance inspection records form part of the As-Constructed Certification Package uploaded to the Developer Services Portal upon request of a Connection Certificate. The on-maintenance inspection records should be consolidated into the Site Inspection Report.

Note: The on-maintenance field inspection is not the trigger to commence the 12 month On-maintenance period. The on-maintenance period commences from the date the Connection Certificate is issued.

4. COMPLIANCE PHASE

Compliance is a critical phase of the Minor Works process, requiring final review of all as-constructed drawings, reports, testing, and quality assurance information, as well as payment of fees and charges and processing of easements (if applicable). These requirements are compulsory to comply with the conditions of the Water Approval and enable Urban Utilities to endorse plan sealing by the local council. All Water Approval conditions must be completely satisfied for issue of an Urban Utilities Connection Certificate. Easements are required to be processed prior to issue of a Connection Certificate. For further information on easements, please refer to <https://www.urbanutilities.com.au/development/our-services/easements>.

4.1. Compliance process

A Connection Certificate confirms that the new connection is designed and constructed in accordance with the conditions of the Water Approval and to the satisfaction of Urban Utilities. We are obligated to ensure all compliance activities are fulfilled prior to issue of the Connection Certificate.

The following steps need to be completed by the Endorsed Consultant in collaboration with the developer to satisfy Urban Utilities compliance requirements:

1. Prepare and lodge easement application (if required). This may be completed as soon as the final location/s of infrastructure is/are known. Refer to the [Easement Guidelines](#) to determine if you need to prepare and submit legal easement documentation to Urban Utilities. A Connection Certificate cannot be issued until finalisation of this legal documentation.
2. Payment of all outstanding fees and charges should now have been made as a Connection Certificate will not be issued with outstanding fees or charges.
3. Prepare and lodge the As-Constructed Certification Package. The As-Constructed Certification Package must include the Endorsed Consultant's RPEQ engineer certified as-constructed drawings to demonstrate 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. Refer <https://urbanutilities.com.au/development/help-and-advice/standards-and-guidelines/as-constructed-package-submissions>

4.2. As-Constructed Package requirements

The As-Constructed Package should be prepared in collaboration with the developer, construction contractor and Endorsed 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 Services Portal.

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

Mandatory

- As-Constructed Package Certification Checklist signed by the Endorsed Consultant (RPEQ engineer)
- Site Inspection Report (including on-maintenance report and registered easements if applicable)
- A copy of the relevant aspects of the Design Package, updated to reflect the as-constructed works and signed by an RPEQ engineer
- Details of any variation to the certified design accompanied by evidence of Urban Utilities design variation approval
- Revalidate water meter installation, removal or re-use information advised at the NAP stage
- Network quality assurance testing results
- Accreditation of pipe layer.

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.

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

4.3. Receiving a Connection Certificate

Following submission of the As-Constructed Package (including the Certification Checklist signed by the Endorsed Consultant/RPEQ engineer) to the Developer Application Portal, a check for completeness will be undertaken. Please note, As-Constructed Packages will not commence technical review until they are received in full. Once all information has been received, technical compliance review can commence.

Following successful review and where all requirements have been satisfactorily met, the Connection Certificate will be issued within five business days and your application progresses to on-maintenance.

IMPORTANT: The council development application (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 the Development application number has changed since the Water Approval was issued, please advise Urban Utilities as this may result in invalid approvals, additional costs, delays, amendments etc.*** Changes to the Development Approval number advised after issue of the Connection Certificate may require a new Water Approval or Letter of Evidence.

5. MAINTENANCE PHASE

A 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' period. This period may be extended where it is necessary to rectify any defects.

During the on-maintenance (warranty) period, the development customer is required to maintain and rectify all identified faults. This includes keeping comprehensive records of such defects and all maintenance or rectification undertaken for submission at the end of the on-maintenance period. Further to this, there is an obligation to submit comprehensive and up-to-date operations and maintenance manuals to Urban Utilities and provide training to all relevant personnel.

5.1. Off-maintenance

If conditioned under the Water Approval and following payment of any outstanding fees and charges, at the completion of the on-maintenance period, the Endorsed Consultant is responsible for inspecting the works and uploading the End of Maintenance Package to the Developer Services Portal. The End of Maintenance Package must include:

- End of Maintenance Certificate
- End of maintenance period 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 documentation
- All other required documentation satisfying relevant Water Approval Conditions or as requested by Urban Utilities during the design, construction and/or maintenance phase.

For Minor Works, the End of Maintenance Certificate should be lodged by the Endorsed Consultant along with the above information in accordance with the Certification Scheme Guidelines.