

# 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 table outlines the service you can expect from Developer Services at Urban Utilities. For questions and enquiries, contact us on 07 3432 2200 (8:30am to 4:30pm weekdays) or email us at [developmentenquiries@urbanutilities.com.au](mailto:developmentenquiries@urbanutilities.com.au)

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

\*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

<sup>^</sup>denotes legislative requirement