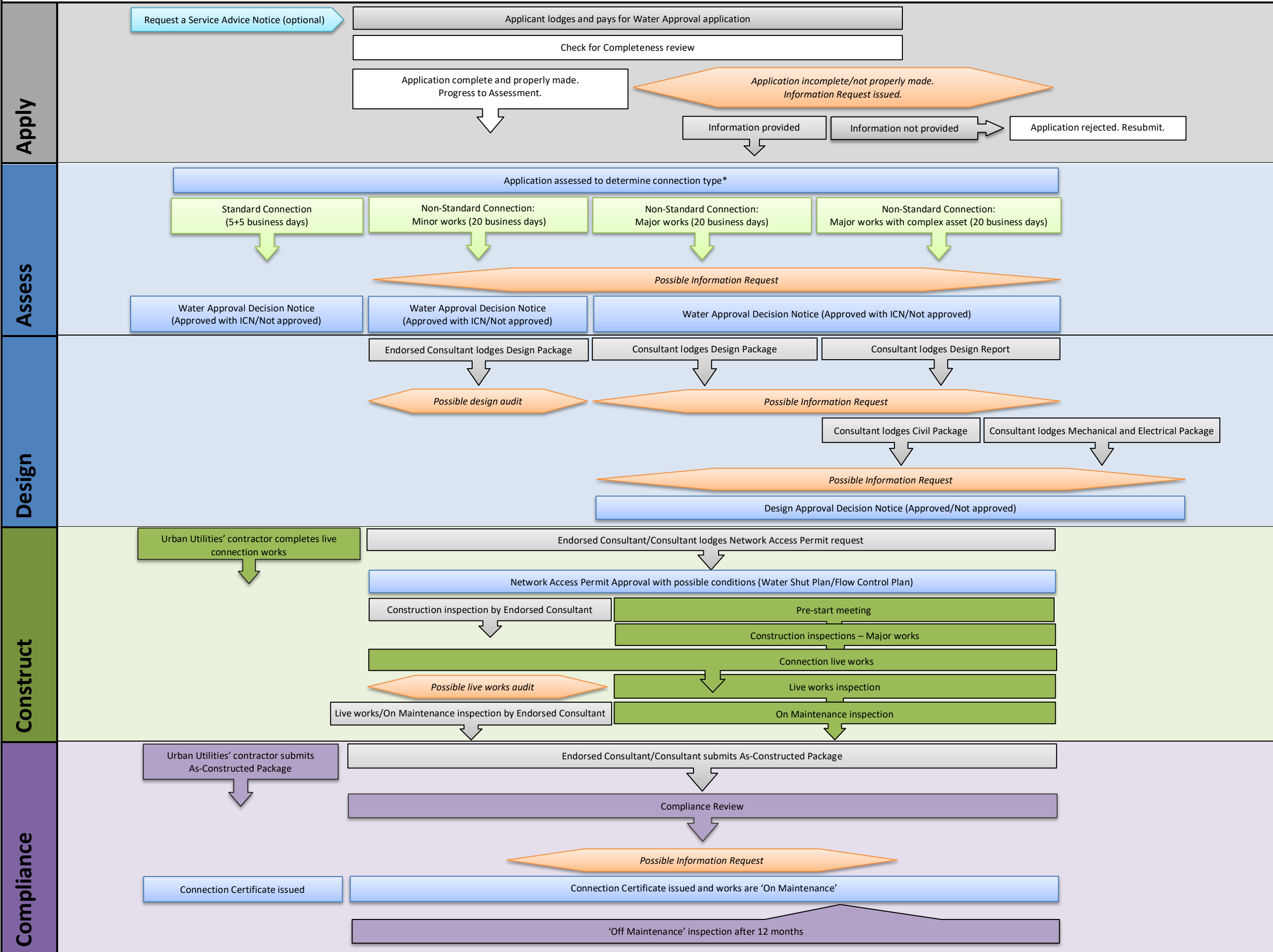


Stages of the Urban Utilities Water Approval Process



CONNECTION TYPES*
Standard Connection: application for a new house ('single dwelling'), duplex or small residential developments up to three lots.
Non-Standard Connection:
Minor works: Property Service and Network Connection other than Standard Connections, with water reticulation up to 80m and wastewater reticulation up to 90m, and no more than two maintenance structures.
Major works: all other Property Service Connections including complex, multi-stage developments and those that generate commercial or industrial trade waste.

KEY:
▭ Optional service
▭ Applicant/consultant action
▭ Review
▭ Applicant response
▭ Assessment/Compliance decision
▭ Connection type
▭ Compliance review

*Connection type determined in accordance with the [Water Netserv Plan](http://Water.Netserv.Plan) and individual factors by exception including site and development complexity. For information on connections visit urbanutilities.com.au/development



Developing with Urban Utilities

Are you renovating, sub-dividing or planning a development?

Every day, we work with customers to build a network everyone can rely on. Connecting to water and wastewater services is a critical part of developing and knowing what to expect can save time and money.

We can help with:

- Tools and maps for researching your land.
- Technical advice and support on simple renovations to complex sub-divisions.
- Guidance for building near or over our infrastructure.
- Support for simple and complex projects in urban reuse areas (*infill/brownfield*) or undeveloped land (*greenfield*).
- Requirements for the disposal of trade waste from commercial or industrial operations.

What is the application and approval process?

New connections, disconnections or changes to our network (including increasing floor area or reusing existing infrastructure) require an Urban Utilities' Water Approval. The type of Water Approval application you need will depend on the size and nature of your development.

Visit our [Understand the Water Approval process](#) for more information.

Development questions

For more information on our services, standards, and fees and charges visit us at www.urbanutilities.com.au/development

To report a fault or emergency
Contact us 24/7 on 13 23 64

General enquiries
From 8am-6pm weekdays 13 26 57

ABN 86 673 835 011

Things to consider before developing

1. Undertaking thorough research will help to plan your project and manage risk.
 - Our [Research my land](#) page features services, information and maps to investigate your property.
 - Identify other utilities on or near your site with [Dial Before You Dig](#)
 - The complexity, cost and timing of your project may be affected by site features including [combined drains](#), [easements](#), [maintenance structures](#) (manholes), heritage listings, protected vegetation, floodable land, acid sulphate soil or waterway and transport corridors.
 - Outstanding fees or non-compliance for existing development on your site may now be your responsibility.
2. You may need an engineering consultant to design and certify your connection.
 - Consider a range of quotes when engaging a consultant. Secure a contract that sets out all rights and responsibilities.
3. Review your application before you lodge.
 - Our [Check for Completeness](#) guide explains how to lodge a complete and correct application to keep your project moving with fewer requests for information.
 - Ensure you have allowed enough time for assessment, construction and compliance. Our service standards and timeframes are outlined in [Our Commitment To You](#)

Common acronyms and abbreviations

As-Cons: As-Constructed package/drawings
DA: Development Approval (issued by councils)
Developer Portal: Developer Applications Portal
DN: Decision Notice for Water Approval
IC: Infrastructure Charges
IR: Information Request
NAP: Network Access Permit
PNC: Property Service Connection
SAN: Services Advice Notice
STD: Standard Connection