

FAQs – GO2ASSET and Network Access Permits

1. How to change/reset my password?

Contact Networkaccess@urbanutilities.com and notify us that you would like to change/reset your password.

2. Can I delete a permit?

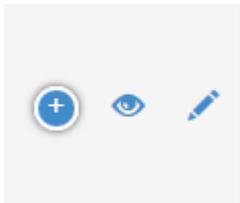
Yes - Contact Networkaccess@urbanutilities.com and notify us that you would like to delete the permit. Please provide as much information as to why you would like the permit deleted.

3. What is the Control Room's contact number?

3856 7179 – this number is available 24/7

4. Can I edit my permit?

Yes - Select 'Current Permits' on the left hand side of the screen. Search for your permit using the search field or by looking up the permit number – click the "Pencil" icon to edit the permit



5. When will my permit be approved?

Your **Network Access Permit** application will be approved within 10 days from receipt of a properly made application.

Shut Plans/Flow Control required permits: QUU will endeavour to complete all isolation requests within 15 working days of request. Depending on the complexity of the works, some plans may take longer to complete

6. How do I upload documents to my permit?

Select 'Current Permits' on the left hand side of the screen. Search for your permit using the search field or by looking up the permit number – click the "Eye" icon – scroll to the bottom of the permit – click upload file or drag and drop the document in to the shaded box.

Related Files

[+ Upload File](#)

Drop files here

* Attachment must be a document or image less than 10mb in size.

No files selected.

There are currently no related files listed for this permit.

7. What notifications will I receive from Go2Asset?

- Confirmation of Permit application
- Confirmation of Permit approval
- Permit expiring in 5 days
- Permit expiring in 3 days
- Permit expiring in 1 day
- Permit expired

For more information visit
www.urbanutilities.com.au
or call **13 26 57**

Queensland Urban Utilities
PO Box 2765 Brisbane QLD 4001

ABN 86 673 835 011

Copyright © Queensland Urban Utilities 2015

