

NETWORK ACCESS PERMIT APPLICATIONS – WHAT GOOD LOOKS LIKE

Working on Urban Utilities' water and sewerage networks

Safety comes first when working on or near Urban Utilities' water and sewerage networks. We coordinate all works to ensure safety of contractors and minimise impacts of service disruptions for our community.

We operate a Network Access Permit scheme which ensures that our we understand planned activities being conducted on our network.

If you wish to carry out work on or near our assets, you will need to have a valid Network Access Permit and agree to our standard Network Access Permit [Terms and Conditions](#).

You can apply for a [Network Access Permit through Urban Access](#).

Network Access Permit types

Urban Utilities has three types of Network Access Permits.

Network Access Permit Type	Description
1	Work within 2m of an Urban Utilities asset, or work that has the potential to damage the asset (piling, boring, excavation, potholing, horizontal directional digging etc)
2	Access/connection to the Urban Utilities network that doesn't impact on function of the asset i.e. small service connections, sewer sampling, inspections.
3	Work on an Urban Utilities asset that WILL impact on asset function. This permit will require a Water Network Isolation Plan (Shut Plan) or Sewer Flow Control Plan (FCP) to be prepared by Urban Utilities.

Permit applicant requirements prior to works commencing:

All Permit types	All Permit Holders must check Urban Access and ensure the Network Access Permit is valid and Permit Status is 'Open'. Failure to do so will result in the planned works being postponed or cancelled on the day of the planned works.	This is to be done no less than three (3) business days prior to works commencing. If the Network Access Permit status is not 'Open' please contact Network Access via mail networkaccess@urbanutilities.com.au
All Permit types	All permit holders must comply with the Network Asset Permit conditions as applied by Urban Utilities. This is in addition to the standard Network Access Permit - Terms and Conditions.	Conditions will vary depending on permit type and the work to be undertaken. Please review all conditions carefully. A breach of conditions will lead to your work being postponed or cancelled.
Type 3 works only	Permit owners are to ensure the Shut Plan or FCP is valid prior to commencing works.	Permits with expired Shut Plans or FCPs plans will not be activated. If the Shut Plan or FCP has not be actioned by the validity date or has expired, it must be returned to Urban Utilities via networkaccess@urbanutilities.com.au for review and reapproval.
Type 3 works only	Permit owners are to ensure compliance with all Shut Plan or FCP terms and conditions.	Conditions will vary depending on the work to be undertaken. Please review all conditions carefully. A breach of conditions will lead to your work being postponed or cancelled.
Self-Start Permits (If applicable)	Permits deemed low-risk may be processed as self-start. It is the requirement of the applicant to make these permits live within Urban Access without calling into the control room.	If called into the control room, the control room will not make permit live but direct you to the Permit self-start guide .
Planned Live Period Permits	All Type 3 Permits require a 'Plan live Period'. Additionally, Type 2 permits that require control room actions to be undertaken as part of their works also require a 'Plan live Period'. This allows Urban Utilities to coordinate works to minimise customer impacts and ensure safety of our contractors.	This is to be done no less than five (5) business days prior to works commencing and is required to be approved prior to works. Please refer to Planned Live Period Guide on how to make a planned live period submission.

What do I need to apply and processing times?

To ensure your permit is processed and planned works can proceed lawfully and without delay, permit applicants/holders must comply with the following. If the permit application fields are not completed in accordance with the examples provided, the application will be returned to the applicant for amendment.

Network Access Permit – Type 1	
Work within 2m of an Urban Utilities asset, or work that has the potential to damage the asset (piling, boring, excavation, potholing, horizontal directional digging etc). Processing times for this permit type is 10-15 business days. This timeframe begins from the date we receive a complete and correct application.	
Permit application	Ensure all fields in the permit application are completed and any applicable documents are uploaded.
Example application	
Permit Name	Must be written as follows unless otherwise agreed by Urban Utilities: Short description of works + Asset ID (if applicable) – Street, Suburb <i>Example:</i> <ul style="list-style-type: none"> • Potholing – Green St, Eagle Farm • Excavation of sewer trunk LS203182 – Bill St, Sandgate
Applicant Name	Person applying for the Network Access Permit
Applicant Company	Enter you full company name (please do not abbreviate)
Applicant Phone number	Mobile is preferred
Permit Type	Type 1
Asset Type	Please select ‘Water’ or ‘Sewer’ or ‘Both’ <i>(Both referring to an application impacting both Sewer and Water)</i>
Site Address	Begin typing to see autocompletion results
Job Description	Detailed description of works being covered under the Network Access Permit
Public Job Description	This field is not mandatory, but if used should be short description of works
High-Risk Activities	Mandatory tick box
Asset ID	As applicable
Work Order Number	As applicable
Proposed Start Date	Anticipated works commencement
Proposed Finish Date	Anticipated works completion <i>Note: When this date occurs the Network Access Permit will automatically close. It is the responsibility of the Network Access Permit holder to ensure extension requests are submitted one (1) month prior.</i>
Works duration	Automatically calculated
Site Contact Name	Please ensure this is the person who will be on-site during the works.
Site Contact Phone Number	As above.
Urban Utilities Contact Name	Primary point of contact for the works. <i>(If no Urban Utilities contact, please write N/A)</i>

Required documents	
	<ul style="list-style-type: none">• For construction drawings (location of works, dimensions of excavation and/or potholing).<ul style="list-style-type: none">○ <i>If you do not have issued for construction drawings, as a minimum please provide a map highlighting the area you are working</i>• Methodology• SWMS• Dial before you dig report & drawing

Network Access Permit – Type 2

Access/connection to the Urban Utilities network that doesn't impact on function of the asset i.e. small service connections, sewer sampling, inspections. Processing times for this permit type is 10-15 business days. This timeframe begins from the date we receive a complete and correct application.

Permit application	Ensure all fields in the permit application are completed and any applicable documents are uploaded.
Example application	
Permit Name	Must be written as follows unless otherwise agreed by Urban Utilities: Short description of works + Asset ID (if applicable) – Street, Suburb <i>Example:</i> <ul style="list-style-type: none"> Reservoir visual inspection R106 – Salesyard Rd, Kilcoy CCTV of 225mm line segment LS239646 – Harvey St, Eagle Farm
Applicant Name	Person applying for the Network Access Permit
Applicant Company	Enter you full company name (please do not abbreviate)
Applicant Phone number	Mobile is preferred
Permit Type	Type 2
Asset Type	Please select 'Water' or 'Sewer'
Site Address	Begin typing to see autocompletion results
Job Description	Detailed description of works being covered under the Network Access Permit.
Public Job Description	This field is not mandatory, but if used should be short description of works
High-Risk Activities	Mandatory tick box
Asset ID	Mandatory
Work Order Number	As applicable - Mandatory if Urban Utilities Work Order is available (<i>Applicable for Urban Utilities delivery partners</i>)
Proposed Start Date	Anticipated works commencement
Proposed Finish Date	Anticipated works completion <i>Note: When this date occurs the Network Access Permit will automatically close. It is the responsibility of the Network Access Permit holder to ensure extension requests are submitted one (1) month prior.</i>
Works duration	Automatically calculated
Site Contact Name	Please ensure this is the person who will be on-site during the works.
Site Contact Phone Number	As above.
Urban Utilities Contact Name	Primary point of contact for the works (<i>If no Urban Utilities contact, please write N/A</i>)
Required documents	
	<ul style="list-style-type: none"> Job plan and/or Methodology SWMS (Mandatory if high-risk works are applicable)

Network Access Permit – Type 3

Work on an Urban Utilities asset that WILL impact on asset function. This permit will require a Water Network Isolation Plan (Shut Plan) or Sewer Flow Control Plan (FCP) to be prepared by Urban Utilities. Processing times for this permit type is 15 business days +. This timeframe begins from the date we receive a complete and correct application.

Permit application	Ensure all fields in the permit application are completed and any applicable documents are uploaded.
Example application	
Permit Name	Must be written as follows unless otherwise agreed by Urban Utilities: Short description of works + Asset ID (if applicable) – Street, Suburb <i>Example:</i> <ul style="list-style-type: none"> • Sewer relining of 500mm line segment LS10321– Margret St, Sandgate • Maintain Retic Valve RV49620 – Samford Rd, Mitchelton
Applicant Name	Person applying for the Network Access Permit
Applicant Company	Enter you full company name (please do not abbreviate)
Applicant Phone number	Mobile is preferred
Permit Type	Type 3
Asset Type	Please select ‘Water’ or ‘Sewer’
Site Address	Begin typing to see autocompletion results
Job Description	Detailed description of works being covered under the Network Access Permit.
Public Job Description	This field is not mandatory, but if used should be short description of works
High-Risk Activities	Mandatory tick box
Asset ID	Mandatory
Work Order Number	As applicable - Mandatory if Urban Utilities Work Order is available <i>(Applicable for Urban Utilities delivery partners)</i>
Proposed Start Date	Anticipated works commencement.
Proposed Finish Date	Anticipated works completion. <i>Note: When this date passes the Network Access Permit will automatically close. It is the responsibility of the Network Access Permit holder to ensure extension requests are submitted one (1) month prior.</i>
Works duration	Automatically calculated
Site Contact Name	Please ensure this is the person who will be on-site during the works.
Site Contact Phone Number	As above.
Urban Utilities Contact Name	Primary point of contact for the works <i>(If no Urban Utilities contact, please write N/A)</i>

Type 3 Information fields

If you require a Network Isolation Plan (Shut Plan/Flow Control Plan) to be prepared by Urban Utilities to complete your work/s, please select ‘Yes’ from the drop-down menu. If the answer is no, please consider if your works should be submitted under a type 2 permit instead.

It is important to acknowledge that we understand the information provided by the applicant at time of submission can be subject to change. Should the information provided be altered throughout the application process, please let our Team know.

Asset Category	<p>Simply select the size of the main or type of asset.</p> <ul style="list-style-type: none"> • Try use the diameter of the main (line segment) if known • If unsure, please select “other”
Confined Space	<p>Please specify “yes” or “no” as this is a key safety matter in job planning & reporting.</p> <ul style="list-style-type: none"> • Urban Utilities GIS and Streetview data is readily available digitally. • If site visit information is not yet known or the main is greater than 300mm, please select “yes” during this change to facilitate lodgement. • For reservoir or trunk main projects, please ensure this is “yes”.
Working at Heights	<p>For most pipeline related activities, the answer to this will usually be ‘no’. For reservoir related projects, please select “yes” to facilitate lodgement.</p>
Electrical Risk	<p>If works are in proximity (particularly civil excavation) of Energex Pillars, Switchboards, or other electrical/telecommunication related infrastructure outlined on Dial Before you Dig or the local utility owner’s records), please ensure this is selected “YES”.</p>
Road closure	<p>If road closure is required in order to complete your works, please select ‘yes’</p>
Business Division Type	<p>This field will pre-populate based upon the Applicant’s contact email address</p> <ul style="list-style-type: none"> • For Third Party private works, Developers, Contractors, and & Delivery Partners – External should be selected. • For Internal Urban Utilities Project staff, Internal should automatically be selected.
Business Division	<p>Please ensure this is the business unit of the Applicant, even if the Applicant is a delivery partner working with another Delivery Partner on a major project.</p> <ul style="list-style-type: none"> • For all Third-Party private works (including Developers), please select “Private Contractor / other”
Anticipated Live Works Date	<p>For the live works date(s), please provide the best-known information for date of live works activities.</p> <ul style="list-style-type: none"> • These fields are intended to be used for high level reporting for upcoming works within a particular catchment, and better-informed delivery timeframes & priorities for intervention plan documentation. • This field can be used for single or multi-day requests, • Note: The “Live works data” fields are separate to the “Proposed Start / Finish Date” fields which inform permit validity, extension, etc.
Outage Duration	<p>Please provide an estimated time water is proposed to be ‘off’ or the flow of sewer needs to be stopped. Standard duration is “8” hours.</p>
Site Contact Email	<p>Please provide the site contact’s email address</p>
Consulting Engineer’s details.	<p>This is not a mandatory field, however where designs propose an order of works or staging, it is recommended this information is provided to support the network assessment process.</p>
Related documents.	<p>Indicate what documents you have ready to attach to the permit submission.</p>

	<p>We recommend concise overview sketches or mark-ups are provided for individual live connections or on an order of works to assist effective interpretation of live works intent and intervention plan(s) required.</p>
<p>Required documents</p>	
	<ul style="list-style-type: none"> • SWMS (Mandatory if high-risk works are applicable) • Job plan and/or Methodology