



URBAN ACCESS – PLAN LIVE PERIOD PROCEDURE

Table of Contents

Urban Access – PLAN LIVE PERIOD PROCEDURE

How to submit a Plan Live Period	2
Approval/Rejection Process	7
Amending a Plan Live Period BEFORE it has been Approved/Rejected	9
Amending a Plan Live Period AFTER it has been Approved/Rejected	10
Cancelling a Plan Live Period	11

Purpose:

The Urban Utilities’ Operations Team is responsible for managing the risk of simultaneous operations in the water and sewerage networks and is responsible for ‘go/no go’ decisions regarding planned works. Our notification requirements are intended to minimise service impacts on our customers and protect our service network while also facilitating the continuity of your planned works through access to our service network.

This notification requirement is applicable for **all** type 4, type 3 and type 2 permits that require control room actions. You are responsible for ensuring that you notify Urban Utilities **no less than 5 business days** prior to commencement of any work.

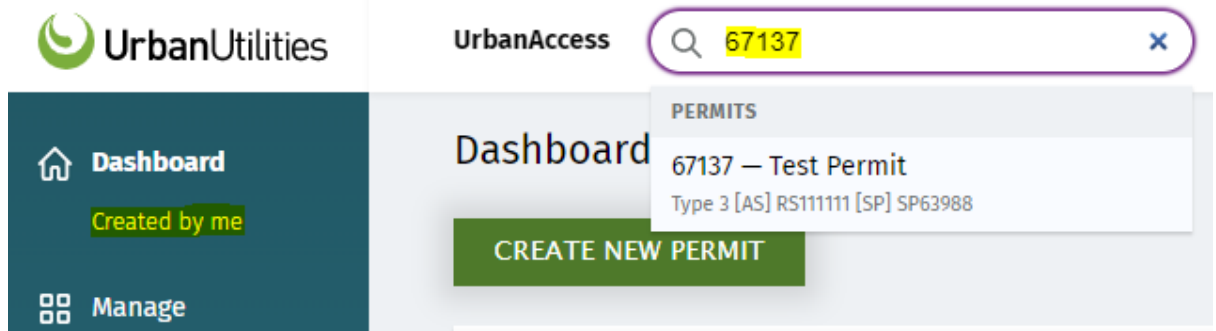
This procedure document will cover how to submit your planned live period/s and how you will be notified of acceptance of your planned work or request to postpone your works due to conflicts in the network.

How to submit a Plan Live Period

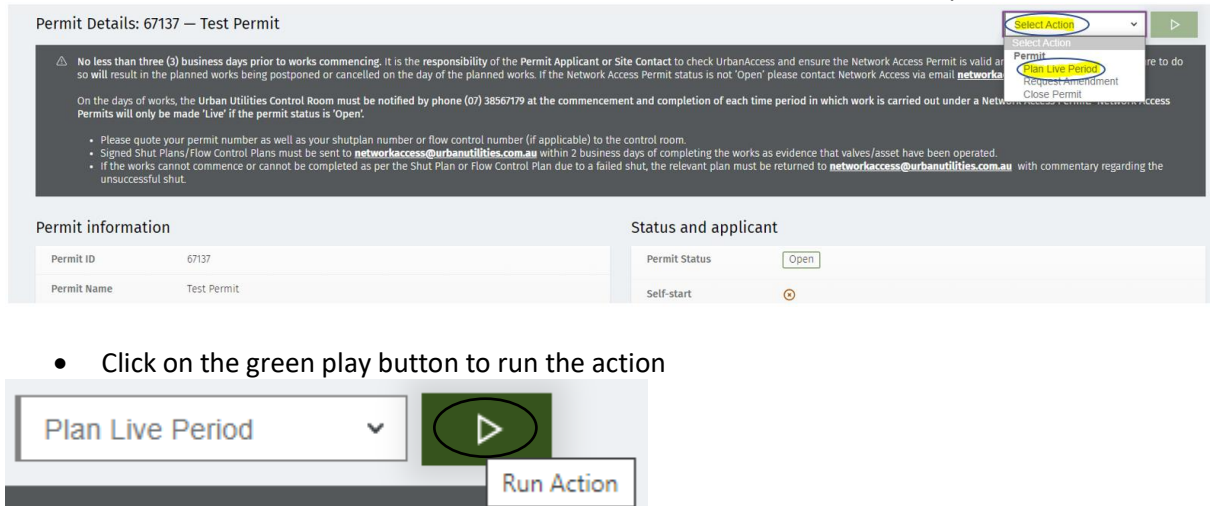
1. To access Urban Access, please follow this link: <https://urbanaccess.urbanutilities.com.au>

2. Open the permit you would like to create a Plan Live Period for.

- This can be done by searching for the **permit number** or **asset ID** in the globe search bar at the top of your screen. Or if it’s a permit you created it will be displayed in the ‘**Created by me**’ section on your dashboard.



3. Click on the ‘**Select Action**’ function and choose ‘**Plan Live Period**’ from the drop-down menu.



Please note, your permit **MUST be in an Open status before you can create a Plan Live Period.*

4. The system will bring up the **Plan Live Period** screen for you to enter information pertaining to your works:

Plan Live Period

Planned Start Time *
The Date should be at least 5 business days from now

Planned End Time *
The Date should be no more than 12 hours after the Planned Start Time.

Contact Name *
Please insert the Full Name of the person in charge.

Contact Number *
Please insert the Phone Number of the person in charge.

Control room actions
Please add any other additional information.

Water Off

Water Off Start

Water Off End

The first two fields are for you to enter your planned start date and time and your planned finish time. Time should be entered in 24 hour format.

**Please note, if your works go over multiple days you will need to submit a live period for each date. For example, if your works go over three days (Monday 7th November to Wednesday 9th November) you will need to submit a live period for the 7/11/2022, 8/11/2022 & 9/11/2022.*

Planned Start Time *
The Date should be at least 5 business days from now

Planned End Time *
The Date should be no more than 12 hours after the Planned Start Time.

As our notification timeframe is no less than **5 business days**, the system will give you an error if you enter a date earlier than 5 business days from today’s date.

Planned Start Time *

The planned start time must be a date after or equal to 2022-11-07 00:00:00.

The Date should be at least 5 business days from now

In the **Contact Name** field please enter the full name of the person in charge of the site. This should be the person who we can contact on the day should we need to discuss the work. Please also provide their contact phone number.

Contact Name *

Please insert the Full Name of the person in charge.

Contact Number *

Please insert the Phone Number of the person in charge.

In the **Control room actions** field please enter any controller actions required for your work. This can be found in **Section 5** of your flow control plan or in **Urban Utilities Imposed Special Conditions** of your Shut Plan. For **type 2 permits** these are found in the **Conditions** section of your permit. If there are no control room actions required, please leave blank. For type 4 permits, please leave blank. Examples below:

Water:

Control room actions

Please add any other additional information.

Sewer:

Control room actions

Please add any other additional information.

For type 4 and type 3 **water** permits the Plan Live Period screen will include three extra sections.

- **Water Off** - If water will be off during your works, please leave the **Water Off** box ticked.
- **Water Off start and end** – If you anticipate water off times will be different from your planned start time, please leave these fields blank. The only time you need to use these fields is in the scenario when you are conducting other works at site (say from 9am) and it will take a number of hours to prep the work site and water won't go off until later (e.g., 11am).
- **Attachment** - You have the option to upload a copy of your water off notices as proof of notification.

For **type 3 sewer** and **type 2 permits** there are no additional fields.

Once you have entered all the required information you are ready to create the planned live period.

To check if you have successfully submitted a planned live period the below pop-up box will appear at the top of your permit:

Permit Details: 67137 – Test Permit

Planned Live Periods
This permit has a planned live period. Please [check the live periods section](#) on this permit before creating a new planned live period to make sure there is not already an existing one for any scheduled work.

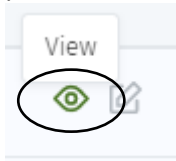
You can also confirm by checking the Plan Live Period is displayed in the **'Live Periods'** section mid-page of your permit:

Live Periods

ACTIVATE LIVE PERIOD	START TIME	PLANNED START TIME	END TIME	SHUT PLAN NUMBER	ACTIONED BY	STATUS	WATER OFF	ACTIVE
–		07/11/2022 07:00	07/11/2022 17:00	SP63988	B Test	Submitted		

Previous 1-1 of 1 Next

To view the information you submitted please click on the ‘View’ icon at the end of the planned live period:



This will show you the details you provided, along with the shut plan or flow control plan information that the planned live period is for.

Permit Live Period Details: 102755	
Activate Live Period	—
ID	102755
Start Time	—
Planned Start Time	07/11/2022 07:00
Planned End Time	07/11/2022 17:00
SP/FCP number	SP63988
Permit Id	67137 – Test Permit
Water supply zone	DMA0171 - Green Hill Trunk
Suburb	FORTITUDE VALLEY
KCA	1
Actioned By	B Test
Status	Submitted
Water Off	
Water Off Start	07/11/2022 07:00
Water Off End	07/11/2022 17:00
Contact Name	Smith Jones
Contact Number	0400000000

Approval/Rejection Process

Once you have submitted your planned live period for your works it will be sent to our team for review.

After assessment has been completed you will receive an automated email response advising if your works have been approved, or if you are required to reschedule your works. The email notifications will read as shown below:

Acceptance email:

To whom it may concern,

Your proposed works under permit **67137** has been **APPROVED** for Monday, 7th November 2022 at 9:00am.

Please proceed with works on the proposed date. Please ensure compliance with the conditions of the Network Access Permit and Shut Plan/Flow Control Plan (as appropriate).

Non-compliance with the terms and conditions may lead to your work being cancelled.

Kind Regards,
Duty Officers

Rejection email:

To whom it may concern,

Your proposed works scheduled for Monday, 7th November 2022 under permit **67137** has been **CANCELLED** due to conflicting works within the area.

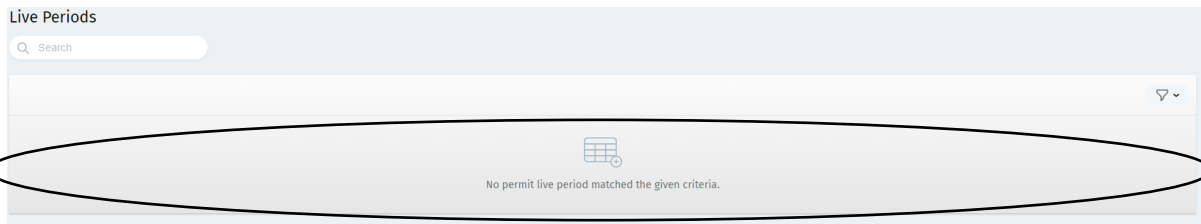
Please reschedule your works by submitting a new proposed planned live period in Urban Access.

Kind Regards,
Duty Officers

The status of your planned live period in the ‘**Live Periods**’ section of your permit will update accordingly:



If your planned live period has been **rejected** due to conflicting works in the network, the live period will no longer display in the **'Live Periods'** section of your permit.



Where possible, we will attempt to contact you via phone to discuss the reasoning behind requesting your works to be postponed before you receive the email confirmation. *Please ensure your contact information is up to date in our Urban Access system.

Once you have been advised of this you will be required to submit a new Plan Live Period through Urban Access for an alternative date.

If you have not received an automated email by the day before your works are due to commence, please contact us at networkaccess@urbanutilities.com.au

Amending a Plan Live Period BEFORE it has been Approved/Rejected

If a planned live period has not yet been approved or rejected by our team you are able to amend any information provided.

This includes:

- Changes to start/finish date and time (e.g. postponing works)
- Change to site contact
- Amendment to control room actions

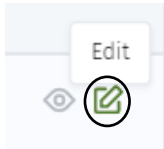
To amend your planned live period please locate your live period in the **'Live Periods'** section of your permit:

Live Periods

Q Search

ACTIVATE LIVE PERIOD	START TIME	PLANNED START TIME	END TIME	SHUT PLAN NUMBER	ACTIONED BY	STATUS	WATER OFF	ACTIVE
—		08/11/2022 09:00	08/11/2022 13:00	SP63988	B Test	Submitted		

Click on the **edit** button:



The following screen will appear for you to make the appropriate changes. Once finish, please press **Update Permit Live Period**

Update Permit Live Period: 102757

Planned Start Time *	<input type="text" value="08/11/2022 09:00"/>
Planned End Time *	<input type="text" value="08/11/2022 13:00"/>
Status	<input type="text" value="Submitted"/>
Water Off	<input checked="" type="checkbox"/>
Water Off Start	<input type="text" value="Leave empty if the same as the Live Period Start time"/>
Water Off End	<input type="text" value="Leave empty if the same as the Live Period End time"/>
Contact Name *	<input type="text" value="Jones Smith"/> <small>Please insert the Full Name of the person in charge.</small>
Contact Number *	<input type="text" value="040000000"/> <small>Please insert the Phone Number of the person in charge.</small>
Control room actions	<input type="text" value="Control room actions"/> <small>Please add any other additional information.</small>

Cancel UPDATE & CONTINUE EDITING **UPDATE PERMIT LIVE PERIOD**

Amending a Plan Live Period AFTER it has been Approved/Rejected

If a planned live period has been approved or rejected by our team, this will result in you being unable to make any changes to that live period.

The process to amend a Plan Live Period in this scenario is outlined below:

1. Create a **new** Plan Live Period in Urban Access with the correct information
2. Email networkaccess@urbanutilities.com.au with the details of the previous Plan Live Period and request it is cancelled. Please include in your email:
 - Permit number;
 - Shut plan or flow control plan number;
 - Date and time of the planned live period to be cancelled.

Cancelling a Plan Live Period

If you require to cancel a Plan Live Period please email networkaccess@urbanutilities.com.au with the follow details:

- Permit number;
- Shut plan or flow control plan number;
- Date and time of the planned live period to be cancelled.