

Developer Services e-News

NATIONAL CUSTOMER EXPERIENCE AWARD WIN THANKS

THANK YOU.... Your feedback and involvement helps us to evolve!

That evolution has been recognised by the Developer Services Transformation Project being named the National Customer Experience Award Winner at the recent Australian Water Awards.

For more than two years, this project combined a workforce cultural change with new digital automation and service improvements. Amongst many other benefits, a 10% uplift was realised in 'Overall satisfaction' in the annual Customer Satisfaction Survey in the project's first year!

Feedback you provide makes a difference which is why your working group comments, customer survey responses, industry forum attendance, and input via many other channels, is so valued.

THANK YOU! We're excited and proud!



Topics for this month | June 2025



From our desks to yours, discover:

- New (financial) year = new and updated services, fees and processes
- Certifying services
- Standard Application vs Works Request
- Privacy and the Developer Services Portal

- Final five fast facts
- Test your (metering) knowledge

Be ready for change coming 1 July 2025

Effective from 1 July, you will:

- use new and updated developer customer services and fees. The Developer Customer Price List 2025/26 is [online now](#) and the new services are:
 - Prescribed Financial Contribution Determination
 - Demand Credit Determination
 - Negotiated Infrastructure Charges Notice
 - Priority Area Development Application Fee
 - Services Advice Notice 4 (SAN4)
 - State Controlled Route Administration (PUP)
- find the confirmed development's meter size in the Conditions of the Decision Notice.



TEST YOUR KNOWLEDGE 1 If you're unsure of a suitable water meter size, where can you go for help? (Answer below)

Be certain to certify all of your connections



ALL water and wastewater services for a development are to be certified.

We know one segment will often overlap a neighbouring property. BUT, you must always show both lots' services, as per this example. Use different colours or line types

and certify works from the point of connection to the site.

Your certification also needs to take into consideration the flows in the overlapped segment, e.g. if there is an existing eight unit development complex next door, and your development is proposing another eight unit development complex, both sets of demand need to be included for the flow check of the overlapping segment.

TEST YOUR KNOWLEDGE 2 - When determining the smallest and most suitable water meter for a development, what four meter values should be considered? (Answer below)

Standard Connection Water Application vs Works Request — which one do you need?

A **Standard Connection Water Approval** is for small scale residential development connection alterations and disconnections to water and wastewater services i.e. maximum three (3) lots (6) dwellings. A **Works Request** is for the specific standard connection related services, where service network change is domestic scale, on one lot, low-risk and there is no new development demand.

Common Works Request examples include:

- ✓ Relocating an existing water meter
- ✓ Raising a wastewater manhole lid (max 1.0m, total depth not exceeding 3m)
- ✓ Connecting drinking water to a council park
- ✓ Small wastewater extensions
- ✓ Installing or disconnecting a residential water meter.



TEST YOUR KNOWLEDGE 3 - If an existing water meter is to be relocated, which service do you select in the Developer Services Portal? (Answer below)

Disabling individual accounts in the Portal



If a staff member has left your business, it is best (privacy) practice to deactivate their Developer Services Portal account.

It's quick and easy. Use either of these Quick Reference Guides to help you:

- [Add and edit the Billing Entity and Disable an Existing User](#)

- [Setting up Multi-Factor Authentication \(MFA\) for Business Accounts on Developer Services Portal and Disabling Individual Accounts](#)

TEST YOUR KNOWLEDGE 4 - Can you use the Pipeline Design Standards/Guidelines to determine the appropriate water meter size? (Answer below)

Final five fast facts

1. **Developer Services Portal will be offline** for planned works from 6:00pm Monday 30 June 2025 until 7:00am Tuesday 1 July 2025.



2. **Want to see every application your business has in our Portal?** Set up a business account so all staff can see all applications. Refer to the [Setting up Multi-Factor Authentication \(MFA\) for Business Accounts on Developer Services Portal and Disabling Individual Accounts](#) Quick Reference Guide, then contact Development Enquiries who can attach your individual accounts under it.

3. The [View my Audit and Audit Issues](#) Quick Reference Guide helps you find audit photos and reminds you that three (3) full business days are needed when requesting an audit (this ensures we have time to see all works occurring on or around our network).

4. If a **development's demand changes** by ten per cent (10%) or less before the Connection Certificate is issued, and meets the following minor change criteria from our [Water Netserv Plan](#), apply for an Amended Water Approval. Otherwise, a new Water Approval is needed.

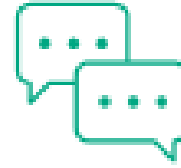
minor change	for a water approval, means a change that would not:
	(1) result in substantially different infrastructure;
	(2) apply to new land that was not the subject of the water approval application;
	(3) change the network;
	(4) result in a change in demand of 10% or more of the original demand;
	(5) trigger an impact that would necessitate reassessment where the connection type and location have been changed; and
	(6) change the non-trunk infrastructure designation of a condition.

5. **We appreciate your understanding** as we continue to work through Build Over Asset (BOA), Construction Over Asset (COA) and Services Advice Notice (SAN) requests. Expected timeframes may not currently be met for these services.

TEST YOUR KNOWLEDGE 5 - From 1 July 2025, when will a development's meter/s size/s be identified? (Answer below)

Test your knowledge

1. If you're unsure of a suitable water meter size, where can you go for help? **ANSWER - [Developer Services Standards and Guidelines page](#) - look for the Metering Guidelines.**



2. When determining the smallest and most suitable water meter for a development, what four meter values should be considered? **ANSWER - Select the smallest meter possible in consideration of the minimum (Q1), transitional (Q2), permanent (Q3) and overload (Q4) flow rates.**

3. If an existing water meter is to be relocated, which service do you select in the Developer Services Portal? **ANSWER - Works Request.**

4. Can you use the Pipeline Design Standards/Guidelines to determine the appropriate water meter size? **ANSWER - No. Refer to our [Metering Guidelines](#).**

5. From 1 July 2025, when will a development's meter/s size/s be identified? **ANSWER - Decision Notices issued on/after 1 July 2025 will nominate the meter sizing as a condition. (If you believe a different size meter is required, include detailed evidence when uploading your assessment documents or provide detailed evidence when applying for an Amended Decision Notice.) For developments not using the Urban Utilities recommended sized meter and whose Decision Notices are pre-1 July 2025, either a Design Variation (Minor Works) or Amended Design Approval (Major Works) is to be requested as early as possible. NB lodgement of a Design Variation or Amended Design Approval does not automatically grant approval to use a different sized meter.**

For further information or advice contact Developer Services:

Call us on 07 3432 2200 between 8:30am — 4:30pm weekdays

Email us at DevelopmentEnquiries@urbanutilities.com.au