



# Developer Services e-News

## Welcome to our update | March 2024

With the strong two-way relationship we have with you, our customers, this edition is focused on how ***We can help you*** and how ***You can help us***.

Read all about:

- Needing a **TMR permit** for placing water and wastewater infrastructure in their corridors? *We can help you.*
- **Annual customer surveys** will be out next month. *You can help us.*
- Want to navigate our **DS Portal** more easily? *We can help you.*

## Delivering water infrastructure in a TMR corridor - we can help you.

If you need to deliver water and wastewater infrastructure in a State-controlled road corridor, you will require an approval from the Department of Transport and Main Roads (TMR). Urban Utilities will facilitate this approval for you and encourage you to allow for this approval process in your project time schedule.



We have created a fact sheet outlining our process to facilitate the TMR approval. Please note, the process differs for Minor Works and Major Works, so we encourage you to read the [Developing in a TMR Corridor Factsheet](#) now on our website.

There is currently no cost for this service.

*You're welcome!*

## It's time for our annual Customer Survey - you can help us.

At our annual Business Planning Day in August last year, the staff of Developer Services again committed to Our Vision ***To be the leading water development service in Australia.***



How do you think we're tracking? We are keen to hear your thoughts.

In mid-April, Urban Utilities will be launching its annual customer survey for users of the Developer Services Portal. If you are not an existing Portal user and you would like to take part, [reply to this newsletter and ask to be included.](#)

Your feedback over the years has contributed to the improvements in our Portal, in our processes and in our people.

A reminder will come out closer to the time.

*Thanks in advance!*

## Short, online DS Portal training sessions are coming - we can help you.

We are planning short (30-45 mins) training sessions to improve your experience when using the Developer Services Portal. These virtual sessions will be recorded and made available on demand on our website. [To register for these sessions, answer 1-3 questions on this Training Survey.](#)

Only those who register interest will be provided with an update on topics, dates, times and links so you can attend the event live or watch the recording from our website.

First session is planned for mid April. [Register your interest in these training sessions now](#) and while you're there, let us know the areas you'd like help with.

*You're welcome!*

## **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](mailto:DevelopmentEnquiries@urbanutilities.com.au)

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