



# Developer Services e-News

## Farewell Autumn edition | May 2024

Something for **Certifiers, Consultants, Contractors** and **Developers** this month:

- We're expecting!
- Save money and time
- A mystery equation - can you work it out?
- NATA & ILAC importance explained
- Is this the new alphabet?
- Next Developer Services Portal tips'n'tricks event.

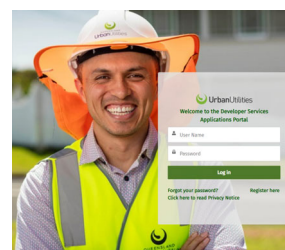


Customer update

## We're expecting!

Since the successful delivery of the easement application process onto the **Developer Services Portal** in April, we are now eagerly awaiting the arrival of two more processes to go online. AND, we know what they'll be named:

- Works Request, and
- Large Water Meters.



Like all of our other processes in the **Developer Services Portal**, they'll also come with **Quick Reference Guides**. We'll let you know a few days before we make this change and then, no more forms for these two processes. Yaaaaa!

We'll also be welcoming the arrival of these non-Portal changes in June too:

- **new look Decision Notices (DNs)** are coming. These new look DNs introduce a key conditions/advice page highlighting the essential conditions and advice outlined in the Water Approval, as applicable. This change aims to offer a more transparent and easily accessible summary of the approval for all parties. We emphasise that reading this page is to be **in conjunction** with the complete Decision Notice to comprehend **all** obligations stemming from this Notice
- new look **Complex Asset Guideline** which has reduced the number of milestones from five to three and taken onboard industry feedback.

## Save TIME and MONEY



1. We average 16 refunds a week due to overpayment of fees. You only need to pay us *once* and you only need to pay the amount of the charges notice (tips can't be accepted).

2. When you're submitting any document/information, add your contact details in case we need to give you a quick call about your application (could stop the need for us sending an Information Request)...

3. Need to know if a property has outstanding infrastructure charges? Search **REGISTER** on the Urban Utilities website and download the *Infrastructure Charges Register*. This may save you having to email the ICN Team.

4. The **Development Permits and Audits teams** now have a single shared contact number – **(07) 3855 6119**. For all developer-related permit and audit queries, use this number to be ably assisted by Joel, Kylie or Marea. Their email addresses remain the same [development.permits@urbanutilities.com.au](mailto:development.permits@urbanutilities.com.au) and [quu.developmentaudit@urbanutilities.com.au](mailto:quu.developmentaudit@urbanutilities.com.au) We've made this change to provide better coverage for our customers and to ensure better load-sharing across our team.

## 23/24 DCPL + EOFY + (CPI or 3rd party charges) = ???

**ANSWER: Updated Developer Customer Price List for 2024/25!**

**FEES AND CHARGES**

Let's unpack the 'equation' above:

The 2023/24 Developer Customer Price List (**23/24 DCPL**) has been reviewed as the end of financial year (**EOFY**) approaches. Most development customer fees will change by consumer price index (**CPI**) only. Those fees set by a third party provider (e.g. construction charges and large water meters) will vary depending on market rate and design configurations.

The **2024/25 Developer Customer Price List will be available on our website by Friday 14 June 2024** and will **take effect from Monday 1 July 2024**.

## Not NATA or ILAC? Then it's worth NADA.



**Water samples** are to be collected by a recognised test laboratory, as per the SEQ Code (Cl. I6.1). A recognised testing laboratory refers to one that is either certified by the **National Association of Testing Authorities (NATA)** or accredited by an **International Laboratory Accreditation Cooperation (ILAC) Mutual Recognition Arrangement (MRA) signatory**.

Collected water samples shall be tested by an approved **NATA certified laboratory**.

In summary, **both** sampling and laboratory testing must be undertaken by a certified entity.

## A, B, EC, D, F, G ... Wait! What the?

Yes, we're changing the alphabet here in Developer Services. We no longer think C has enough street cred to be on its own so we've paired it with E because our **Endorsed Consultants (EC)** are pivotal to our success in our Minor Works applications.

Aa Bb Cc Dd Ee  
Ff Gg Hh Ii Jj Kk

Talking about ECs, we have concluded the latest EOI process for the Third-Party Certification Scheme (Endorsed Consultant Program). EOI submissions were evaluated on their quality and safety systems, and capability to certify non-standard minor works connections from design through to post-construction. As a result, we are pleased to welcome the following new consultants:

- EDGE Consulting Engineers

- Meliora Engineering
- SLR Consulting Australia

A reminder to all that Endorsed Consultants operate under the Urban Utilities Third Party Certification Scheme. Endorsed Consultants are privately engaged by Applicants to certify that the design and construction of low risk Property Service Infrastructure and Network Infrastructure, classified by Urban Utilities as a Non-Standard Connection Approval 'Minor Works', comply with Water Approval conditions, and the SEQ Code and related policy and legislation.

All Endorsed Consultant information, including the updated list of all ECs, is now located on one webpage - [Find a consultant or contractor](https://www.urbanutilities.com.au/development/help-and-advice/find-a-consultant-or-contractor) (<https://www.urbanutilities.com.au/development/help-and-advice/find-a-consultant-or-contractor>).

## Next Developer Services Portal tips'n'tricks session



**Build Over Asset (BOA), Construction Over Asset (COA) and Form 32** will be the focus of the next Developer Services Portal tips'n'tricks online session. This follows the success of our initial Developer Services Portal general tips'n'tricks session in April.

To be invited to this session, ensure you have [registered interest for these online sessions](#) by answering three questions as we only invite those [registered on this list](#). We're currently finalising the date for this session and **will make contact soon with those on this list**.

In the meantime, ensure you have referred to the:

- [Quick Reference Guides](#) for each process (BOA, COA, Form 32) - these Guides step you through the online Portal process to [lodge](#) applications and requests, and
- [Build Over Asset \(BOA\) Referral Guidelines - Information for Assessment Managers \(Private Building Certifiers & REPQ Engineers\)](#). This Guideline helps you lodge a Properly Referred application... the first time.

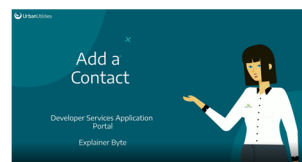
*And **thanks** to BOA, COA and Form 32 applicants for who have experienced delays as we transitioned systems. We have appreciated your patience as we work through these teething matters.*

## Results of your customer feedback are (just) in

**Thank you to those 254 customers who responded to our Annual Customer Survey**, up from 225 responses last year.

Results are only hours old so we are still reviewing your feedback.

One item raised was how to add a contact to your application.



While we are analysing the rest of the feedback, take a look at the [Quick Reference Guides](#) and you can find how to [Add and edit users as a Billing Entity](#), and [Register and edit users as a Business Entity](#). There's also a short [Explainer Byte](#) (animated clip) on [Adding a Contact](#).

By our next edition, we will be able to provide a comprehensive update.

### **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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