

Developer Services e-News

Our 'traditional' end of year POEM | December 2024

Goodbye, busy 2024, it's (nearly) time to go,
With SANs, applications, requests and ICNs we have seen an endless flow.
You kept us moving, racing busily through,
Portal upgrades, process improvements, consultant forums - there was always something to do.

So now we reflect as well as prepare,
For how we do better in 2025, fair and square.
The lessons we've learned, the strides we've made,
The challenges faced, the foundations we've laid.

Our first story tells what we achieved in this calendar year,
As we catapulted ourselves into the big, wide, digital stratosphere.
After that story, keep reading as there is more news galore,
About **Christmas closure dates**, **infrastructure charges indexation**, what's new and what else we have in store!

Our final big Developer Services Portal enhancement is now complete... (plus some statistics!)



Our final big **DS Portal enhancement** is now complete,
But wait, there will be aspects we will need to tweak!
Thank you for your patience as this new system we have designed,
To help us manage your developments, with you, in mind.

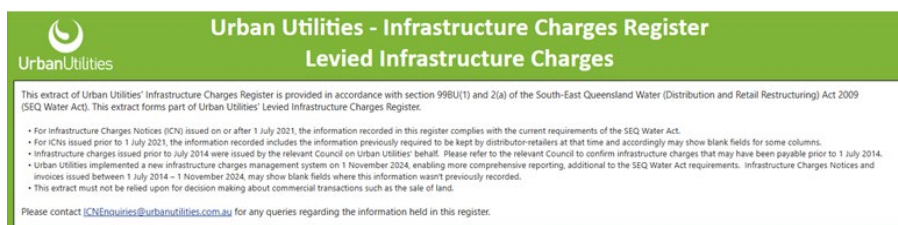
This year we dug deep to bring more processes online,
Such as **Easements** and **Works Requests** to ensure your time (and ours) was streamlined.
You can now order **Large Water Meters** and manage **Bonds** and **Agreements** with ease,
With the simple click of a button, upload your document, save! - there are no other intricacies.

Great customer experience is a focus area in which we strive,
Did we meet you at our **forums - online or face-to-face** - of which there were five?
We answered your questions and shared updates from our team,
As we all came together to understand those challenges which are not mainstream!

Across the five local government areas in which our service we provide,
We've helped you facilitate another **14,000 dwellings/lots** in which family, friends and customers can reside.
That's only in 10 months of this year - can you believe?
But wait for the total amount of GFA your developments have achieved!
In 10 months of this year the figure is astounding,
Can you believe **2,883,637m² of non-residential development** is now enabled? Now that's worth announcing!

Our calendar year statistics are plentiful, they show how busy you - and we - have been,
As we issued **1825 Decision Notices**, **1343 Connection Certificates** and plenty more in between!
We completed **993 BOA** requests, finished **229 Engineering Searches**,
But it was those **1409 NAPs** we issued which rounds out these verses.

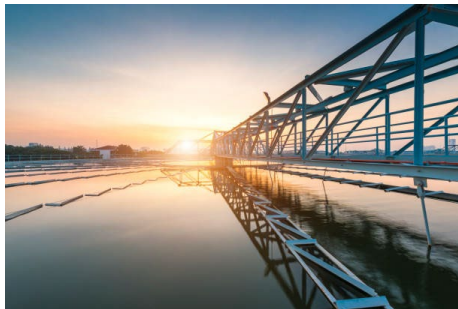
A daily updated levied Infrastructure Charges register



Another improvement which will be online soon,
Is the newer Infrastructure Charges Register which will be a boon.
The current static spreadsheet updated monthly on our website,
Will soon be replaced by a version updated daily - which we think is more than *just* alright!

You will find the updated [IC Register](#) in the same place it's been,
Not sure where it is? Search *IC Register* on [our website](#) for it to be seen.
In the new IC Register you will be able to search by many ways - do not be perturbed,
You can search on application reference, ICN number, lot/plan, address or even by suburb!

Infrastructure charges indexation is what we are preparing for next...



Since March 2023 we've prepared you for its coming,
We'll provide three months' notice so your cashflow can continue humming,
Infrastructure Charges indexation is what we are preparing for next,
Plan for it in 2025, the start date to be confirmed through this very newsletter text.

Indexation will apply to all Urban Utilities' LGAs - except Ipswich you see,
And that's only because since 2010, Ipswich indexation was already agreed.
We'll be back in touch before indexation takes effect,
In the meantime, prepare for this change, so you know what to expect.

You can avoid indexation and pay your infrastructure charges before it commences,
By requesting an Infrastructure Charges Pro Forma Invoice and maximise project successes.
Log into the Portal and select **Request ICN Invoice**,
And in approx. three business days, with your IC Pro Forma Invoice, you'll receive and rejoice.

Do be reminded when development demand changes are big or they are small,
A new ICN is prepared from the Amended Decision Notice date - it's like playing with a new ball,
A change in demand is a whole new game - it's a new play,
That's why the infrastructure charges rate being used will be as at the rates of that Amended Decision Notice day.

A must do: adding the Property Owner's name and contact details



For every lodgement of a request or an application,

Adding the Property Owner's name and contact details is to be done ***without hesitation***,

If you miss it when you first make to us your submission,

We'll ask you to update it so it passes Check for Completeness without suspicion.

If it's an old application and as a contact the Property Owner asks to be found,

You have no other option than to do this quickly, as **by law you are bound**.

If this doesn't match your business model, then we are sad to say,

That on this request, *the property owner must have their way*.

You can check if a Connection Certificate has now been issued...

SEARCH

*Water Approval Application reference (XX-PNT-XXXXX OR XX-STD-XXXXX) / Development Application reference ⓘ

You can check if a Connection Certificate has now been issued,

For any application lodged in our service territory - ho, ho, ho! It's easy to do,

Search for **Check Certification Status** on our Developer Services website,

It is easy enough to navigate - even for those who consider themselves a luddite!

A legitimate cert? We've got you covered,

With just a few clicks, all will be discovered!

So hop on to our website, it's quick and it's clear,

And you'll know in moments— if an application has a legal and safe connection to our network - now that's worth a cheer!

You'll need either the DA reference or the Water Approval reference will do,
To see if an application has satisfied all conditions and the end made it to,
Log into the DS Portal if the Connection Certificate you need to see,
For it is only in there the complete evidence will be.

Development Customer Breakfast Forum 14 November 2024

You came, we shared, we all learned,
At the November 14 Consultant Forum where questions
to answers were turned,
Discussing the importance of meter sizes, design
attributes and bonds as well,
We hope you left with greater understanding as some
myths were dispelled.



Thank you for coming, we enjoyed catching up live,
And we look forward to more relationship building and understanding of our systems
and process in 2025!

Christmas closure dates



We all know that 2024 will soon come to an end,
But know that we are still going full steam on your apps,
requests and anything else to us you send,
DS' last business day is Tuesday December 24,
And until then we're pushing as much as we can out
through our Portal door.

Fear not we are away for just over a week,
We'll be back on Monday 6 Jan to continue working through this peak.

The table below shows last days we can commit,
To getting your decisions/works/permits out before we leave for a bit.
Refer to it now and see if it's possible,
To receive the outcome you seek before the inevitable.

Looking for a service not listed below? I'll give you the drum,
Their date for lodgement has passed and into the new year their result will come,
Read through this list carefully so our dates you will know,
And with this knowledge submit your apps and requests like a pro.

Service	Key dates for pre-2025 decisions
Build/Construct Over Asset/Form 32 Easement application Large Water Meter Order Network Access Permit (Type 2) - pre-shut down work Network Access Permit (Type 3) - post-shut down work Standard Connection Water Approval (Assessment only)	Wednesday 4 December
Infrastructure Charges Pro Forma Invoice (formerly known as Itemised Breakdown)	Thursday 19 December
Registration of Network Access Permit (Type 2) Live Works planned for 06/01/25 onwards	Monday 23 December

NO Type 2 Live Works permitted between 24/12/24 - 05/01/25

NO Type 3 Live Works permitted between 24/12/24 - 09/01/25

Merry Christmas from all of us here



Next year we look forward to again working with you,
To help make your experience with DS the best we can do.
As we race to the end of another busy year,
Thank you, enjoy your break, and MERRY CHRISTMAS FROM ALL OF US HERE.

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