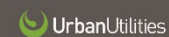


Developer Services e-News

Be SAFE and SAVE now! | 25 June 2024

We're not **ON SALE**, but you can save money by doing just one thing this week:



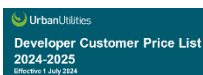
Customer update

- pay all charge notices on this year's current rates, before new prices take effect!

And **stay cyber SAFE** by:

- setting up Multi-Factor Authentication for the Developer Services Portal, next week!

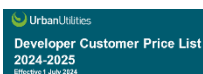
Pay fees now, before prices rise on 1 July 2024



We're getting our systems ready for the next financial year - and here's **a tip to save you money NOW....**

Pay all of your Charge Notices this week before new fees take effect on 1 July 2024. As part of our system upgrades, our Charge Notices may soon start to expire so lock in this year's rates and pay all Charge Notices this week. *Allow up to three days for processing.*

Developer Customer Price List for 2024-25 now available



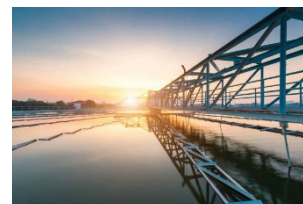
The 2024/25 [Developer Customer Price List](#) is now available on [our website](#) (search 'developer price'). These fees and charges take effect from Monday 1 July 2024.

Most developer 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.

Please note With the continued upgrading of the Developer Services Portal (Portal), all Charge Notices created on and after 1 July 2024 will be valid only until their expiry date.

Stay cyber SAFE as upgrading the Portal security starts soon

Urban Utilities is committed to protecting the privacy of our customers and does so in accordance with legislative obligations. Further information can be found [on our website](#) or by searching 'Privacy' at www.urbanutilities.com.au



As a user of the Developer Services Portal, you will notice a change when logging in from 1 July 2024 as **Multi-Factor Authentication (MFA)** will be enabled to add further protection to your applications, beyond your username and password.

You may be already using MFA in other areas of your life. Tried to pay a bill online and received a text message from your bank with a security code? That's MFA. As the name MFA suggests, instead of just using one way (factor) to access our Portal, you will soon be required to use a minimum of two factors to ensure you are the real user.

Yes, we know it can be annoying to take an extra 15 seconds to find your phone, unlock it, look for the code and enter it before it runs out, each and every time you login, but from the stories we hear, we know it takes a lot more than 15 seconds to sort out your life if you are unfortunate enough to be hacked. And, yes, Urban Utilities are already using MFA when we access the Portal.

You will be able to choose the one verification method that suits you from this list:

- Salesforce Authenticator mobile app (download it from your app store)
- Built-in authenticator on your device (laptop, tablet, computer, mobile) i.e. face recognition, thumb print etc
- verification code sent from other third party authenticators.

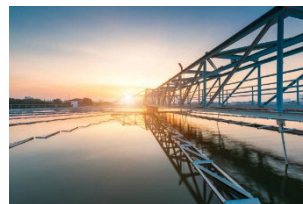
Here's a tip to save your sanity... if you're using the Salesforce authenticator or the Built-in authenticator, make sure you have notifications for this app turned ON. You're welcome!

You will be asked to [set up your preferred verification method](#) anytime from 1 July 2024 onwards. When it's your turn, [follow the guide - it's not a long process.](#)

Infrastructure Charge rates 2024-25

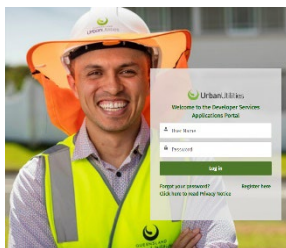
Urban Utilities is awaiting confirmation from our shareholder Councils on the rates of infrastructure charges for 2024-25.

Council infrastructure charge rates for 2024-25 will be available on each Council's website.



Urban Utilities will provide notice of updates to infrastructure charge rates at least two weeks prior to implementation.

REMINDER: Next Developer Services Portal tips'n'tricks session is only two weeks away



Thursday 11 July, 2024!

If your business submits **Build Over Asset (BOA)** or **Construction Over Asset (COA)** applications and requests in the Developer Services Portal (Portal), [register now to receive the invitation to the BOA/COA Tips'n'Tricks session.](#)

We only invite those registered 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 \(Private Building Certifiers & RPEQ Engineers\)](#). This Guideline helps you lodge a Properly Referred application the first time.

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

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