



# Developer Services e-News

## Black Friday edition | 13 September 2024

No need to feel superstitious with this edition of our e-newsletter! After reading it, you'll feel safe to walk under ladders, cross paths with a black cat and submit applications galore because you'll know all about:



- Water Netserv Plan Administrative Amendment effective Tuesday, 17 September 2024
- updated Infrastructure Charges rates also effective Tuesday, 17 September 2024
- who and why you MUST HAVE a Connection Certificate
- Developer Services Customer Price List changes coming Tuesday, 1 October 2024
- our Service Commitments are under time pressure
- current Compliance stamps, and more.

## Water Netserv Plan Administrative Amendment and updated infrastructure charges rates soon to be effective



### **WATER NETSERV PLAN (PART A)**

Urban Utilities will release an Administrative Amendment to its Water Netserv Plan 2020 (Part A) on Tuesday, 17 September 2024.

The Administrative Amendment was adopted in accordance with the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*. The updates include changes to the Maximum Adopted Charge (MAC) and other administrative corrections to improve readability and provide clarity.

**Version 8 of the Water Netserv Plan** can be found on our **website** from Tuesday, 17 September 2024.

Tuesday, 17 September 2024 is also the date when **updated infrastructure charges rates for all of our five local government areas become effective**. Infrastructure Charges Notices issued on Water Approvals decided on or after 17th September 2024 will use these updated rates.

For any Water Netserv Plan queries, please email **[netserv@urbanutilities.com.au](mailto:netserv@urbanutilities.com.au)**

## EVERY Water Approval needs a CONNECTION CERTIFICATE



No IFs....

No BUTS!!!

**EVERY WATER APPROVAL IS ONLY COMPLETE WHEN A CONNECTION CERTIFICATE HAS BEEN ISSUED.**

End of story.

*EPILOGUE: for your Water Approval development to be safe, legal and covered by insurance, ensure you attain a CONNECTION CERTIFICATE.*

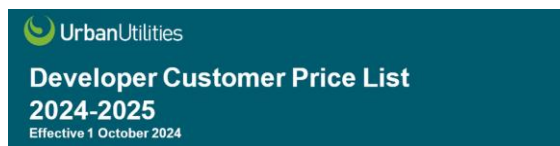
*A Connection Certificate is issued after all fees and charges have been received and the As-constructed Package has been lodged and passed compliance.*

## EVERY Water Approval needs a CONNECTION CERTIFICATE ii



*EPILOGUE'S EPILOGUE: If a property is purchased with a Water Approval and works have commenced, the NEW OWNER is liable to meet the conditions of the Water Approval, including payment of fees and charges and obtaining the Connection Certificate.*

## Developer Customer Price List changes coming 01 October 2024



Available for viewing now, and effective from Tuesday, 01 October 2024, our [Developer Customer Price List - effective 01 October 2024](#) reflects the following updates:

- While the Vacuum Excavation fee remains the same, how this is reflected in the Developer Customer Price List is changing to show both the three-hour Vacuum Excavation Base Rate and then the hourly rate applied thereafter; and
- Large water meter assembly prices (C1-C8) will be changing to reflect standardised water meter assembly designs. These Combined Fire and Domestic Meter Assemblies will be delivered in-line with SEQ Code Standard Drawing SEQ-WAT-1111-6/7. Note a change in the location of the branch offtake tee, upstream of the first isolation valve. All other meter prices remain unchanged. Our [Large Water Meters webpage](#) will be updated in time for this change (Tuesday, 01 October 2024).

As always, we encourage you to refer to the online [Developer Customer Price List](#) for current services and rates.

## Our Service Commitment to you

Currently, we are managing a higher than usual number of applications across all services while we also welcome and induct new staff. As we continue to work through your applications/requests and train our new team members, we expect timeframes may not be met in the coming weeks. We encourage you to:



- lodge your applications/requests as early as possible, and
- include all required documentation upfront to reduce the need for Information Requests.

We appreciate your understanding during this time.

## Are you using the current Compliance stamps?

To ensure compliance with Version 3.02 of the SEQ Code Asset Information Specification (April 2023), stamps used by Registered Surveyors and RPEQ Engineers to certify As-constructed and ADAC drawings must meet the requirements outlined in Section 3.3 - Document Certification.

Where a covering letter is provided instead of a stamp, the letter must include wording similar to that used in the stamp. Specifically note the inclusion of the word (Qld) in the Registered Surveyor's Certification:

<b><u>REGISTERED SURVEYOR'S CERTIFICATION</u></b>		
I, ....., hereby certify that the vertical and horizontal locations and dimensions shown on this plan are a true and correct record and were located by survey.		
----- Registered Surveyor (QLD) (sig.)	Reg. Surveyor No. _____	Date:

The Engineer's Certification stamp/wording you should be using should reflect the following:

### **ENGINEER'S CERTIFICATION**

I, ....., hereby certify that:

1. The information contained in this drawing / document is in compliance with approved drawings and design.
2. The new water and sewerage works defined by this drawing have been designed and constructed in accordance with the SEQ Code.
3. This represents an accurate record of as-constructed works
4. I accept responsibility for the information contained in this drawing / document.

-----  
RPEQ (signature)

RPEQ No. -----

Date: -----

For your As-constructed/ADAC drawings/cover letters to be accepted first time round, ensure your stamp/cover letter wording is up-to-date NOW.

## **Reminder - cash NOT accepted onsite**



When considering payments, for example bonds and infrastructure charges, please remember that Urban Utilities does not accept CASH on the premises.

For cash payments, you will need to deposit them via the Commonwealth Bank of Australia (CBA). We do accept cash via Electronic Funds Transfer (EFT). Refer to the invoice or payment letter issued for further details.

For more information pertaining to Bonds, you can refer to our online [Guideline](#).

## **End of year shut down period confirmed**

Developer Services will be closed from 4:00pm Tuesday, 24 December 2024 and reopen on Monday, 06 January 2025.



Urban Utilities responsive maintenance services will continue to be available 24/7 throughout the Christmas period.

**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)

Stay up to date with development policy changes, process improvements, news and events. [Update your preferences.](#)



Urban Utilities provides world-class drinking water, wastewater, and recycled water services to the growing communities of Brisbane, Ipswich, Lockyer Valley, Somerset, and Scenic Rim. Urban Utilities is the trading name of the Central SEQ Distributor-Retailer Authority. You have received this email as your email address is registered in our records. You can change the way we send you account notifications via [MyAccount](#), or by contacting us at 13 26 57 (8am to 5pm weekdays), or you can [Unsubscribe](#). This email is intended solely for the use of the addressee and may contain information that is confidential or privileged. If you are not the intended recipient and have received this email by mistake, please inform the sender immediately.

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