

Developer Services Announcement

If you pay fees or charges direct to us, you **NEED** to know these changes

Hi,

You are receiving this email because you have been identified in the [Developer Services Portal](#) as either:



Customer update

- the Billing Entity for an application/request with an unpaid Charges Notice, or
- the Property Owner of an application/request with an unpaid Charges Notice where the Billing Entity hasn't been identified.

We are making changes to the [Developer Services Portal](#) which may impact how you pay fees and charges from Friday, 8 November 2024. Follow these tips to save you time, and effort!

If you are the Property Owner and you pay all fees and charges direct to your consultant, the following information may not be relevant to you. Contact your consultant for further information.

Changes from Friday, 8 November 2024

FEES AND CHARGES

From Friday, 8 November 2024, you will notice changes to payments for services and charges made directly with Developer Services. They include:

- the renaming of two documents:
 - Charges Notice will be known as a **Development Pro Forma Invoice (DPFI)**, while
 - Infrastructure Charges Itemised Breakdowns will be known as **Infrastructure Charges Pro Forma Invoice (ICPFI)**
- a new look to these documents to reflect our current branding
- you will not be able to pay against an old document/payment reference number

- PAYMENT REFERENCE NUMBERS will be different on every Pro Forma Invoice. You won't be able to use previously 'favourited'/'saved'/memorised details in your business' bank accounts to pay Developer Services fees and charges. *(If you mistakenly do pay against an old Charges Notice payment reference number on or after Friday, 8 November please contact Development Enquiries immediately.)*
- Your Development Pro Forma Invoice (DPFI) will be available in DSP within 48 Hours of issuing the Decision Notice.
- EXPIRY DATES on these new documents will be enforced.
 - If a **DPFI has expired**, you will not be able to see the document in the Portal and the application/request may also have expired with fees received to date, forfeited. Login to the [Developer Services Portal](#) to see if the application/request is open.
 - If the application/request is still open, email [Development Enquiries](#) to request a new DPFI for payment.
 - Where a DPFI spans more than one financial year, there will be no extra fee/charge added across financial years, unless the demand of the development is altered.
 - The associated application/request determines the validity period of DPFI's, some DPFI's will have a validity of 28 calendar days, others - four years.
- When you are ready to pay your infrastructure charges, you can 'Request an ICN invoice' directly from the portal for non-standard applications. ICPFI's for standard applications will be issued at the same time that the Infrastructure Charges Notice (ICN) is levied. ICPFI's are valid for 28 days.
- Maintenance and Uncompleted Works Bonds will be managed through the [Developer Services Portal](#)
- If either the DPFI or ICPFI has the incorrect billing entity, ask your consultant to update this in the Portal and to contact us to cancel the existing PFI and create a new, correct one.

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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