

Developer Services e-News

T.I.D.B.I.T.S. edition | February 2025

Take in today's **T.I.D.B.I.T.S.** to stay in touch:

- **T**alk to the Water Netserv Plan team during the Minor Amendment **consultation period**
- **I**nfrastucture charges indexation starts in five weeks
- **DA changes** to manage when you have a Water Approval
- **B**ill or not to Bill? That is the question **you** need to answer!
- **IC invoices and tips** - get yours the easiest (and quickest) way
- **T**alk **timings** with your developing neighbours to help you deliver on time
- **S**ign up NOW to the **Development Manager breakfast forum** (open to all Development Managers)

The Water Netserv Plan Minor Amendment submissions open soon

WATER NETSERV PLAN (PART A)

The Water Netserv Plan (Part A) is our key strategic infrastructure plan that supports regional and local planning and guides the delivery of infrastructure to enable population growth, housing and development in the region.

Urban Utilities is proposing to make a Minor Amendment to its Water Netserv Plan (Part A). Proposed changes to the Water Netserv Plan (Part A) include updates to the:

- Schedule of Works; and
- Connection Policy (Connection Area mapping).

As part of this amendment process, Urban Utilities is inviting the public to make submissions to help guide planning commencing Wednesday 26 February 2025 and closing Tuesday 25 March 2025.

The aim is to work with the community and other stakeholders, to plan ahead for water security for generations to come. Feedback about the proposed changes to the Water Netserv Plan (Part A) is key to ensuring the Water Netserv Plan establishes a clear direction for our planning, infrastructure investment and services for the next 20 years.

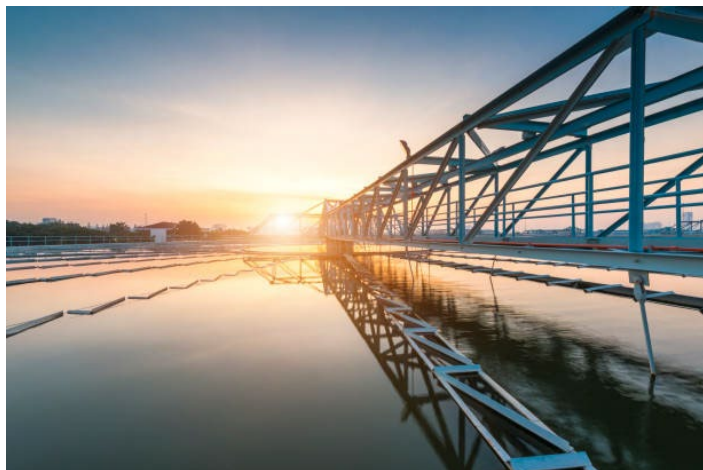
When the consultation period opens, the Water Netserv Plan (Part A) amendment documentation and guidance on how to make a submission can be found via the [Urban Utilities website](#).

For any queries, please email netserv@urbanutilities.com.au

Infrastructure charges indexation starts Monday 31 March 2025

From Monday 31 March 2025, developments in the local government areas of Brisbane, Lockyer Valley, Scenic Rim and Somerset will have infrastructure charges (IC) indexed from the date of the most recent Infrastructure Charges Notice (ICN) using the Producer Price Index (PPI)

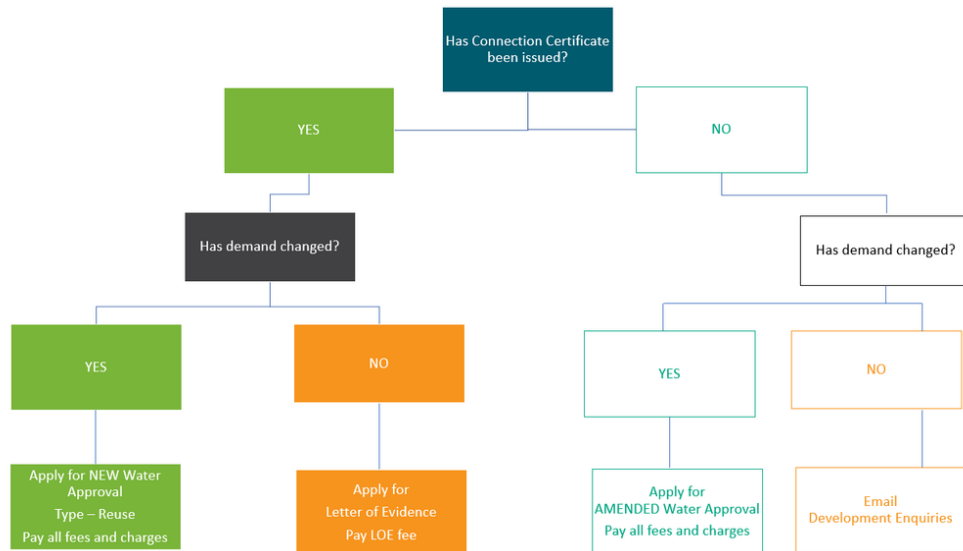
advised by the Queensland Government. Refer to our [January 2025 newsletter](#) for further information.



DA changed? How to be in the know?

Easy - ask the developer or town planner.

If a Development Approval (DA) has changed prior to plan sealing, follow the process below to identify your next step.



Billing entity wrong on your printed invoice? Uh oh! You can avoid that 😊

The screenshot shows the 'New Contact' form. The 'Billing Entity' dropdown is highlighted with a red circle. The form includes sections for 'Contact Details' (First Name, Last Name, Email, Address Type, Notifications, Status, Property Owner) and 'Business Entity Details' (Business Entity Name, ABN, Business Address).

When setting up application contacts, the contact nominated as the Billing Entity will be named on all Development Pro Forma Invoices. Infrastructure Charges Pro Forma Invoices will always be addressed to the nominated property owner.

If you need to update the Billing Entity details, do so before a pro forma invoice will be issued by following the [Add and edit the Billing Entity Quick Reference Guide](#).

If an invoice has printed with the wrong billing entity, email our [Development Enquiries](#) team to cancel the existing invoice and raise a new one with the correct billing entity. An Administrative Service fee will be charged.

Infrastructure charges Portal tips

TIP 1 Before you request

an ICN Invoice, check the

correct Property Owner's

details are in the Portal. Do

this by opening your

application, and going to

the Application Contacts tab. If all is correct, then select this button to request your ICN invoice.

Request ICN Invoice

Allow 3 business days for the Invoice to appear under the Documents tab. You should receive a notification when it's there!

Pay the charges before the invoice expires using the unique payment reference number.

***Can't find this button?** That means a current invoice is either being created or is already in the Documents tab.*

TIP 2 comes in response to the recent member experience survey jointly prepared by the Urban Development Institute of Australia (UDIA) Qld and Urban Utilities. Feedback included seeking tips on **how to easily find ICNs, invoices and payment status** in our Portal.

The one-stop place to see all IC information is under the **Documents** tab of your application. When you are on the Documents screen, you can download the charge notice and invoice. While you're there, you'll also be able to see if there are any outstanding fees!

Finally, you can reference our online Quick Reference Guide (QRG) - [Managing Infrastructure Charges in the Developer Services Portal](#).

Talk to your neighbours and know their needs.



Are you hoping your development will be able to connect into a neighbouring development's infrastructure? *If so, we recommend you build a good relationship with your neighbours and understand their needs.*

Until constructed infrastructure is accepted and owned by Urban Utilities, such infrastructure remains private.

We only have authority to grant Water Approval permissions to connect, disconnect or alter **our owned and operated network**. *If your development is dependent on neighbouring infrastructure which we do not own, we cannot allow you to connect to it and we can't influence/direct your neighbours to construct.*

However if connection points move closer to your development as a result of private infrastructure being certified and becoming owned by Urban Utilities and you have property access or access permissions, then BAM! you can apply for a Water Approval Amended Decision Notice noting change to the original connection point.

Submit your registration NOW for the Development Manager Breakfast Forum - 13 March 2025

REGISTRATION IS NOW OPEN for the Development Manager breakfast forum - 7:30am - 9:30am, Thursday 13 March 2025 - suitable for all Development Managers.



Topics to be covered include:

- Developing in and outside our connection area
- Water Approval process
- Using our Portal efficiently
- Meters
- Bonding
- Urban Utilities strategic planning
- Water Netserv Plan update

Register via Eventbrite NOW! We appreciate your registration by Monday 10 March to provide sufficient notice for catering purposes. *As numbers are limited, priority will be given to Development Managers.*

This is a free event. *Please note, once registered, you will need to place the appointment in your calendar.*

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

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.

© 2025 Urban Utilities. ABN 86 673 835 011