

# Developer Services e-News

## We have BIG news to share | 5 November 2024

We'll take any excuse for a dress-up at work and while we recently celebrated with a team morning tea to ward off any ghosts or ghouls associated with the ancient Celtic festival, we were also celebrating the harvest that will be our final big upgrade to the Developer Services Portal (DSP) coming this Friday, 8 November 2024.



Read on and discover:

- the next planned DSP outage
- what's coming next in the DSP upgrade
- crucial details you **MUST** know before paying your Charges Notices or Infrastructure Charges Itemised Breakdowns with us, on or after Friday, 8 November 2024
- Consultant Forum - nearly booked out!
- MFA - you know what it means.... and heaps more.

## *Mission Impossible? No thanks, Tom.* We're having BOND drop in!



Yes, really James! You're not the only important BOND in our life!

On Friday, 8 November 2024, we will welcome a new service to the [Developer Services Portal](#) as BONDS drop in during the next planned upgrade!

If you need to apply for a Bond or Agreement related to Uncompleted Works and/or Maintenance on or after Friday, 8 November 2024, you will

be able to do so via the Bonds process in the [Portal](#)! It will be part of the Non-standard Water Application (PNT) process.

Like all other releases, we will also drop an online [Quick Reference Guide](#) (QRG) available on Friday, 8 November, specifically for BONDS.

## Unlike Dr Who's version, our '*Downtime*' isn't so bad.

Sorry Whovians, but we couldn't even finish the 1:27 minute trailer of the 2015 *Dr Who* Spinoff '*Downtime*' to compare it with our own, upcoming 'downtime'.

That's right, the [Developer Services Portal](#) will have downtime from 5pm, Thursday, 7 November 2024 until approximately 7am, Friday, 8 November 2024 to allow for our next upgrade.



Not sure how *Dr Who's Downtime* ended, but we know ours will be worth the wait and make your life easier!

## Be the Finance/Accounts Superhero (undies optional)!



Your **Finance/Accounts** peeps will think you are a superhero if you use your x-ray vision to save them time and heartache!

How?

From Friday, 8 November 2024, we will have a new look'n'feel to our Charges Notices and Itemised Breakdowns.

No

biggie...

***Ahh that's not all! Sit down for this one..... lots of CAPITALS, bold, italics, and acronyms coming....***

What IS A BIGGIE is:

- we've had a (re-)naming ceremony for two documents:
  - Charges Notice will henceforth be known as a ***Development Pro Forma Invoice (DPFI)***, while
  - Infrastructure Charges Itemised Breakdowns will henceforth be known as an ***Infrastructure Charges Pro Forma Invoice (ICPFI)***.

- 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.
- EXPIRY DATES on these new documents will be enforced.
  - If a **DPFI has expired**, it will no longer be visible 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 you need to make payment and the DPFI is not visible, email [DevelopmentEnquiries](#).
  - 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. (*Note: this does NOT apply to ICPFI.*)

*The associated application/request determines the validity period of DPFI's, some will have a validity of 28 calendar days, others - four years.*

- When you are preparing to pay an **ICPFI** within 28 calendar days, use the soon-to-appear *Request an ICN Invoice* button within the application.

#### TO ACTION:

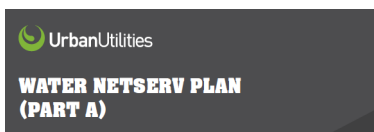
- BEFORE you pay on an old charges notice from 8 November 2024 onwards, we recommend you contact us for a current Pro Forma Invoice to use the correct payment reference number. (If you mistakenly do pay against an old Charges Notice payment reference number on or after Friday, 8 November, please contact [Development Enquiries](#) promptly so we can allocate these funds against your application and to explain what to do if you receive another system-generated Pro Forma Invoice)
- to ensure the right person in your business receives all Charges Notices (soon to be DPFI's), check every open application has identified **the correct Billing Entity**. From Friday, 8 November 2024, the Billing Entity will be compulsory to complete on all Standard and Non-standard Water Applications (Refer to the [Quick Reference Guide to Add and edit the Billing Entity](#), if needed) to ensure the DPFI's are correctly addressed
- While we're at it, all ICPFI will be addressed to the Property Owner.

**What are WE doing NOW to make your life easier from Friday, 8 November 2024?**



We will contact everyone registered in the Portal as a Billing Entity who has an outstanding Charges Notice to update them on these changes. Where applications do not have a billing entity registered, we will contact the property owner to alert them to the upcoming changes. We want to ensure all who pay our fees and charges are aware of the upcoming changes to paying Charge Notices or Itemised Breakdowns before they become Pro Forma Invoices.

## MFA - rarely do 3 little letters cause us so much work!



From Tuesday, 29 October 2024, every account registered in the Developer Services Portal has Multi Factor Authentication (MFA) turned on. This nationally legislated requirement enhances security of your data in the Portal.

We thank you for your patience while we have rolled this component out most recently to those businesses with (previously) shared email logins.

**MFA TIP:** For those businesses who still want a notification for every application they are working on to be sent to a shared email address, ensure you add that email address as a contact in each application. For questions going forward, contact [Development Enquiries](#).

## In other news....

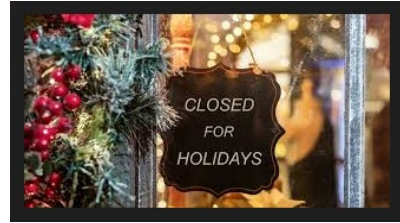


**Reminder:** We charge Water Approval applications and if relevant, Design applications, based on the **total number of lots expected at the COMPLETION of the development**. Please use **this** total number of lots when lodging your application to save you time and money!

**November CONSULTANT FORUM** is on Thursday, 14 November 2024. RSVP by 06 November 2024. We've been overwhelmed with the response and seats are limited (less than 5 seats were still available at the time of publishing). A waitlist will be enacted so please cancel your booking if you're unable to attend. Not yet registered? [Head to Eventbrite now.](#)

## Christmas shutdown dates

Payment for infrastructure works for Standard Connections received by Friday, 22 November 2024 should enable our contractors to commence construction before their business closure, complete site audits and schedule in works.



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)

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