

Developer Services e-News

How to be in the right *flow state* with Urban Utilities (and avoid Information Requests) | May 2025

Flow states are not just for yoga! This month we're highlighting aspects which interrupt the flow of an application and stop it from being assessed/reviewed without an Information Request (IR).

This month, stay in the know and be in the flow about Urban Utilities' (UU):

- **Network Access Permits** - are you selecting the right one?
- **Meters** - change is coming 1 July 2025 but you can start now!
- **Site and other audits** - who does what, and why?
- **Date claimer** - next online consultant forum announced.
- Introducing... **Test your knowledge**, and
- Our **Annual Survey** will be released this month!

Choosing the right Network Access Permit type keeps your application *flowing in the right direction*



Lately, we've noticed a rise in applications submitted as a Type 2 Water Permit when a Type 3 is required. While it may seem like a small detail, selecting the correct permit type at the outset is essential to keeping your project — and our systems — flowing smoothly.

When the correct permit type is identified early:

- ✓ your Network Access Permit (NAP) can be assessed and processed more efficiently, and
- ✓ a Shut Plan can be prepared without unnecessary delays, and
- ✓ the NAP can be issued without the need for rework.

To help you stay aligned with best practices, refer to page 4 of the [Network Access Permit Guidelines](#) for a breakdown of the permit types and their specific applications.

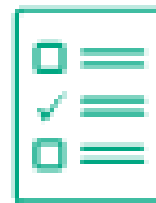
TEST YOUR KNOWLEDGE *Your Non-standard Water Application needs to connect to the Urban Utilities network and there will need to be an interruption to the water service. Which NAP Type will you apply for in the Portal? 1, 2, or 3?(Answer below)*

Flow like a Pro: Site and On-maintenance Inspection Reports keep your application flowing

It's a requirement that Site Inspection Reports are to be submitted by the certifying Engineering Consultancy.

These reports:

- ✓ provide Urban Utilities with assurance that works meet expected standards, and
- ✓ demonstrate the RPEQ has fulfilled their professional obligations, and
- ✓ help streamline final approvals and reduce delays, and
- ✓ must include complete photo documentation of infrastructure constructed per SEQ Code.



Spotlight: On-maintenance Inspection Reports

One key deliverable is the On-maintenance Inspection Report, which:

- ✓ confirms all restoration, line marking, and surface works are complete, and
- ✓ captures the overall completion status of the project, and
- ✓ ensures the site is left in a condition aligned with Urban Utilities' expectations, and
- ✓ must include complete photo documentation of infrastructure constructed per SEQ Code.

We've noticed a gap as reports are often either missing or incomplete — leading to restoration issues and unnecessary rework. We're looking forward to this gap closing.

Keep the flow moving forward

As we place increased focus on all inspection reports **from today**, make sure these inspections are a standard part of your work practice. Proactive submission prevents delays... (you've heard it all before - proactive submission prevents delays during compliance review and helps keep your application in a forward-moving flow state).

TEST YOUR KNOWLEDGE As part of the Off-maintenance process, the consultant must submit an End of Maintenance Inspection Report. This report does not require RPEQ signoff. TRUE/FALSE (Answer below)

Don't let missing meter info *disrupt your flow*



Stop it!! We can't take it anymore... you're keeping us in suspense!!

1. We're seeing an increase in Information Requests (IRs) to chase missing meter information at the compliance stage.

When completing the Metering tab as part of your Network Access Permit (NAP) and As Constructed package submission, make sure you include, where applicable:

- ☒ all removed meters, and
- ☒ all reused meters, and
- ☒ all new meters.

To stay in sync and avoid unnecessary back-and-forth, double-check that all meter-related information is captured before submitting.

2. NEW requirement for meters!!

As of Tuesday 1 July 2025, all Non-standard Water Approval applications lodged **must nominate the size of each large water meter on submitted plans**. (Note: you can start adding this information on applications now!)

If a development requires a different sized meter/s to that outlined in the [Metering Guidelines](#), a sizing justification based on a Hydraulic Consultant's probable simultaneous demand calculation and reasons for higher demand than the Urban Utilities Metering Guidelines, must be provided when lodging the initial application. If the sizing justification provided is not acceptable to Urban Utilities, an IR may be issued and/or a condition will be applied to confirm the meter size to be used in construction, as part of the Decision Notice (DN). If no meter size is nominated and no IR needs to be issued on the application, the application will be assessed and conditioned in accordance with the Urban Utilities Metering Guidelines and SEQ Code. **From 1 July**

2025, all Non-standard Water Approval Decision Notices will confirm the meter size/s to be used in construction.

The approved meter size, noted in the Decision Notice, will be checked during site audits and at compliance technical review. Meter non conformances will be advised by a Field Audit report or an Information Request. If a change is required to the approved meter size post-DN, an **amended Water Approval** must be lodged, paid, and await the usual 20 business day assessment period. The same type of sizing justification per above must be provided if the meter size is not in conformance with the Metering Guidelines.

Why are we asking for meter information upfront? We are finding too many incorrectly sized meters at the compliance stage and in more and more developments, we are enforcing the correctly size meter be installed to ensure the flow of water through the meter is correctly and accurately monitored. Taking the proactive approach upfront removes the suspense of 'is the meter correctly sized?', and of course, saves time, money and stress at the end of the water approval process. Note that meters correctly sized from the beginning of the process, will also very likely be smaller in size and cost less than the oversized meters we are encountering, thus saving developers money and time.

*Read below to learn about the upcoming online consultant forum where **meters** will be a hot topic!*

TEST YOUR KNOWLEDGE Assuming all else is equal, a development you are working on will have 333 residential dwellings at its completion with one connection into UU network. What is the expected size of the domestic meter for this development?
(Answer below)

Final five facts! (includes upcoming forum details)

1. **Notifications limit:** Only 5 applicants/application can receive notifications. If anymore are ticked in the Application Contacts tab, no one will receive notifications.
(Every system has a threshold.)



2. Address Tab Update: **You MUST add all lot and plan references** to the Address tab for your application to **pass the Check for Completeness stage.**

3. **Applications** in draft **will be cancelled** after 30 days if not progressed.

4. **NEW requirement for staged developments!!** When lodging a Non-standard Water Application as part of a **staged development**... you are now required to enter the Developer name and Development Estate name in the Development Name field, e.g. ABC Developer - Green Estate. Why? This enables us to easily identify all relevant and dependent applications within this development. Please keep your naming conventions consistent.

5. **Next online consultant forum** will be held on Thursday 5 June, 10:00 - 11:00am. Add this to your calendar now! [Here is the meeting link.](#) The agenda will be in our next newsletter and you can send through topics by replying to this newsletter. Insider tip: METERS will be on the agenda. Yes, again!

Is your flow in alignment with ours? Test your knowledge.



1. Your Non-standard Water Application needs to connect to the UU network and there will need to be an interruption to the water service. Which NAP Type will you apply for in the Portal? 1, 2, or 3? **ANSWER - Type 3 NAPS are used when a service interruption will be required for water and/or sewer.**

2. As part of the Off-maintenance process, the consultant must submit an End of Maintenance Inspection Report. This report does not require RPEQ signoff. TRUE/FALSE **ANSWER - FALSE. An End of Maintenance Inspection Report WITH RPEQ signoff is to be submitted.**

3. Assuming all else is equal, a development you are working on will have 333 residential dwellings at its completion with one connection into UU network. What is the expected size of the domestic meter for this development? **ANSWER - DN100**



Help us flow in the right direction - our annual survey will soon arrive in your inbox



From 13 May - 2 June 2025, the Urban Utilities **annual customer survey for development customers** will be open. This will be sent, via email, to users of the Developer Services Portal; if you are not an existing Portal user and you would like to take part, reply to this newsletter and ask to be included.

The purpose of the survey is to understand your experience with us over the last twelve months. Past feedback has contributed to improvements in our Portal, in our processes and in our people.

Look out for an email from *Strativity Group* who are an independent customer strategy consultancy. This is an anonymous survey, however you can opt-in to provide your details if you'd like to be in the draw to win a \$500 digital gift certificate. NB - *Strativity Group* will advise us of the winner to ensure your survey responses remain anonymous.

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



© 2025 Urban Utilities. ABN 86 673 835 011