

Developer Services e-News

Tips to get your applications over the line, faster than Jessica Fox canoeing to a gold medal!

| July 2024

Love them or hate them, the Olympics are with us for few weeks. But when they're gone, we'll still be here!

Read on for how to set records in:

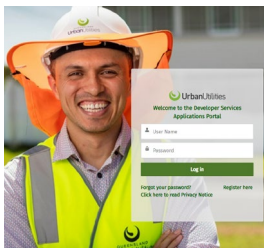
- Engineering Searches
- Water Meters
- Amended Decision Notices
- Portal Contacts
- Future billable accounts
- New and updated forms, guidelines and webpages
- Endorsed Consultant online forum - *Save The Date!*



UrbanUtilities

Customer update

Which is more anticipated - Breaking at the Olympics or Engineering Searches in the Developer Services Portal?



It'll be Gold! Gold! Gold! all the way from Wednesday 31 July 2024, as the non-controversial [Engineering Searches](#) (basic and complex) join the services offered in the Developer Services Portal (Portal). These searches identify known reticulation or trunk infrastructure in your chosen area. Refer to the [Developer Customer Price List](#) for more information.

As always, you will have access to a [Quick Reference Guide](#) (QRG) to help you understand the process (available online from Wednesday 31 July 2024). Can we say the same for 'Breaking'? No need to lock or pop when submitting these applications online, but you could listen to funk music as you press 'submit'.

What do weightlifting and water meters have in common?

Size does matter!

At the Olympics, the heavier the weight you lift, the closer to gold you may be!

At Urban Utilities, the smaller the meter you lift (and install), the closer

Did you know, for Commercial Properties, Water AND Wastewater (Sewer) are both directly proportional to the potable water meter size?



MEDAL-WORTHY TIP: For example, in the Brisbane Local Government Area, for a typical business, the yearly service price difference between a 50mm and 100mm potable meters is **>\$17,000**. This is one reason why it is critical to select the smallest meter capable of supplying the required flow. Head over to the [Business Section](#) to find out more.

For Residential customers, although not charged in the same manner as commercial customers, the meter's size still has a great impact on their bills. If an oversized meter is selected for a development, the accuracy of a reading, in particular with low flows, will be impacted and can result in an unnecessary increase in the customer's bill.

AVOID DNFs: Avoid your meters stopping your application from reaching the finish line for that Golden Connection Certificate! Guidance on the **size of meter** for the number of units/dwellings to be serviced is included in the [SEQ Code Standard Drawings](#) and our [Metering Guidelines](#). Where meters fall outside this recommendation, judges (i.e. our assessing officers) will require justification for the selected meter size.

Justification is also required where a meter >50mm is being proposed for businesses. Our rulebooks do not seek justification with respect to dedicated fire supply meters.

Do the heavy lifting first time round and go for Gold by selecting the right meter size for the development's needs because, as in weightlifting, (meter) size does matter.

What do you mean you registered for the 100m and instead found yourself in the decathlon??



You thought you registered/requested one service, but you left us with two? Uh oh!

We have updated the Currency condition so our **Amended Decision Notice** (DN) now states the currency period is the same described in the original Decision Notice (and not extended).

Want to extend the currency period of a DN? Simple. Lodge a request for an **Extension of Currency Period**.

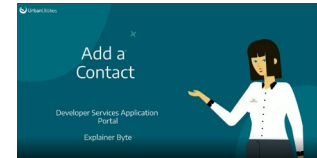
Need to extend the currency period and make an amendment? Easy! Lodge a separate request for each; both via the [Portal](#).

Going forward, if you lodge a request for one service, you'll receive one service. No more registering for one service and leaving with two.

Athletes know how their support crew works. Do you know how your applications' support crew (aka Portal contacts) work?

Are the support crew (Portal contacts) for your applications trained and ready to go? Are their details correct? Are they all linked and know when the race is to be run?

Match - or beat - your competitors by knowing how to use the support crew for an application with these tips and insider knowledge (yes, insider knowledge is legalised in the Portal!).



How application CONTACTS work in our Portal:

- Max. 5 contacts can receive notifications (regardless of how many have notifications turned on) - this is a current system restriction.
- **All** contacts can view an application at any time (if not, ask your agent/consultant to add your correct details to the application).
- Only one contact can be identified as the Property Owner.
- Only one contact can be identified as the Billing Entity (can be same person as the Property Owner).
- The name of the Billing Entity will appear on Charge Notices and Tax Invoices.
- Contacts can be updated anytime during an application's life.
- We may need to speak with a contact, so make sure their details are correct.

Refer to [Quick Reference Guides](#) and [Explainer Bytes](#) (animated clips) for the "How to set up...." your application's support crew aka contacts.

If the support crew for your applications are up-to-date, we can help you achieve a PB in getting your application to the next stage as soon as possible.

Congratulations! You have won bronze.

Follow these two tips and GO FOR GOLD when lodging a Non-standard Connection Water Approval application.

Network Connection (1-10 Lots)

Network Connection (11-50 Lots)

Network Connection (above 50 Lots)

In our May edition, we shared tips on how to avoid the need for a refund (which saves you and us time and effort!). We're excited to share that from May, when we reported we refunded up to 16 applications/week, we only had to refund four fees last week due to overpayment. WOOHOO!! Take your place on the podium in the BRONZE position please!

Not happy with third? It's easy to GO FOR GOLD as you lodge a Non-standard Connection Water Approval application! Follow these two tips:

1. Property Service Connection is ONLY to be selected IF... the application refers to ONE, RESIDENTIAL lot which does not fit the criteria for a Standard connection application. Otherwise, select the *Network Connection* option.

2. When lodging a Network Connection Water Approval application, you are asked to select the number of lots/equivalent units of the development (1-10, 11-50, 50+). This refers to the number of **proposed total billable accounts Urban Utilities will have on our books, for this development**, when the development is complete. Our price list has been updated to confirm this requirement and the Portal will soon follow suit.

To ensure you understand the 'rules of entry', here is an example:

Two lots are to be developed into a 21 lot development. By the end of the development, Urban Utilities will need to set up 21 billable accounts to cover the water service of each lot. Selecting the correct Connection Type, Network Connection (11-50 Lots) will help this application move to assessment faster, avoid the need for a refund, reissue of the correct charge notice and payment of correct fees. This 'rule' also applies when applying for a Services Advice Notice (SAN) and Non-standard Major Works Design Approval.

If you have followed these steps, congratulations! Move up to the GOLD place on the podium and get ready to sing our national anthem!

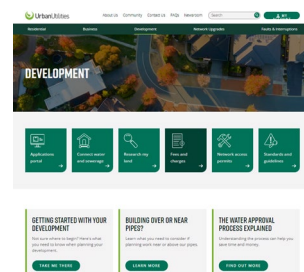
Like new and returning Olympic athletes, we too have new and returning (updated) information!

Breaking is making its Olympic debut in Paris while these forms, standards and presentation are making their Urban Utilities debut on our [Website](#)...

- [Asset Protection Standards](#)
- [Bank Guarantee Requirements](#)
- [BOA Information and tips'n'trick presentation](#)
- [Property Owner/s Consent form](#) where the owner is local, state or federal government.

With surfing and skateboarding making a second Olympic appearance in Paris, the following items too have had a review and update and are on our website, ready for your use...

- [Access Consent form](#) now allows for neighbouring properties to formally advise they do NOT give permission for access/entry
- [Build Over Asset \(BOA\) Referral Guidelines for Assessment Managers](#)
- [Major Works Design Technical Guidelines](#)
- [Standard Connection Guideline](#)
- **Webpage name change** – former Consultant Corner has been renamed to [Developer Services newsletter](#)



- **Website update - All consultant information** – including Endorsed Consultant information – now under [Find a Consultant or Contractor](#).

We don't need four years to plan an event! Endorsed Consultants online technical forum coming.

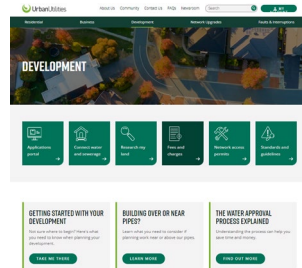
Opening ceremony? Sure, we'll have one - it'll last about three minutes.

Great seats? Every seat is a winner at our online forums!

Exorbitant entry fees? No way, our event is free!

Open to everyone on the planet? No unfortunately, this event is for our Endorsed Consultants only.

If you're an Urban Utilities Endorsed Consultant, save 10:00am - noon, Thursday 22 August 2024 for this online forum. Further details will be emailed to you.



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