

Question	Answer
PORTAL PERMISSIONS AND REGISTRATION	
I didn't receive a verification email during the registration process. How is this resolved?	Sometimes email delivery may take time due to delays with email servers, so it may take a few minutes to deliver the verification code email. Please check your email is correct and that the email didn't go to your junk folder in the first instance. Please select try to send a verification code again. If that does not work, please email Unitywater on developmentportalsupport@unitywater.com to seek assistance.
Why do I have to verify my email every time I log into the portal?	The portal does require user verification as part of the security protocols for Unitywater. We use multi-factor authentication as it helps keep your data safe. We appreciate your patience and support in maintaining customer data security.
What do I do if I want to deregister from the Portal (not be a portal user anymore)?	To request your account to be deactivated, please submit an enquiry on the portal and select Request to Deactivate Development Portal account. This request will be actioned by our technical team.
APPLICATION PROCESS	
Is there still a 21-day time limitation on an application once started?	No, applications drafted within the portal do not have time limitations. You may start and keep as many applications in 'Draft' as you need before submitting them. Unitywater will carry out biannual checks of 'Draft' applications to ensure any abandoned applications are reviewed or deleted if they are no longer valid. There are no notifications/reminders for applications in 'Draft' in the portal so it's helpful for applicants to maintain applications in 'Draft' status and delete them if they are no longer required.
Are there notifications/reminders in the portal for time-sensitive tasks once an application is submitted?	Yes, there are notifications for some time-sensitive tasks once an application is submitted. For example, outstanding payment and requests for information (RFI). The portal will send an email notification when an application has changed status. If you are waiting for a status change and have not received a notification from the portal, we encourage you to login and check what is outstanding to progress the application.
Can you have two draft submissions sitting in the portal at any one time?	Yes, an applicant can have more than one application submission for a development at any one time, however an applicant can't have the same application for the same development for the same purpose in "Draft" at the same time.
Is there an option to add additional information to an application?	For applications that require additional information, there is an option to upload additional documents. If it's regarding a non-conforming design element, it can be detailed in the Statement of Alternate Solutions (SoAS).

<p>Is an updated owner's consent required if the balance lot SP has changed but the overall land ownership has not changed since the previous owner's consent?</p>	<p>Owner's consent is required at specific application phases. All applicable owner's consent is mandatory at these points to allow Unitywater to meet our legislative, and policy obligations.</p>
<p>Is the purpose of ticking yes/no for the Transport and Main Roads (TMR) application for the purpose of identifying if a public utility permit is required?</p>	<p>Selecting "Yes" for the Transport and Main Roads (TMR) question is to identify for Unitywater that the development is located on a TMR road. Unitywater has its own mapping system internally to review as part of this assessment process. As per current processes, Unitywater will complete the public utility permit (PUP) to TMR and will place the application on hold, while TMR is engaged to obtain this approval to proceed with the application.</p>
<p>I'm having trouble saving a property on the "Location" tab. How can I resolve this?</p>	<p>The blue button above the map on the right-hand side has helpful tips on how to use the map features.</p> <p>Search for your property using the address or Lot/Plan details in the search bar in the map view and select the inspection glass icon to locate the property polygon. In most cases for a property in our connection regions, the search will return the property and the polygon on the map will be purple.</p> <p>To ensure that the property is saved to the property list in the application, once the property is found, use the pin icon to select it and then use the save icon to save the property to the property list. This can be repeated to add all the properties required for the application.</p>
<p>Does the portal allow users to click on a property and see all the demand allocations for that property?</p>	<p>The map within the portal will surface the current demand allocation for a property, which is shown as EP (Equivalent Persons) for Residential and Non-Residential (as applicable). The portal map will not surface the forecasted or ultimate Residential/Non-Residential EP demand allocations. To view the Forecasted or Ultimate EP for an applicable property, please visit Unitywater's Netserv Plan Planning Assumptions Map (external link). Within the map, select the relevant 'Demand Forecasts' layers from the Layer List to view any available information. Please note, this information may not be available for all properties in Unitywater's service region.</p>
<p>Does the portal recognise both ACN's and ABN's?</p>	<p>Yes, the Australian Business Register (ABR) look up will accept ABN and ACN numbers.</p>
<p>Does the portal allow the inclusion of multiple single owners?</p>	<p>Multiple single owners can be included in the portal. Owner's consent is completed as an attachment.</p>
<p>Can I log into the portal to see an "ETA" date for my application?</p>	<p>Providing estimated time of outcome is something Unitywater is working on and hopes to deliver via the portal in an upcoming release. You can submit an enquiry via the portal to follow up on your application timeframe if needed.</p>



Is the portal being rolled out to include other submissions, e.g. On Maintenance?	Yes, the main applications of the development lifecycle and other optional application types will be available via the portal, e.g. Pre-Starts, Provisional Certificate of Completion (PCOC), On-Maintenance, Certificate of Completion (COC). There will be a sub-set of application types that will include some manual processes and further information will be provided in the upcoming industry briefing and training sessions.
Is there transparency on assessment officers looking at submissions so it easy to identify who to contact at Unitywater for updates?	Unitywater is currently looking at expanding the portal dashboard and there is an intention to have greater visibility of the responsible officer and status of the application.
How do Councils send referrals to Unitywater via the portal?	Councils can send referrals to Unitywater via the Enquiry form. Please select the General/other enquiries type and select Development Services as the team for your referral to be allocated to the correct Unitywater team member.
Why are there issues in the portal with my water meter data?	In relation to water meter data, applicants need to ensure that any old water meter register excel spreadsheets are deleted and the new template in the portal is used instead. This template is accessible for download from the applicable applications. If the <u>new template</u> is not used, the correct data does not pull through and the lot and plan details need to be manually entered by Unitywater, which may delay the processing of applications. Once an application is submitted, Unitywater is unable to automate the upload, even with the correct file.
How do I select lot/plan on an inflight application when it's progressed past a Provisional Certificate of Completion and lots/plans have changed from the initial approval?	Select at least one of the newly created lot/plans. The subsequent applications will use the stages and asset data to align the next steps of a development. Should you need to select a road reserve, please instead select the land adjoining the road reserve which is part of the development on the portal map.
What applications are directed to Private Works for quoting and service delivery?	<p>The Connection Services and Development Works applications are directed to Private Works for quoting and service delivery (once the quote is paid). The Connection Services Application is what was previously known as the Standard Connection Application form and the Development Works application should be used for most network and trunk civil works. Please find the 'Applications for Private Works' fact sheet on the Development Portal Support Hub or on the 'Help' page in the Development Portal. Select 'Find out more' from the top menu and then select 'Help'. The fact sheet is located within the 'Portal Frequently Asked Questions (FAQs)' tab.</p> <p>Please note, to request your live connection, submit the following items to Private Works via an inspection on your Development Portal Development Dashboard or alternatively to the Private Works inbox:</p>



	<ul style="list-style-type: none">○ The 'pass' water quality test result○ A copy of the new mains form (where applicable)○ A copy of or application reference for the On Maintenance certificate issued by Development Services.
When a development has multiple connection approval numbers, which one should be used for the inflight application?	Please use one of the numbers but ensure that all stages and/or assets are added before the next application for the applicable stage and/or asset is needed. The portal will bring these approval numbers together for an overall development view.
I've made an error on the inflight application, but I can't edit it now, what can I do?	<p>Until 26 July - If you have made an error on the Inflight Development application and it's no longer in draft, please contact the dedicated support team on developmentportalsupport@unitywater.com explaining the information that needs to be updated and the project team will work to resolve the issue.</p> <p>After 26 July – Please submit an enquiry in the Development Portal and your request will be actioned by the portal support team.</p>