



Unitywater

Serving you today, investing in tomorrow.

Pr10255 - Unitywater Accreditation and Certification Manual

Revision 9

Pr10255 - Unitywater Accreditation and Certification Manual

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Foreword

Unitywater operates in one of Australia's fastest growing regions with the forecasted population expected to increase by 36.6% over the next 16 years. In order to cater for this unprecedented growth, Unitywater's Netserv Plan has identified accelerated infrastructure areas which will facilitate future greenfield development in our service region. Unitywater will invest upwards of \$1.8 billion over the next 5 years as part of its Build Better Together (BBT) program.

In addition to Unitywater led infrastructure, our organisation also receives, on average, approximately \$70M annually in contributed assets from the development industry. It is essential that this infrastructure is both prudent (needed) and efficient (cost effective) if it is to serve future populations across our service region.

To ensure the future success and long-term sustainability of our region, it is important the Accreditation and Certification System performs well and delivers the benefits and outcomes intended by it, so that approvals are streamlined and development assets are delivered on time and to the quality required to service communities well into the future. This system is underpinned on the key principles of trust, accountability and continuous improvement and all parties have a part to play in this shared objective.

Unitywater's Accreditation and Certification System allows entities and individuals to be accredited and registered as being competent to assess connection applications and certify that engineering designs and constructed assets are compliant with the relevant connection approval requirements and prescribed standards, including the South-East Queensland Water and Sewerage Design and Construction Code.

Through the Accreditation and Certification System, it is Unitywater's objective to realise benefits for Unitywater's customers and all stakeholders in the development industry by:

- a. decreasing the time involved in the applications and approval process
- b. not excluding competent smaller companies and/or individuals
- c. receiving contributed assets that satisfy the economic regulator's prudence and efficiency test and consequently provide least lifecycle cost services to Unitywater's customers.

It is intended that the processes described in this manual will be continually improved to benefit all stakeholders, particularly Unitywater's customers. Unitywater also invites the development industry and other interested stakeholders to proactively contribute to the continual improvement of this manual.



David Cunningham
Head of Development Services

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Intended Audience

This document is written for entities and private individuals who may apply to be accredited by Unitywater to provide certification services in Unitywater's service area relating to connection applications as being compliant with relevant legislation and prescribed standards.

Unitywater's Accreditation and Certification System is designed to work within the Queensland Government's existing legislative framework for approval of connections to water supply and sewerage networks in South-East Queensland. This framework is known commonly as the "Utility Model".

To understand the processes set out in this document it is expected that the reader will be familiar with the Utility Model provisions of the Queensland Government's *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009* and Unitywater's *Connections Policy* and/or will have some practical experience with land development and processes for connection to water supply and sewerage networks in South East Queensland since the Utility Model commenced in 2014.

Should the reader not have the knowledge and background mentioned above, it will be possible to gain the requisite knowledge by undertaking training provided by Unitywater.



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Definitions

Term	Definition
Accreditation	Accreditation is a formal recognition of competence by Unitywater to perform specific tasks.
Accreditation Coordinator	Unitywater employee who will manage all aspects of accreditation and associated performance management currently managed by Development Assurance Specialist.
Accreditation Deed	A deed entered into between Unitywater and the Accredited Entity which states the relevant obligations of the parties.
Accredited Entity	A company, partnership, or sole trader, in each case accredited by Unitywater, which is responsible for its nominated Registered Certifiers, including providing support to Registered Certifiers, in the form of providing a quality system, professional indemnity insurance and other resources (e.g. legal advice) to enable the Register Certifier to effectively undertake their role and responsibilities.
Applicant	The developer, or its appointed representative by consent, applying to connect to Unitywater's networks in accordance with the provisions of the <i>South-East Queensland Water (Distribution and Retail Restructuring Act 2009)</i> .
Certification	A signed, written statement in the form required by Unitywater made by a Registered Certifier that documentation and/or infrastructure complies with prescribed standards or has been designed or prepared in accordance with relevant legislation and/or prescribed standards.
Connections Policy	The Connections Policy is a statutory document required under the <i>South-East Queensland Water (Distribution and Retail Restructuring Act 2009)</i> that outlines Unitywater's requirements for connection, disconnection, and alterations to Unitywater's water supply and sewerage networks.
Contributed Assets	Sometimes called "Donated Assets" Water supply and sewerage assets that are constructed and connected to Unitywater's networks in compliance with conditions of development or connections approvals and transferred to Unitywater.
DR Act	Means the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> .
Eligibility Request or Exceeding Demand of Planning Assumptions	Pre-Lodgement Application in Unitywater's Development Portal to address where proposed network demands by prospective development proposes to exceed Netserv Plan Planning Assumption demands, including Unitywater Minimum Standard of Service, Fire Fighting.
Fire Service	A service comprising water pipes, fire hydrants, fire hose reels, fittings, and including water storage or pumping facilities, which is installed solely for firefighting and extinguishing purposes in and around a building or property. Under certain conditions part of a fire sprinkler system may be included. Services (such as other water services) that can be used for other purposes are excluded from the definition of fire services.
Major Non-conformance	In Unitywater's reasonable opinion, the absence of, or a significant failure to implement and/or maintain conformance to the requirements of legislation and/or prescribed standards (such as the SEQ Code) such that the non-conformance will result in a high level of risk to Unitywater and/or its customers as determined in accordance with consequence table and risk matrix set out in Appendix A .

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Term	Definition
Minor Non-conformance	In Unitywater's reasonable opinion, a non-conformance that is not a major non-conformance. A minor non-conformance might be a management system weakness or minor issue that could lead to a major non-conformance if not addressed or is repeatedly occurring.
Network Works	Water supply and/or sewerage infrastructure that is, or will be, constructed by the developer and connected to Unitywater's networks in accordance with the conditions of a connections approval to provide water supply and sewerage services.
Network Master Plan	A plan for individual water supply and sewerage schemes, that describes the development of the water supply or sewerage network in the scheme area to serve growth from the present to the Planned Demand Year (or Demand Forecast Cohort) projected development as permitted by the relevant Council's Planning Scheme.
Non-Conformance	An inconsistency with or contradiction to the provisions of the SEQ Code, DR Act, Unitywater Connections Policy, connections approval and/or the Accreditation and Certification Manual, including the absence of conformance, or a significant failure to implement and/or maintain conformance.
Non-Trunk Infrastructure	Water supply and sewerage infrastructure that satisfies the definition of non-trunk infrastructure in the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> . Practically, this will often be: <ul style="list-style-type: none"> a. Water supply reticulation mains that serve a local area and supply water to individual properties, b. Sewerage reticulation main that collect sewage from individual properties in a local area, but excludes sewerage pumping stations including 'lift' stations. Non-trunk infrastructure is commonly referred to as 'reticulation mains'.
Observation	Minor deviation from policies, procedures, standards and/or specification that will not have any noticeable adverse impact on the standard of service or result in monetary loss to Unitywater.
Owner	As defined in the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> .
Planned Demand Year	The Planned Demand Years are 2026, 2031, 2036, 2041, 2046, and 2051. In a Network Demand Assessment, The Planned Demand Year is determined by adding the standard four (4) year approval period to the year of anticipated water approval, rounded up to the next five (5) year increment, as above. Unitywater's Growth and Planning Team uses the term 'Demand Forecast Cohort' interchangeably with 'Planned Demand Year'.
Planning Assumptions	Unitywater's demand forecast in units of equivalent persons (EP) for each lot within Unitywater's geographic area.
Pre-Lodgement Application	A Pre-Lodgement Application is a request submitted by applicants, developers, or consultants through the Development Portal for Advice Notice, Eligibility Request or Exceeding Demand of Planning Assumptions
Prudence and Efficiency Test	A test to be applied to all investment decisions based on the methodology specified in Appendix B .

Term	Definition
Quality Assurance Check (full or partial)	<p>Any one or more of the following:</p> <ul style="list-style-type: none"> a) A systematic examination of the procedures and systems utilised by an Accredited Entity or Registered Certifier to process connection applications and the outcomes achieved by the Accredited Entity or Registered Certifier in relation to compliance with relevant legislation, standards and specifications, and Accreditation Deed/Registration Deed Poll. b) A full or partial audit task or function executed by a Unitywater Development Officer subject to the nominated quality assurance criteria in relation to a certification package or other submission made to Unitywater for that application type. Typically undertaking a quality assurance check of a certification package will result in a quality assurance report that will be made available to the relevant Registered Certifier and Accredited Entity upon request.
Quality Assurance Checklist	<p>A list of items that are checked for quality as part of Unitywater's assessment of the application request in the form of an audit. This is undertaken in accordance with Unitywater's standards, policies, and governing legislation.</p>
Quality Assurance Report	<p>A report generated as a result of Unitywater's quality assurance check process, which may include the review of some (partial quality assurance check), or all (full quality assurance check) of the documents included in the submitted package and prior approvals as required. Quality assurance reports will be used for performance management and training needs. All actions listed in this report are to be addressed by the Certifier</p>
Registration Deed Poll	<p>A deed poll executed by a Registered Certifier in favour of Unitywater, in the form required by Unitywater.</p>
Registered Certifier	<p>Individuals:</p> <ul style="list-style-type: none"> a. Who have been accepted by Unitywater as having suitable technical qualifications and experience to undertake one or more of the following roles: <ul style="list-style-type: none"> (i) Major Connections Certifier; (ii) Minor Connections Certifier; or (iii) Construction Certifier. b. Who have been trained by Unitywater in certification processes; c. Who have been included on the list of Registered Certifiers on Unitywater's website, and have not been removed from that list at the relevant time; and d. Who have executed a current Registration Deed Poll in favour of Unitywater.
Schedule of Works	<p>The document that indicates where Unitywater is planning to provide major trunk infrastructure in the future to meet the growth projections contained in Unitywater's participating Councils' Planning Schemes; and details the location, estimated cost, and estimated timing of delivery of the trunk infrastructure.</p> <p>The Schedule of Works is set out in Appendix B of Part A of Unitywater's Netserv Plan.</p>
SEQ Code	<p>South-East Queensland Water and Sewerage Design and Construction Code, in force at the relevant time. This code came into effect on 1 July 2013.</p>

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Term	Definition
Services Advice Notice (SAN)	<p>In accordance with section 99BRAC of the DR Act, applicants may request advice on a proposed connection for a development before they make a connection application.</p> <p>A Services Advice Notice (SAN) is advice provided by Unitywater to Applicants with information often comprising type, scale, intensity, and timing of development.</p> <p>A SAN request is not an application for connection and Unitywater's response cannot be construed as granting approval to connect.</p>
Standard Water Supply Connection	<p>A water supply connection that complies with Unitywater's requirements for a standard connection in its Connections Policy.</p> <p>This will often be a single 20mm or 25mm property services connection to a single lot for a dwelling house or dual occupancy located in a Water Connection Area or Restricted Water Connection Area.</p>
Standard Sewerage Connection	<p>A sewerage connection that complies with Unitywater's requirements for a standard connection in its Connections Policy.</p> <p>This will often be a single 100mm sewerage property service connection to a single residential lot for a dwelling house or dual occupancy located in a Sewerage Connection Area or Restricted Sewerage Connection Area.</p>
Term of Accreditation	<p>The term of accreditation stated in the Accreditation Deed or Registration Deed Poll, subject to any early termination of the relevant Accreditation.</p>
Tier	<p>A grading result allocated to an accredited entity based on Unitywater's determinations following a quality assurance check of submissions from accredited entities.</p> <p>Note: Unitywater makes grading assessment for its own purposes and based on its own criteria and these assessments are based on evidence available to Unitywater at the time of the audit process. Unitywater does not authorise any other party to rely upon the assessment and it is not a general recommendation or reference.</p>
Tier Scheme	<p>A Unitywater grading system based on Unitywater's determinations following a quality assurance check of submissions from accredited entities.</p>
Transitional or 'Related' applications and approvals	<p>Development applications and approvals issued under legislation other than the DR Act by other entities (e.g. Council) that will or do include Unitywater conditions of approval.</p> <p><i>Examples include amendments or extensions to existing approvals issued under Planning Act 2016 (or the now repealed Sustainable Planning Act 2009), or approvals under the Economic Development Act 2012.</i></p>
Trunk Infrastructure	<p>Water supply and sewerage infrastructure that satisfies the definition of trunk infrastructure in the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i>. Practically, this will often be:</p> <ol style="list-style-type: none"> a. Water supply infrastructure that distributes water from the SEQ water grid to reticulation water supply mains. Includes mains 300mm diameter and greater, pumping stations, reservoirs, pressure reducing valves, district meters, disinfection dosing facilities and reservoirs, b. Sewerage infrastructure that collects sewage from sewerage reticulation mains and transports sewage to the sewage treatment plant. Includes mains 225mm diameter and greater, pumping stations, rising mains, barometric loops, vent poles, emergency storage structures and chemical dosing equipment.

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Term	Definition
Unitywater Development Officer	An employee of Unitywater's Development Services section whose core function is to issue decision packages, notices, and certificates and who may, at Unitywater's discretion, undertake a quality assurance check of certification package applications submitted by Registered Certifiers in accordance with Unitywater policy and procedures.
Utility Model	The System of application submission for assessment and decision by Unitywater under the DR Act for all applications that are not eligible for submission under the Accreditation and Certification System.
Water Approval Connection Agreement	A written agreement between Unitywater and the developer made at the time of the issuance of a Provisional Certificate of Completion. This agreement specifies the obligations of the developer for completion of uncompleted works including provision of a bond to secure completion of the uncompleted works.

Overview

This manual describes how Unitywater will support the development industry and economic growth in the Unitywater Service area by engaging private industry in the process prescribed in *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009* and Unitywater's *Connections Policy* for:

- a. Approval of new connections to Unitywater's water supply and sewerage networks and associated issuance of certificates relative to the approvals.
- b. Design and construction of the non-trunk assets required by the conditions of connections approvals and consent to interfere approvals, and donation of these assets to Unitywater to provide water supply and sewerage services.

Objectives

The objective of the Unitywater Accreditation and Certification System is to achieve a win-win for Unitywater's customers and the development industry by creating, implementing, and continually improving a system that will:

- a. Give the development industry greater control over the time and cost of completing new connections in a timely and efficient way; and
- b. Continue to deliver high quality prudent and efficient water supply and sewerage assets to safely and reliably serve Unitywater's future customers at least lifecycle cost.

Purpose of the Manual

The purpose of the Manual is to document the administration of Unitywater's Accreditation and Certification System for the planning, design, assessment, approval, certificate, construction, and handover activities related to the establishment of connections to Unitywater's water supply and sewerage network infrastructure.

This Manual is a 'controlled document' under Unitywater's Integrated Management System (IMS). This means that any changes, including updates to this Manual may only be approved by Unitywater's Chief Executive Officer or Executive Manager Customer Experience.

Unitywater will also consult with the development industry, including registered Accredited Entities and Registered Certifiers when this Manual undergoes any changes or updates.

Further, the Accreditation Deed applies to directions, orders or variations issued with respect to the provisions of this Manual and as such these two documents are inter-related.

Accreditation and Certification Model

Figure 1 below illustrates Unitywater's Accreditation and Certification System which is comprised of four principal processes:

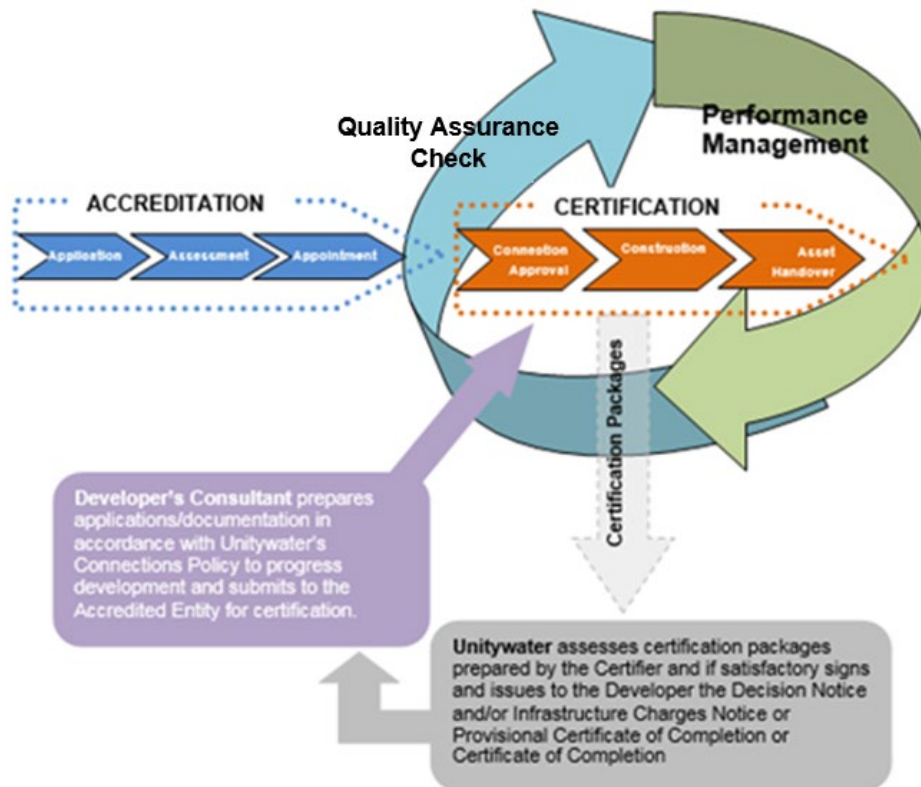
- a. **Accreditation** – periodically Unitywater will advertise for suitably qualified entities and individual people to apply to be accredited to provide certification services. The applications will be assessed against certain criteria such as experience and qualifications. Registered Certifiers will be required to undertake training. To be appointed, the entities and individuals will need to execute either an Accreditation Deed (for Accredited Entities) or a Registration Deed Poll (for Registered Certifiers) to the satisfaction of Unitywater. The Accreditation Deed will set out the terms of accreditation (e.g. period of accreditation and limits of authority) and the respective obligations of Unitywater and the Accredited Entity. The Registration Deed Poll will establish the legal liability of the Registered Certifier to Unitywater.



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- b. **Certification** – is the process under which Accredited Entities and Registered Certifiers take responsibility for:
- i. Assessing developers' connection applications and providing certification packages via submission through the Development Portal.
 - ii. Inspecting non trunk works and certifying that the as-constructed condition of the assets is in accordance with prescribed standards (e.g. the connection approval, consent to interfere approval, SEQ Code).
 - iii. Assessing developers' requests for Provisional Certificates of Completion, On Maintenance Certificates and Certificates of Completion and providing certification packages via submission through the Development Portal.
 - iv. Monitoring compliance with conditions of Infrastructure Agreements and Water Approval Connection Agreement and informing Unitywater of any non-compliance.
- c. **Quality Assurance** – while accreditation and certification are processes that progress in sequential steps, quality assurance checking of certified work is a continual improvement process that will be conducted by Unitywater, at its discretion. Quality assurance checks may occur at any time throughout and beyond the process of approving new connections, constructing the assets necessary to enable the approved connections and handing over (donating) assets to Unitywater.
- d. **Performance Management** – like the quality assurance check process, performance management will be a continual improvement process conducted by Unitywater, at its discretion, to assist Accredited Entities, by direct engagement with Registered Certifiers, to encourage Registered Certifiers to become more proficient. The outcomes of each quality assurance check conducted by Unitywater will inform Unitywater's assessment of the performance of Accredited Entities and Registered Certifiers. A continuing satisfactory standard of performance is critical to Accredited Entities and Registered Certifiers maintaining their accreditation status.

Figure 1: Accreditation and Certification Model



Individual people (e.g. sole traders) and companies (e.g. consulting engineering firms, civil construction companies, project management companies and town planning firms) are eligible to apply to be appointed as an Accredited Entity.

Registered Certifiers may also apply to be appointed as an Accredited Entity.

Registered Certifiers may be appointed in one or more of three categories:

- a. Major Connections Certifier
- b. Minor Connections Certifier
- c. Construction Certifier.

The responsibilities of each of these roles are set out in **Table 1**.

Unitywater updates and maintains a list of Accredited Entities on its webpage.

To establish water supply and sewerage connections (other than standard water supply connections and standard sewerage connections) that are eligible under the Unitywater Accreditation and Certification System, the Developer must engage an Accredited Entity. The Accredited Entity will then appoint a Major or Minor Connections Certifier as appropriate to provide certification services. If network works are required, then the Accredited Entity will also nominate a Construction Certifier to inspect the construction works in accordance with a schedule agreed at the Pre-Start Meeting and ultimately certify that the as-constructed condition of the works are compliant with prescribed standards.

The Accredited Entity will always be responsible for their nominated Registered Certifiers and will be vicariously liable to Unitywater for the acts and omissions of the nominated Registered Certifiers, as if they were acts and omissions of the Accredited Entity.

Accredited Entities and Registered Certifiers must be engaged to act on existing connection approvals (e.g. an existing staged connection approval), where the subsequent phase of the process is eligible under this A&C system.

The developer's consultant will prepare documentation required for connection applications and other applications (e.g. request for Provisional Certificate of Completion) to progress the development and submit the required documents for each application to the Accredited Entity for assessment. The Registered Certifier nominated by the Accredited Entity will assess the developer's applications and prepare and submit certification packages to Unitywater with certifications that the certification packages are in accordance with legislation and prescribed standards. Certification packages will be submitted through the Development Portal, including completion of the certification submission form (including attachments), payment of the prescribed fees, and provision of the owner's consent. Prior to submission the Certifier will need to confirm the conditions of the development to ensure the Outcome documents that are generated in the Development Portal are correct and in accordance with Part B – Certification of this Manual.

Major Connections Certifiers will prepare and submit requests for Provisional Certificates of Completion through the Development Portal. Similarly, Major and Minor Connections Certifiers will prepare and submit requests for On Maintenance Certificates and Certificates of Completion through the Development Portal. Unitywater will undertake quality assurance checks, at its discretion, of certified submissions for requests for Provisional Certificates of Completion, On Maintenance Certificates and Certificates of Completion and issue the Provisional Certificates of Completion, Early Works Certificates, On Maintenance Certificates and Certificates of Completion as an Outcome document in the Development Portal.

It is a requirement of the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009* that Unitywater must receive and approve all connection applications. Accordingly, Unitywater must assess all connection applications and issue the Outcome documents through the Development Portal (e.g. Decision Notice, Infrastructure Charges Notice and Approved Plan). Refer to Unitywater's website for indicative timeframes for each application type.

In instances where non-conformances are identified by Unitywater's quality assurance check of the certification package, the Accredited Entity and the Registered Certifier will be notified of the non-conformances and will be required to take remedial action (e.g. Submit a new Certification Package through the Development Portal) to enable the certification package to progress. The certification package will be subject to delay until effective remedial action is taken by the Registered Certifier (no specified time period) and a subsequent quality assurance check is undertaken by Unitywater. The amended Outcome Documents will be available to the applicant through the Development Portal (e.g. Decision Notice, Infrastructure Charges Notice, Provisional Certificate of Completion, Early Works Certificate, On Maintenance Certificate or Certificate of Completion).

Unitywater will rely on the certifications provided to it in carrying out its assessment of connection applications and submissions for Provisional Certificates of Completion, Early Works Certificates, On Maintenance Certificates or Certificates of Completion. Under the Accreditation Deed and Registration Deed Poll, the Accredited Entity and Registered Certifier(s) will be accountable for their certifications for seven years after the date of certification despite Unitywater issuing the relevant Decision Notices, Infrastructure Charges Notices, Provisional Certificates of Completion, Early Works Certificate, On Maintenance Certificate or Certificates of Completion.

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Scope of Accreditation and Certification

Accreditation and Certification will apply to all aspects of non-trunk infrastructure (including property connections) for water supply and sewerage connection applications including assessment of connection applications and design, certificates, construction (including construction of non-trunk works associated with a Consent to Interfere approval), and handover of donated assets to Unitywater except for the following:

- a. Preparation and issuance of Services Advice Notices under the DR Act.
- b. Assessment of standard connection applications for water supply or sewerage.
- c. Assessment of connections involving the design and construction of trunk infrastructure including non-gravity sewerage systems and active assets such as pressure sewer, pressure reducing valves and pumping/booster stations.
- d. Assessment of Consent to Interfere applications.
- e. Construction and handover of trunk works associated with a Consent to Interfere approval.
- f. Assessment of connections outside of the Future Connection Area.
- g. Preparation, approval, and supervision of network intervention plans.
- h. Building over and adjacent to Unitywater's assets.
- i. Transitional or 'Related' applications and approvals for material change of use and reconfiguration of lot.
- j. Extensions of currency period.
- k. Applications that require preceding QLD Department of Transport and Main Roads (TMR) Public Utility Plant (PUP) Approval or Queensland Rail (QR) Wayleave Agreement Approval.

Certification will be limited to the extent that the Registered Certifier will certify that the information provided in the Development Portal is true and correct and complies with legislation and the prescribed standards. Registered Certifiers will not be authorised to sign or issue any Decision Notices or Infrastructure Charges Notices.

Key Principles

To achieve the win-win objective of the Accreditation and Certification System mentioned previously, the following key principles will be applied in implementing the Accreditation and Certification System:

- a. Accredited Entities and Registered Certifiers appointed by Unitywater, will in addition to any obligations under their Accreditation Deed or Registration Deed Poll respectively, must always act in the interests of Unitywater and Unitywater's customers to achieve least lifecycle cost outcomes that are compliant with legislation, SEQ Code and Unitywater's Network Master Plans.
- b. Having regard to the certifications provided by Registered Certifiers, Unitywater will issue all Decision Notices and Infrastructure Charges Notices through the Development Portal in accordance with the relevant requirements of the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*.
- c. The [Prudency and Efficiency Test](#) will be applied by Accredited Entities and Registered Certifiers in all decision making and must be demonstrated in relevant supporting documentation (e.g. water supply servicing plan for a multistage development), calculations (e.g. lifecycle cost comparison) and completed checklists. The purpose of this test is to ensure that least lifecycle cost outcomes are achieved, and acquisition of new assets is justified.
- d. Unitywater will rely on the certifications provided in the Development Portal application when issuing Decision Notices for connection applications and issuing Provisional Certificates of Completion, Early Works Certificate, On Maintenance Certificate or Certificates of Completion. In addition to any obligations under the Accreditation Deed and Registration Deed Poll, the Accredited Entity and Registered Certifier(s) will be accountable to Unitywater for their certifications for **seven (7)** years after the date of the certification despite Unitywater issuing the relevant Decision Notices, Infrastructure Charges Notices, Provisional Certificates of Completion, Early Works Certificate, On Maintenance Certificate or Certificates of Completion. The accountability will apply for compliance with legislation, the Connections Policy and achieving least lifecycle cost outcomes. (Accredited Entities will be required by the Accreditation Deed to establish and maintain professional indemnity insurance for the **seven (7)** year period).

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Roles and Responsibilities

Under the Unitywater Accreditation and Certification System responsibility is assigned as set-out in **Table 1**.

Table 1: Roles and Responsibilities

Role	Description	Responsibility
Unitywater	<p>The Northern Distribution Retail Authority established under the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> and given powers under this Act to accept and decide Connection Applications.</p> <p>The service provider under the <i>Water Supply (Safety and Reliability) Act 2008</i>.</p>	<ol style="list-style-type: none"> Receive and assess connection applications through certification packages from Accredited Entities and Registered Certifiers. Issue Decision Notices, Infrastructure Charges Notices, Provisional Certificates of Completion, On Maintenance Certificates and Certificates of Completion through the Development Portal. Provide training to relevant entities and individuals to enable them to be accredited. Quality assurance check certifications and give clear feedback on the findings to the relevant Accredited Entity and/or Registered Certifier. Where necessary, manage the performance of the Accredited Entities and Registered Certifiers with the objective of increasing the proficiency of each individual Registered Certifier.
Developer	<p>A company or individual who is:</p> <ol style="list-style-type: none"> Seeking a connection approval under the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i>, or Acting on a connection approval given under the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> or Transitional Approval ('Related' approval). Acting on a Consent to Interfere approval given under the <i>Water Supply (Safety and Reliability) Act 2008 (Part 7, s.192)</i> 	<ol style="list-style-type: none"> Prepare, or engage suitably qualified consultants to prepare documents required for connection applications or applications for Provisional Certificate of Completion, Early Works Certificates, On Maintenance Certificates and Certificates of Completion, and satisfy all conditions of approvals including construction and handover of infrastructure. Pay assessment fees and/or infrastructure charges through the Development Portal. Engage an Accredited Entity to provide certification services. Carry out the responsibilities listed below for a Developer's Consultant and/or Developer's Construction Contractor if the Developer has not engaged third parties for those roles for the connection approval. Ensure appointed Consultants and Registered Certifiers, to the extent they are third parties, comply with their responsibilities.
Developer's Consultants	<p>A company or individual that should have suitable professional qualifications and experience to act for the Developer (e.g. Registered Professional Engineer Queensland).</p>	<ol style="list-style-type: none"> Prepare documents required for connection applications including supporting documentation and engineering designs. Respond to information requests from Accredited Entities and their Registered Certifiers. Prepare as-constructed information. Supervise works and overall progress of water supply and sewerage aspects of development projects.

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Role	Description	Responsibility
Developer's Construction Contractor	A company or individual that should have suitable professional qualifications and experience to construct the approved works for the Developer.	<ul style="list-style-type: none"> a. Construct approved networks. b. Respond to information requests directed through project superintendent's from Registered Certifiers. c. Day-to-day supervision of works.
Accredited Entity	A company or individual (e.g. sole trader) with the capacity to provide the necessary systems, resources, and insurances to be accepted by Unitywater as an Accredited Entity.	<ul style="list-style-type: none"> a. Must always act in accordance with the terms and conditions of the Accreditation Deed and this Manual. b. Must nominate Major or Minor Connections Certifiers and/or Construction Certifiers to provide appropriate certification services. The Accredited Entity will be vicariously liable for their nominated Registered Certifiers, and therefore must support the Registered Certifiers, including without limitation by maintaining: <ul style="list-style-type: none"> i. A quality system accredited to a recognised standard (e.g. ISO 9001) to assure the quality of certifications. ii. Professional indemnity insurance cover for certifications issued by the Registered Certifiers while engaged by the Accredited Entity. iii. Resources to assist the Registered Certifier to assess and make decisions about connection applications and/or the standard of construction; e.g. access to legal advice.
Major Connections Certifier	<p>An individual person who is engaged by an Accredited Entity and who is a Registered Professional Engineer Queensland (RPEQ).</p> <p>The Major Connections Certifier will undertake certification processes for development projects that involve construction of non-trunk network works i.e. water supply and/or sewerage infrastructure.</p>	<ul style="list-style-type: none"> a. Must always act in accordance with the terms and conditions of the Registration Deed Poll and this Manual. b. Assess developer's connection applications. c. Prepare and submit certification packages through the Development Portal in accordance with prescribed processes for the course of the development project. d. Ensure prescribed processes are followed for water supply and sewerage aspects of the development project. e. Monitor compliance with connection approvals, Infrastructure Agreements and Water Approval Connection Agreement and notify Unitywater of any non-compliance.



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Role	Description	Responsibility
Minor Connections Certifier	<p>An individual person who is engaged by an Accredited Entity. The Minor Connections Certifier is not required to be a Registered Professional Engineer Queensland.</p> <p>The Minor Connections Certifier will undertake the certification process for development projects that only involve property service infrastructure and do not involve construction of network works.</p>	<ol style="list-style-type: none"> Always act in accordance with the terms and conditions of the Registration Deed Poll and this Manual. Assess developer's connection applications. Prepare and submit certification packages through the Development Portal in accordance with prescribed processes for the course of the development project. Ensure the prescribed processes are followed for water supply and sewerage aspects of the development project. Monitor compliance with connection approvals and if applicable with Infrastructure Agreements and notify Unitywater of any non-compliance.
Construction Certifier	<p>An individual person who is engaged by an Accredited Entity and who:</p> <ol style="list-style-type: none"> Has a minimum of three years of experience in construction of water supply and sewerage reticulation infrastructure. Is a Licensed Plumber and Drainer or holds a Certificate IV in Civil Construction Supervision or higher tertiary engineering qualification. 	<ol style="list-style-type: none"> Inspect the construction of network works in accordance with the schedule nominated at each Pre-Start Meeting and not less than Unitywater's guideline. Provide certification of the extent of completed and compliant works for Provisional Certificates of Completion, Certificates of Completion, and connection of works to sewerage network. Ensure the prescribed construction certifier processes are followed for water supply and sewerage construction aspects of the development project. Provide certification that the condition and configuration of constructed works complies with the conditions of the connection approval and prescribed standards.

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Business Models

Unitywater's Accreditation and Certification System is designed to accommodate a broad range of certification business models, subject always to the Accreditation Deed and Registered Deed Poll, including any provisions around 'conflicts of interest'. Such arrangements may include:

- a. Accredited Entities employing Registered Certifiers
- b. Registered Certifiers working as sub-contractors or contractors to one or more Accredited Entity
- c. Registered Certifiers of any category being appointed as an Accredited Entity (must meet the requirement of an Accredited Entity) and operating as a sole trader within the limits of each Accreditation Deed
- d. Individuals being appointed as a Registered Certifier in more than one category; e.g. Major Connections Certifier and Construction Certifier
- e. Accredited Entities acting for the developer as a design consultant and project manager
- f. Registered Certifiers working for the developer's design consultant.

Unitywater, at its discretion, may undertake quality assurance checks more frequently for any Accredited Entity or Registered Certifier it considers to potentially be a conflict risk due to (amongst others) multiple roles under its Accreditation and Certification System.

Developers, developers' consultants, construction contractors, Accredited Entities and Registered Certifiers may have any form of contractual relationship *that does not compromise their obligations* under the Accreditation Deed and Registration Deed Poll. In particular, the Accreditation Deed and Registration Deed Poll will include overarching obligations for:

- a. the Accredited Entity to establish and maintain Professional Indemnity and Public Liability insurances in the forms specified in the Accreditation Deed
- b. the Accredited Entity to always act first and foremost in the interests of Unitywater and Unitywater's customers when providing certification services under the provisions of the Accreditation Deed and ensuring the Registered Certifier does the same, and
- c. the Registered Certifier to always act first and foremost in the interest of Unitywater and Unitywater's customers when providing certification services under the provisions of the Registration Deed Poll and this Manual.

Conflict of interest

A **conflict of interest** is a situation in which an individual has competing interests or loyalties. A conflict of interest can exist in many different situations where an Accredited Entity or Registered Certifier could be influenced, or where it could be perceived that they are influenced, by a personal interest in carrying out their duty. Conflict of interest may be:

1. **Actual** – where a direct conflict exists between current official duties and existing private interests e.g. the Major Connections Certifier is the developer and is the consulting engineer (RPEQ) as well as the Registered Certifier assessing the connection application.
2. **Perceived** – where it appears or could be perceived that private interests are improperly influencing the performance of official duties whether or not that is actually the case e.g. the Major Connections Certifier is the only RPEQ in the company that signs off on the design drawings (as required by the SEQ Code), assesses the design drawings and prepares the certification package to submit through the Development Portal as a Registered Certifier; OR a Construction Certifier being employed by the Construction Company constructing the approved works.
3. **Potential** – where private interests are not but could come into direct conflict with official duties e.g. the Major Connections Certifier and the Consulting Engineer (RPEQ engineer signing off on the design drawings as required by the SEQ Code) are both employed by the same Accredited Entity.

Unitywater is committed to ensuring that:

- a. All actual, perceived and potential conflicts of interest are identified and recorded.
- b. Conflicts of interest are avoided where possible.
- c. Any conflicts which cannot be avoided, are appropriately managed in a transparent manner.

Unitywater's Conflicts of Interest Policy (BP8042) sets out our expectations about the way in which conflicts of interest will be addressed and managed at Unitywater.

It is the responsibility of Accredited Entities and Registered Certifiers to *declare* any **Actual**, **Perceived** or **Potential** conflicts of interest each time they are engaged to undertake certifications on a connection application and submit with a certification package through the Development Portal. The Accredited Entity and Registered Certifier must complete the [Conflict of Interest Disclosure Form](#) (online form) available on the website, and attach to the application in the Development Portal.

When Unitywater is undertaking a quality assurance check of the certification package, determination will be made on an identified conflict of interest. If Unitywater determines there is an identified conflict of interest, and:

- a. A satisfactory Conflict-of-Interest Disclosure form is included in the certification package submitted through the Development Portal, then this element of the certification package will be deemed satisfactory.
- b. A Conflict-of-Interest Disclosure form is not included in the package submitted through the Development Portal, then an unsatisfactory result will be recorded on the Quality Assurance report against the Registered Certifier.

The Accredited Entity must ensure that a Registered Certifier can act in the interests of Unitywater and its customers when providing certification services, and that the Accredited Entity does not cause a Registered Certifier to have a conflict with these interests.



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Implementation

It is Unitywater's intention that all eligible connection applications will be managed under the Accreditation and Certification System described in this Manual. The term of accreditation for all Accredited Entities and Registered Certifiers will be aligned with the Tier Scheme periods.

Unitywater's Tier Scheme will include review of the performance of Registered Certifiers and Accredited Entities and will inform renewal of accreditation and registration where it considers it appropriate to do so. The Tier Scheme will also inform Unitywater's quality assurance check schedule for Accredited Entities and Registered Certifier's.

Fees

Accredited Entities and Registered Certifiers will set or negotiate their own fees for certification services provided to the development industry. Fees charged by Accredited Entities and Registered Certifiers to developers for certification services will not be controlled in any way by Unitywater.

Unitywater will charge Accredited Entities a fee for submission of each certification package submitted through the Development Portal. The fees will be published on [Unitywater's Fees and Charges](#) website.

Performance Management

Unitywater will assist newly appointed Accredited Entities and Registered Certifiers to attain a satisfactory level of proficiency to enable them to maintain their accreditation. This assistance may take the form of:

- a. **Training** for accreditation applicants to provide them with an understanding of legislation, connection approval process, obligations under the Accreditation Deed and Registration Deed Poll, roles and responsibilities, objectives, standards, the decision-making process and required standard of performance.
- b. **On-going Training** for Accredited Entities and Registered Certifiers to assist them to improve their proficiency and to understand and implement changes to legislation, policy, business processes and/or design and construction standards.
- c. **Quality Assurance check** of certification packages and feedback to the relevant Accredited Entity and Registered Certifier. A Quality Assurance Report will be available to the relevant Registered Certifier and Accredited Entity in the Development Portal. In the instance of an unsatisfactory item in the Quality Assurance report, it will state what action must be taken by the Registered Certifier to rectify or resolve the relevant item(s).
- d. **Coaching** for Registered Certifiers and Accredited Entities who have submitted certifications that are not compliant with legislation, the Connections Policy, the connection approval and/or principal design aspects of the SEQ Code or that result in outcomes that do not satisfy the prudence and efficiency test.

Unitywater expects the Accredited Entities and Registered Certifiers to always act in accordance with the requirements of the applicable Accreditation Deed or Registration Deed Poll, and to undertake relevant professional development and provide adequate resources to attain and maintain a satisfactory level of performance.

The Accreditation Deed and Registration Deed Poll will enable Unitywater to place the Accredited Entity and/or the Registered Certifier on probation, or suspend accreditation or revoke accreditation, including where it is evident that Accredited Entities and/or Registered Certifiers are not improving their proficiency and are continually submitting certifications which are not in accordance with prescribed processes, complying with legislation, the Connections Policy, the connection approval and/or principle design aspects of the SEQ Code or that result in outcomes which are not prudent and efficient.

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Should Unitywater suspend or revoke an accreditation, Unitywater will seek to minimise the impact and delay on affected developers and their development project. Unitywater may facilitate the transition to another Accredited Entity and/or Registered Certifier or provide services to assess and approve connection applications and accept donated assets.

Conclusion

This manual describes Unitywater's Accreditation and Certification System which is designed to engage the resources, expertise, and innovation of private industry in the process of connecting new development to Unitywater's networks within the Utility Model Framework.

The desired win-win objective is to provide least lifecycle cost water supply and sewerage services to Unitywater's customers and to give the development industry more control over the time and cost of the connections process.

This objective will only be achieved by all parties acting in accordance with the principles set out above and with all parties contributing to the continual improvement of the Unitywater Accreditation and Certification System.

Part A – Accreditation

1. Introduction

This part of the Accreditation and Certification Manual has the purpose of detailing the categories of accreditation, how to apply for accreditation, the process of appointing successful applicants and the process to continually improve the proficiency of Accredited Entities and Registered Certifiers to achieve the objectives of the Accreditation and Certification System (see Overview - Objectives).

1.1 Limitations

Unitywater's Accreditation and Certification system will apply to all aspects of non-trunk infrastructure (including property connections) for water supply and sewerage networks covered only under the SEQ Water Supply & Sewerage Design & Construction Codes (SEQ WS&S D&C Code):

- *Water Supply Code of Australia – SEQ Service Providers Edition* (based on WSA 03)
- *Gravity Sewerage Code of Australia – SEQ Service Providers Edition* (based on WSA 02).

This includes assessment of connection applications, requests to amend conditions of connection approvals, requests for Certificates and design, construction (including construction of non-trunk works associated with a Consent to Interfere approval), and handover of donated assets to Unitywater.

This system does not include:

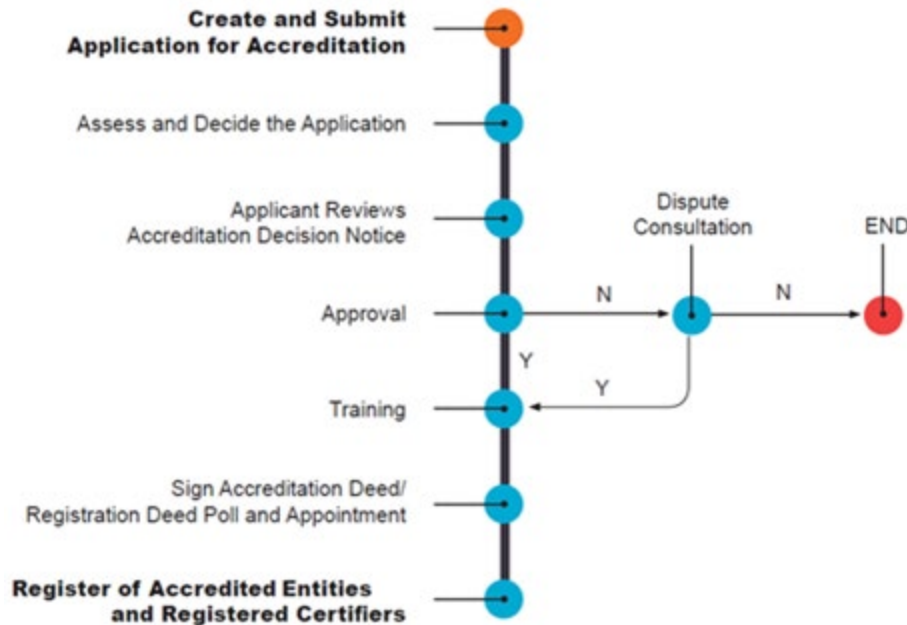
- a. Preparation and issuance of Services Advice Notices.
- b. Assessment of standard connection applications for water supply or sewerage.
- c. Assessment of connections involving the design and construction of trunk infrastructure, including non-gravity sewerage systems and active assets such as pressure sewer, pressure reducing valves and pumping/booster stations.
- d. Assessment of Consent to Interfere applications.
- e. Construction and handover of trunk works associated with a Consent to Interfere approval.
- f. Assessment of connections outside of the Future Connection Area.
- g. Preparation, approval, and supervision of network intervention plans.
- h. Building over and adjacent to Unitywater's assets.
- i. Transitional (or 'Related') applications and approvals for material change of use and reconfiguration of lot.
- j. Extensions of currency period.
- k. Applications for initial acquisition of a QLD Department of Transport and Main Roads (TMR) Public Utility Plant application and approval or a Queensland Rail (QR) Wayleave Agreement application and approval.

Note: that once external authority approvals are obtained, subject to meeting all other eligibility criteria, the balance certification package application(s) must be submitted under the A&C system by a Registered Certifier, through the Development Portal.

2. Overview of Accreditation Process

Figure 2 illustrates the business process for appointing entities and suitably qualified persons as Accredited Entities and Registered Certifiers.

Figure 2: Accreditation Process



The accreditation process involves:

- The applicant preparing and submitting an accreditation application to Unitywater.
- Unitywater acknowledging receipt of the application.
- Unitywater assessing the application and if necessary, requesting clarification or additional information.
- Unitywater deciding the application and either approving or refusing the application.
- Unitywater may consult with the applicant regarding the reasons for refusing the application, but this will not fetter Unitywater's ability to refuse any applications at its discretion.
- Training of approved Applicants.
- Execution of the Accreditation Deed or Registration Deed Poll.
- Appointment of Accredited Entities and Registered Certifiers.
- Publication of the contact details of Accredited Entities (i.e. Unitywater's Accreditation Register) on Unitywater's website.

This process will be conducted by Unitywater to maintain a manageable pool of Accredited Entities and Registered Certifiers to provide certification services to the development industry.



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3. Categories of Accreditation

Unitywater will appoint suitable entities (including sole traders) as Accredited Entities. Unitywater will appoint appropriately qualified persons as Registered Certifiers in the following categories:

- a. Major Connections Certifier
- b. Minor Connections Certifier
- c. Construction Certifier.

The roles and responsibilities of Accredited Entities and Registered Certifiers are described in Section 6 Roles and Responsibilities.

3.1 Accredited Entities

Individual people (e.g. sole traders) and companies (e.g. consulting engineering firms, civil construction companies, project management companies, town planning consultancies or surveying firms) are eligible to apply to be appointed as an Accredited Entity.

Registered Certifiers (see below) may also apply to be appointed as an Accredited Entity subject to the Registered Certifier satisfactorily meeting the relevant criteria of an Accredited Entity.

3.1.1 Registered Certifiers

Individual people with suitable qualifications and experience may apply to be Registered Certifiers in one or more of the categories. Compulsory qualifications are detailed in **Table 2**.

Table 2: Registered Certifiers Roles and Qualifications

Role	Compulsory Qualifications and Experience
Major Connections Certifier	Registered Professional Engineer Queensland and experience in land development engineering including water supply and sewerage.
Minor Connections Certifier	Verifiable relevant experience in land development or applying for approval of connection to water supply and sewerage networks.
Construction Certifier	Minimum three years of experience in construction of water supply and sewerage infrastructure and <ol style="list-style-type: none"> 1. Licensed Plumber and Drainer, or 2. Certificate IV in Civil Construction Supervision or higher tertiary engineering qualification.

4. Dealings

When Accredited Entities are appointed their contact details will be published in [Unitywater's Accreditation Register](#) on Unitywater's website.

To obtain connection approvals and Provisional Certificates of Completion, Early Works Certificates, On Maintenance Certificates and Certificates of Completion through the certification process described in Part B of this manual, Developers must engage an Accredited Entity.

The Accredited Entity will nominate a Major or Minor Connections Certifier to provide certification services through each stage in the certification process described in Part B of this manual, from submission of certification packages to issuance of Connection Approvals or Certificates by Unitywater.

If construction of network works (e.g. water mains and sewerage mains) is required by the connection approval, the Accredited Entity will nominate who the Developer will engage as a Construction Certifier to inspect and certify the as-constructed condition of the network works.

It is Unitywater's position that eligible connection applications and certificates are assessed in accordance with Part B (Certification) of this manual to achieve the objective of giving the development industry greater control over the time and cost of completing new connections in a timely and efficient way.

5. Existing Approvals

Accredited Entities and Registered Certifiers may be engaged by water connection approval holders (developers) to act on current connection approvals, including for applications to change conditions of current connection approvals.

6. Roles and Responsibilities

6.1 Unitywater

Unitywater is responsible for management of all aspects of accreditation, and for receiving, assessing, and deciding connection applications.

Unitywater will manage accreditation by establishing, maintaining, and continually improving the accreditation management system comprised of this manual, supporting business systems and the following business processes/activities:

- a. Acceptance and assessment of applications for accreditation from representatives of entities and/or suitably qualified people.
- b. Decisions about accreditation applications.
- c. Responding to request by an unsuccessful applicant for Unitywater to review its decision to refuse an accreditation application.
- d. Training of approved applicants.
- e. Execution of Accreditation Deeds and acceptance of Registration Deed Polls.
- f. Appointment of applicants who are approved for accreditation, and who have successfully completed the requisite training as Accredited Entities and/or Registered Certifiers and who signs the Accreditation Deed/Registration Deed Poll.
- g. Establishment and maintenance of a register of Accredited Entities [Unitywater's Accreditation Register](#) on Unitywater's website to facilitate ready contact by Developers and Landowners with Accredited Entities.
- h. Support systems to improve the proficiency of Accredited Entities and Registered Certifiers.



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6.2 Developers

Developers have no direct role in the accreditation process.

Unitywater will not accept a Developer as an Accredited Entity for their own development projects because of the conflict of interest that would be created.

6.3 Accredited Entities

An Accredited Entity will be appointed by the developer or the developer's consultant to pursue a connection application, a certificate or the construction and handover of donated assets to Unitywater through the certification framework.

The Accredited Entity will appoint a Registered Certifier to undertake the responsibilities described below. The Accredited Entity will remain responsible for the Registered Certifier and provide support to the Registered Certifier as per Section 6.7 General Primary Obligation of Accredited Entities and Registered Certifiers.

6.4 Major Connections Certifier

Major Connections Certifiers are Registered Certifiers that are responsible for:

- a. Assessing developers' connection applications identified as eligible Major category connection applications.
- b. Preparing certification packages to be submitted through the Development Portal, in accordance with legislation, the Unitywater Connections Policy and processes described in **Part B** of this Manual.
- c. Ensuring prescribed certification processes, including submission of certification packages through the Development Portal to Unitywater, are followed for the water supply and sewerage aspects of the development project.
- d. Monitoring compliance with Infrastructure Agreements and Water Approval Connection Agreement and notify Unitywater of any non-compliance.
- e. Always acting in accordance with the terms and conditions of their Registration Deed Poll.

6.5 Minor Connections Certifier

Minor Connections Certifiers are Registered Certifiers that are responsible for:

- a. Assessing developers' connection applications identified as eligible Minor category connection applications.
- b. Preparing certification packages to be submitted through the Development Portal, in accordance with legislation, the Unitywater Connections Policy and processes described in Part B of this manual.
- c. Ensuring prescribed certification processes, including submission of certification packages through the Development Portal to Unitywater, are followed for the water supply and sewerage aspects of the development project.
- d. Monitoring compliance with Infrastructure Agreements.
- e. Always acting in accordance with the terms and conditions of the Registration Deed Poll.

Minor Connections Certifiers *cannot* certify connection applications for development projects that involve construction of network works.

6.6 Construction Certifier

Construction Certifiers are Registered Certifiers that are responsible for:

- a. Inspecting network works in accordance with the schedule nominated at each Pre-Start Meeting and not less than Unitywater's guideline.
- b. Providing certification of the extent of completed works for Provisional Certificates of Completion, Early Works Certificates, On Maintenance Certificates, connection to sewerage network and Early Works, On Maintenance and Off-Maintenance pre inspection.
- c. Providing certification that the condition and installed configuration of constructed works complies with the conditions of the connection approval and prescribed standards as requested by the Major Connections Certifier and/or Unitywater.
- d. Always acting in accordance with the terms and conditions of the Registration Deed Poll.

A Construction Certifier *must not* also be the construction supervisor for the contractor on the construction site for which he is the appointed Construction Certifier.

6.7 General Primary Obligation of Accredited Entities and Registered Certifiers

Under the terms of their Accreditation Deeds and Registration Deed Polls, Accredited Entities and Registered Certifiers have the following general primary obligations:

6.7.1 Accredited Entities

Accredited Entities will be responsible for their Registered Certifiers, and provide support to Registered Certifiers in their roles by maintaining:

- a. Access to and use of a quality system that is accredited to a recognised standard (e.g. International Standards Organisation standard 9001) to assure the quality of certifications.
- b. Professional indemnity insurance to cover certifications issued to Unitywater by the Registered Certifier while the Registered Certifier is employed by or otherwise engaged by the Accredited Entity for a period of up to **seven (7)** years after any particular certification is issued.
- c. Resources to assist the Registered Certifier to assess and make decisions about connection applications and/or the standard of construction; e.g. access to legal advice.

6.7.2 Registered Certifiers (Major Connections Certifiers, Minor Connections Certifiers and Construction Certifiers)

Registered Certifiers must always act first and foremost in the interests of Unitywater and comply with relevant law. Registered Certifiers must monitor the developer's compliance with the applicable standards, connection approval and any water infrastructure agreement and notify Unitywater of any non-conformance.

A Registered Certifier must not take direction on certification decisions from developers or allow themselves to be placed in a position where they may have a conflict of interest between their obligations to Unitywater and their obligations to any other person.

All Registered Certifiers will have the responsibility to ensure that all contributed assets including property service connections:

- Are compliant with the relevant Connection Approvals (Decision Notices), water infrastructure agreement and prescribed standards (e.g. the SEQ Code); and
- Are compliant with all objectives and requirements outlined in the Unitywater Water Netserv Plan Part A.



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7. Competencies

Accredited Entities and Registered Certifiers must attain competencies specific to their role as summarised in **Table 3** below to discharge their responsibilities competently, effectively and efficiently.

Unitywater will provide training to the Accredited Entities and Registered Certifiers.

Table 3: Accredited Entity and Registered Certifier Competencies

Role	Requisite Competencies
Accredited Entities	<p>Knowledge and demonstrated understanding of:</p> <ul style="list-style-type: none"> a. Obligations of Accredited Entities and Registered Certifiers. b. Relevant legislation, the Connections Policy, and Schedule of Works. c. End-to-end certification process.
Major Connections Certifiers	<p>Knowledge and demonstrated understanding of:</p> <ul style="list-style-type: none"> a. Obligations of Accredited Entities and Registered Certifiers. b. Relevant legislation, standards the Connections Policy, and Schedule of Works. c. End-to-end certification process. d. Identifying Network Demand by Assessment for connection applications. e. Assessing connection applications and submitting through the Development Portal, including attachments such as Engineering Drawings. Infrastructure Charges Calculations and Charges Notice will be processed and generated through the Development Portal with the Connection Application. f. Preparing documentation to support the submission of Provisional Certificates of Completion, Early Works Certificates, On Maintenance Certificates and Certificates of Completion through the Development Portal. g. Inspection of works including on and off maintenance inspections. h. Preparing asset handover packages to be submitted through the Development Portal; i. Process for construction of connection to Unitywater’s network infrastructure. j. Preparing documentation to support Off-Maintenance submissions through the Development Portal.
Minor Connections Certifiers	<p>Knowledge and demonstrated understanding of:</p> <ul style="list-style-type: none"> a. Obligations of Accredited Entities and Registered Certifiers. b. Relevant legislation, standards the Connections Policy, and Schedule of Works. c. End-to-end certification process. d. Identifying Network Demand by Assessment for connection applications. e. Assessing connection applications and submitting through the Development Portal. f. Preparing documentation to support submissions for Certificates of Completion through the Development Portal. g. Process for construction of property connections to Unitywater’s network infrastructure.
Construction Certifiers	<p>Knowledge and demonstrated understanding of:</p> <ul style="list-style-type: none"> a. Obligations of Accredited Entities and Registered Certifiers. b. Relevant standards. c. End-to-end certification process. d. Preparing documentation to support certification submissions for Provisional Certificates of Completion, Early Works Certificates, On Maintenance Certificates and Off Maintenance through the Development Portal. e. Inspection of works including pre on and off maintenance inspections. f. Process for construction of connections to Unitywater’s network infrastructure.

8. Application for Accreditation

It is intended that Unitywater will invite applications for accreditation periodically. This is to ensure processes such as assessment of applications, training and execution of Accreditation Deeds and Registered Deed Polls are conducted efficiently.

Sole traders and representatives of companies, and suitably qualified individuals may apply to be appointed as Accredited Entities and Registered Certifiers respectively by completing and submitting the online accreditation application Forms when Unitywater opens the intake for accreditation applications. All information relating to accreditation applications can be found on the [become accredited](#) section of the Unitywater website.

All enquiries relating to accreditation application can be made to the Accreditation Coordinator at accreditation.coordinator@unitywater.com or “Submit an Enquiry” through the Development Portal.

8.1 Privacy

All information provided by applicants will be utilised for assessing applications for accreditation and for no other purpose. The privacy of the information contained in accreditation applications will be protected in accordance with the requirements of the *Information Privacy Act 2009* (Qld) and where applicable or required by Unitywater, the *Privacy Act 1988* (Cth).

8.2 Eligibility Criterion

Applicants must demonstrate that they have the capabilities and resources to adequately undertake the roles and responsibilities described in Section 6 Roles and Responsibilities; Hence, applicants must substantiate all claims made in the accreditation application with supporting documentation (e.g. professional indemnity insurance policy currency certificate) that can be readily verified by Unitywater. Note that the requirements for supporting documentation are stated in the Accreditation Application form.

8.2.1 Accredited Entities

To be appointed as an Accredited Entity, each applicant entity must demonstrate that it has:

- a. The financial capacity to:
 - i. Establish and maintain professional indemnity, public liability, and workers compensation insurance policies.
 - ii. Support Registered Certifiers as mentioned in Section 6.7 General Primary Obligation of Accredited Entities and Registered Certifiers.
- b. A Quality Management System that is certified by a third party to AS/NZS ISO 9001.

Information listed in **Table 4** must be submitted with applications for accreditation as an Accredited Entity.



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Table 4: Eligibility Criterion to be appointed as an Accredited Entity

Criteria	Details	Minimum Requirement
Authorised Representative:	Contact details of an authorised representative including: <ol style="list-style-type: none"> 1. Name 2. Position title 3. Telephone number, and 4. Email address. 	Accurate contact details of an authorised representative who can be readily contacted during business hours.
Company or business details:	The applicant must provide details to identify their company or business to enable searches on the company or business.	The applicant must provide the following details to Unitywater: <ol style="list-style-type: none"> 1. Address of registered office 2. Australian Business Number (ABN), and 3. Australian Company Number (CAN) (<i>if applicable</i>).
Financial Capacity:	The applicant must demonstrate that they have the financial capacity to support Registered Certifiers. In particular, financial capacity to maintain insurances.	Copy of an annual report and/or other financial statement showing for the previous and current financial year: <ol style="list-style-type: none"> 1. Statement (profit and loss) of financial performance 2. Position (balance sheet), and 3. Cash flows.
Insurances:	The applicant must demonstrate that they have suitable: <ol style="list-style-type: none"> 1. Public liability 2. Professional indemnity, and 3. Workers compensation Insurance. 	Provide policy details and currency certificates for the following insurances: <ol style="list-style-type: none"> 1. Public liability (minimum \$20M) 2. Professional indemnity (minimum \$5M), and 3. Workers' compensation.
Quality Assurance Systems:	The applicant must demonstrate that they have quality assurance systems to support Registered Certifiers in the discharge of their responsibilities.	Provide third party certification of the Accredited Entity's, Quality Management System that is compliant to AS/NZS ISO 9001.

8.2.2 Insurances

The Accredited Entity must have relevant insurances to be eligible for Accreditation. The application for accreditation must be accompanied with copies of the details and currency certificates for the relevant insurances as follows:

- a. **Public Liability Insurance** (minimum \$20M); when a third party suffers injury or harm as a result of faulty materials, workmanship and/or design that has been certified as compliant with prescribed standard and fit for purpose.
- b. **Professional Indemnity Insurance** (minimum \$5M including \$5M per claim) that Unitywater can call on if certification causes financial loss to Unitywater or to cover the cost of rectification works.
- c. **Workers Compensation Insurance** as required by the *Workers' Compensation and Rehabilitation and Other Legislation Amendment Act 2003*.

When the application for accreditation has been assessed and approved by Unitywater, the Accredited Entity must amend their policies as follows:

- a. Endorsement for Liability Certificates (**Public Liability Insurance**):

This policy must note the Northern SEQ Distributor-Retailer Authority, trading as Unitywater, as an interested party under this insurance for the purposes of the Unitywater Accreditation and Certification System, and

- b. Endorsement for Professional Indemnity Certificates (**Professional Indemnity Insurance**):

This policy must state that the policy “covers the activities of an Accredited Entity and associated Registered Certifiers under Unitywater’s Accreditation and Certification System”.

In the event that, Insurance Brokers are unwilling to include the above clause to the Professional Indemnity Insurance, the Applicant must request and submit a letter from their Insurance Brokers to confirm in writing that the Applicant’s Professional Indemnity Insurance covers the activities of the Unitywater Accreditation and Certification system under their policy.

The approved Accredited Entity must submit the updated insurances policies to Unitywater prior to Unitywater issuing the Accreditation Deed to the approved Accredited Entity, subject to the approved Accredited Entity satisfying all other criteria. Unitywater will not issue Accreditation Deeds to the approved Accredited Entities without proof that insurance policies as detailed above have been satisfactorily updated.

Following appointment as an Accredited Entity, the Accredited Entity must provide Unitywater with a copy of the policy details and currency certificates annually. Failure to provide this information will result in Unitywater taking appropriate actions in accordance with the Accreditation Deed.

8.2.3 Major Connections Certifier

Major Connections Certifiers may provide certifications for any type of non-trunk infrastructure connection, including the larger more complex multistage developments that involve construction, commissioning, and handover of network works. Hence, Major Connections Certifiers must have the requisite engineering knowledge to assess and certify connection approvals, engineering designs and asset handover packages. Consequently, individuals seeking to be appointed as Major Connections Certifiers must be a Registered Professional Engineers Queensland (RPEQ) and have prior relevant professional experience to enable them to successfully undertake their role. Accordingly, information listed in Table 5 must be submitted with applications for accreditation as a Major Connections Certifier.

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Table 5: Eligibility Criterion to be appointed as a Major Connections Certifier

Criteria	Details	Minimum Requirement
Contact Details	<p>Contact details:</p> <ol style="list-style-type: none"> 1. Telephone 2. Email, and 3. Postal Address. 	Accurate contact details.
Qualification	<p>The applicant must demonstrate that they:</p> <ol style="list-style-type: none"> 1. Have adequate theoretical knowledge to certify that engineering designs are safe, prudent and efficient and comply with prescribed standards. 2. Comply with the requirements of the <i>Professional Engineers Act 2002 QLD</i>. 	Registered Professional Engineer Queensland (RPEQ).
Safety	<p>The applicant must demonstrate understanding of responsibilities for safety of self and others in the workplace.</p>	<p>Provide certificates from recognised training providers that the following training has been successfully completed:</p> <ol style="list-style-type: none"> 1. CPCCOHS1001A – Work Safely in the Construction Industry; 2. Confined Space Awareness; and 3. Working Safely at Heights Awareness. <p>Note:</p> <p>If the Applicant intends to be accredited as a Construction Certifier as well, the Applicant must complete the full training comprising of Theory and Practical aspects of both the Confined Space and Working at Heights.</p>
Experience	<p>The applicant must demonstrate that they have experience and knowledge that would enable them to successfully discharge the responsibilities of a Major Connections Certifier.</p>	<p>Curriculum Vitae (CV) of relevant recent experience totalling at least three years. The CV should be brief and consist of:</p> <ol style="list-style-type: none"> 1. A list of projects 2. Name of developer of each project 3. Telephone number of at least two (2) developers 4. Concise (one or two sentences) description of the applicant's role in each project. The role must demonstrate relevant experience such as project management, applying for connection approvals, design of water and sewerage network works, supervision of works and commissioning and handover of assets 5. Estimate of value of water supply and sewerage infrastructure for each project, and 6. Name and contact details of Local Government or Distributor-Retailer issuing approvals and accepting handover of assets.



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Criteria	Details	Minimum Requirement
Referees	The applicant must provide contact details of referees who can verify the experience of the applicant and who can attest to the ability of the applicant to successfully undertake the responsibilities of a Major Connections Certifier.	Contact details of a minimum of two referees. Suitable referees include: <ol style="list-style-type: none"> 1. Unitywater's Head of Development Services, or 2. Unitywater's Development Services Senior team members e.g. Team Leaders or Principal Development Engineer/Officers, or 3. Development Services Managers of Councils in Unitywater's service area or other utilities where the applicant has worked on property development projects.

8.2.4 Minor Connections Certifier

Minor Connections Certifiers will provide certifications for development projects that do not involve construction of network works. Such development projects will only involve the construction of water supply and/or sewerage property connections. The property connections may be other than a standard connection and in these instances the size of the water supply and sewerage connections will be proposed by the developer's hydraulic consultant and the configuration of the connections will be as detailed in the SEQ Code. Hence, a Minor Connections Certifier must have relevant prior experience in the development industry but need not have engineering qualifications.

Information listed in **Table 6** must be submitted with applications for accreditation as a Minor Connections Certifier.

Table 6: Eligibility Criterion to be appointed as a Minor Connections Certifier

Criteria	Details	Minimum Requirement
Contact Details	Contact details: <ol style="list-style-type: none"> 1. Telephone 2. Email, and 3. Postal Address. 	Accurate contact details.
Safety:	The applicant must demonstrate understanding of responsibilities for safety of self and others in the workplace.	Provide copy of certificate (white card) held for CPCCOHS1001A Work Safely in the Construction Industry.
Experience	The applicant must demonstrate that they have experience and knowledge that would enable them to successfully discharge the responsibilities of a Minor Connections Certifier.	Curriculum Vitae (CV) of relevant experience over past three years. The CV should be concise and consist of: <ol style="list-style-type: none"> 1. A list of at least six development projects 2. Name of developer of each project 3. Brief (one or two sentences) description of applicant's role in the water and sewerage aspects of each project. To demonstrate relevant experience previous roles must include making applications to obtain approval for water supply and sewerage connections 4. Telephone number of each developer, and 5. Name and contact details of Local Government or Distributor-Retailer issuing approvals and accepting handover of assets for each project.



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Criteria	Details	Minimum Requirement
Referees	The applicant must provide contact details of referees who can verify the experience of the applicant and who can attest to the ability of the applicant to successfully undertake the responsibilities of a Minor Connections Certifier.	Contact details for a minimum of two referees. Suitable referees include: <ol style="list-style-type: none"> 1. Unitywater's Head of Development Services, or 2. Unitywater's Development Services Senior team members e.g. Team Leaders or Principal Development Engineer/Officers, or 3. Development Services Managers of Councils in Unitywater's service area or other utilities where the applicant has worked on property development projects.

8.2.5 Construction Certifier

Construction Certifiers will inspect network works and provide certification of the extent and standard of completed works. Hence, Construction Certifiers must have sound and practical knowledge of civil construction standards and practice, in particular, the SEQ Code.

Information listed in **Table 7** must be submitted with applications for accreditation as a Construction Certifier.

Table 7: Eligibility Criterion to be appointed as a Construction Certifier

Criteria	Details	Minimum Requirement
Contact Details	Contact details: <ol style="list-style-type: none"> 1. Telephone 2. Email, and 3. Postal Address. 	Accurate contact details.
Safety:	The applicant must demonstrate understanding of responsibilities for safety of self and others in the workplace.	Provide certificates from recognised training providers that the following training has been successfully completed: <ol style="list-style-type: none"> 1. CPCCOHS1001A Work Safely in the Construction Industry 2. Confined Space Entry, and 3. Working Safely at Heights.
Qualifications	The applicant must demonstrate that they have sufficient theoretical knowledge of civil construction and practice to competently inspect and certify the as-constructed condition of water and sewerage assets.	Licensed Plumber and Drainer or Certificate IV in Civil Construction Supervision or higher tertiary engineering qualification.
Experience	The applicant must demonstrate that they have experience and knowledge that would enable them to successfully discharge the responsibilities of a Construction Certifier.	Curriculum Vitae (CV) of relevant experience over past three years. The CV should be concise and consist of: <ol style="list-style-type: none"> 1. A list of at least six development projects 2. Name of developer of each project 3. Brief (one or two sentences) description of applicant's role in the water and sewerage aspects of each project. The role must involve supervision of construction, or inspection of works, or undertaking construction activity in a leading hand or foreperson role to demonstrate relevant experience.

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Criteria	Details	Minimum Requirement
Referees	The applicant must provide contact details of referees who can verify the experience of the applicant and who can attest to the ability of the applicant to successfully undertake the responsibilities of a Construction Certifier.	<p>Contact details for a minimum of two referees.</p> <p>Suitable referees include:</p> <ol style="list-style-type: none"> 1. Unitywater's Head of Development Services, or 2. Unitywater's Development Services Senior team members e.g. Team Leaders or Principal Development Engineer/Officers, or 3. Development Services Managers of Councils in Unitywater's service area or other utilities where the applicant has worked on property development projects.

8.3 New Entrants

Unitywater understands that there may be some applicants for accreditation as Registered Certifiers who are new to the industry and/or who have not previously been involved in development activities within Unitywater's service area. Unitywater may, at its discretion, allow new entrants to the development industry to act as Registered Certifiers on a trial basis. For this trial the applicant would be required to sign a Registration Deed Poll that would be limited to **two (2)** nominated projects and for a term not exceeding **twelve (12)** months.

Unitywater may approve applications from new to the industry entrant's subject to these applicants meeting the minimum requirements listed in **Tables 4, 5, 6 or 7** as relevant except for the experience criterion of the applicant and:

- a. Providing contacts for **two (2)** referees that can verify the applicant has the ability and capacity to undertake the responsibilities of the relevant category of accreditation with suitable training; and
- b. Satisfactorily completing all necessary certifications for:
 - i. **Two (2)** stages of a multi-stage development project or two individual developments of not less than **ten (10)** new lots each to qualify as a Major Connections Certifier and/or Constructions Certifier, or
 - ii. **Two (2)** property connections (other than standard water supply and sewerage connections) to qualify as a Minor Connections Certifier.

The applicant (New to the Industry Entrant) must achieve a pass assessment on 100% of submitted certifications before Unitywater will issue the Accreditation Deed or the Registration Deed Poll to be appointed as either an Accredited Entity or Registered Certifier.



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8.4 Withdrawal of Application for Accreditation

The Applicant may withdraw their accreditation application by preparing and sending a request to Unitywater by email to the Accreditation Coordinator at accreditation.coordinator@unitywater.com or through “Submit an Enquiry” in the Development Portal. The Applicant must state whether an Accreditation Deed or Registration Deed Poll has been signed by the Applicant.

When a request to withdraw an accreditation application is received, the Accreditation Coordinator will register the request in Unitywater’s records management system and update the Accreditation Application Tracking Tool by recording the date on which the request was received.

If an Accreditation Deed or Registration Deed Poll has not been executed, the Accreditation Coordinator will issue a notification to the Applicant, within **five (5)** business days of receiving the request, that the application has been withdrawn. The Accreditation Coordinator will register a copy of the notification in the records management system and update the Accreditation Application Tracking Tool by recording the date on which the notification was issued, and the status of the application as “withdrawn”.

If an Accreditation Deed or Registration Deed Poll has been executed, accreditation may only be withdrawn in accordance with the terms of the Accreditation Deed or Registration Deed Poll. If an Accredited Entity or Registered Certifier ends their accreditation under the respective Accreditation Deed or Registration Deed Poll, the Accreditation Coordinator will register the termination of the accreditation in Unitywater’s records management system and update the Accreditation Application Tracking Tool by recording the date on which the accreditation ended. The Accreditation Coordinator will remove the names of the withdrawn Accredited Entity from the Accreditation Register on the Unitywater website.

9. Contractual Relationships

Developers, developers’ consultants, construction contractors, Accredited Entities and Registered Certifiers may have any form of contractual relationship that does not compromise the obligations of the Accredited Entity and Registered Certifier under the Accreditation Deed or Registration Deed Poll. For example, Accredited Entities must always satisfy their obligation to establish and maintain professional indemnity and public liability insurances in the forms specified in the Accreditation Deed and the Registered Certifier must always act first and foremost in the interest of Unitywater and its customers when providing certification services under the provisions of the Registration Deed Poll.

10. Assessment of Accreditation Application

Unitywater’s assessment of accreditation applications will not involve Unitywater personnel interviewing the applicant.

10.1 Receipt and Acknowledgement of Application

The applicant will receive an acknowledgment via email following submission of the online application. The applicant must contact the Accreditation Coordinator at accreditation.coordinator@unitywater.com or through “Submit an Enquiry” in the Development Portal immediately, if an acknowledgement email has not been received by the applicant.

The Accreditation Coordinator will register application documentation in Unitywater’s records management system and enter application details into the Accreditation Application Tracking Tool.

10.2 Assessment of Applications

Unitywater's Accreditation Coordinator will assess the information provided in the application against the eligibility criterion stated in **Tables 4, 5, 6 or 7** as relevant to the application.

Unitywater's Accreditation Coordinator may verify all claims made in each application including contacting and interviewing all referees and authenticating all certificates by checking with the issuing entity.

10.2.1 Request for Information

If the application is incomplete and or clarification is required, the Accreditation Coordinator will issue a request for information. Requests for further information will be issued within **twenty-eight (28)** business days of receipt of the application. The Applicant will have **ninety (90)** business days to respond to the request for information.

If no response to Unitywater's request for information is received within **ninety (90)** business days of Unitywater issuing the request for information, the accreditation application will lapse.

If a response is received within **ninety (90)** days, the Accreditation Coordinator will complete assessment of the application and issue a Decision Notice to the Applicant within **twenty-eight (28)** business days of receipt of the response to Unitywater's information request.

10.2.2 Decision

Unitywater will assess the application, decide the application, and issue a decision about the application within **twenty-eight (28)** business days of receipt of the application or further information will be requested as detailed in section 10.2 Assessment of Applications.

The Accreditation Coordinator will only approve an accreditation application for appointment as:

- a. An Accredited Entity, when the Accreditation Coordinator is satisfied that the applicant entity:
 - i. Is a legitimate company or individual (e.g. sole trader) with the capacity to fulfil the responsibilities of an Accredited Entity,
 - ii. Has sufficient financial capacity and stability to support Registered Certifiers by maintaining insurances specified in **Table 4**, and
 - iii. Has the resources and capability to maintain or to establish and maintain quality systems as specified in **Table 4** that can be used by Registered Certifiers to support them to carry out their responsibilities.
- b. A Registered Certifier, when the Accreditation Coordinator is satisfied that the applicant:
 - i. Holds the compulsory qualification stated in **Table 2** relevant to the category of accreditation, and
 - ii. Holds requisite safety qualifications, and
 - iii. Has the required minimum experience, or
 - iv. Commits to a trial accreditation as set-out in Section 8.3 New Entrants.

If an application is not approved, the Decision Notice will contain reasons for not approving the application.

Successful applicants will be offered training. See Section 12 Training.

11. Appeal

If Unitywater does not approve an accreditation application, the Applicant may, within **twenty (20)** business days of Unitywater issuing its decision, appeal (dispute) the decision by completing the dispute notice attached to the Decision Notice and submitting the completed dispute notice to Unitywater by email to accreditation.coordinator@unitywater.com or through “Submit an Enquiry” in the Development Portal.

In the instance that Unitywater has issued a refusal Decision Notice and Unitywater does not receive a dispute notice within **twenty (20)** business days of issuing the Decision Notice the applicant must submit a new accreditation application.

If Unitywater receives a dispute notice within **twenty (20)** business days of Unitywater issuing a Decision Notice, the Accreditation Coordinator will register the dispute notice in Unitywater’s records management system and update the Accreditation Application Tracking Tool accordingly to ensure that the dispute notice is reviewed and responded to within **twenty (20)** business days.

The Accreditation Coordinator and other senior Unitywater team members will convene to review the dispute notice.

If the original decision to refuse the accreditation application is upheld, the Accreditation Coordinator will:

- a. Issue correspondence to the Applicant, within **twenty (20)** business days of receiving the dispute notice, stating that the original decision is maintained and that there is no further avenue of appeal.
- b. Register the correspondence in Unitywater’s records management system and update the status of the application to “completed” in the Accreditation Application Tracking Tool.

In the event that the original decision to refuse the application is not upheld, the Accreditation Coordinator will:

- a. Issue an approval Decision Notice within **twenty (20)** business days of receiving the dispute notice. The Decision Notice will indicate that Applicant must undertake training appropriate for the category of accreditation and direct the Applicant to apply for training.
- b. Register the Decision Notice in the Unitywater’s records management system and update the status of the application to “training” in the Accreditation Application Tracking Tool.



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12. Training

To ensure that entities and individuals have the competencies specified in **Table 3** to successfully undertake their relevant roles and responsibilities as Accredited Entities and Registered Certifiers, Unitywater will provide training as set-out in **Table 8**.

Table 8: Training Matrix

Training Matrix				
Training Module	Accredited Entity	Major Connections Certifier	Minor Connections Certifier	Construction Certifier
Unitywater Accreditation and Certification System	✓	✓	✓	✓
Legislation, statutory and other relevant standards	✓	✓	✓	
Pre-Lodgement requests through the Development Portal		✓	✓	
Connection Approval Process	✓	✓	✓	✓
Connection Application Assessment and submitting a Certification Package through the Development Portal		✓	✓	
Infrastructure Charges Calculations and Charges Notice generated in the Development Portal		✓	✓	
Assessing Water Supply Reticulation Design Drawings to be submitted through the Development Portal		✓		
Assessing Sewerage Reticulation Design Drawings to be submitted through the Development Portal		✓		
Pre-Start Process including Meeting Inspection Notification and Record submitted through the Development Portal		✓		✓
Construction Inspection and Certification of Works		✓		✓
Preparation and Submission of Provisional Certificate of Completion Package through the Development Portal		✓		✓
Early Works Process including Meeting Inspection Notification and Certificate request submitted through the Development Portal		✓		✓
On Maintenance Process including Meeting Inspection Notification and Certificate request submitted through the Development Portal		✓		✓
Preparation and Submission of "Development" Certificate of Completion package through the Development Portal		✓		✓
Preparation and Submission of Administrative Certificate of Completion Packages through the Development Portal (e.g. Management Subdivision, Duplex or Administrative)			✓	



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Training Matrix				
Training Module	Accredited Entity	Major Connections Certifier	Minor Connections Certifier	Construction Certifier
Connections to Unitywater's Networks		✓		✓
Off Maintenance Process including Meeting Inspection Notification and Certificate request submitted through the Development Portal		✓		✓

Notes: ✓ = training module must be successfully completed prior to Unitywater issuing an Accreditation Deed or Registration Deed Poll for signature and subsequent appointment of an Accredited Entity or Registered Certifier respectively.

Approved Applicants must successfully complete the designated training modules, including assessments where required, before they can be appointed by Unitywater as Registered Certifiers in the relevant category.

Director/s and or Partner/s for an Accredited Entity application **must** attend the compulsory training for an Accredited Entity before they can be appointed by Unitywater as an Accredited Entity.

12.1 Purpose of Training

Training and competency assessments will be conducted as described in Part C Training of this Manual. The purpose of training will be to provide essential information particular to preparing and submitting certifications to Unitywater, including:

- a. compliance with relevant legislation, standards, the Connections Policy, and the Schedule of Works
- b. obligations of Accredited Entities and Registered Certifiers under the Accreditation Deed or Registration Deed Poll
- c. the certification process
- d. expected outcomes of the certification process such as:
 - i. Certification Packages that are submitted through the Development Portal with lawful, reasonable, and relevant conditions
 - ii. Assets donated to Unitywater comply with the relevant connection approval and are prudent and efficient
 - iii. The standard of assets donated to Unitywater comply with the SEQ Code or a business case is provided which justifies an alternate solution
 - iv. The standard of documentation submitted to Unitywater complies with the relevant requirements of Part B of this manual and/or the SEQ Code.

Unitywater will not train Registered Certifiers in the specialist technical competencies of their role; e.g. project management, engineering design or inspection and assessment of the standard of civil construction. It is expected that each applicant must have the requisite specialist technical knowledge and experience to undertake the role for which they apply to be accredited and demonstrate these capabilities in their accreditation application.



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12.2 Administration of Training

Once the Accreditation Coordinator has approved an accreditation application, the successful applicant will be required to apply for training in a block that they can commit to completing within **ninety (90)** business days.

The Accreditation Coordinator will schedule training to ensure the required training can be completed within **ninety (90)** business days.

Unitywater will conduct the training online or in person in a nominated location within Unitywater's, service area.

Approved Applicants will undertake the scheduled training in accordance with the assigned training schedule or as otherwise approved by the Accreditation Coordinator.

If the approved Applicant does not successfully complete all training and pass all assessments within the **ninety (90)** business days or as otherwise approved by the Accreditation Coordinator, the accreditation application will lapse. In this event the Accreditation Coordinator will update the status of the application to "lapsed" in the Accreditation Application Tracking Tool.

Unitywater will issue certificates of competencies for all relevant training modules successfully completed by the approved applicant.

When the approved applicant successfully completes all assigned training modules, the Accreditation Coordinator will issue an Accreditation Deed or Registration Deed Poll to the successful applicant for signature and update the Accreditation Application Tracking Tool by changing the status of the application to "deed execution and appointment". The training is valid for a period of 12 months. If the applicant is not appointed within this period, the applicant must either undertake refresher training at the discretion of the Accreditation Coordinator or apply for the next accreditation intake.

13. Appointment

13.1 Accreditation Deed

To be appointed as an Accredited Entity, the successful applicant must enter into an Accreditation Deed which will be provided by Unitywater.

To be appointed as a Registered Certifier, the successful applicant must sign a Registration Deed Poll which will be provided by Unitywater.

Some of the primary obligations of Accredited Entities and Registered Certifiers under their respective deeds are summarised in Section 6.7 General Primary Obligation of Accredited Entities and Registered Certifiers. Applicants are responsible for reading and understanding the complete terms of the relevant deeds.

Unitywater will not enter into negotiation of special or different terms and conditions of the Accreditation Deed nor the Registration Deed Poll with individual entities or persons. This is to ensure that no commercial advantage is given to any Accredited Entity or Registered Certifier.

Unitywater's Accreditation Deed and Registration Deed Poll are designed to accommodate a broad range of commercial relationships between Accredited Entities, Registered Certifiers and the developer's consultants and contractor (see Section 9 Contractual Relationships).



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13.2 Accreditation Deed Execution

Once an approved applicant for an Accredited Entity successfully completes training and satisfies all other requirements, Unitywater will prepare and issue the Accreditation Deed to the approved applicant electronically. The approved applicant will sign and email the signed Accreditation Deed to Unitywater.

Within **ten (10)** business days of receiving the copies of the Accreditation Deed signed by an approved Applicant, the Accreditation Coordinator will arrange for both copies of the Accreditation Deed to be signed and executed by Unitywater's delegate.

13.3 Registration Deed Poll Execution

Once an approved applicant successfully completes all relevant training and satisfies all other requirements, Unitywater will prepare and issue the Registration Deed Poll to the approved applicant electronically. The approved applicant is to sign and email the signed Accreditation Deed to Unitywater.

The Registration Deed Poll is not required to be signed by Unitywater. The applicant will receive confirmation of appointment through the process described in Section 13.4 Appointment.

13.4 Appointment

When Unitywater executes the Accreditation Deed or receives an executed Registration Deed Poll, Unitywater will appoint the Approved Applicant, as an Accredited Entity and/or Registered Certifier, by:

- a. Preparing and signing a letter of appointment.
- b. For Accredited Entities only, emailing a copy of the executed Accreditation Deed.
- c. Issuing a letter of appointment to the approved applicant.
- d. Updating the status of the application to "appointed" in the Accreditation Application Tracking Tool.
- e. Publishing the Accredited Entity's details in the Accreditation Register, on the Development Portal and on Unitywater's website.
- f. Providing access to appropriate systems for Registered Certifiers to access the uCertify Newsletter, A&C Training materials, uCertify Technical Group & Strategy group minutes and actions registers for reference.
- g. Provide a Beakon License to all Construction Certifiers and Major Connection Certifiers.
- h. Advising newly appointed Registered Certifiers and Accredited Entities to register in the Development Portal to allow Unitywater to action permissions in the Customer Relationship Management (CRM) system.

13.5 Term of Appointment

The initial term of appointment will align with the Tier scheme period active at the time of appointment.

13.6 Voluntary Withdrawal of Appointment

If a Registered Certifier requests in writing to cancel their accreditation, they will be removed from the A&C system and will not be able to submit certification packages for approval. Once the request for cancelation of their accreditation has been received during the term of appointment, re-appointment at a later date is at Unitywater's sole discretion.



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14. Renewal of Accreditation

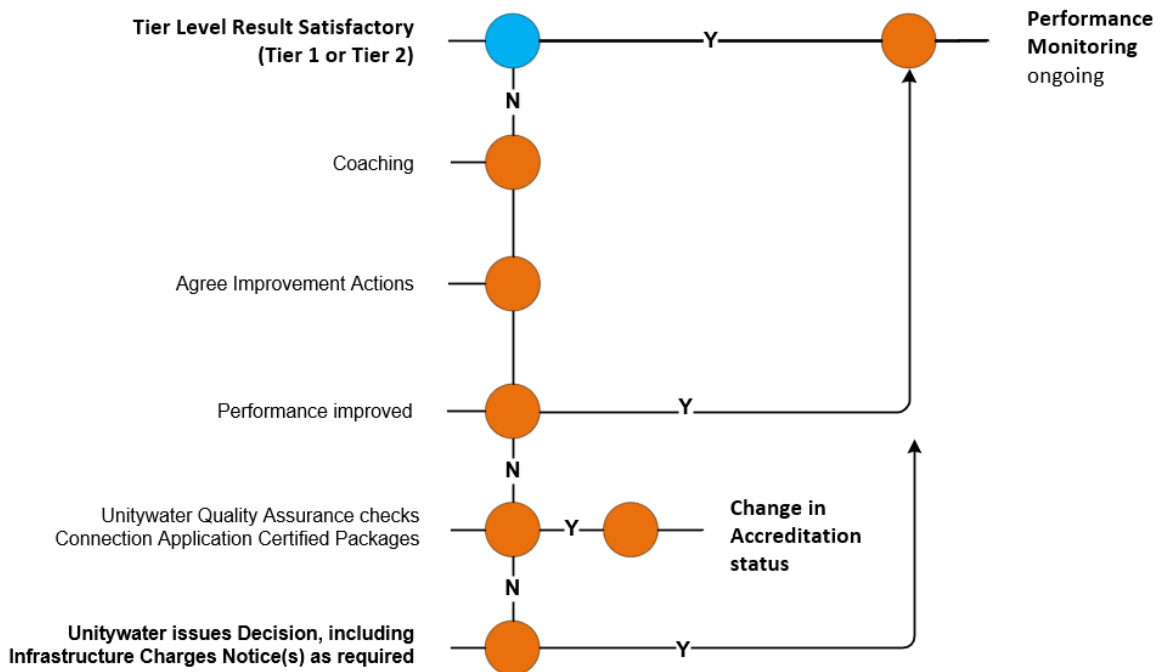
Subject to Accredited Entities demonstrating that they have the financial capacity and resources to provide support to Registered Certifiers as described in Section 8.2 Eligibility Criterion and achieving the satisfactory performance outcomes as described in Part A Section 15.2 Tier Scheme, Unitywater will consider offering Accredited Entities a new Accreditation Deed prior to the expiry of their current Accreditation Deed.

Accredited entities will consider and nominate the registered certifiers they wish to continue their certification activities in order to continue achieving the required satisfactory performance outcomes required by Unitywater’s Tier Scheme. Unitywater will offer a new Registration Deed Poll to Registered Certifiers as nominated by their accredited entity.

15. Performance Management

The performance of Registered Certifiers will be managed in accordance with the process shown in Figure 3:

Figure 3: Performance Management Process



Unitywater will assist Accredited Entities and Registered Certifiers to attain a satisfactory level of proficiency to enable them to maintain their accreditation. This assistance may take the form of:

- a. **Training** to enable Accredited Entities and Registered Certifiers to successfully undertake their respective roles in accordance with the Accreditation Deed or Registration Deed Poll.
- b. **Quality assurance check** of certified submissions and providing feedback to the relevant Accredited Entity and Registered Certifier. A Quality Assurance Report will be available to the relevant Registered Certifier and Accredited Entity in the Development Portal. In the instance of an audit identifying items within the certification package that are ‘Non-Compliant’, the Quality Assurance report will state what action must be taken to improve and/or take any necessary remedial action.

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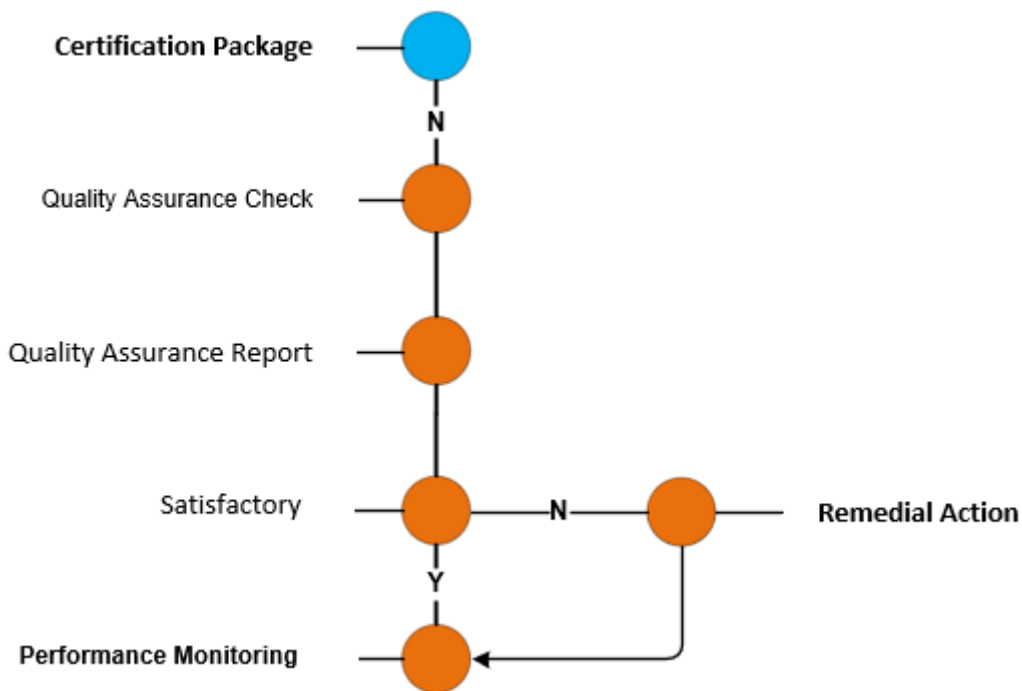
- c. **Counselling** Registered Certifiers and Accredited Entities who have issued certifications that are not compliant with legislation, the Connections Policy, the Accreditation Deed, Registration Deed Poll, the connection approval and/or principle design aspects of the SEQ Code or that result in outcomes that do not satisfy the prudence and efficiency test or that have adverse impacts on public health and safety or the environment.

Given this commitment, Unitywater expects that Accredited Entities and Registered Certifiers to act in accordance with the requirements of the Accreditation Deed and the Registration Deed Poll, undertake relevant professional development and provide adequate resources to attain and maintain a satisfactory level of proficiency.

15.1 Quality Assurance

Unitywater will undertake a quality assurance check of certifications to determine if the Registered Certifier has adequately assessed their application to ensure compliance with legislation, prescribed processes, the Connections Policy, the connection approval and/or principle design aspects of the SEQ Code or that result in outcomes which are not prudent and efficient has been achieved. The quality assurance check of certifications will be managed in accordance with Figure 4 below.

Figure 4: Quality Assurance Check Process



Unitywater will monitor submitted certifications to assist the Registered Certifiers to improve their competency, as well as establish a satisfactory level of proficiency. Subject to Registered Certifiers satisfying the proficiency standard stated in Part A section 15.2 Tier Scheme. Unitywater will monitor submitted certifications less frequently. Any quality of a certification that results in the certification package not progressing is likely to trigger more frequent monitoring of certifications submitted by the particular Registered Certifier.

Unitywater may monitor certifications at any time including after the Off-Maintenance certificate has been issued to the developer.

15.1.1 Process

The role of the Registered Certifier (see section 6 Roles and Responsibilities) includes assessment of developers' connection applications (including certification of network works), preparation of Certification Packages to be submitted through the Development Portal and documentation to justify Unitywater issuing Provisional Certificates of Completion, Early Works Certificate, On Maintenance Certificate and Certificates of Completion.

In accordance with the requirements of the *SEQ Water (Distribution and Retail Restructuring) Act 2009*, Unitywater must issue all Decision Notices and Infrastructure Charges Notices through the Development Portal (statutory notices). In addition, Unitywater will, issue all Provisional Certificates of Completion, Early Works Certificate, On Maintenance Certificate and Certificates of Completion that have been prepared and submitted through the Development Portal by the Registered Certifier.

Registered Certifiers will submit certification packages through the Development Portal that will include the developer's connection application, or developer's requests for Provisional Certificates of Completion or Certificates of Completion. See **Part B** of this manual.

Upon receipt of certification packages from the Registered Certifier, Unitywater will:

- a. Receive the certification packages submitted in Unitywater's Development Portal.
- b. Allocate the application to a Development Officer for quality assurance check in the Unitywater Customer Relationship Management (CRM) system.
- c. Issue Outcome Documents (Decision Notice, Infrastructure Charges Notice and Approved Plans) through the Development Portal to the applicant.

The Unitywater Development Officer will determine whether a full or partial quality assurance check will occur on the certification package based on the desired proportion required in alignment with the Tier scheme objectives.

In instances where non-conformances are identified by a quality assurance check, the Registered Certifier will be notified of the non-conformance and the required remedial action (e.g. reassess the application and resubmit the certification package. Alternatively, Unitywater's Development Officer may request further or corrected documentation through the Development Portal) to enable the certification package to progress. The issuing of statutory notices and certificates will then be subject to delay until effective remedial action is taken by the Registered Certifier (no specified time period) and a second quality assurance check is undertaken by Unitywater.

15.1.2 Decision Tree

Certifications will be audited based upon an assessment of the level of risk to Unitywater's customers, public health and safety, environmental health and Unitywater's reputation.

The level of risk will be assessed by Unitywater in accordance with Unitywater's Risk Assessment procedure using the consequence table and [risk matrix](#) on pages 128-129.

When it is assessed that there is a high or extreme level of risk, the certification package will be audited by Unitywater.

Certifications involving the following are, by default, assessed as having a high or extreme level of risk:

- a. Works, external to a development site, in road, park, reserve or open space controlled by a local government (Council) or the Queensland Government.
- b. A connection application demand assessment (first connection application, not for subsequent approval of network works).
- c. Statements of Alternative Solutions.
- d. Non-standard conditions of approval.
- e. Requests for Certificate of Completion.

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If the risk is assessed as not greater than moderate, Unitywater will assess the consequence of potential non-compliance with legislation, administrative process, or prescribed standards. If the consequence is assessed as:

- a. *Insignificant or low*; the certification may not be fully checked for quality assurance.
- b. *Moderate or high*; the certification will receive a quality assurance check. The quality assurance check may be a full or partial quality assurance check.
- c. *Extreme*: the certification will receive a full quality assurance check by Unitywater.

15.1.3 Quality Assurance – Progressing or Not Progressing

Unitywater's Development Officer will undertake a quality assurance check for each certification package to determine:

- a. conformance with legislation and Unitywater's Connections Policy
- b. conformance with prescribed administrative process
- c. achievement of the following required outcomes:
 - i. delivery of prudent and efficient assets which comply with the SEQ Code delivering least lifecycle cost services to the customer
 - ii. protection of public and environmental health
 - iii. no increase in the cost of services to Unitywater's customers.

Registered Certifiers must register and submit all Certification Packages through the Development Portal <https://portal.unitywater.com/> – see **Part B** of this manual).

Packages will be assessed per aspect. For example:

1. A connection application demand assessment (Subdivision, Multi-Residential Units or Commercial or Industrial).
2. The Infrastructure Charges Notice.
3. A Network Works application.

Similarly, for the construction phase an On-Maintenance package for water and sewer has **two (2)** aspects i.e. on maintenance (water supply) and or on maintenance (sewer).

Non-conformances have been weighted depending on risks associated with items listed under 15.1.3 (a) to (c) above. The non-conformances are weighted as less than 10 (minor non-conformances) or 10 (major non-conformance).

If the audit establishes a score greater than 0 in each aspect this will result in one (1) of two (2) outcomes.

Outcome 1 would be for Unitywater to intervene with the identified Quality Assurance report item to correct and allow the certification package to progress. Unitywater will provide the quality assurance score and instructions relevant to the items that Unitywater intervention has occurred. Quality assurance weighting score 10 or greater will be registered as an unsatisfactory quality assurance outcome in Unitywater's A&C performance management – Tier scheme system. The Registered Certifier must take steps to improve performance on all quality assurance report items for future certification package submissions.

Outcome 2 will be to reject the certification package and require the Registered Certifier to take appropriate remedial action to correct the identified non-compliant items in the Quality Assurance report. Quality assurance weighting score 10 or greater will be registered as an unsatisfactory quality assurance outcome in Unitywater's A&C performance management – Tier scheme system. A new certification package will need to be submitted through the Development Portal for Unitywater to issue a 'Satisfactory' Decision Notice, Infrastructure Charges Notice, Provisional Certificate of Completion, Early Works Certificate, On Maintenance Certificate or Certificate of Completion as applicable.

Unitywater has listed the weighted scores for non-conformances in the submission checklist to assist the Registered Certifier in understanding how they will be applied by the Development Officer.

15.1.4 Quality Assurance Reports

Unitywater will issue a Quality Assurance report for each certification package and will be available to the relevant Registered Certifier and Accredited Entity through the Development Portal. If the Quality Assurance report has identified non-compliant items, either Outcome 1 or Outcome 2 as specified in Section 15.1.3 is applicable. All actions listed in the report are to be addressed by the Registered Certifier.

Quality Assurance reports will be used for performance management.

If the Registered Certifier disagrees with the Quality Assurance report, the Registered Certifier may dispute the report by 'Submit an Enquiry' in the Development Portal (Quality Assurance Report Dispute). If the Registered Certifier does not submit a dispute notice to Unitywater within **ten (10)** business days, the Registered Certifier must accept the findings of the report and act on the direction given in the Quality Assurance report.

Each Quality Assurance report will be available in the Development Portal. In the instance of a Quality Assurance report with identified non-compliant items, Unitywater's Development Officer will notify the relevant Team Leader or the Head of Development Services who will peer review the decision and if in agreement, will forward the Quality Assurance report to Unitywater's Accreditation Coordinator. Following the **ten (10)** business day period in which the Registered Certifier may dispute the report finding and, in the event, that no dispute notice is received by Unitywater, the Accreditation Coordinator may prepare and issue a Performance Improvement Notice (PIN) to the relevant Registered Certifier. The Registered Certifier will be required to act on the Performance Improvement Notice and report to Unitywater on progress in accordance with the direction given in the Performance Improvement Notice.

15.1.5 Directions in a Quality Assurance Report

In the instances when a Quality Assurance Report gives direction to an Accredited Entity and/or Registered Certifier, the direction will be verified, prior to it being issued by:

1. A Registered Professional Engineer (RPEQ) when direction on design of infrastructure or design parameters is given, except where the direction given by a Unitywater Development Services Team Member is consistent with a prescribed standard, such as the SEQ Code, or a Unitywater published and publicly available infrastructure standard, and/or
2. Unitywater Development Services Team Leader or more senior officer of Unitywater when the issue is in relation to business process, legislation, policy and/or prescribed standards, and/or
3. The Head of Development Services or more senior officer of Unitywater when direction is given to change infrastructure that has been constructed in accordance with the relevant connection approval.

The Registered Certifier must immediately bring to the attention of the Head of Development Services, the Accreditation Coordinator and the Accreditation & Certification Officer of any direction not verified by a person not nominated above.



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15.2 Monitor Performance – Tier Scheme

Unitywater’s Tier Scheme was launched in April 2024 to support performance monitoring and continuous improvement for the A&C process. The Tier Scheme aims to provide:

- Transparency of performance for Unitywater to assist the A&C processing for the development industry.
- Accredited entity accountability for the competency of their registered certifiers.
- A platform to inform quality assurance checks in the form of a partial quality assurance check to decrease processing times whilst mitigating key risks.
- Accredited entities with faster outcomes for their clients based on performance improvements across the A&C scheme.
- Focus on decision consistency, data accuracy and positive experiences.
- Improved clarity of communications, expectations, and timeframes.

15.2.1 Commitments required from Unitywater and Accredited Entities to support A&C Tier Scheme success:

Unitywater	Accredited Entity
<ol style="list-style-type: none"> 1. Compliance to processes established for quality assurance checks in the form of partial and full audits. 2. Internal use/internal performance – Development Services Officer average handling time (AHT) by application type for full and partial audits. 3. Weekly audit data completion pulse checks 4. 6-month tier performance report and performance tracking communication with Accredited Entities. 5. Communicate the final annual tier level result with the Accredited Entity prior to publicly publishing Accredited Entity tier results. 6. Enable process for the Accredited Entity to submit a tier review request and provide a decision response within 10 days. 7. Issue Registered Certifier Performance Improvement Notices (PINs). 8. Communicate publicly on website processing time frames each month. 	<ol style="list-style-type: none"> 1. Responsible for their tier level in each relevant tier category. 2. Responsible for ensuring new Registered Certifiers complete Unitywater on-boarding requirements, and existing Registered Certifiers receive ongoing competency training recommended at least once every 12 months. 3. No more than 2 x PINs issued per Registered Certifier in a 12-month period. 4. No more than 1 x PMP per Registered Certifier in a 12-month period. Improve, or activate off-boarding of Registered Certifier/category discussion with Unitywater. 5. Minimum number of two packages per category submitted by Accredited Entity within the 12-month Tier assessment period. 6. New Accredited Entities will receive a full audit on the first 3 packages submitted in each category. 7. New Registered Certifiers (at an existing Accredited Entity) will receive a full audit on the first 3 packages submitted in each category and then be treated as a Tier 3 until the next Accredited Entity Tier level is determined for each category. 8. Up-to-date deed, insurances supplied to Unitywater prior to expiry. 9. Tier 3 Accredited Entities to achieve a minimum pass rate of 80% in the Tier 3 category after 12 months. 10. Proven examples (minimum 3) of demonstrated A&C quality management. That is, established corrective/preventative action process including worked through example; demonstrated example of proactive continuous improvement; evidence of initial on-boarding and ongoing competency training for their Registered Certifiers. 11. Provide their Registered Certifiers A&C Performance Management Plans (PMPs) – if Registered Certifier performance is flagged.



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15.2.2 Tier Level and Proportion of Full Quality Assurance Check (versus Partial Quality Assurance Check)

Tiers will be published at the Accredited Entities level, for each A&C category they are registered and active in (Minor, Major, Construction). Example: If an Accredited Entity has Registered Certifiers operating in both minor and major certification activity, then the Accredited Entity will have a tier level in the minor category, and a tier level in the major category.

Registered Certifier performance over the previous 12 months informs the overall tier level for the categories relevant to each accredited entity. Performance is based on quality assurance checks completed by Unitywater during that period, which is determined by the date the quality assurance report is completed in Unitywater's Development Portal). Published tier updates for each accredited entity (per category) will be updated in October/November each year. The date that the quality assurance report is completed in Unitywater's Development Portal will define which tier assessment period the completed quality assurance result falls into.

The following application types/phases will not be eligible for or contribute towards calculation of a tier level:

- Non-Accreditation and Certification connection application phases
- A&C Minor works variations
- A&C Amendments
- A&C Resubmissions that have a satisfactory result
- A&C Meeting and Inspection notifications.

A&C categories for which a tier level will be applied:

- Minor
- Major
- Construction.

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15.2.3 How Accredited Entity Tier Levels are Established

The tiered system applies a percentage-based performance result to each of the A&C categories for an Accredited Entity. This is calculated as follows:

Category Percentage Performance =

$$\frac{\text{Eligible submissions with a satisfactory quality assurance outcome}}{\text{Total eligible submissions with a quality assurance outcome}} \times 100$$

Based on submissions by the Accredited Entity's Registered Certifiers (by category type, and with a quality assurance result). Note: A Registered Certifier must complete a minimum of 2 eligible certification packages in a category before those Registered Certifier's results are included in the calculation of a category tier level.

Tier Level	Satisfactory rate achieved in a 12-month period (1 Sept – 31 Aug, published end of October or early November)	Full audit proportion based on tier level	Tier treatment implications
Tier 1	90% to 100%	Audit 1 in 4	
Tier 2	80% to 89%	Audit 2 in 4	
Tier 3	Below 80%	Audit 3 in 4	
Tier N/A	Accredited Entity has no registered certifiers in this A&C category.	-	Accredited Entities will not appear in the tier results table on the Unitywater website for the relevant certifier category.
Tier Pending	- Tier review in progress. - New or existing Accredited Entity with insufficient eligible audits completed in assessment period to qualify for a tier result.	-	New Accredited Entity/Registered Certifier - Full audit of first 3 packages for each Registered Certifier. Then treat Accredited Entity as Tier 3 until tier result determined.
Off-board Accredited Entity/Registered Certifier from relevant A&C category	Below 80% after 12 months on Tier 3	-	-

Note: the balance audit proportion in each tier level will be undertaken as a partial quality assurance check.

Unitywater will track and report performance to each accredited entity every 6 months, being March and September in each annual tier period. These results may also be discussed at regular Accredited Entity meetings to give the accredited entity the opportunity to review their registered certifier performance and how their tier may be affected at the next annual tier review. At performance review times, Unitywater may also provide a summary of performance improvement noted/required (including any Performance Improvement Notices PINs issued), if the accredited entity tier performance has declined. PINs are issued if the SEQ Code and/or the A&C Manual has been breached or there is persistent unsatisfactory performance.

If Registered Certifiers are not complying with or making satisfactory progress with actions identified in the Performance Improvement Notices and/or achieving a satisfactory standard, Unitywater will escalate performance management as set-out in Section 15.6 Escalate Management of Performance.

Unitywater reserves the right to performance manage an individual Registered Certifier in the event there is concern with the ongoing poor performance of the individual Registered Certifier. This would be done in consultation with the Accredited Entity. Unitywater will continue to issue Registered Certifier Performance Improvement Notices (PINs) when required in a timely manner throughout the annual tier period. If Registered Certifier performance has been discussed with the Accredited Entity, and the Registered Certifier is continuing to submit certification packages, the Accredited Entity may have to supply Unitywater with a Registered Certifier A&C Performance Management Plan (PMP).

15.2.4 Tier Level Review Requests

Each year once proposed tier results have been communicated to each accredited entity, if the accredited entity disagrees with their tier result, they can make a request for Unitywater to review their tier level. Sufficient justification must be provided via the request, which must be submitted to Unitywater within a 10-business day period from the date they receive their Tier Results.

Unitywater will provide a tier review request form that allows Accredited Entities to request a review of final tier level results if they have supporting evidence to support the result being reviewed.

The tier review request will be independently reviewed by the Head of Development Services and a decision will be provided to the Accredited Entity by the Unitywater Accreditation Team within 10 business days. If a tier change is agreed by Unitywater the Accredited Entity's tier will be adjusted and updated on Unitywater's website if the tier has already been published.

As part of performance and continuous improvement, Accredited Entities are encouraged to present ideas and feedback to Unitywater for online materials that would be useful to improve A&C competency. Unitywater can refer Accredited Entities and Registered Certifiers to online materials, the A&C manual and SEQ code for improving performance and competency.

15.2.5 New Accredited Entities

All new Accredited Entities will be assigned the 'Tier pending' level for the Certifier categories that they have registered certifiers. Each Registered Certifier in the new Accredited Entity will be treated as Tier 3 (first 3 packages will receive a full quality assurance check) in each category until they receive their official tier result in the next Tier result period.

A new Accredited Entity can request to have their tier category and result published. If requested Unitywater would publish the tier as 'Tier pending' for their relevant tier categories on the Unitywater website prior to the next annual tier publish date.

15.2.6 New Registered Certifiers

The existing Accredited Entity will be responsible for supporting training and quality assurance monitoring of the new Register Certifier, including providing evidence of a process for quality assurance for work completed by new Registered Certifiers.

A new Registered Certifier commencing in an existing Accredited Entity will not change the accredited entity's current tier level for the category the new Registered Certifier will be active in. However, any quality assurance outcomes issued under their registration will contribute to the next respective tier level calculation for the Accredited Entity.

For Unitywater quality assurance selection processing, each new Registered Certifier will be treated as Tier 3 and the first 3 packages submitted will receive a full quality assurance check (regardless of Accredited Entity tier level), so that up-to-date Registered Certifier performance is monitored, and recorded.

15.2.7 Registered Certifiers Moving to a New Accredited Entity

Where a Registered Certifier moves to a new Accredited Entity the Registered Certifier's past tier performance does not carry over to the new accredited entity. All other conditions under 15.2.6 *New Registered Certifiers* above apply.

15.3 Off Boarding

15.3.1 Accredited Entities Tier performance lower than 80%

When an accredited entity is initially assessed to be at Tier 3 for any of the A&C Certifier categories (i.e. Minor, Major or Construction) for an annual Tier period, the Accredited Entity **is** considered to be on a 12-month notice period for the relevant A&C Certifier category.

Where an Accredited Entity is unable to improve their tier level above Tier 3 in the 12-month notice period, Unitywater will review the Accredited Entity performance records and consider whether the accredited entity will be offboarded by Unitywater in the relevant tier category.

In the instance where the Accredited Entity or Unitywater elect to offboard an underperforming registered certifier in the relevant category in the 12-month notice period the offboarded Registered Certifier quality assurance results will be removed from the Tier Level calculations for the relevant category. If this lifts the tier level above Tier 3 at the end of notice period, the Accredited Entity will not come into off boarding considerations by Unitywater.

If the offboarded Registered Certifier wants to be reaccredited in that Certifier category it will be at Unitywater's discretion.

15.4 Compliance

If the Accredited Entity is not compliant with their obligations, e.g. updated insurances, QMS certificates, WorkCover etc (after three (3) reminders), then the standard off-boarding process would apply, and the Accredited Entity and all associated Registered Certifiers would be removed from the A&C Program. This may also be raised/discussed by Unitywater at the performance management and/or annual tier intervals.

15.5 Accredited Entity Changes

15.5.1 Non-Accredited Entity takes over or merges with an existing Accredited Entity?

You must notify the Accreditation Team via accreditation.coordinator@unitywater.com and provide the following information:

1. Confirmation of change of head office address
2. Details on change of Directors and Company Secretaries
3. Details on shareholders, i.e. will the shareholding remain 100% with the prior company name or the new company name?
4. Confirmation of Registered Certifier names
5. Confirmation of new email addresses.

A new Accreditation Deed will be offered by Unitywater on a case-by-case basis wholly at Unitywater's discretion.

15.6 Escalate Management of Performance

In the event that a Registered Certifier is not satisfactorily complying with a performance improvement notice, the Accreditation Coordinator will prepare a list of required improvement actions and hold a performance review meeting with the Registered Certifier (and a representative of the relevant Accredited Entity, if appropriate) to agree on required improvement actions.

If the Accredited Entity and Registered Certifier agree to the required improvement actions:

- a. The Accreditation Coordinator will document and register the agreed improvement actions in Unitywater's records management system and update Unitywater's system as necessary.
- b. The Registered Certifier will act on the agreed actions and report on progress with implementation of the agreed actions. Progress reports will be registered by Unitywater in Unitywater's system as necessary to maintain an accurate record of performance.

If the Accredited Entity and/or the Registered Certifier does not agree with the required improvement actions:

- a. Unitywater's Accreditation Coordinator will consult with Unitywater's Legal Services Branch about performance management measures that may be imposed on the Registered Certifier including revocation, suspension, or probation under the performance management provisions of the Accreditation Deed or the Registration Deed Poll.
- b. The Accreditation Coordinator will then prepare and issue to the Accredited Entity and/or Registered Certifier (including registration in Unitywater's records management system) a performance management notice (correspondence) which will state Unitywater's position and actions that must be undertaken by the Accredited Entity and/or Registered Certifier. The performance management notice may include notice of Unitywater's intention to revoke or suspend the accreditation of the Accredited Entity and/or Registered Certifier or place the Accredited Entity and/or Registered Certifier on probation and request the Accredited Entity and/or Registered Certifier to show cause why Unitywater should not take such action. The Accreditation Coordinator will update Unitywater's system accordingly.
- c. The Accredited Entity and/or Registered Certifier must respond within specified timeframes. The timeframe for response will not be more than **five (5)** business days. If no response is received within the specified time, the Accreditation Coordinator may without further notice or consultation take action under the Accreditation Deed or the Registration Deed Poll to revoke or suspend the accreditation of the Accredited Entity and/or Registered Certifier or place the Accredited Entity and/or Registered Certifier on probation.

15.7 Dispute of Performance Management Notice

Following review of the performance management notice, the Accredited Entity and/or Registered Certifier may dispute the notice by 'Submit an Enquiry' in the Development Portal (Accreditation and Certification – general and disputes) within **five (5)** business days of receiving the performance management notice. The dispute enquiry must include reasons why the Accredited Entity and/or Registered Certifier disagrees and detail actions that the Accredited Entity and/or Registered Certifier is prepared to take to address the performance management issues identified by Unitywater. Upon receipt of the dispute enquiry, the Accreditation Coordinator will register the notice in Unitywater's records management system.

The dispute notice will be reviewed by Unitywater's Accreditation Coordinator in consultation with Legal Services and the Head of Development Services as necessary and consideration will be given to resolving the dispute enquiry as suggested by the Accredited Entity and/or Registered Certifier.

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15.7.1 Dispute Resolved

If an acceptable way forward is suggested in the dispute enquiry:

- a. The Accreditation Coordinator will prepare and issue (including registration in Unitywater's records management system) a revised Performance Improvement Notice.
- b. The Accredited Entity and/or Registered Certifier will be required to act on the revised Performance Improvement Notice and report on progress with implementation. Unitywater's Accreditation Coordinator will register progress reports in Unitywater's records management system and update the Performance Management Tool and Audit Scheduling and Tracking Tool as necessary to check on and maintain an accurate record of performance.

15.7.2 Dispute not Resolved

In the event that Unitywater cannot agree with the Accredited Entity's and/or Registered Certifier's proposals for resolution of the dispute enquiry or justification why Unitywater should not take action to revoke or suspend the accreditation of the Accredited Entity and/or Registered Certifier or place the Accredited Entity and/or Registered Certifier on probation, direction on the subsequent suspension, probation and or revocation of accreditation may only be given by the Accreditation Coordinator as determined in consultation with Legal Services and the Head of Development Services:

- a. Unitywater's Legal Services will take action in accordance with the terms of the relevant Accreditation Deed or Registration Deed Poll.
- b. Unitywater's Accreditation Coordinator will update the Accreditation Register and Unitywater systems appropriately.

16. Fees

Accredited Entities and Registered Certifiers will set or negotiate their own fees for certification services provided to the development industry. Fees charged by Accredited Entities and Registered Certifiers to developers for certification services will not be controlled in any way by Unitywater.

Unitywater will charge Accredited Entities a fee for submission of each certification package and each amended version of any particular certification package and to issue Provisional Certificates of Completion, Early Works Certificates, On Maintenance Certificates and Certificates of Completion. The fees will be processed with the Certification Package submitted through the Development Portal and published on Unitywater's website.

Part B – CERTIFICATION (Non – Trunk)

1. Introduction

Management of connection applications are limited to Connection Application Demand Assessments and Network Works with associated **non-trunk** infrastructure works and is subject to the other limitations stated in Part A, Section 1.1 Limitations of this document.

1.1 Tools, Business Systems and Access

Registered Certifiers must register and submit all Certification Packages through the Development Portal ([Home · Unitywater DSP Portal](#))

The applicant (e.g. the developer) must only engage Accredited Entities and Registered Certifiers from Unitywater's list of Accredited Entities available in the Development Portal and on Unitywater's webpage at: [find-a-certifier](#).

2. Pre-Lodgement Applications

Prospective developers, Applicants and Registered Certifiers will often benefit from seeking Unitywater's written advice prior to lodging a Connection Application.

A **Services Advice Notice (SAN)** is advice provided by Unitywater to Applicants with information often responding to information provided by applicants such as type, scale, intensity, and timing of development. Refer to Part B Section 2.1 for more details.

SAN applications should not be submitted by Registered Certifiers to enquire about A&C application assessment advice. Registered Certifiers are encouraged to 'Submit an Enquiry' through the Development Portal for general advice about the Accreditation and Certification System as described in Part B of this manual. Refer to Part B Section 2.2 for more details on how to 'Submit an Enquiry' through the Development Portal.

An **A&C Eligibility Request or Exceeding Demand of Planning Assumptions** is a request that may be submitted by Registered Certifiers to Unitywater, in the course of performing a [Network Demand Assessment](#) in accordance with Section 3.3.2.4 Network Demand Assessment. Responses to these requests are intended to ensure that proposed network demands by prospective development does not, or will not, exceed Netserv Plan Planning Assumption demands, including Unitywater Minimum Standard of Service, Fire Fighting. Refer to Part B Section 2.3 for details on how to submit a Pre-Lodgement – Application (this has multiple sub types which include Eligibility Request and Exceeding Demand of Planning Assumption request), through the Development Portal.

Note: The above process is intended to review the development demands on the network NOT the ability for the network to achieve increased level of service due to the development proposal. For example: Instances where the existing land designation is residential, and the Council approval is allowing a non-residential use to be established. Unitywater's level of service within our network is different (lower) for residential areas as opposed to our level of service required (higher) for non-residential areas. This scenario needs to be managed via the Service Advice Notice process first to obtain guidance on any network analysis requirements triggered by the change in use proposed.

2.1. Services Advice Notice (SAN)

Please note Service Advice Notice applications do not form part of the A&C System. Details are included below for reference only.

In accordance with section 99BRAC of the DR Act, applicants may request advice on a proposed connection for a development before they make a connection application. Refer to Unitywater's website for current [Pricing, Fees, and Charges](#).

A Services Advice Notice (SAN) application is not an application for connection and Unitywater's response cannot be construed as granting approval to connect. Further information about Services Advice Notices is available in Section 2 of Unitywater's [Connections Administration Manual](#).

Services Advice Notice applications are intended for applicants such as developers, town planners, design consultants, or surveyors. They are not intended to provide advice relating to assessment of applications by Certifiers under the Accreditation and Certification System. A SAN application can be submitted through the Development Portal via 'Submit an Application' then 'Pre-Lodgement – Application' and subtype 'Advice Notice'.

Services Advice Notices will continue to be managed directly by Unitywater and do not form part of the functions carried out by Accredited Entities and Registered Certifiers for Unitywater. The Applicant, developer or the developer's consultant may apply directly to Unitywater for a Services Advice Notice.

Applicants may also request Services Advice Notices to:

1. Get direction on the design of complex/high risk connection applications, or
2. Seek clarification for proposed deviations from design standards e.g. the SEQ Code, or Unitywater infrastructure standards.

In addition to checking for any Service Advice Notices relevant to the property via the Development Portal, the Registered Certifiers should ask the Applicant if a Services Advice Notice has been obtained previously for the proposed development and connection application to ensure any advice provided by Unitywater has been properly considered and implemented in the Applicant's development or design documentation.

2.2. Accreditation and Certification Advice Request

Registered Certifiers will 'Submit an Enquiry' through the Development Portal and select enquiry subtype 'Accreditation and Certification – Change of Certifier, Advice Request, General'. This is the process for general enquiries about the Accreditation and/or Certification component of the A&C System or to provide Registered Certifiers with:

- Quick advice, to which Unitywater may be respond by phone call.
- General advice about the interpretation of the Unitywater Accreditation and Certification Systems, this Manual, or its processes.
- Requests for eligibility of an application for submission under the Accreditation and Certification System (with exception of requests for exceeding planning assumptions, refer Section 2.3).
- Specific assessment advice, *for example*:
 - *in the case of a water supply main servicing lots on a road cul-de-sac layout, is a looped main or link main more appropriate, where an option exists for a link main, or*
 - *where these options may not be feasible, is design for installation of a reduced diameter PE water supply main with flushing point permitted?*
- Advice relating to assessment and activities related to decision making, for example:
 - Non-standard network infrastructure (not trunk) such as deep sewers,
 - Specific conditions, including non-standard timing, or
 - Statement of Alternative Solutions (SoAS) justification and effective documentation.

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Unitywater will respond to Accreditation and Certification Enquiries through the Development Portal. The Registered Certifier will receive an email notification to confirm the Enquiry has been processed and Unitywater's response is available in the Development Portal to review. The advice provided may be used by Registered Certifiers in support of an A&C certification package submission.

'Accreditation and Certification – Change of Certifier, Advice Request, General' Enquiries are not intended to provide Certifiers with certification package submission status advice, design advice, including assessment of design options or compliance with the SEQ Code. Advice on these types of matters can be accessed via other Enquiry types such as 'Timeframes' or applications such as SAN or Pre-Lodgement Meeting.

2.3. Eligibility Requests or Exceeding Demand of Planning Assumptions

Part B Section 3.3.2.4 Network Demand Assessment outlines the assessment requirements for Registered Certifiers in ensuring that proposed development demands on the network meet and do not exceed:

- For the existing water supply network, the available Minimum Standard of Service, Fire Fighting flows.
- For water supply and sewerage networks, the Netserv Plan planning assumption forecast demands by more than 10%.

Note: Assessment of a 1 into 2 lot subdivision does not require prior approval of demand by Network Planning before submission, as it will always exceed the demand by 10%.

Where proposed network demands by a prospective development exceed Netserv Plan Planning Assumption demands (refer to Part B Section 3.3.2.4 Network Demand Assessment), a Registered Certifier shall seek Unitywater advice to confirm whether a certification package application is eligible for submission without the requirement for further network analysis modelling and reporting.

Registered Certifiers will make this application through the 'Submit an Application' then 'Pre-Lodgement – Application' and subtype 'Eligibility Request / Exceeding Unitywater Planning Assumptions' process in the Development Portal.

Refer to Unitywater's website for current [Pricing, Fees, and Charges](#).

2.4. Pre-Lodgement - Meeting

Please note Pre-Lodgement Meetings do not form part of the A&C System. Details are included below for reference only. In addition, Pre-Lodgement Meetings do not preclude the requirement for other application/request types defined by Unitywater during the course of a development.

Pre-lodgement meetings serve a beneficial purpose in facilitating effective communication and planning between Unitywater and developers and applicants. These meetings typically occur before a connection application is submitted to address potential challenges like infrastructure capacity and servicing, regulatory compliance, and environmental considerations. This proactive approach helps developers understand Unitywater's expectations and requirements upfront. By discussing project details upfront, both parties can identify issues early, ensuring smoother approval processes and reducing the risk of delays or costly revisions later on. Ultimately, by promoting early dialogue and collaboration, pre-lodgement meetings play an important role in facilitating well-planned, compliant, and sustainable water and sewage infrastructure developments that meet the needs of communities now and in the future.

Below is an overview of the Pre-Lodgement meeting process. For further details please review information available in the Development Portal or Unitywater website. Refer to Unitywater's website for current [Pricing, Fees, and Charges](#).



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2.4.1. How to Book

Prospective developers and Applicants can submit a Pre-lodgement meeting request via the Development Portal.

Within the Development Portal select 'Submit an Application' then 'Pre-Lodgement - Meeting' on the next screen. You will be required to provide details such as information about the property and proposed development, and meeting including attendees and proposed agenda.

Once your Pre-Lodgement Meeting request is received, details will be reviewed by a Unitywater Development Officer. If further information is required or they deem a meeting may not be required, the Officer will contact the applicant to discuss. Pre-Lodgement meetings will only proceed if adequate, correct, and comprehensive information is provided.

If it is decided the meeting is to proceed, a Unitywater Officer will commence organising a date and time with relevant Unitywater and applicant attendees.

2.4.2. Inclusions

The meeting will include:

- 1 x 1 hour meeting in-person or online (note not all attendees may be able to attend in-person)
- up to three (3) Unitywater Officers
- a detailed review of project information provided in the request
- meeting minutes
- Service Advice Notice.

2.4.3. Exclusions

The following exclusions apply:

- The meeting is not suitable for detailed design assessment of infrastructure.
- The advice from Unitywater will focus solely on addressing the relevant information provided and desired outcomes discussed.
- Any and all advice provided by Unitywater will not signify Unitywater's acceptance of the development either during the meeting, through the provided minutes, or SAN issued.
- Any and all advice provide by Unitywater is non-binding and does not constitute approval.



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2.4.4. Required Information

To optimize the value of the Pre-Lodgement meeting and process with Unitywater officers, please provide thorough details about your project.

Including thorough details in your request for a Pre-Lodgement meeting will assist Unitywater officers to provide you with the most comprehensive feedback, thereby enhancing the value of the Pre-Lodgement meeting and process for your development project.

Minimum required information includes:

- Property details
- Development details
- Preferred date and time
- Meeting attendees
- An agenda including specific matters you are seeking advice about
- Evidence of support from Council, especially if the proposed development site is outside the Unitywater Future Connection Area (FCA).

Recommended information includes:

- Information on the local Council area and planning scheme zone
- Previous site approvals or feedback from Utility or Council
- Background on the development site's current use and history
- Detailed proposal plans such as site layouts and engineering drawings
- Draft consultant reports or technical input
- Any additional pertinent details you find relevant.

3. Connection Applications

To comply with section 99BRBX of the DR Act, an applicant must make a connection application to Unitywater to:

- a. **Connect** into Unitywater's network/s,
- b. **Disconnect** from Unitywater network/s, or
- c. **Alter** an existing Unitywater network and/or property service connection.

A connection or a connection application refers to connections, disconnections, and alteration throughout this document.

3.1. Making a Connection Application

A complete Connection Application must be submitted through the Development Portal (available via this link: <https://portal.unitywater.com/>)

The relevant attachments and owner's consent are to be submitted with the Connection Application through the Development Portal. The prescribed fees will also be processed and receipted when the application is submitted.

3.1.1. Owners Consent

Section 99BRAAF of the DR Act, requires all connection applications to be accompanied by the written consent of all landowners related to the connection. If the applicant is not the owner of the land related to the connection, the written consent of all owners of related land must be provided with the application for connection, including the holders/beneficiaries of all affected easements.

Execution of Owners Consent under Corporations Act

Registered Certifiers must ensure that the written consent of all owners of related land relevant to the application are properly executed by persons that have appropriate authority.

When dealing with a company, Unitywater's practice is to require documents to be executed in accordance with section 127 of the *Corporations Act 2001 (Act)*, namely, execution by:

- Two directors,
- A director and a company secretary, or
- For a proprietary company that has a sole director who is also the sole company secretary - that director.

An individual who holds a power of attorney from any of the above individuals can sign for the above individual (Act s 52A).

Following this practice gives Unitywater a statutory right to assume that the document has been duly executed by the company.

Sometimes Unitywater may receive written consent of owners of related land which are executed by individuals who are not the individuals listed above. The directors may delegate any of their powers to a committee of directors, a director, an employee of the company or any other person, unless the company constitution provides otherwise (Act s 198D). Where the power is delegated, the relevant delegatee will have actual authority. Delegation to execute particular documents by a company may be made under a company resolution signed by the directors or another delegation document, which is consistent with the company constitution. Where an employee of a company executes an owner's consent document on behalf of a company, Unitywater requires a copy of the document which evidences the delegation to accompany the owner's consent. This would be considered to generally provide sufficient certainty for Unitywater to accept the executed owner's consent.

Applications for development estates with multiple stages

In applications for staged connections, the obligation for applicants who are not the landowner to provide owner's consent is prescribed by the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009* in two key places:

1. Section 99BRA(2) relevantly states that *"If the applicant is not the owner of the land related to the connection, the owner's written consent must accompany the application."*
2. Section 99BRA(1) states that *"The application must be made to the distributor-retailer in the way stated in its connections policy."* Unitywater's connections policy at Schedule 2 Table 2 (for staged and other connection) relevantly states that *"If the applicant is not the owner of the land related to the Connection, provide the landowner's written consent to the application."*

Where there is no change to the owner, the obligation to provide owners consent in 99BRA(1) and (2) can be discharged where the same owners consent is provided with each application in relation to the estate and all its development stages where the consent is expressed broadly to cover all connection applications in relation to a particular estate development and all its stages. In particular, there is no prohibition against providing consent to an application in a form which also covers consent to other applications.

In such circumstances, there is no need for new and different consents to be provided for the connection applications relating to the entire estate and each stage of development.

In circumstances where the landowner or company individual representative changes, the owner's consent provided must be updated to reflect this change to ensure that the consent is current at the time each staged connection application is submitted.

Examples of land related to the connection:

- a. The land for the connection, and/or
- b. Land for which access is required for the connection (related land).

3.1.2. Applications for works within TMR State Controlled Road reserve, within QR Railway reserve, or in proximity to Seqwater assets.

All applications submitted through the Development Portal will ask you to properly identify whether or not property connection infrastructure or network works infrastructure works is proposed for construction either:

- a. within a Department of Transport and Main Roads (TMR) land, such as a State Controlled Road (SCR) reserve,
- b. within a Queensland Rail (QR) land, such as a Railway Corridor, or
- c. in proximity to Seqwater Infrastructure.

Currently, a Registered Certifier must not submit:

- a Public Utility Plant (PUP) application directly to TMR for assessment and approval, or
- a Wayleave Agreement application directly to QR for assessment and approval.

Applications that propose:

- any works within TMR land (SCR) require referral to TMR for a PUP approval, or
- any works within QR land require referral to QR for a Wayleave Agreement,

require acquisition by Unitywater of either a TMR PUP Approval (typically a letter of no objection with conditions), or a QR Wayleave Agreement, prior to Unitywater being able to issue a decision for the application.

Please submit a Pre-Lodgement – Application (sub type Advice Notice) through the Development Portal for assistance with applications that require TMR, PUP Approval applications or QR Wayleave Agreement applications.

For any applications that include network or property service infrastructure works proposed in proximity to a Seqwater asset, please submit a Pre-Lodgement – Application (sub type Advice Notice) through the Development Portal for assistance.

Further information regarding Seqwater procedures and requirements can be found at [Living and Working Near water Infrastructure](#) webpage.

Processing timeframes including the nominated A&C application general response period does not apply to any applications that require referrals to either TMR, QR, or Seqwater.

Unitywater's processing of a submission of an application as a certified package under the Accreditation and Certification System, that triggers the requirement for a Public Utility Plan (PUP) Approval, will require that Unitywater must first obtain a Public Utility Plan (PUP) Approval from TMR.

The submitted certification package must include:

- relevant attachments and Owner's consent(s) from the owner of the land on which the development is proposed
- in most circumstances, potholing survey of existing underground services and surface feature survey by a licensed surveyor
- RPEQ certified design for construction drawings of all metered water service connections, sewerage property connections, and water supply and sewerage reticulation network works that are proposed for installation within, or partially within, any part of a State Controlled Road reserve, and
- sufficient supporting information to demonstrate that the design for construction of metered water service connections, sewerage property connections, and water supply and sewerage reticulation network works are fit for purpose to meet Unitywater policies and network demand assessment requirements for the proposed development.

Example: *For developments that require Network Works activity within any part of a state-controlled road, then Unitywater only want to receive, as part of the certification package submission, the design that incorporates asset works that are within the State Controlled Road reserve. If there is additional works for the development that are not within the State Controlled Road reserve that are linking to or separate to the works in the State Controlled Road reserve, then Unitywater expects those works to be approved separately via the A&C Certification Package submission process. If it's a 'Use' approval (demand) and there is a metered water service connection or sewer connection (for clarity - not Network Works) in the TMR corridor then the certification package received by Unitywater will include the WHOLE 'Use' approval documentation (including ICNs etc) to allow Unitywater to issue the 'Use' approval (demand) once the relevant PUP approval is achieved via Unitywater application to TMR. Certification packages received through the Development Portal requiring TMR PUP approval will be placed 'on hold' while Unitywater refers the application to TMR for PUP approval.*

A certification package for a connection or network works application relating to a preceding PUP Approval must not be submitted while an application to obtain a PUP Approval is being processed, i.e. these applications must be processed in series, not parallel and certainty must be obtained for the related connection application requiring PUP approval.

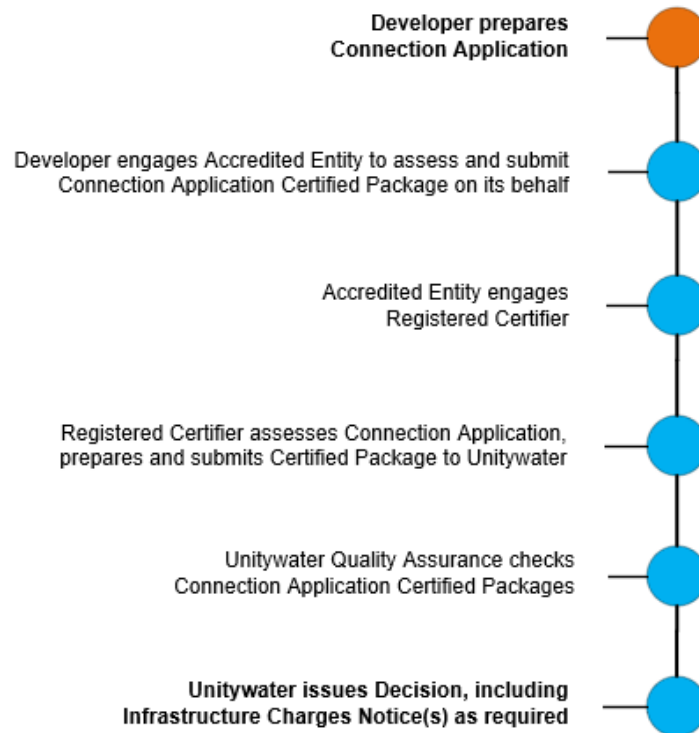
In the case that a subsequent connection or network works application results in infrastructure requirements that are different from infrastructure documented in the PUP Approval, the Applicant will need to first seek an amendment to the PUP Approval (via an Amendment application through the Development Portal) before Unitywater will approve the certified package that is dependent on a PUP Approval.

A Registered Certifier must not lodge an application directly to TMR for a PUP Approval.

3.2. Certification of the Connection Application and Submission to Unitywater

The Registered Certifier will manage all aspects of the connection application made under Unitywater's Accreditation and Certification system and will be the only person Unitywater will deal with in relation to the connection application. Figure 5 below illustrates the connection application and approval process.

Figure 5: Connection Approval Process



3.2.1. Scope of Application Assessment

The scope of the assessment and certification of applications will be undertaken by the following Registered Certifiers, who must only carry out the certification of connection applications within the scope of their category of appointment as a Registered Certifier.

3.2.2. Registered Certifier (Minor Connections Certifier)

A Minor Connections Certifier is only permitted to assess and certify connection applications for property service connections that **do not require subsequent network works** to be constructed.

These range from unit developments, multiple dwellings, duplexes, and smaller subdivisions etc. Generally, these developments only require **metered water service connections or sewerage property connections** to be installed by Unitywater's Private Works Team.

Example: New sewerage property connections required to be installed via the inclusion of a new Maintenance Hole can be considered sewerage property connection works only subject to the approved plans showing the entire works being delivered by Unitywater (Private Works team). For clarity the sewerage property connection works are not to be approved or installed via Unitywater's donated asset process. The developer would need to seek an amendment to the approval to include appropriate Network Works approval in instances where the developer intends to complete the sewer connection works via Unitywater's donated asset process.

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3.2.3. Registered Certifier (Major Connections Certifier)

A Major Connections Certifier is permitted to assess and certify all non-trunk connection applications including those **requiring subsequent network works** to be constructed.

3.3. Application Assessment and Certification

The Registered Certifier (within the scope of accreditation detailed above) will review the connection application, prepared by the applicant, and submit the application through the Development Portal.

The Registered Certifier is responsible for ensuring that, prior to submission, the application satisfies the relevant assessment criteria. This may require the Registered Certifier to request the applicant to submit additional or revised information.

The Registered Certifier will assess the connection application as detailed below.

3.3.1. Types of Certification Packages

The Certification Packages submitted through the Development Portal for connection applications and network works application types are as follows:

a. [A&C Connection Application \(Demand Assessment\) Submission](#)

Major Connections and Minor Connections Certifiers are permitted to submit this type of application, Connection Application Demand Assessments, establishment of non-trunk infrastructure, and/or design for construction of property connection infrastructure for connections to the water supply and sewerage networks. This includes proposals for disconnections or alterations to existing property connection infrastructure.

Connection Application (Demand Assessments) are to be submitted through the Development Portal. The Registered Certifier must first register and sign into the portal before a Connection Application can be submitted. The categories available are as follows:

- 1) **Subdivision** – Residential and Non-Residential - can include a land release of lots in single stage, multiple stages, master plan or a higher order approval for a large multiple stage subdivision.
- 2) **Multi-Residential Units** – includes all demand only, fire service connections, sub-metering, backflow devices, large water meter connections (40mm or above), sewer connection (including via inclusion of single sewer maintenance structures).
- 3) **Commercial or Industrial** – Non-Residential includes all or any of demand only (calculation of GFA), fire service connections, sub-metering, backflow devices, large water meter connections (40mm or above), sewer connection (including via inclusion of single sewer maintenance structures)

b. [A&C Network Works Submission](#)

Major Connections Certifiers are permitted to submit this type of application, Network Works Only, being design for construction of network works infrastructure.

Registered Certifiers are only permitted to assess and certify water supply and sewerage network infrastructure that is designed for construction in accordance with the latest versions of the SEQ Water Supply & Sewerage Design & Construction Codes:

- *Water Supply Code of Australia – SEQ Service Providers Edition* (based on WSA 03)
- *Gravity Sewerage Code of Australia – SEQ Service Providers Edition* (based on WSA 02).

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In some instances, design, assessment, and certification of network infrastructure for construction must be undertaken in accordance with Unitywater Infrastructure Standards in which case these standards will either supplement, or take precedence over, the SEQ WS&S D&C Code. For example, currently Unitywater has specifications for PE pipelines that supplement the SEQ Code. Certifiers must check Unitywater's reference library for the latest Unitywater Infrastructure Standards via [Reference library \(unitywater.com\)](https://www.unitywater.com).

This application type may include proposals for extensions to the network(s), alterations to part of the existing network(s) and decommissioning of part of the existing network(s).

This application type may include proposals for disconnections of or alterations to existing property connection infrastructure where identified as and grouped together with Live Works to be performed by Unitywater's Private Works Section.

Networks Works submissions are to be submitted through the Development Portal.

3.3.2. Items for Inclusion in Certification Packages

The following items, where applicable, need to be attached by the Registered Certifier submitting the connection application through the Development Portal, as supporting documents to issue an approval.

3.3.2.1 Plan of the proposed development

The connection application must be accompanied by a plan or plans of development showing what is proposed to be developed. The plan of development must be of sufficient scale and detail so that assessment of the proposed development can be accurately carried out by the Registered Certifier.

Providing a full copy of a Council approved Decision Notice that includes development plans, or a reference only to the Council approval reference number, does not sufficiently address the requirement of the applicant and Registered Certifier to submit plans of the proposed development with the connection application. The proposed development plans should be extracted from any Council approval, suitably titled, and submitted as supporting documents.

Some examples of proposed plans are:

- a. Subdivision layout plan
- b. Group-titled subdivision plan, or
- c. Development plan, or
- d. Council Approval Stage Plan.

3.3.2.2 Preliminary Network Servicing Plan

Typically, for development with multiple stages an overarching servicing strategy is required in the form of a Unitywater approved **Preliminary Network Servicing Plan**.

The Preliminary Network Servicing Plan must be consistent with the Unitywater approved Network Analysis Report, where a Network Analysis Report informs a subsequent staged connection application.

Major Connection Certifiers are encouraged to obtain comment and advice from Unitywater on Preliminary Network Servicing Plans for multi-staged development in advance of a certification package submission by submitting a Pre-Lodgement – Application (sub type Advice Notice) through the Development Portal. Advice obtained from Unitywater must be incorporated in a revised Preliminary Network Servicing Plan prior to submitting a certification package. Where this advice is not incorporated, the Certifier shall provide sufficient reasons/justification in a Project Brief and a Statement of Alternative Solutions (SoAS).

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All Network Works applications for development with multiple stages must be accompanied by a Preliminary Network Servicing Plan for water supply and or sewerage including:

- a. A staging plan to identify the sequence of development.
- b. A description of water supply and sewerage infrastructure to serve the development.
- c. Proposed connection points to existing Unitywater infrastructure either on, or external to, the property being developed.

The Registered Certifier must assess the proposed Preliminary Network Servicing Plan against Unitywater's Connections Policy, Networks Master Plan, the SEQ Code, and as-constructed information using the mapping reference tool [Connection areas, Schedule of Works and existing infrastructure](#) also available on Unitywater's [Reference library](#) webpage.

3.3.2.3 Design for Construction Drawings

The connection application must be accompanied by design for construction drawings as follows.

- a. For a **Connection Application (Demand Assessment)** (e.g. for subdivision, a commercial or industrial building or residential multiple unit dwelling), detailed design of metered water service, fire service where applicable, and sewerage property connection design, or
- b. For a **Network Works Application**, detailed network works design of water supply reticulation and gravity sewerage reticulation designed in accordance with the *Water Supply Code of Australia – SEQ Service Providers Edition (based on WSA 03)* and *Gravity Sewerage Code of Australia – SEQ Service Providers Edition (based on WSA 02)*.

For both a. and b. above, Residential subdivisions with water supply and sewerage reticulation network design will typically require only references to SEQ Code standard detailed drawings for metered services and sewer property connections.

The design of water supply and or sewerage property infrastructure and network works infrastructure must be in accordance with requirements of the SEQ Code and Unitywater Infrastructure Standards. The exception to this is when alternate solutions are provided and listed in a *Statement of Alternative Solutions*, in accordance with Section 3.3.15 Statement of Alternative Solutions.

For Network Works design for construction, the drawings must not exclusively nominate Private Works performance of network extension works. The generic term 'contractor' must be used as a reference, except where the scope of design for construction is removal and replacement of an existing live water supply main(s) and/or water services.

Private Works must not be referenced exclusively to perform live works in a Live Sewer Works Schedule or on design for construction drawings where it would be otherwise possible for a contractor to perform the live sewer works under inspection of a Construction Certifier. Eligibility criteria for a contractor to perform live works on the sewerage network still apply, as set out in the Accreditation and Certification Manual part 4 Construction.

3.3.2.4 Network Demand Assessment

The connection application submission via the Development Portal will include a [Network Demand Assessment](#) that includes a calculation of the demand generated by the proposed development on Unitywater network/s. The **Network Demand Assessment**, including identification of Minimum Standard of Service for Fire Fighting and demand calculations for the proposed development, must be:

- undertaken by an appropriately qualified person (e.g. consulting engineer) in accordance with the below process
- submitted using the step within the Development Portal.

Prior to undertaking a Network Demand Assessment, it is essential that the Registered Certifier confirms that the connection application for the proposed development being assessed meets all the eligibility criteria. Refer to Part A - Accreditation, Section 1.1 Limitations for information about excluded application types.

The Registered Certifier must undertake an assessment of the proposed network demand against the existing and planned capacity available in the relevant network having regard to the type, scale, location, timing, or intensity of future development for the connection.

The process for undertaking and documenting a **Network Demand Assessment** is as follows:

- a. For the water supply network, the Registered Certifier will identify and confirm the Minimum Standard of Service, Fire Fighting flow and pressure required to be supplied from Unitywater's infrastructure for the proposed development, per SEQ Code - Design Criteria, Table 4.1 - Water Network Design Criteria – Single Supply (Drinking Water Only) Network, e.g. Detached/Attached Res (≤ 3 storeys): 15 L/s for 2hrs with background Demand.

The Certifier shall assess whether the proposed development is located within a land use type area of the water supply network that is able, or would be typically expected, to provide this Minimum Standard of Service, Fire Fighting flow and pressure.

If unsure of the existing water supply network Minimum Standard of Service for Fire Fighting flow and pressure, and if the Applicant has not already sought relevant information from Unitywater, the Registered Certifier is strongly recommended to request advice from Unitywater Network Planning about modelled network capacity using F8578 - [Application for Hydraulic Model Pressure and Flow Information](#) (PDF).

- b. The Registered Certifier will calculate the proposed demand for the development in accordance with Unitywater Netserv Plan Part A, Appendix B – Schedule of Works, Section 2.2 Land Use Assumptions.
- c. The Registered Certifier will refer to [Netserv Plan Planning Assumptions \(Source: DMaTT\)](#) mapping reference tool available on Unitywater's website for existing and planned forecast demands to determine and record the planned forecast demand (for development in the Planned Demand Year) applicable to the land on which the development is proposed.
- d. If the development proposed demand is less than or equal to planned forecast demand (for development in the Planned Demand Year) then the Registered Certifier will continue assessing the connection application.
- e. If proposed demand is greater than planned forecast demand (for development in the Planned Demand Year) by up to 10% then the Registered Certifier will continue the assessment unless the development site is located in critical areas (see Section 3.3.3.1 Network Analysis Reports for Water Supply and Sewerage).
- f. In the instance of the development site being in a critical area (See Table 10 in section 3.3.3.1) or if the proposed demand is greater than the planned forecast demand (for development in the Planned Demand Year) by more than 10%, and the application does not include either a SAN, Unitywater Network Planning favourable response to an Exceeding Unitywater Planning Assumptions request, or a Unitywater Network Planning approved Network Analysis Report, the Registered Certifier will halt the assessment and either:
 - i. Direct the developer's consultant to apply to Unitywater for a Pre-Lodgement Application and submit a Services Advice Notice (SAN), Eligibility Request or Exceeding Demand of Planning Assumptions, in accordance with Unitywater's Connections Administration and A&C Manual. This is done via submitting a Pre-Lodgement – Application (sub type Advice Notice (for a SAN) or Eligibility Request and Exceeding Demand of Planning Assumption request), or

- ii. Revise the development such that the proposed demand on the networks is consistent with Unitywater's planning assumptions demand forecast - point **d**) above.
- g. If the application includes a SAN, a Unitywater Network Planning favourable response to an Exceeding Demand of Planning Assumptions request, or a Unitywater Network Planning Approved Network Analysis Report that supports the proposed network demand that exceeds the planning assumption demand, the Registered Certifier will continue the assessment.
Note: The Registered Certifier must attach the relevant document to the Certification Package as part of the submission.

3.3.3. Technical Reports requiring pre-requisite approval prior to submission of an application certification package

There are number of different Technical Reports that may be required to support preparation of a Connection Application. These Technical Reports must be prepared and submitted by an Applicant for review and approval by Unitywater.

Applicants must submit all requests for review and approval of Technical Reports through the Development Portal.

Unitywater approval of Technical Reports must occur prior to a Registered Certifier being able to properly and fully assess a development proposal for a connection application and/or network works application that will be submitted as a certification package.

3.3.3.1. Network Analysis Reports for Water Supply and Sewerage

A **Network Analysis Report** is an analysis of the impact of the proposed development on Unitywater's infrastructure and must be undertaken by an appropriately qualified and experienced consulting engineer for the applicant and approved by Unitywater prior to the applicant submitting a connection application to an Accredited Entity.

Technical Report Reviews are offered to Applicants for **Network Analysis Report – Water Approval** and **Network Analysis Report – Sewer Approval**.

Registered Certifiers are not permitted to approve Network Analysis Reports or to submit Network Analysis Reports that have not been approved by Unitywater as part of connection application certification package.

A **Network Analysis Report** is required where either of these occur:

- a. The proposed development is inside an Emerging Community Zone as defined by the relevant local government's Planning Scheme.
- b. The proposed development exceeds Unitywater's planning assumptions by:
 - i. more than 10% within any part of the Connection Areas (not in a Critical Area)

Note: Exemptions apply only to the following types of infill development where proposed demand is routinely expected to exceed planning demand assumptions by more than 10%:

- Reconfiguring a Lot, 1 into 2 Lots
 - Reconfiguring a Lot, 1 into 3 Lots, and
 - Dual Occupancy.
- ii. any amount in the following Critical Areas.

Table 9: Critical Areas

Network	Critical Areas
Water Supply	Dayboro, Kenilworth, Bribie Island, Samford Village and Woodford High Level Zone.
Sewerage	Samford, Dayboro, Woodford, Nambour, Eumundi, Yandina, Palmwoods, Cooroy, Pomona, Kenilworth, Maleny, and Landsborough.

- c. for the proposed development, Unitywater has issued one or more of:
- i. a Services Advice Notice (SAN) to an Applicant, or
 - ii. a Certification Advice Request (CAR) or responded to a Pre-Lodgement – Application (sub type Advice Notice request) via the Development Portal to a Registered Certifier, or
 - iii. a response to an Eligibility Request or Exceeding Demand of Planning Assumptions to a Registered Certifier,

and that advice states that a Network Analysis is required to be undertaken and a Report is to be submitted for review and approval by Unitywater Network Planning.

The Registered Certifier must have regard to and prepare certification packages which are consistent with a Unitywater approved **Network Analysis Report**, as necessary.

3.3.3.2. *Technical Report – Direct Connect Booster Pump(s)*

Pre-requisite **Direct Connect Booster Pump Approval** is required for all proposals to directly connect water pressure boosting pumps, for a fire-fighting water service or a domestic/commercial/industrial water service, to the water supply network.

Where a Certifier intends to submit a certified package under Unitywater's Accreditation and Certification System that includes the use of directly connected water pressure boosting pumps, then it must be supported by a **Direct Connect Booster Pump Approval** issued by Unitywater.

Applicants are required to submit an application for a **Direct Connect Booster Pump Approval** by submitting a Technical Report Review Application through the Development Portal.

Refer below to Section 3.3.4.3. *Proposals to directly connect pressure booster pumps to the water supply network* for details of the supporting documentation required for submission of this type of application.

The Registered Certifier must have regard to and prepare certification packages which are consistent with a Unitywater **Direct Connect Booster Pump Approval**, where required.

3.3.3.3. *Technical Report for Noise Assessment or Odour Assessment*

Where required by the SEQ Code for design of Unitywater passive or assets, or as conditioned in a Connection Approval or Transitional / Related Approval, Noise Impact Assessment Reports and Odour Impact Assessment Reports must be produced in accordance with requirements of the relevant part of the SEQ Code.

Applicants must submit application through the Development Portal and selecting either **Noise Assessment Report Approval** or **Odour Assessment Report Approval**.

The Registered Certifier must have regard to and prepare certification packages which are consistent with a Unitywater **Noise Assessment Report Approval** and/or **Odour Assessment Report Approval**, where applicable.

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3.3.4. Water supply network limitations, private fire suppression systems

3.3.4.1. Registered Certifier responsibilities for communicating limitations of Water Supply Network performance on Private Fire Suppression Systems

It is the responsibility of Registered Certifiers to effectively communicate to developers, property owners, and applicants about Unitywater's position on:

- the water supply network Minimum Standard of Service for Fire Fighting
- limitations associated with operating pressures of the water supply network, particularly:
 - the possibility for changes over time in the operating pressure of the water supply network and any consequent impacts on private fire suppression systems, and
 - the recommendation for Applicants to submit a request to Unitywater Network Planning to provide water supply network flow and pressure information based on modelled network performance to inform the design of private fire suppression systems
- the responsibility of the developer and ongoing responsibility of the property owner for ensuring that any private fire suppression system operating on the property is designed, installed, commissioned and regularly tested in accordance with all relevant legislation, standards and authority requirements
- any future upgrade of a private fire suppression system being the sole responsibility of the property owner, including all costs associated with an upgrade.

3.3.4.2. Water supply network mains and hydrants

Unitywater reserves the right, at any time, to change the operating pressures within the water supply network, but not below the Minimum Standard of Service. Details of the Minimum Standard of Service can be found in the SEQ WS&S D&C Code - Design Criteria, Table 4.1 (weblink: <http://www.seqcode.com.au/seq-design-criteria>).

As a brief summary (not exhaustive) of flow and residual mains pressures to be supplied by the network under fire operating conditions for various Land Use Types, please refer to Table 10 - Unitywater Minimum Standard of Service, Fire Fighting.

Table 10: Unitywater Minimum Standard of Service for Fire Fighting (based on SEQ Code - Design Criteria, Table 4.1)

Type of Land Use	Flow Available from Water Supply Main for Fire Fighting Purposes (Litres/second)	Pressure under Emergency fire operating conditions (Minimum Residual Mains Pressures) (metres water)
Rural Residential only	7.5L/s for 2 hours	12 m min in the main at the flowing hydrant 6 m elsewhere in mains that have customer connections Positive pressure throughout
Rural Commercial/Industrial	15L/s for 2 hours	
Urban Detached/Attached Residential (≤ 3 storeys)	15 L/s for 2hrs w background Demand	
Urban Multi storey Residential (> 3 storeys)	30 L/s for 4 hours w background Demand	
Commercial/Industrial buildings	30 L/s for 4 hours w background Demand	
Risk Hazard Buildings	assessed on needs basis	

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It is strongly recommended that Applicants submit an application to Unitywater to request water supply network flow and pressure information for the water supply main(s) to which a network connection is sought to service a proposed development.

A link to application form F8578 - [Application for Hydraulic Model Pressure and Flow Information](#) (PDF) also available from Unitywater's webpage '[Submit a certification package](#)' under subheading 'Pre-requisite approvals and advice (Applicants and Certifiers)'.

In response to this type of application, Unitywater will provide hydraulic model output information that details expected flow and pressure performance of the relevant water supply main(s) in the vicinity of the proposed development.

It is recommended that the developer or property owner consult with a qualified and suitably experienced hydraulic designer or fire systems engineer to consider the risks associated with designing a private fire suppression system for the subject property based on Unitywater's water supply network hydraulic model output information.

It is the responsibility of the developer and ongoing responsibility of the property owner to ensure that a private fire suppression system (i.e. fire-fighting water services for fire sprinkler systems, fire hydrants and/or fire hose reels), operating on its property is designed, installed and commissioned to comply with the relevant requirements of the National Construction Code (NCC) and that these systems are regularly tested for compliance with the relevant Australian Standards and QFES requirements.

Provided the operating pressure within the water supply network meets the Minimum Standard of Service:

- a) Unitywater is not liable in any way whatsoever for any changes in the operating pressure of the water supply network and any consequent impacts on a private fire suppression system servicing a property.
- b) Any upgrade of a private fire suppression system servicing a property, required due to changes in the operating pressure of the water supply network, remains the sole responsibility of the property owner, including all associated upgrade costs.
- c) Unitywater does not guarantee that any particular Private Fire Suppression Systems which draw water from the network (street) water supply mains will produce sufficient flow and pressure to satisfy QFES compliance requirements, either internal to buildings or externally within private property (e.g. residential townhouse type community title schemes). This limitation applies to private fire suppression systems that include, but are not limited to, dry hydrant (systems), internal pillar hydrants, fire sprinklers, and fire hydrant booster cabinet installations.

Any proposal for the sole use of network (street) hydrants for fire coverage of building(s) or property is entirely at the risk of the developer and the subsequent property owner.

3.3.4.3. Proposals to directly connect pressure booster pumps to the water supply network

In some circumstances, Unitywater may not permit design, installation and commissioning of private fire suppression systems that include private pressure boosting pumps proposed for direct connection to Unitywater's water supply network.

While requests for direct connection of pressure boosting pumps to the water supply network is not favoured by Unitywater, sometimes requests may be considered if the water supply network in the area has adequate capacity, existing condition of reticulation pipes is favourable and there is sufficient connectivity.

All application for requests to directly connect pressure boosting pumps to the water supply network must be submitted using the Development Portal. The application must be supported by:

- a hydraulic schematic layout plan that shows where and how the proposed connection of the booster pumps to the network, typically via a metered water service or fire service connection
- specification of the proposed booster pumps, i.e. pump curves overlaid on private system resistance curve(s) and design calculations
- a letter certificate signed by a hydraulic consultant or fire system design consultant that states:
 - the maximum flow rate of the proposed booster pumps will not exceed Unitywater's Minimum Standard of Service, Fire Fighting for the existing main to which the pumps will connect to (refer SEQ Code - Design Criteria, Table 4.1), and
 - for fire pumpset systems, commissioning and operation will be in accordance with requirements of AS 2941-2013 Fixed fire protection installations - Pumpset systems.

If Unitywater does not permit a proposal for direct connection of booster pumps to the network, then, as advised by a qualified and experienced hydraulic design consultant or fire systems engineer, booster pumps may need to be installed downstream of a registered break tank with an air gap, or similar.

3.3.5. Under Utilisation of Unitywater Networks

If a connection application is for a development that will impose less than 90% of the forecast demand on Unitywater's networks, the Registered Certifier will halt assessment of the connection application and seek direction from Unitywater by sending an enquiry through Pre-Lodgement – Application (sub type Advice Notice request) in the Development Portal.

3.3.6. Information Provided by Unitywater

When assessing a connection application, the Registered Certifier will use the Unitywater GIS to view current network master planning and existing infrastructure details to ensure the most up to date information is being used by the applicant and Registered Certifier.

In assessing connection applications and preparing certification packages to be submitted through the Development Portal, Accredited Entities and Registered Certifiers may rely upon the following documentation and process steps within the Development Portal provided by Unitywater:

- a. Connections Policy
- b. SEQ Code
- c. Connection Approvals
- d. Infrastructure Charges Notices
- e. Standard Conditions of Approval
- f. Infrastructure Charges Calculator
- g. Network Master Plans
- h. Planning Demand Forecasts
- i. As-constructed information available from Unitywater's Geospatial Information System subject to location and level of 'connection points' to Unitywater's networks being verified as per the disclaimer attached to all Unitywater as-constructed information.



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3.3.7. Consent to Enter and Construct

There may be instances where proposed works will need to be constructed on property/ies not owned by the applicant.

Any works that are proposed on property, or properties, not owned by the applicant will require the applicant to gain the necessary permissions from the owners to construct the works through those properties in accordance with section 99BRAAF of the DR Act.

The Registered Certifier **must not assess** the connection application without the submission of all necessary written consents or documents for works proposed on property, or properties, not owned by the applicant.

For proposed works on:

Private Property: The applicant must obtain written consent for the construction of the works from each property owner on which the infrastructure is to be constructed.

Should an easement be required because of the proposed works as per the SEQ Code, proof of the registration of easements in favour of Unitywater must be carried out as per land dedication and easement requirements detailed in section 09 Easements.

Unitywater property: Construction of any water supply and or sewerage infrastructure on Unitywater owned land or encroachment on a Unitywater easement will require the applicant to obtain Unitywater's written consent.

Local or State Government Controlled Property: If the proposed works are to be constructed on Local or State government property such as parks or public space, the applicant must submit a written consent with the connection application in accordance with the relevant authority's requirement, from the relevant Local or State agency, consenting to the construction of the works on the subject property.

3.3.8. State Controlled Road reserve

Construction of any water supply and or sewerage infrastructure (property connection or network works infrastructure) within a State Controlled Road reserve requires an applicant to be in possession of a TMR issued Public Utility Plant Approval (PUP Approval) and a TMR issued Road Corridor Permit (RCP). Refer to Section 3.1.2 Applications with any works within TMR State Controlled Road reserve, QR Railway reserve, or in proximity to Seqwater assets.

3.3.9. Easements

Where an easement is required by the SEQ Code or relevant landowner, the certification package prepared by the Registered Certifier must include the standard condition requiring easements to be registered by the applicant in accordance with the SEQ Code and the relevant timing to be applied to the condition. For example, if the easement is to be included as part of the developer's survey plan for subdivision, then the condition timing would be applied as prior to the issue of the Certificate of Completion. Where there is no developer survey plan for subdivision (e.g. easement required for MCU Non-Residential development) the timing of the easement condition should be specified as prior to the issue of the On Maintenance Certificate.

Easement terms must be in accordance with Unitywater's most current registered dealing held by the Department of Resources and must not be altered or amended.

The easement must be provided to Unitywater free of cost and compensation.

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3.3.10. SEQ Code/Connections Policy

The Registered Certifier must assess the connection application to ensure compliance to the Unitywater Connections Policy, *South East Queensland Water Supply and Sewerage Design and Construction Code* (SEQ Code) and this Manual.

3.3.11. Previous Approvals and Other Applications in Progress

The Registered Certifier must review the connection application to assess consistency with:

- a. Higher order approvals which may include any of the following:
 - i. Compliance with the conditions of the first stage of the connection approval (the subject of the networks design) as the approval clearly identifies specific infrastructure to be constructed and the networks works design drawings must include the infrastructure,
 - ii. Recommendations of the Unitywater approved Networks Analysis Report, and/or
 - iii. Preliminary Network Servicing Strategy approved by Unitywater, or as a component of the approved Network Analysis Report.

Note:

Any inconsistencies with the above will require the developer to request an amendment to the higher order connection approval (or Transitional / Related Approval) prior to proceeding with subsequent connection applications.

- b. Any previous water connection approvals for the subject land (including deemed water approvals issued by the relevant local government / Council, and connection approvals granted by Unitywater).
- c. Any connection approvals for the adjoining properties, to identify where a conflict may occur and to ensure cohesive development occurs with adjoining properties in relation to Unitywater infrastructure.
- d. Connection Applications in progress on the subject property, or properties, and surrounding property, or properties.

Accredited Entities and Registered Certifier can access existing approval information and some application information through Unitywater infrastructure and maps reference tool '[Connection areas, Schedule of Works and existing infrastructure](#)', also available via the [Reference library](#) on the webpage.

3.3.12. Inputs for Infrastructure Charges Calculations

The Registered Certifier must review the connection application and provide all the necessary and required inputs, to enable Unitywater to generate the applicable Infrastructure Charges Notice, through the Development Portal. This will be based on the infrastructure charges resolution in effect at the time of the submission.

3.3.13. Decision Notice - Standard Conditions

The Registered Certifier will confirm the Standard Conditions when submitting a Connection Application through the Development Portal. Connection approvals are generally granted subject to conditions.

To ensure consistency of conditions used by Registered Certifiers, Unitywater have included all standard conditions in the Development Portal as per the connection application type.

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3.3.14. Decision Notice - Specific Conditions

There will be instances where the available standard conditions in the Development Portal may not be sufficient or appropriate to address the specific circumstances of the development (e.g. connecting the development to a specific sewerage maintenance structure). In these instances, the Registered Certifier will include specific conditions through the Development Portal, as required.

Specific conditions must be reasonable and relevant and include appropriate timing.

Modification of content or timing in a standard condition has the same effect as drafting a specific condition. An exception to this is that advice commentary may be provided after the statement at the end of most standard conditions: "This condition is imposed under section 99BRDJ of the South-East Queensland Water (Distribution and Retail Restructuring) Act 2009" as this text is informative only and not enforceable.

If the Registered Certifier is imposing a specific condition, the Registered Certifier **must** detail the reasons/justification in the 'Statement of Alternative Solutions' – see Section 3.3.15 below.

3.3.15. Statement of Alternative Solutions

Any deviation from the Unitywater Connections Policy, SEQ Code or the Accreditation and Certification Manual will need to be documented and alternative solutions will need to be devised.

A 'Statement of Alternative Solutions' (SoAS) for any deviation from standards will need to be detailed. The '[Statement of Alternative Solutions](#)' must be sufficiently detailed to demonstrate why the relevant standard cannot be reasonably achieved to successfully pass the Prudency and Efficiency test (See [Appendix B](#)).

NOTE: A Statement of Alternative Solutions must not be used by Registered Certifiers to communicate any SEQ Code non-conformances identified during the construction phase. For any deviation from Unitywater Connections Policy, SEQ Code or the Accreditation and Certification Manual identified by a Registered Certifier during the construction phase, that is NOT intended to be rectified, it will be necessary for the Registered Certifier to obtain authorisation from Unitywater for acceptance of the non-conformance and allowing the Registered Certifier to proceed with their certification process of the constructed works with the inclusion of the deviation from Unitywater Connections Policy, SEQ Code or the Accreditation and Certification Manual. The Registered Certifier must not submit a certification package for On Maintenance acceptance prior to obtaining authorisation from Unitywater for any deviation or non-conformance not intended to be rectified.

In the first instance, the Certifier must make every effort to demonstrate that the civil designer has rectified any proposed SEQ Code non-conformances identified during assessment of the design, including but not limited to non-conforming acceptance test frequencies or results.

The appropriate format in which the Registered Certifier must communicate construction non-conformances with the approved design or the SEQ Code is by means of a Non-Conformance Report. An example template for a Non-Conformance Report can be downloaded from Unitywater's webpage for use or indication of the record keeping required.

Registered Certifiers may submit a Pre-Lodgement – Application (sub type Advice Notice request) through the Development Portal, to obtain acceptance of, or an opinion on, proposed alternative solutions or review of construction non-conformances.

Registered Certifiers are requested to document any Statement of Alternative Solution using the template document supplied by Unitywater, [A&C - Statement of Alternative Solutions](#) (F10719) available on the submit a certification package webpage.

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Use of this template simplifies Unitywater's audit process and enables the Certifier to:

- highlight the relevant Unitywater policy or SEQ Code section(s) that the connection proposal or design does not conform with
- identify the specific types, instances, and locations to which the proposed non-conformance applies
- properly outline reasons/justification for alternative solutions needing to be implemented (and what other options may have been explored in this process)
- confirm that the non-conforming proposed alternative solution is both prudent and efficient.

3.3.16. Certified Design Drawings

If a **Connection Application Demand Assessment** includes design drawings for property connection infrastructure, that is metered water services or sewerage property connections, following the assessment (see Section 3.3 Application Assessment and Certification), the Minor Certifier (or Major Connections Certifier using their Minor Certifier registration number) will, certify each assessed design drawing by inserting notation on each drawing with the following statement:

I, [Name of Major/Minor Connections Certifier] of [Name of Accredited Entity] on [Date of certification], certify that:

1. This design drawing has been assessed in accordance with requirements of the SEQ Code and Unitywater Standards;
2. The construction of the works must only be undertaken in accordance with this drawing; and
3. No design Amendments are permitted either before or during construction without the approval of Unitywater.

Signed [Major/Minor Conns Certifier, ACR/MIN No.]

If a **Network Works Application** includes design drawings for network works, following the assessment (see Section 3.3 Application Assessment and Certification), the Major Connections Certifier will *certify* each assessed design drawing by inserting notation on each drawing with the following statement:

I, [Name of Major Connections Certifier] of [Name of Accredited Entity] on [Date of certification], **certify** that:

1. This design drawing has been assessed in accordance with requirements of the SEQ Code and Unitywater Standards;
2. The construction of the works must only be undertaken in accordance with this drawing; and
3. No design *Amendments* are permitted either before or during construction without the approval of Unitywater.
4. During construction, where required, *Variation Notifications* must be submitted in accordance with the A&C Manual.

Signed [Major Connections Certifier, ACR/MAJ No.]

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3.3.17. Certification by Registered Certifier

The Registered Certifier will prepare, submit and *certify* the certification package is true and correct, through the Development Portal (see Section 3.3.1 Types of Certification Packages).

3.3.18. Certification Package – Submitted through Development Portal

Depending on the application type and complexity, the certification package will need to include the following types of documentation. The lists of document names under subheadings below are not exhaustive and intended as a guide only. For a full list, refer to [A&C Recommended Document File Naming Convention](#), App, PCoC, CoC, CCTV.

Connection Application Information:

- a. Submit an A&C Connection Application through the Development Portal.
- b. Submission to include all Mandatory Documents as attachments, e.g. Landowner's and Related Landowner's consent (which includes permission to enter and construct
- c. Submission to include Conflict of Interest Disclosure Form, if required.

Reference Documents requiring Unitywater approval prior to certification package submission:

- a. Unitywater Direct Connect Booster Pump Approval *with pumps certification letter prepared by a qualified and experience fire systems or hydraulic design consultant*
- b. Unitywater approved Network Analysis Report (reference only)
- c. Unitywater executed Infrastructure Agreement (reference only)
- d. A&C Eligibility or Exceeding Demand Request.

Documents for approval:

- a. Network Demand Assessment document
- b. [Statement of Alternative Solutions](#) document
- c. Architectural design drawings with Gross Floor Areas (GFAs) and impervious areas in square metres
- d. Development plans, e.g. Subdivision layout plan or Group-titled subdivision plan
- e. Draft survey plan.

Connections design drawings for approval:

- a. Hydraulic design drawing set, e.g. metered water service, sewerage property connection, fire service schematic, sub-meters layout plan (reference only to identify that sub meters are being installed in the proposed development – sub meter location and details are **NOT** to form part of any approved drawing set – Registered Certifier to annotate, or have annotated, any approved plans accordingly if the sub meter location and details are shown on plans intended for approved drawing set).
- b. Civil connections design drawing set, e.g. metered water service, sewerage property connection.

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Network Works design drawings for approval

- a. Civil network works design drawing set, e.g. water supply only for rural residential, or water supply and sewerage for urban residential, commercial, or industrial subdivision
- b. Preliminary Sewerage Catchment Servicing Plan (reference only)
- c. Network Hydrant Coverage Plan (hydrant location and spacing)
- d. Multi-stage Preliminary Network Servicing Plan, Water Supply
- e. Multi-stage Preliminary Network Servicing Plan, Sewerage.

For Information Only reference documents:

- a. Civil design drawing set earthworks, roadworks, stormwater (reference only)
- b. Multi-stage Preliminary Network Hydrant Coverage Plan (reference only)
- c. Construction Management Plan (reference only)
- d. Electrical servicing design drawing set (reference only)
- e. Geotechnical Investigation Report (reference only)
- f. Pipeline Structural Design Calculations (reference only)
- g. Safety in Design Risk Assessment (reference only).

3.3.19. Payment of Certification Submission Fees

The Registered Certifier must pay the applicable connection application fee, with submission of the certification package, through the Development Portal. The fees and charges are updated each financial year on the Unitywater website, so Registered Certifiers can confirm the applicable fees before submitting the connection application through the Development Portal.

3.3.20. Lodgement

Lodgement of the assessment and certification of the connection application occurs when the Registered Certifier submits the certification package through the Development Portal and uploads all relevant supporting documents.

3.4. Unitywater Quality Assurance Check of Certification Package

Unitywater will perform quality assurance checks on all certification packages for connection applications received from Registered Certifiers against the applicable Quality Assurance criteria. Unitywater will rely on the certifications provided by the Registered Certifier in the certification package in carrying out any quality assurance check of the connection application.

When performed, a quality assurance check of the certification package by Unitywater will be in accordance with the quality assurance process described in Part A of this Manual, Section 15.1 Quality Assurance.

3.5. Issue Decision Package

Unitywater will issue the Decision Package to the applicant, through the Development Portal, unless a quality assurance check results in a not progressing Quality Assurance Report. See Part A of this Manual, Section 15.1 Quality Assurance. A Decision Package is typically comprised of a Decision Notice, Approved Documents and Drawings, reference documents and, where applicable, an Infrastructure Charges Notice(s).

A copy of the Decision Package will be available to the Applicant (if authorised by the Registered Certifier) and to the Accredited Entity and/or Registered Certifier within the Development Portal for their records.

3.6. Issue Infrastructure Charges Notice

In all circumstances where infrastructure charges are applicable, Unitywater will issue the Infrastructure Charges Notice (ICN) to the applicant in accordance with the DR Act, through the Development Portal.

3.7. Submission of an Approval Amendment Certification Package

The holder of a water approval (connection approval, including network works approval type) can request that amendments be made to a decision package, including but not limited to amendment to condition(s) of a Decision Notice, in the way stated in the Connections Policy in accordance with section 99BRAK of DR Act.

For Connection Approvals that require installation by Private Works of property connection infrastructure, i.e. a metered water service(s) or a sewerage property connection, and any changes to the approved live works connection detail(s) are required, prior to submission or re-submission of an application to Private Works for quotation, the Applicant must obtain an Amendment to Approval by requesting a Registered Certifier to submit an Approval Amendment Certification Package, through the Development Portal, on their behalf to Unitywater.

For Network Works Approvals, after construction has commenced, as designated by the Pre-Start Meeting having been conducted by a Major Connections Certifier, limited changes to the approved design for construction may be eligible to be undertaken without the need to obtain an Approval Amendment Request. Instead, the Major Connection Certifier will advise Unitywater of the change or changes by means of a *Variation Notification*. For more information on *Variation Notifications*, refer to Section 4.5 Variation Notification, Network Works Construction.

3.7.1. Determining whether an Applicant change request requires an Approval Amendment

To assist Certifiers in determining whether an applicant request for change to an approval should be assessed and submitted as an Approval Amendment Certification Package, if the answer to any of the guiding questions listed below is 'Yes', then an Approval Amendment is required for submission as a certification package. The list of questions is not exhaustive and is intended to be a guide.

Does the proposed change to a water approval:

- 1) Require a change to the Decision Notice condition(s) of approval?
- 2) Result in an increase or decrease in either the number of residential land use detached or attached dwellings, non-residential land use Gross Floor Area (GFA), or the network demand by the proposed or existing development?
- 3) *in conjunction with item 2) above*, require an amended Infrastructure Charges Notice?
- 4) Increase or decrease the number of development stages, including 'sub-stages', or propose changes to development stage boundaries?
- 5) Include changes to design of property connection infrastructure (metered water service or sewerage property connection) for installation by Private Works?

- 6) Include changes to design for construction of network works, including Live Works or reticulation works, specified on the plans to be installed by Private Works (For clarity any works required to be quoted by Private Works are required to be detailed on an approved plan. As such Variation Notifications are not available for any amendments to works intended to be carried out by Private Works. Alternatively, where the live works have been identified by the Major Certifier for completion by the contractor under the Construction Certifier, any variations to the live works that does not trigger an Approval Amendment, can be completed via the Variation Notification process described in Part B Construction Section 4.5 of this manual).
- 7) Includes a pipe material or alignment change to design for construction of network works that reduces the network capacity of the infrastructure (e.g. a proposal to change sewerage reticulation pipe specification from PE NuSewer to RIGSS PVC-U), or
- 8) Include changes to design for construction of network works by a Contractor that would result in a non-compliance with provisions of the SEQ Code, or Unitywater infrastructure standards?

Note that this would trigger the requirement by a Major Connection Certifier to submit a new or amended Statement of Alternative Solutions – refer to Part B Section 3.15.

Where network works construction has commenced, for a change request in which the answers to all questions listed above are 'No', it is likely that this type of change request should be submitted by a Major Connections Certifier as a *Variation Notification*. For more information on *Variation Notifications*, refer to Section 4.5 Variation Notification, Network Works Construction.

3.7.2. Applicant Request for Certifier to Amend an Approval

The applicant or representative will identify all aspects of the connection approval that will need to be amended, including Decision Notice condition(s), and document the reasons for the amendment (e.g. change in staging, change to number of lots or Gross Floor Area or Stormwater Impervious Area (for The City of Moreton Bay Council region only), change in network demand) and carry out the necessary amendments. This may include amendment of the design for construction of proposed property connection infrastructure or network works.

The applicant or representative will then make a request, with the supporting documents, to the Registered Certifier to assess, prepare and submit the package to Unitywater through the Development Portal for quality assurance checking and to issue an Amended Decision Notice Package (Approval).

Registered Certifiers must submit the application for an Approval Amendment Certification Package as a certified package, through the Development Portal, in the same way that the connection application was submitted. The application that corresponds to the existing approval type must be used to trigger the Approval Amendment application in the Development Portal, either connection application, or network works application.

Approval Amendment Certification Packages must be accompanied by owners' consents and payment of fees, through the Development Portal. Supporting documentation may include, but is not limited to:

- a. a revised development plan(s)
- b. a revised staging plan(s)
- c. a revised Unitywater approved Network Analysis Report, for reference only
- d. a revised preliminary network servicing plan(s)
- e. a revised and/or new connection detail design for construction drawing(s)
- f. a revised and/or new network works design for construction drawing(s), and/or
- g. any other approved documentation that has been revised to reflect the proposed change.

3.7.3. Certifier Assessment of Applicant Request for Approval Amendment

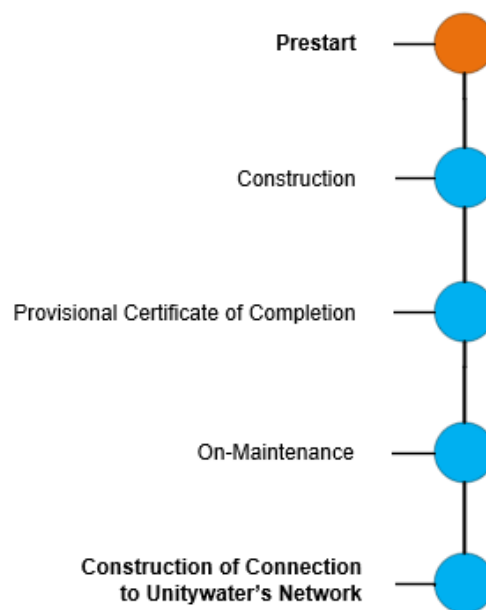
The assessment by a Registered Certifier of an Applicant request for Approval Amendment must be undertaken similarly to the assessment processes set out in Section 3.2 Certification of the Connection Application and Submission to Unitywater and Section 3.3 Application Assessment and Certification.

Once an Approval Amendment Certification Package submission is received, through the Development Portal, Unitywater will undertake a quality assurance check of the submission, in accordance with criteria relevant to the application type, prior to issuing an Amended Decision Package to the applicant.

4. Construction

Figure 6 shows the process for construction and delivery of assets.

Figure 6: Construction and Delivery of Assets



4.1. Engagement and Roles of Accredited Entities and Registered Certifiers

For the construction of water and sewerage work to be provided to Unitywater under this Manual:

The Applicant will engage Accredited Entities from the Register of Accredited Entities to provide the insurance, systems and resources to support the Major Connections Certifier and the Construction Certifier in carrying out certification of the construction work under this Manual.

The Accredited Entity/Major Connections Certifier engaged for monitoring compliance with connection approvals, water infrastructure agreements and Water Approval Connection Agreements during the construction activities may, but need not, be the same as the previously engaged Major Connections Certifier for the relevant connection approval phase.

The Accredited Entity/Major Connections Certifier will nominate who the Applicant will need to engage as Construction Certifier from the Register of Accredited Entities/Registered Certifiers to carry out inspections of the works during the construction phase of the project, and to provide associated certifications.

4.2. Pre-Construction Activities

Prior to the commencement of the construction works, the Applicant must:

- a. Obtain a connection approval for the relevant works
- b. Pay the portable long service leave levy in accordance with the *Building and Construction Industry (Portable Long Service Leave) Act 1991*
- c. Appoint a Contractor that is able to itself execute, or have the works executed, and is able to verify that the works are in accordance with the approved design by completing:
 - o All test results (excluding water main bacteriological tests) – see Section 6.1.1.1
 - o CCTV and associated reports of the constructed sewer mains – see Section 6.1.1.2
 - o As-Constructed Drawings - See section 6.1.1.3
- d. Make a request to the Major Connections Certifier for a Pre-Start Meeting (see Section 4.3 Pre-Start Meeting).

4.3. Pre-Start Meeting

A Pre-Start Meeting must be held before the commencement of the construction activities. This is an opportunity for the relevant stakeholders to form a common understanding of the works required, identify any site constraints, establish an inspection schedule, and identify any early connections required. This meeting should also be used to identify if any changes may be necessary to the approved design plans. Unitywater requires the Major Certifier to ensure they carefully review approved plans as part of the pre-start meeting process (A&C Manual Part B Construction Section 4.3.3 a.) to identify any occasions where a designer has not achieved approval for non-compliances with the SEQ Code (SOAS or Condition specifying approval of non-compliance). The pre-start minutes must then outline the appropriate steps to resolve (Approval amendment or Construction Variation processing). This discussion must be documented in the pre-start minutes so that Unitywater has demonstrated evidence within the pre-start certification package that any approved plan non-compliance has been identified and appropriate steps will be carried out to resolve (A&C Manual Part B Construction Section 4.3.3 g.).

The Pre-Start meeting must be attended by:

- a. The Registered Certifier – Major Connections Certifier
- b. The Registered Certifier – Construction Certifier
- c. Applicant's Consulting Engineers
- d. The water supply or sewerage contractor responsible for carrying out the construction work.

Attendance by Unitywater's Construction Development Officer or Private Works representative is *optional*.

The Major Connections Certifier is responsible for arranging and managing the Pre-Start Meeting with the relevant persons.

NOTE: Certain aspects are not considered 'network works' and as such do not need to follow the donated asset process (Pre-Start to Off-Maintenance) and can instead be presented to Unitywater's Private Works to quote and complete installation or inspection of a contractor undertaking installation (e.g. Installation of new MH only for purpose of new sewer property connection; OR installation, upgrade or relocation of sewer property connection).

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4.3.1. Pre-Start Meeting Notification

The Applicant will make a request to the Major Connections Certifier to prepare the Pre-start Meeting Notification, ready for submission in the Development Portal.

The Major Connections Certifier will submit the A&C Pre-Start Meeting Notification in the Development Portal, a minimum of **seven (7)** business days before the intended pre-start date. Rescheduling of the Pre-Start Meeting can occur via the Development Portal, as required. If the Pre-Start Meeting needs to be rescheduled, the rescheduled date must provide for a minimum **two (2)** business days' notice to Unitywater unless prior agreement for a shorter time period of notice has been agreed to by a Unitywater Development Services representative.

The Pre-Start Meeting Notification submission in the Development Portal must include the following:

- a. Meeting date, time, title, location
- b. Meeting attendees
- c. Meeting agenda and/or details.

4.3.2. Prepare Pre-Start Meeting Package

The Major Connections Certifier must prepare the Pre-Start Meeting Package before the meeting.

Package will, as minimum, include but not be limited to the following:

- a. Meeting date, time, title, location
- b. Meeting attendees
- c. Meeting agenda and/or details
- d. Mandatory attachment – Portable Long Service Leave Levy, if applicable
- e. Additional attachment – Unitywater's Construction Inspection Schedule Guidelines
- f. The Asset Information Package to identify documentation for donated assets that will be provided to Unitywater prior to acceptance on maintenance of the constructed works
- g. Copy of the connection approval including approved design plans
- h. Construction Inspection Schedule for inspection of the works to be carried out by the Construction Certifier ([Unitywater's Construction Inspection Schedule Guidelines](#) document available online is a minimum schedule to be adopted by the Major Connections Certifier).

The following Unitywater's documents are available online and may be used to assist with setting the agenda and agenda items:

- [Pre-Start Agenda – Example Only](#)
- [Unitywater Testing Requirements Summary](#)
- [A&C Construction Notes](#)
- [Unitywater's Construction Inspection Schedule Guidelines.](#)

4.3.3. Pre-Start Meeting

The Major Connections Certifier will conduct the Pre-Start meeting. The Pre-Start Meeting must be held on the site on which the approved works are to be constructed so that the attendees can identify and consider the site constraints as part of the Pre-Start Meeting. (Note: Unitywater agreement can be requested to conduct the Pre-Start meeting in an alternate location via the submission in the Development Portal). The Major Connections Certifier will:

- a. Review the approved Network Works drawings to identify any points of interest for discussion. This includes carefully reviewing approved plans as part of the pre-start meeting process to identify any occasions where a designer has not achieved approval for non-compliances with the SEQ Code (SOAS or Condition specifying approval of non-compliance). The pre-start minutes must then outline the appropriate steps to resolve (Approval amendment or Construction Variation processing). This discussion must be documented in the pre-start minutes so that Unitywater has demonstrated evidence within the pre-start certification package that any approved plan non-compliance has been identified and appropriate steps will be carried out to resolve. Consideration of whether any Early Works are applicable to the project and confirm the Early Works portion is clearly identified on the approved Network Works drawings.
- b. Present and discuss the [Construction Inspection Schedule Guidelines](#) for inspection of the works to be carried out by the Construction Certifier.
- c. Confirm the intervals for presentation of the Construction Certifier Inspection Record from the Construction Certifier to the Major Connections Certifier.

Note: Pre-Start minutes must reflect the above discussions occurring and provide details of the confirmed expectation of frequency and timing of inspections by the Construction Certifier as well as frequency of the submission of Construction Inspection records from the Construction Certifier to the Major Connections Certifier.

- d. Make and discuss the decision on the connection of the constructed sewerage works to Unitywater's network jointly with the other attendees. The following is a guide to assist the Major Connections Certifier in making the decision on who will undertake the connection works.

Unitywater will require the developer's contractor to undertake the *minor* sewerage connection works under the inspection of the Construction Certifier where:

- I. The connection works does not involve 'plugging' Unitywater's sewers or interruption to existing flows in the network, or
- II. If 'plugging' or interruption to existing flows is necessary, then the connection:
 - a) does not involve an upstream pumped discharge flow
 - b) is not on a pipe diameter exceeding 225mm, and
 - c) the timeframe for plugging or interruption to the existing flows must not exceed **two (2)** hours.

If it is determined that sewerage connection works are to be undertaken by the developer's contractor under the inspection of the Construction Certifier, then the Planned Network Intervention process as detailed in the Early Works and On-Maintenance section must be followed. The developer's contractor will also arrange for the completed sewerage connection works to be inspected via CCTV survey and the same review and checklist process is required as outlined in the Early Works and On Maintenance section of this Manual.

Where the above criteria cannot be met, the Major Connections Certifier will advise the developer or representative to request a quotation from Unitywater, through the Development Portal, to undertake the sewer connection works.

Note: - Where it has been determined that Unitywater will undertake the sewer connection works, there is to be no request for Unitywater inspection of the sewer connection works as the actual construction of sewer connection is being undertaken by Unitywater. The decision on who undertakes the connection works must be included in the Pre-Start Meeting minutes.

- e. Confirm the responsibility for collection and preparation of As Constructed information and documents.

Note: - The Major Connections Certifier will receive the As Constructed drawing template (with applicable drawing number) when the Pre-Start Meeting Record has been submitted and processed through the Development Portal. The Major Certifier will need to pass this information on to the relevant entity responsible for preparing the As Constructed drawings.

- f. Identify any actions to be taken before commencement of the construction.
- g. Record minutes of the meeting for attachment to the Pre-start Meeting Record submission, in the Development Portal. (Refer section 4.3.4 Pre-Start Meeting Record). This must include any items identified at a) above as well as the decision at (d) above.

4.3.4. Pre-Start Meeting Record

Following the Pre-Start Meeting onsite, the Major Connections Certifier will complete and submit the Pre-start Meeting Record, in the Development Portal, within **five (5)** business days of the date of the Pre-Start Meeting. The Registered Certifier must have regard to and prepare certification packages which are consistent with Unitywater's [Recommended Document File Naming Convention](#) for ALL attachments submitted under a certification package.

The Major Connections Certifier will arrange for the 'actions' identified in the Pre-Start Meeting Record to be addressed by the relevant person/s either before or after the construction commences, as required. In particular, the Major Connections Certifier will need to ensure the (with applicable drawing number/s) has been received and the Major Connections Certifier shall pass the drawing template (with applicable drawing numbers) on to the relevant entity responsible for preparing the As Constructed drawings.

Following the lodgement of the Pre-Start Meeting Record, through the Development Portal, Unitywater's Construction Development Officer will review the submission to note 'actions' identified in the Pre-Start meeting and decide whether to schedule site visit quality assurance checks, aligned with the Construction Inspection Schedule. Any errors or omissions that are identified will be communicated to the Major Connections Certifier via a quality assurance report within the Development Portal with applicable direction for action.

The Major Certifier will receive the DWG drawing template, with the applicable drawing number/s, as an Outcome document in the Development Portal, once the Pre-start Meeting Record has been submitted and the relevant quality assurance check has been completed by Unitywater's Construction Development Officer.

The construction activities may commence after the Pre-Start meeting.

4.3.5. Unitywater Quality Assurance Check

The submission of the Pre-Start Meeting Record certification package will have a quality assurance check completed by Unitywater in accordance with the quality assurance process described in Part A of this Manual, Section 15.1 Quality Assurance.

4.4. Construction

The construction of the approved network works may only commence after the completion of the Pre-Start Meeting.

The Construction Certifier will carry out inspections to ensure the construction activities are carried out in accordance with the approved plans and all standards and requirements as specified in the SEQ Water Supply and Sewerage Design and Construction Code (SEQ Code) and other relevant legislation (e.g. *Work Health and Safety Act 2011*), and is required to provide certification of compliance with those approvals and standards under the process described in this Manual.

4.4.1 Construction Inspection

The Construction Certifier will inspect construction activities at the milestones nominated in the Construction Inspection Schedule (Identified in the Pre-Start Meeting Record) and at other times that the Construction Certifier considers necessary during the construction of the works to certify that the constructed works comply with the connection approval, standards and applicable specifications.

The Construction Certifier will record, including clear and specific photographic evidence, all inspections undertaken in a Construction Certifier Inspection Record during construction and submit the records periodically at the intervals agreed with the Major Connections Certifier at the Pre-Start Meeting. An example template for [Construction Certifier Inspection Record](#) can be downloaded from Unitywater's webpage for use or indication of the record keeping required. The Major Certifier will be responsible for ensuring the milestones for Construction Certifier inspection as specified at the pre-start meeting are achieved throughout the construction activities. Noting that where these are **NOT** achieved the unsatisfactory performance is applicable to the Construction Certifier, Should the Major Certifier **NOT** correctly ensure the milestones for Construction Certifier inspection has occurred this will also be an unsatisfactory performance applicable to the Major Certifier. The construction Certifier will be responsible for ensuring the presentation of the inspection records to the Major Certifier at the intervals specified at the pre-start meeting are achieved and the details captured in the Construction Certifier Inspection Record clearly illustrate the intended inspection item and clearly show the inspected item is a compliant installation. Where there are other elements captured in photographic evidence that are not the intended inspection item and are not a final installation (meaning they may not be captured as a compliant final installation), the photographic evidence must be labelled to identify the specific inspection item being captured and recorded as compliant. Where this is **NOT** achieved by the Construction Certifier this will be an unsatisfactory performance applicable to the Construction Certifier and recorded at the On Maintenance or Early Works certification Quality Assurance report.

The Construction Certifier is also encouraged to use other tools for generating records at scheduled inspections utilising electronic tools such as 'iAuditor.'

At the completion of the construction and as part of the On maintenance or Early Works certification submission, both the Major Certifier and the Construction Certifier will certify the accuracy of the Construction Certifier Inspection Records. The Major Certifier will certify only in relation to achieving the inspection of construction activities at the milestones nominated in the Construction Inspection Schedule (Identified in the Pre-Start Meeting Record) and acknowledging any other times that the Construction Certifier considered necessary during the construction of the works. The Construction Certifier is to certify that the constructed works comply with the connection approval, relevant specifications and standards as part of the On Maintenance certification submission. The Construction Certifier Inspection Record must form part of the asset handover submission in the Development Portal.

Unitywater may request a copy of any or all of the Construction Certifier Inspection Records at any time during construction. The Construction Certifier must make these available within **two (2)** business days of the request.

4.4.2 Construction Quality Assurance Check

During the construction period, the Unitywater Construction Development Officer may carry out quality assurance checks of the construction works.

The Unitywater Construction Development Officer may also request the Construction Certifier to submit any or all Construction Inspection Records and or to undertake joint inspections with the Construction Certifier on site if necessary.

When performed, a quality assurance check by Unitywater during the construction period will be in accordance with the quality assurance process described in Part A of this Manual, section 15.1 Quality Assurance and any non-compliances will be documented as part of the Quality Assurance Report that occurs at the On Maintenance or Early Works quality assurance outcome in the Development Portal.

4.5. Variation Notification, Network Works Construction

Any variations to the approved design for construction of network works that become necessary during the construction phase of the development will be managed by the Major Connections Certifier.

Note that an A&C Variation Notification, Network Works must not be submitted prior to the Major Connections Certifier conducting a Pre-Start Meeting that would enable construction to commence.

During construction, variations to the approved network works (approved design for construction drawings and/or specifications) may be requested by the developer's consulting engineer or contractor to amend the design drawings in order to resolve conflicts such as alignment of approved water supply and sewerage infrastructure with other infrastructure e.g. stormwater pipes or in view of latent conditions (e.g. unexpected ground conditions such as isolated pockets of high plasticity soil). The Applicant's consulting engineer will modify the approved design drawings, accordingly, ensuring the amendment complies with the SEQ Code.

The Applicant's consulting engineer will submit the variation proposal to the Major Connections Certifier to determine and confirm whether the proposal is a variation or requires an Approval Amendment Request, prior to assessing and approving the Variation. Under no circumstances must the Contractor act on a variation proposal without first obtaining a Variation approval from the Major Connections Certifier.

The Major Connections Certifier will assess the proposed variation and determine if the proposed variation satisfies the criteria set out in Part B Section 3.7.1 of this manual and is permissible under the conditions of the connection approval. If this is the case, then the Major Connections Certifier will approve the variation, complete the Variation Notification in the Development Portal.

Once the submission is lodged, the Major Connections Certifier should advise the relevant parties, i.e. the Construction Certifier and the Applicant's consulting engineer, if separate from the Major Connections Certifier). The Certifier then advises the contractor to proceed with the network works variation.

If the proposed variation should instead be categorised as requiring an Approval Amendment Request with reference to above Section 3.7.1 Determining whether an Applicant change request requires an Approval Amendment, the Major Connections Certifier will request the Applicant to prepare an Approval Amendment Request application in accordance with the Connections Policy and Section 3.7 Submission of an Approval Amendment Certification Package.



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4.6. Provisional Certificate of Completion (Only for Developers requiring early release from the relevant Council of a survey plan relating to land subdivision)

Applicants may apply for a Provisional Certificate of Completion from Unitywater to obtain early release of the plan of survey from the relevant council.

Note: The Applicant can only seek a Provisional Certificate of Completion via a Major Connections Certifier where all of the uncompleted water supply and sewerage works are the responsibility of the Major Connections Certifier's certification (for example – where the water supply or sewerage works rely on, or connect to, trunk infrastructure that is under construction for servicing of the stage/development, prior approval from Unitywater's Development Services will be required to allow the Major Connections Certifier to engage in the Provisional Certificate of Completion process).

The Applicant will make the request to the Major Connections Certifier to prepare a Provisional Certificate of Completion package for submission. The Major Connections Certifier will submit the request to Unitywater to issue a Provisional Certificate of Completion for the development using the Development Portal.

Unitywater will assess the submission and decide whether to issue a Provisional Certificate of Completion. Unitywater will take into consideration the matters set out in Section 8.1 of Unitywater's Connections Administration Manual, including whether the uncompleted work is able to be completed within **ninety (90)** days of the application. In determining whether the uncompleted works is able to be completed within **ninety (90)** days, Unitywater may take into consideration whether the Applicant has a history of failure to complete uncompleted works within the required period set out in a Provisional Certificate of Completion or applicable Water Approval Connection Agreement.

4.6.1 Request Certification of Works Complete

The Applicant will provide the Major Connections Certifier with an uncompleted works schedule outlining the works complete versus the uncompleted works including the associated cost of the uncompleted works and a construction works program that clearly outlines the reasonable and applicable timeframes indicating the uncompleted works will be completed, inspected, accepted and connected within ninety (90) days. The Major Connections Certifier will request the Construction Certifier to review the uncompleted works schedule and the construction works program and confirm that:

- a) at least 50% of water supply works and at least 50% of sewerage works have been completed, and
- b) the uncompleted works can be completed, inspected, accepted and connected within ninety (90) days.

4.6.2 Review Records and Inspect

The Construction Certifier will review the Construction Certifier Inspection Record and the construction works program to confirm the request from the Major Connections Certifier at Section 4.6.1 above, this may include undertaking additional inspections or joint inspection with the Major Connections Certifier and the Unitywater Officer or Inspector. If the Construction Certifier can confirm the request, the Construction Certifier will advise the Major Connections Certifier accordingly and the Construction Certifier will be required to complete the relevant declarations as part of the Provisional Certificate of Completion certification package submitted through the Development Portal.

If the works are not 50% complete or, in the view of the Construction Certifier, the uncompleted works cannot be completed, inspected, accepted and connected within **ninety (90) days**, the Construction Certifier will notify the Major Connections Certifier who will then advise the Applicant. The Applicant is then responsible for ensuring that the contractor completes the necessary works. Upon completion of the necessary works, the Applicant will make another request to the Major Connections Certifier to prepare a Provisional Certificate of Completion package for submission to Unitywater, through the Development Portal. The Major Connections Certifier will then re-start the process at Section 4.6.1.

Note: Unitywater considers the following to be indicative timeframes for use by the construction certifier when assessing the construction works program to confirm the works can be completed, inspected, accepted and connected within ninety (90) days –

From Road and Drainage footpath final trim completion date to On Maintenance (ONM) inspection (allowing for finalisation of as cons, pre inspection and 7-day inspection notification) = **11 days**

From On Maintenance inspection to submission of On Maintenance Certification package (including live sewer connection and as constructed update) = **11 days**

From submission of On Maintenance Certification package to On Maintenance acceptance (including water quality testing and result) = **17 days**

From On Maintenance acceptance (including water quality testing and result) to Connection (Private Works) = **16 days**

Total of above is **55 Days** (approx. 8 weeks).

90 days is approx. 13 weeks.

This leaves only **35 days** (approx. 5 weeks) before the Road and Drainage footpath final trim completion date that the Provisional Certificate of Completion can be assessed by the Construction Certifier in order to meet the expected 90-day timeframe for completion, inspection, acceptance and connection. Allowance of ten (10) business days can be added to the beginning of the ninety (90) day timeframe for the minimum processing time by Unitywater for a Provisional Certificate of Completion certification submission from the Registered Certifiers.



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4.6.3 Submission of Provisional Certificate of Completion Certification Package

Following the receipt of the confirmation from the Construction Certifier, the Major Connections Certifier will commence preparing the submission for the Provisional Certificate of Completion. Once satisfied, the Major Connections Certifier can proceed by submitting the Provisional Certificate of Completion certification package through the Development Portal. The Registered Certifier must have regard to and prepare certification packages which are consistent with Unitywater's file naming convention for ALL attachments submitted under a certification package.

The Provisional Certificate of Completion submission must include the following items:

- a. Payment of the fee will be processed with the submission, through the Development Portal. Please refer to the [fees and charges](#) on the Unitywater website for more information.
- b. One electronically signed original version of the *Water Approval Condition Agreement* for the Provisional Certificate of Completion. The latest version of the template for [Water Approval Connection Agreement](#) must be downloaded from Unitywater website.
- c. A copy of the signed survey plan including evidence of previously executed easement documents where Unitywater easements are applicable on the survey plan (refer Section 4.6.6).
- d. A receipt or bank guarantee for the provision of the maintenance bond specified in Section 6.2.5 On Maintenance Bond.
- e. A receipt or bank guarantee for the provision of an uncompleted works bond to the value of 125% of the value of any incomplete works. The uncompleted works bond total must have a minimum value of \$10,000.00.
- f. An itemised uncompleted works schedule indicating cost, timing, and responsibility for:
 - i. Testing of all works under construction.
 - ii. Connection cost of the new water supply and sewer (if applicable) infrastructure to Unitywater networks. This may require the applicant or representative to have requested and obtained a quote from Unitywater for the connection works. Alternatively, where the contractor is completing sewer connection, the contractor's costs for these works.
 - iii. As-constructed preparation cost (based on reasonable cost for Unitywater to collect this information. As a guide – minimum - up to **twenty (20)** Lots subdivision – allow \$4,000 for water supply and \$6,000 for sewerage as constructed collation).
 - iv. Reconnection of any existing dwellings to new works.
 - v. Reconnection of any existing services.
 - vi. Completion of the uncompleted works. The uncompleted works and maintenance bonds can be in the form of electronic funds transfer, Credit/Debit Card, or an unconditional bank guarantee. (Note: where a bank guarantee is provided by the applicant for bond purposes the release of the bank guarantee document by Unitywater at the appropriate time will be directly to the financial institution for the guarantee and NOT to the applicant) (refer to [Unitywater's Connection Administration Manual](#)).

4.6.4 Review and Preparation of Provisional Certificate of Completion Package

The Major Connections Certifier will review the Request for a Provisional Certificate of Completion.

The Major Connections Certifier may need to request additional information from the Applicant to ensure the Provisional Certificate of Completion certification package is complete and ready for submission through the Development Portal.

Following a satisfactory review and preparation of the Provisional Certificate of Completion certification package, the Major Connections Certifier will submit the Provisional Certificate of Completion certification package through the Development Portal including:

- a. Items (a) to (f) listed in Section 4.6.3 Submission of Provisional Certificate of Completion Certification Package. The Registered Certifier must have regard to and prepare certification packages which are consistent with Unitywater's file naming convention for all attachments submitted under a certification package;
- b. A completed [Water Meter Register and Property Conditions](#) record (template available online).

Note: Only lot numbers (**ALL** proposed new lot numbers shown on the new survey plan) and property conditions are required at time of Provisional Certificate of Completion. Meter numbers and reading are not required as these will be provided as an updated version of this document at the On-Maintenance stage.

4.6.5 Easements

Where Unitywater easements are required, being absorbed, surrendered, or require continuance on the new survey plan, the Major Connections Certifier must first review the survey plan and ensure all required easements, easement absorption, easement surrender, or continuance are correctly shown and located in accordance with the SEQ Code. The Major Connections Certifier must then provide easement confirmation to Unitywater's Property Section with the required supporting documents (e.g. Survey Plan, Form 9 etc.) to allow Unitywater to execute the easement documents. This can be done directly by the Major Connections Certifier, or the Major Connections Certifier may provide the easement confirmation to the Developer or Developer's surveyor or legal representative to include in the lodgement of required documents to Unitywater's Property Section for Unitywater to execute the easement documents. Major connections Certifiers must only undertake easement confirmation certification on a signed survey plan.

For new easements, the easement confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the proposed easement [easement title e.g. A] on Proposed Lot [lot No.] as shown on SP [Sp No] is satisfactory alignment and size for the [existing or proposed] sewerage main traversing this property. Proposed easement [easement title e.g. A] on Proposed Lot [lot No.] as shown on SP [Sp No] is required for [water supply or sewerage] purposes.

For existing easement absorption (partial or full) the easement absorption confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the [full or partial] absorption of Unitywater easement [easement title e.g. A] on Lot [lot No.] SP [Sp No] as shown on SP [Sp No] is satisfactory.

For existing easement surrender the easement surrender confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the surrender of Unitywater easement [easement title e.g. A] on Lot [lot No.] SP [Sp No] as shown on SP [Sp No] is satisfactory.

For existing easement to be continued (where consent to continue to have the easement is required e.g. new parkland over existing easement) the easement continuance confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the Unitywater easement [easement title e.g. A] on Lot [lot No.] SP [Sp No] as shown on SP [Sp No] is confirmed as required to continue in the registered location.

For the Provisional Certificate of Completion submission, the Major Connections Certifier must ensure the above easement confirmation process has been completed and the (surveyor) signed relevant Survey Plan and confirmation of Unitywater **executed** Easement Documents are provided in the Provisional Certificate of Completion submission to demonstrate the survey plan and associated easement documents are finalised and ready to be lodged for registration with the "Department of Resources" Titles Registry.

4.6.6 Submission of the Provisional Certificate of Completion Certification Package

When the preparation of the Provisional Certificate of Completion Certification Package is complete, the Major Connections Certifier will submit the Provisional Certificate of Completion certification package through the Development Portal, including required attachments and payment of the applicable fee.

4.6.7 Unitywater Quality Assurance Check

The submission of the Provisional Certificate of Completion certification package will have a quality assurance check undertaken by Unitywater in accordance with the quality assurance process described in Part A of this Manual, Section 15.1 Quality Assurance.

4.6.8 Issue of the Provisional Certificate of Completion

In deciding whether to issue a Provisional Certificate of Completion, Unitywater will take into consideration the matters set out in Section 8.1 of Unitywater's Connections Administration Manual, including whether the uncompleted work is able to be completed, inspected, accepted and connected within **ninety (90)** days of the application. In determining whether the uncompleted works is able to be completed within **ninety (90)** days, Unitywater may take into consideration whether the Applicant has a history of failure to complete uncompleted works within the required period set out in a Provisional Certificate of Completion or applicable Water Approval Condition Agreement.

When Unitywater is satisfied with the Provisional Certificate of Completion certification package, Unitywater will:

- a. Issue the Provisional Certificate of Completion, through the Development Portal, to:
 - i. The applicant or representative, or
 - ii. Major Connections Certifier.
- b. Execute and issue the signed Water Approval Connection Agreement to the Applicant, or the Major Connection Certifier, through the Development Portal.

The Provisional Certificate of Completion will be available to the Applicant (if authorised by the Registered Certifier) and to the Accredited Entity and/or Registered Certifier within the Development Portal for their records.



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4.6.9 Compliance with Water Approval Condition Agreement

The Major Connections Certifier and the Construction Certifier must monitor the Applicant's compliance with the Water Approval Condition Agreement in relation to the works under construction. In particular, the **90-day** time period for completion, inspection, acceptance and connection of the works must be monitored and where this timeframe is determined to be exceeded, the Major Connections Certifier **must** advise Unitywater via "Submit an Enquiry" through the Development Portal, with supporting justification for the delayed completion of works beyond the schedule accepted by the Construction Certifier at the acceptance of the Provisional Certificate of Completion application. This notification must be given to Unitywater at the earliest identification of the adjusted timeframe for completion of works and prior to the **90-day** period elapsing. In addition to the demonstration of delays and nomination of an extension date the Major Connections Certifier must also request the developer, proponent or developer's or proponent's representative to review and confirm the status of dwelling construction (if any) associated with any of the lots involved in the Provisional Certificate of Completion such that it is demonstrated there will not be any dwelling completion and occupation prior to the works being completed, inspected, accepted and connected. The Major Certifier is to provide this information as confirmation of dwelling construction status as part of the Provisional Certificate of Completion extension request. Unitywater's review of any extension of time for the Water Approval Agreement obligations intends to avoid any conflict with dwelling occupation.

The Major Connections Certifier must take appropriate actions to resolve any non-compliance with the Water Approval Condition Agreement without involving Unitywater. However, if any non-compliance cannot be resolved by the parties involved, the Major Connections Certifier must notify Unitywater to request that Unitywater act in relation to the identified non-compliance with the Water Approval Condition Agreement.

4.6.10 Unitywater Actions for Non – Compliance with the Water Approval Connection Agreement

Where appropriate, Unitywater will undertake an investigation and take appropriate actions under the Water Approval Connection Agreement. The following are actions that may be taken by Unitywater:

- a. Call upon the uncompleted works bonds for non-compliance to the Water Approval Connection Agreement.
- b. Issue a direction to the Applicant under the Water Approval Connection Agreement.
- c. The Applicant must act on the direction issued by Unitywater to ensure compliance with the Water Approval Condition Agreement is maintained.
- d. Advise the applicant they are not eligible for a Provisional Certificate of Completion for a defined period of time.

5. Early Works

An Early Works Inspection and Early Works Certificate can be applied within the Network Works construction process where the Approved Network Works Drawing requires the construction, completion, inspection, acceptance and connection of part of the network works prior to the overall network works completion.

For example, relocation or completion of water supply or sewerage mains are required in the early period of a land subdivision project.

Whilst it is noted the process for Early Works acceptance generally follows the same process as outlined in Part B Section 6 On Maintenance, it has been duplicated here in Section 5 to outline the particular asset acceptance process associated with Early Works.

Where an Early Works Inspection and Early Works Certificate is to be applicable, the approved Network Works drawings must indicate the extent of works required to undertake the early works acceptance process.

Note: *In the case that Unitywater Private Works will be engaged to construct works, including the live connections, that comply with the above early works criteria the Early Works process outlined in section 5 is not required. The Approved Network Works drawings identifying the Early Works portion of works can form part of the Private Works Quotation request and the Registered Certifier can authorise Private Works to proceed with the Early Works portion upon payment of the Private Works quotation for the Early Works portion. All other Unitywater requirements in relation to a Connection Approval or Network Works Approval must still be demonstrated by the Major Connections Certifier.*

5.1. Preparation of Request for Early Works Acceptance of Works

The Applicant will request the Major Connections Certifier (at the completion of the works) to apply for the Early Works Certificate. The request must be accompanied by a single Early Works Package that includes the following items:

- a. All test results (excluding water main water quality tests) – See section 5.2.1
- b. CCTV and associated reports of the constructed sewer mains – See section 5.2.2
- c. As-constructed drawings – See section 5.2.3
- d. Certification of existing services – See section 5.2.4
- e. On-Maintenance bond – See section 5.2.5
- f. Easement documents where applicable – See section 5.2.6.

The Major Connections Certifier will collate and review all the documents submitted by the applicant or representative before forwarding relevant documents and requesting the Construction Certifier to review and advise that the works are completed and acceptable for an Early Works inspection.

The Construction Certifier:

- a. Will review the Construction Certifier Inspection Record to ensure all Early Works have been satisfactorily completed.
- b. Carry out additional inspections if necessary.
- c. **Will complete a preliminary Early Works inspection to ensure all Early Works are ready for an Early Works inspection.**
- d. If any items are not to the satisfaction of the Construction Certifier, the Construction Certifier will notify the Major Connections Certifier accordingly and the Major Connections Certifier will instruct the applicant to rectify the necessary items and repeat the above pre inspection process until works are satisfactory for the Early Works inspection to be completed by the Major Connections Certifier.

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Following confirmation from the Construction Certifier and agreement from the Major Connections Certifier that all items as outlined in Sections 5.2.1 to 5.2.6 are satisfactory, the Major Connections Certifier will complete the Early Works Inspection Notification via the Development Portal at least seven (7) business days before the intended Early Works inspection date.

Rescheduling of the Early Works inspection can occur via notification given to Unitywater via the 'Submit an Enquiry' process within the Development Portal. If the Early Works inspection meeting needs to be rescheduled, the rescheduled date must provide for a minimum two (2) business days' notice to Unitywater unless prior agreement for a shorter time period of notice has been agreed to by a Unitywater Development Services representative.

The Early Works Inspection Notification via the Development Portal will include the relevant As Constructed plans for Unitywater's reference.

Prior to the submission of the Early Works Inspection Notification, the Major Connections Certifier will proceed to undertake the Early Works acceptance process as outlined in Section 5.2 below.

5.2. Preparation for Early Works Acceptance of Works

Before submitting the Early Works Inspection Notification, through the Development Portal, the Major Connections Certifier will need to undertake review of the acceptance criteria outlined below.

5.2.1. Test Results

All constructed water supply and sewerage infrastructure must undergo testing in accordance with the SEQ Code. The tests must be carried out by persons or companies accredited by the National Association of Testing Authorities Australia (NATA).

The test results must be presented in accordance with the SEQ Code requirements and are to be reviewed for compliance by the Major Connections Certifier.

5.2.2. Closed Circuit Television (CCTV) Report

Closed circuit television (CCTV) inspection and reporting must be carried out on all constructed sewer lines.

The CCTV and the associated report must be reviewed by the Applicant's consulting engineer to ensure:

- a. the CCTV inspection has been undertaken in accordance with the SEQ Code
- b. the actual construction has been completed in accordance with the SEQ Code and that there are no defects.

The Applicant's consulting engineer must direct the contractor to rectify any faults or defects that have been identified in the review. Rectification of defects must be confirmed by a subsequent CCTV inspection.

The Applicant's consulting engineer shall provide a written report as part of the CCTV submission to the Major Connections Certifier. This report shall include, but not be limited to:

- a. The name and address of the project, the business name of the contractor and engineering consultant undertaking the review, and the connection approval reference number on the front of the cover.
- b. Marked up layout plans (final approved version of the design drawings) indicating the overall layout of the new works, the maintenance structure numbers, the location of house junctions etc. These plans shall be marked up by the Applicant's consulting engineer as part of their review to ensure that all pipelines, fittings, and structures have been CCTV investigated (as applicable).

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- c. Detailed comments of what defects have been found in the CCTV and rectified (where applicable) during the Applicant's consulting engineer review process.
- d. A copy of the "[CCTV Review Check Sheet](#)" (available online) – ([CCTV Review Technical Specification](#)) shall be completed by both the contractor and Applicant's consulting engineer and submitted with the CCTV digital and hardcopy in accordance with the SEQ Water Supply and Sewerage Design and Construction Code requirements.

5.2.3. As-Constructed Drawings

The as-constructed drawings for all water supply and sewerage infrastructure that will be provided to Unitywater as contributed assets must be prepared in accordance with the SEQ Water Supply and Sewerage Design and Construction Code Asset Information Specification. The relevant formats for the As Constructed documents must align with the SEQ Water Supply and Sewerage Design and Construction Code Asset Information Specification - [Checklist of Typical Final Handover Deliverables](#). (Available online)

The drawings are an essential component of the Early Works acceptance of the works and accuracy is paramount. The Major Connections Certifier will be responsible for ensuring the information presented on the As-Constructed documents (including the xml file validation process available through the Development Portal) correctly represents the constructed works.

5.2.4. Certification of Existing Services

Where subdivision occurs, and an existing building is to be retained, the registered surveyor must submit certification that the water supply and/or sewerage services connection points required to service the building exist or, where provided as part of the works, are contained wholly within the new lot containing the existing building.

5.2.5. On Maintenance Bond

A receipt or acknowledgment from Unitywater for the provision of a maintenance bond of five percent (5%) of the value of the Early Works or \$6,000 for sewerage component of the works and \$4,000 for the water component of the works (whichever is the greater). The maintenance bond can be in the form of EFT, or an unconditional bank guarantee.

Unitywater will hold the maintenance bond as surety and will return it after the satisfactory Off-Maintenance acceptance of the Early Works.

5.2.6. Easements

Where, prior to Early Works (easement condition specifies timing as 'Prior to issue of On Maintenance Certificate'), Unitywater easements are required, being absorbed, surrendered, or require continuance on a new survey plan, the Major Connections Certifier must first review the **signed** survey plan and ensure all required easements, easement absorption, easement surrender, or continuance are correctly shown and located in accordance with the SEQ Code. The Major Connections Certifier must then provide easement confirmation to Unitywater's Property Section with the required supporting documents (e.g. Signed Survey Plan, Form 9 etc.) to allow Unitywater to execute the easement documents. This can be done directly by the Major Connections Certifier, or the Major Connections Certifier may provide the easement confirmation to the Developer or Developer's surveyor or legal representative to include in the lodgement of required documents to Unitywater's Property Section for Unitywater to execute the easement documents.

For new easements, the easement confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the proposed easement [easement title e.g. A] on Proposed Lot [lot No.] as shown on SP [Sp No] is satisfactory alignment and size for the [existing or proposed] sewerage main traversing this property. Proposed easement [easement title e.g. A] on Proposed Lot [lot No.] as shown on SP [Sp No] is required for [water supply or sewerage] purposes.

For existing easement absorption (partial or full) the easement absorption confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the [full or partial] absorption of Unitywater easement [easement title e.g. A] on Lot [lot No.] SP [Sp No] as shown on SP [Sp No] is satisfactory.

For existing easement surrender the easement surrender confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the surrender of Unitywater easement [easement title e.g. A] on Lot [lot No.] SP [Sp No] as shown on SP [Sp No] is satisfactory.

For existing easement to be continued (where consent to continue to have the easement is required e.g. new parkland over existing easement) the easement continuance confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the Unitywater easement [easement title e.g. A] on Lot [lot No.] SP [Sp No] as shown on SP [Sp No] is confirmed as required to continue in the registered location.

5.3. Early Works Inspection Notification

The Major Connections Certifier will commence the Early Works process by submitting an Early Works Inspection Notification, through the Development Portal. The Registered Certifier must have regard to and prepare certification packages which are consistent with Unitywater's file naming convention for ALL attachments submitted under a certification package.

The Major Connections Certifier may need to request additional information from the Applicant to enable the preparation and submission of an Early Works Inspection Notification.

5.4. Conduct Early Works Inspection (Meeting)

The Major Connections Certifier will conduct the Early Works inspection. The A&C On Maintenance Inspection Guideline (available online) can be used as a guide to assist with the Early Works inspection requirements. During the inspection, the Major Connections Certifier must identify and record any rectification works. Identified defects and the rectification records must be provided to Unitywater as part of the Early Works certification submission in the Development Portal. The Major Connections Certifier will notify the Applicant of any required rectification works. The Major Connections Certifier, with the Construction Certifier (if necessary) will re-inspect the works to ensure identified rectification works have been satisfactorily carried out. The process is repeated until the Major Connections Certifier is satisfied that the works can be certified for Early Works acceptance.

5.5. Early Works Acceptance and Sewerage Connection

Following the **satisfactory** Early Works inspection (confirmation on site that there are no defects identified and works can be accepted), the Major Connections Certifier will commence the connection of the sewerage works process (if applicable) to Unitywater network.

The connection of the constructed sewerage work to Unitywater networks will be undertaken either by:

- a. Unitywater Private Works section, or
- b. Construction contractor.

The decision on who undertakes the connection works is made at the Pre-Start Meeting as outlined at 4.3.3 (d).

5.5.1. Sewerage Connection by Unitywater

The Major Connections Certifier must ensure that the Applicant has:

- a. Requested and is in receipt of a quotation from Unitywater for the required sewerage connection works.
- b. Made payment for the quotation within the timeframe specified in the quotation (Otherwise the quotation must be re-quoted and additional payment made or confirmation from Unitywater's Private Works section that the original quotation is still valid).
- c. Demonstrated payment of ALL applicable Unitywater Infrastructure Charges for the development or development stage as detailed in any applicable Infrastructure Charges Notice.

Following confirmation of the above, the Major Connections Certifier will then obtain the Early Works Certificate (refer Section 5.3). Upon receipt of the Early Works Certificate the Major Connections Certifier must, within five (5) business days of the date of the Early Works Certificate, request Unitywater's Private Works section (using the Request for Service Connection by Private Works via the Development Portal) to connect the sewerage to the network as per the quotation reference. The request must include a copy of the Early Works Certificate and the other documents specified on the Request for Service Connection by Private Works process in the Development Portal.

Unitywater's Private Works team will then connect the works to Unitywater sewerage networks and upon completion will issue notifications through the development portal.

5.5.2. Sewerage Connection by Contractor

All works on Unitywater infrastructure is controlled by Unitywater's Pr8996 - Network Permit to Work Procedure. The sewerage connection of the works to Unitywater networks requires an approval (work permit) of the 'planned network intervention' from Unitywater's Network Operations Branch. This is to ensure any disruptions to Unitywater customers are minimised and Unitywater can monitor work permit activity.

Following the satisfactory Early Works inspection (confirmation on site that there are no defects identified and works can be accepted) and prior to requesting an Early Works Certificate, the Major Connections Certifier will liaise with the Construction Certifier and the developer's contractor for programming the sewerage connection works.

5.5.3. Work Permit Request – Application

The Major Connections Certifier will instigate the 'Planned Network Intervention' at least **seven (7)** days prior to the planned connection works by logging onto Unitywater's electronic permit to work system ePTWS at: <https://au.beakon.io/unitywater/index.php> using their login and password (Major Connections Certifiers and Construction Certifiers must first be registered in 'SitePass' (Unitywater's online training system) and complete the 'Network Permit to Work' Training Module, upon completion of this training module then notify pni@unitywater.com who will provide access to Beakon ePTWS where work permit(s) can be submitted for the work.

Note: The PNI responsibility can be delegated from the Major Connections Certifier to the Construction Certifier, so long as, the Major Connections Certifier obtains record of Permit being applied for, approved, activated, and closed off (emails are provided from Unitywater's PNI section to the PNI permit applicant for these milestones).

In addition to the work permit instructions (supplied separately) and the correct inputs for the **work permit**, the Major Connections Certifier will:

- a. Nominate the Business Unit as 'Development Services'.
- b. Nominate Unitywater's Development Services as the Unitywater Officer.
- c. Nominate the Construction Certifier responsible for inspection of the connection works as the 'Permit Holder'.
- d. Add 'New Connection' to the Work Description field when a new connection is being made, along with other work description details.

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5.5.4. Work Permit – Approval

Unitywater’s Network Operations Branch will review the **Work Permit** submission and if satisfied, will approve the **work permit** within **seven (7)** days of the submission.

If the submission is not to the satisfaction of Unitywater’s Network Operations Branch, a Request for Information (RFI) will be made via email or phone call. The Major Connection Certifier will then update the **work permit as per the RFI**.

5.5.5. Planned Network Intervention – Works

Following approval of the **work permit** from Unitywater’s ePTWS, the Major Connections Certifier will advise all relevant stakeholders to undertake the connection works during the approved dates and times of the approved work permit as per Unitywater’s procedure ‘Pr8996 - Network Permit to Work Procedure’.

If the connection works cannot be undertaken for any reason, the Major Connections Certifier must, in the EPTWS, submit a ‘Change Permit Dates’ request, or an ‘Amendment Request’ if any other work permit details change.

Under no circumstance must the connection works commence without a **work permit**. This will be in breach of the *Water Supply (Safety and Reliability) Act 2008* as stated below.

Section 191 Connecting to or disconnecting from service provider’s infrastructure without approval:

A person must not, without the written consent of a service provider, connect to, or disconnect from, the service provider’s infrastructure. Maximum penalty—1,000 penalty units.

5.5.6. Planned Network Intervention – Notification

The Construction Certifier is responsible for inspecting the connection works and **must** be present in person on the site to carry out this task. Under no circumstances must the connection works commence without the Construction Certifier.

The Construction Certifier will ‘activate’ the **work permit** as per Unitywater’s procedure ‘Pr8996 – Network Permit to Work Procedure’ usually by notifying Unitywater’s Network Operations Branch by phoning the number provided in the **work permit** at the commencement and end of the connection works.

The Construction Certifier will also capture appropriate record of the sewerage connection works as part of the Construction Certifier’s construction inspection records.

When the sewerage works have been connected, the as-constructed records updated with the connection details and the CCTV survey and checklist has been completed and presented and checked by the Major Connections Certifier, the Construction Certifier will notify the Major Connections Certifier who will commence the Early Works Certificate process through the Development Portal.

5.6. Assess and Submit a Certification Package for the Early Works Certificate

Once the Early Works inspection process has been satisfactorily completed the Major Connections Certifier can prepare an Early Works Certificate Certification Package for submission to Unitywater.

To complete an Early Works Certificate certification package submission through the Development Portal, you must ensure the following requirements have been met:

- a. The Inspection has been satisfactorily completed (including live sewer works connection where applicable and completed by the developer's contractor. Noting that CCTV survey and documentation of the contractor's live connection is also required).
- b. The Asset Design As Constructed (ADAC) Package includes:
 - A Validated XML File and Validation report (If required, use the [online FME tool](#) to validate the XML file).
- c. The applicable Infrastructure Charges, relating to each stage, have been paid in full.
- d. The Private Works (live connection) payments relating to each stage, have been paid in full.
- e. Refer to 'Preparation for Early Works Acceptance of Works' in Section 5.2 above, for detailed information.

Additional information and attachments required with the Early Works Inspection submission, through the Development Portal include:

- a. Relevant Plans for the Early Works Connection including details for live connection timings and considerations (refer to live works table for identifiers and descriptions)
- b. CCTV Report, Digital Data and RPEQ Engineers Certification (6.1.2)
- c. Access Chamber Vacuum Tests (6.1.1)
- d. Sewer Mains Vacuum Tests (6.1.1)
- e. Sewer Rising Main Hydrostatic Tests (6.1.1)
- f. Ovality Tests (6.1.1)
- g. Compaction Tests (6.1.1)
- h. Water Hydrostatic Tests (6.1.1)
- i. Digital Water Meter Record
- j. ADAC As-Constructed Package

5.7. Unitywater Quality Assurance Check of the Request for Early Works Certificate

Unitywater will carry out a quality assurance check of the Early Works Certificate Certification Package in the form of an audit, in accordance with the process described in Part A of this Manual, Section 15.1 Quality Assurance.

5.8. Issue Early Works Certificate

When the quality assurance check of Early Works acceptance certification package results in an outcome that allows the certification package to progress, the Early Works Certificate will be available to the Applicant (if authorised by the Registered Certifier) and to the Accredited Entity and/or Registered Certifier within the Development Portal for their records. An email notification will be generated by the Development Portal to advise that the Early Works Certificate is ready and available in the Development Portal to access, review and download as required.

5.9. Connections to Unitywater's Water Supply Networks

When the Early Works Certificate has been issued by Unitywater, the Major Connections Certifier will need to ensure the correct procedure is followed to get the constructed water supply infrastructure connected to Unitywater's networks.

The process for the connection of the constructed water supply to Unitywater networks is as detailed below:

5.9.1 Water Supply Connection

Connections to Unitywater's water supply infrastructure will always be undertaken by Unitywater unless there is a written agreement by relevant parties for it to be undertaken by another entity.

The process for the connection to Unitywater water supply network is as follows:

5.9.1.1 Private Works Quotation

The Major Connections Certifier must ensure that the Applicant has:

- a. Requested and is in receipt of a quotation from Unitywater for the required water supply connection works via the Development Portal.
- b. Made payment for the quotation via the Development Portal allowing for the timeframe for completion of the connection works is as specified in the quotation (Otherwise the quotation must be re-quoted and additional payment made or confirmation from Unitywater's Private Works section that the original quotation is still valid).
- c. Demonstrated payment of ALL applicable Unitywater Infrastructure Charges for the development or development stage as detailed in any applicable Infrastructure Charges Notice.

Following confirmation of the above, the Major Connections Certifier will proceed to the water quality testing of the constructed mains as detailed below.

5.9.1.2 Water Quality Testing

The Major Connections Certifier will advise the Applicant to follow Unitywater's *Procedure for Managing Water Quality During Mains Commissioning* (this procedure, [Pr9032 - Procedure for Managing Water Quality During Mains Commissioning](#)), can be downloaded from Unitywater's website) to undertake disinfection and water quality tests on the new water main before it can be connected by Unitywater to the existing water supply networks.

IMPORTANT: The feeder main or existing "live" network should not be sampled in the first round of testing. If a failed result is received, advice should be sought from Unitywater's Water Quality section who can assist with the development of corrective actions. Any sampling of the feeder main or existing "live" network should only be undertaken with support from Unitywater's Water Quality section, and only be carried out by Unitywater's Scientific Services. Registered Certifiers can engage with Unitywater via the Pre-Lodgement Application (sub type Advice Notice) in the Development Portal to seek assistance for this aspect if necessary.

The Applicant is responsible for engaging a NATA accredited sampler and NATA accredited laboratory to undertake the sampling and analysis specified in the above-mentioned procedure and to provide the results of the analysis to the Major Connections Certifier as soon as possible and within **forty-eight (48)** hours of the date of the test result.

Note: The 48-hour timeframe for the Major Connections Certifier to receive the test result from the Applicant can be extended and acceptable to be received on a Monday, or next working day where the Monday is a public holiday, where a test result is dated on a Friday. Test results dated on a Thursday must be provided to the Major Certifier by COB on the Friday. All other test result dates must adhere to the 48-hour timeframe.

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Following receipt of the water quality test results from the Applicant, the Major Connections Certifier must assess the results against the water quality acceptance criteria and the decision criteria for a 'pass' or 'fail' assessment as set-out in Pr9032 - Procedure for Managing Water Quality During Mains Commissioning.

If the assessment is a 'fail', the Major Connections Certifier will notify the Applicant to repeat disinfection and testing as set-out in procedure Pr9032 - Procedure for Managing Water Quality During Mains Commissioning until a 'pass' assessment is achieved.

5.9.1.3 Request to Connect

If the assessment is a 'pass', the Major Connections Certifier will request Unitywater's Private Works section using the [Request for Service Connection by Private Works – Email template](#) to connect the water supply to the network as per the quotation reference. The request must include:

- a. a copy of the 'pass' water quality tests results
- b. a copy of the new mains form (where applicable as per [Pr9032 - Procedure for Managing Water Quality During Mains Commissioning](#))
- c. a copy of the Early Works Certificate.

The request to connect must be sent to Unitywater's Private Works section via Privateworks@unitywater.com as soon as possible and within **five (5)** days from the date of the passed test results to allow the connection to the water supply network to be completed within **Unitywater's validity period** for the 'passed' test result.

Note: The **five (5)** day timeframe for the Major Connections Certifier to submit the result to Private Works is acceptable to extend to a Monday where the **five (5)** day period falls on a weekend or the following day where it falls on a public holiday.

5.9.1.4 Connection of Works to Water Supply Network

Following receipt of the notification to connect, Unitywater's Private Works team will review the request and if satisfactory, connect the works to Unitywater water supply networks. If the request, or items within the request, are unsatisfactory the Private Works team will notify the Major Connections Certifier accordingly including notification to the Accreditation Coordinator. Unsatisfactory service connection requests will be recorded against the certifier's performance record.

When the connection of the constructed works to Unitywater's networks has been completed, Unitywater's Private Works team will issue notifications to the following:

- a. The Private Works Applicant
- b. Major Connections Certifier
- c. Unitywater Development Services.

6. On Maintenance

Applicants will require an On Maintenance Certificate from Unitywater to confirm Unitywater's acceptance of the constructed asset/s. Where Unitywater Network Works are applicable to a Connection Approval, the issue of an On Maintenance Certificate includes Unitywater accepting ownership of the stated network works subject to On Maintenance conditions.

Note: In the case that Unitywater Private Works has been engaged to construct the network works in addition to the live connections a request for On Maintenance Certificate is not applicable (as an exception). This is because for works constructed by Unitywater Private Works, there is no On Maintenance Period, no On Maintenance Date, and no requirement to provide a Maintenance Bond. All other Unitywater requirements in relation to a Network Works Approval must still be demonstrated by the Major Connections Certifier.

6.1 Preparation of Request for On-Maintenance Acceptance of Works

The Applicant will request the Major Connections Certifier (at the completion of the works) to apply for the Certificate of Completion. The request must be accompanied by a single On-Maintenance Package that includes the following items:

- a. All test results (excluding water main bacteriological tests) – See section 6.2.1
- b. CCTV and associated reports of the constructed sewer mains – See section 6.2.2
- c. As-constructed drawings – See section 6.2.3
- d. Certification of existing services – See section 6.2.4
- e. On-Maintenance bond – See section 6.2.5
- f. Easement documents where applicable – See section 6.2.6
- g. Water Meter Register and Property Conditions where new lots are being created on title.

The Major Connections Certifier will collate and review all the documents submitted by the applicant or representative before forwarding relevant documents and requesting the Construction Certifier to review and advise that the works are completed and acceptable for an On-Maintenance inspection.

The Construction Certifier:

- a. Will review the Construction Certifier Inspection Record to ensure all works have been satisfactorily completed.
- b. Carry out additional inspections if necessary.
- c. **Will complete a preliminary On-Maintenance inspection to ensure all works are ready for an On-Maintenance inspection.**
- d. If any items are not to the satisfaction of the Construction Certifier, the Construction Certifier will notify the Major Connections Certifier accordingly and the Major Connections Certifier will instruct the applicant to rectify the necessary items and repeat the above pre inspection process until works are satisfactory for the On-Maintenance inspection to be completed by the Major Connections Certifier.

Following confirmation from the Construction Certifier and agreement from the Major Connections Certifier that all items as outlined in Part B Sections 6.2.1 to 6.2.6 are satisfactory, the Major Connections Certifier will complete the On-Maintenance Inspection Notification via the Development Portal at least seven (7) business days before the intended on-maintenance inspection date.

Rescheduling of the On-Maintenance inspection can occur via notification given to Unitywater via the 'Submit an Enquiry' process within the Development Portal. If the On-Maintenance inspection meeting needs to be rescheduled, the rescheduled date must provide for a minimum two (2) business days' notice to Unitywater unless prior agreement for a shorter time period of notice has been agreed to by a Unitywater Development Services representative.

The On-Maintenance Inspection Notification via the Development Portal will include the submission of the Water Meter Register and Property Conditions document (where new lots are being created on title) and the relevant As Constructed plans for Unitywater's reference.

Prior to the submission of the On-Maintenance Inspection Notification, the Major Connections Certifier will proceed to undertake the On-Maintenance acceptance process as outlined in Section 6.2 below.

6.2 Preparation for On-Maintenance Acceptance of Works

Before submitting the On-Maintenance Inspection Notification, through the Development Portal, the Major Connections Certifier will need to undertake review of the acceptance criteria outlined below.

6.2.1. Test Results

All constructed water supply and sewerage infrastructure must undergo testing in accordance with the SEQ Code. The tests must be carried out by persons or companies accredited by the National Association of Testing Authorities Australia (NATA). The test results must be presented in accordance with the SEQ Code requirements and are to be reviewed for compliance by the Major Connections Certifier.

6.2.2. Closed Circuit Television (CCTV) Report

Closed circuit television (CCTV) inspection and reporting must be carried out on all constructed sewer lines.

The CCTV and the associated report must be reviewed by the Applicant's consulting engineer to ensure:

- a. the CCTV inspection has been undertaken in accordance with the SEQ Code
- b. the actual construction has been completed in accordance with the SEQ Code and that there are no defects.

The Applicant's consulting engineer must direct the contractor to rectify any faults or defects that have been identified in the review. Rectification of defects must be confirmed by a subsequent CCTV inspection.

The Applicant's consulting engineer shall provide a written report as part of the CCTV submission to the Major Connections Certifier. This report shall include, but not be limited to:

- a. The name and address of the project, the business name of the contractor and engineering consultant undertaking the review, and the connection approval reference number on the front of the cover.
- b. Marked up layout plans (final approved version of the design drawings) indicating the overall layout of the new works, the maintenance structure numbers, the location of house junctions etc. These plans shall be marked up by the Applicant's consulting engineer as part of their review to ensure that all pipelines, fittings, and structures have been CCTV investigated (as applicable).
- c. Detailed comments of what defects have been found in the CCTV and rectified (where applicable) during the Applicant's consulting engineer review process.
- d. A copy of the "[CCTV Review Check Sheet](#)" (available online) – ([CCTV Review Technical Specification](#)) shall be completed by both the contractor and Applicant's consulting engineer and submitted with the CCTV digital and hardcopy in accordance with the SEQ Water Supply and Sewerage Design and Construction Code requirements.

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6.2.3. As-Constructed Drawings

The as-constructed drawings for all water supply and sewerage infrastructure that will be provided to Unitywater as contributed assets must be prepared in accordance with the SEQ Water Supply and Sewerage Design and Construction Code Asset Information Specification. The relevant formats for the As Constructed documents must align with the SEQ Water Supply and Sewerage Design and Construction Code Asset Information Specification - [Checklist of Typical Final Handover Deliverables](#). (Available online)

The drawings are an essential component of the acceptance of the works for on maintenance and accuracy is paramount. The Major Connections Certifier will be responsible for ensuring the information presented on the As-Constructed documents (including the xml file validation process available through the Development Portal) correctly represents the constructed works.

6.2.4. Certification of Existing Services

Where subdivision occurs, and an existing building is to be retained, the registered surveyor must submit certification that the water supply and/or sewerage services connection points required to service the building exist or, where provided as part of the works, are contained wholly within the new lot containing the existing building.

6.2.5. On Maintenance Bond

A receipt or acknowledgment from Unitywater for the provision of a maintenance bond of five percent (5%) of the value of the works or \$6,000 for sewerage component of the works and \$4,000 for the water component of the works (whichever is the greater). The maintenance bond can be in the form of EFT, Credit/Debit Card or an unconditional bank guarantee.

Unitywater will hold the maintenance bond as surety and will return it after the satisfactory Off-Maintenance acceptance of the works.

6.2.6. Easements

Where, prior to On Maintenance (easement condition specifies timing as 'Prior to issue of On Maintenance Certificate), Unitywater easements are required, being absorbed, surrendered, or require continuance on a new survey plan, the Major Connections Certifier must first review the **signed** survey plan and ensure all required easements, easement absorption, easement surrender, or continuance are correctly shown and located in accordance with the SEQ Code. The Major Connections Certifier must then provide easement confirmation to Unitywater's Property Section with the required supporting documents (e.g. Signed Survey Plan, Form 9 etc.) to allow Unitywater to execute the easement documents. This can be done directly by the Major Connections Certifier, or the Major Connections Certifier may provide the easement confirmation to the Developer or Developer's surveyor or legal representative to include in the lodgement of required documents to Unitywater's Property Section for Unitywater to execute the easement documents.

For new easements, the easement confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the proposed easement [easement title e.g. A] on Proposed Lot [lot No.] as shown on SP [Sp No] is satisfactory alignment and size for the [existing or proposed] sewerage main traversing this property. Proposed easement [easement title e.g. A] on Proposed Lot [lot No.] as shown on SP [Sp No] is required for [water supply or sewerage] purposes.

For existing easement absorption (partial or full) the easement absorption confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the [full or partial] absorption of Unitywater easement [easement title e.g. A] on Lot [lot No.] SP [Sp No] as shown on SP [Sp No] is satisfactory.

For existing easement surrender the easement surrender confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the surrender of Unitywater easement [easement title e.g. A] on Lot [lot No.] SP [Sp No] as shown on SP [Sp No] is satisfactory.

For existing easement to be continued (where consent to continue to have the easement is required e.g. new parkland over existing easement) the easement continuance confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the Unitywater easement [easement title e.g. A] on Lot [lot No.] SP [Sp No] as shown on SP [Sp No] is confirmed as required to continue in the registered location.

6.3 On Maintenance Inspection Notification

The Major Connections Certifier will commence the On Maintenance process by submitting an On Maintenance Inspection Notification, through the Development Portal. The Registered Certifier must have regard to and prepare certification packages which are consistent with Unitywater's file naming convention for ALL attachments submitted under a certification package.

The Major Connections Certifier may need to request additional information from the Applicant to enable the preparation and submission of an On Maintenance Inspection Notification.

6.4 Conduct On-Maintenance Meeting

The Major Connections Certifier will conduct the on-maintenance inspection. The A&C On Maintenance Inspection Guideline (available online) can be used as a guide to assist with the On Maintenance inspection requirements. During the inspection, the Major Connections Certifier must identify and record any rectification works. Identified defects and the rectification records must be provided to Unitywater as part of the On-Maintenance certification submission in the Development Portal. The Major Connections Certifier will notify the Applicant of any required rectification works. The Major Connections Certifier, with the Construction Certifier (if necessary) will re-inspect the works to ensure identified rectification works have been satisfactorily carried out. The process is repeated until the Major Connections Certifier is satisfied that the works can be certified for acceptance On-Maintenance.

6.5 On-Maintenance Acceptance and Sewerage Connection

Following the **satisfactory** On-Maintenance inspection (confirmation on site that there are no defects identified and works can be accepted), the Major Connections Certifier will commence the connection of the sewerage works process (if applicable) to Unitywater network.

The connection of the constructed sewerage work to Unitywater networks will be undertaken either by:

- a. Unitywater Private Works section, or
- b. Construction contractor.

The decision on who undertakes the connection works is made at the Pre-Start Meeting as outlined at 4.3.3 (d).

6.5.1. Sewerage Connection by Unitywater

The Major Connections Certifier must ensure that the Applicant has:

- a. Requested and is in receipt of a quotation from Unitywater for the required sewerage connection works.
- b. Made payment for the quotation within the timeframe specified in the quotation (Otherwise the quotation must be re-quoted and additional payment made or confirmation from Unitywater's Private Works section that the original quotation is still valid).
- c. Demonstrated payment of ALL Unitywater Infrastructure Charges applicable to the development or development stage as detailed in any applicable Infrastructure Charges Notice.

Following confirmation of the above, the Major Connections Certifier will then obtain the On Maintenance Certificate (refer Section 6.2). Upon receipt of the On Maintenance Certificate the Major Connections Certifier must, within five (5) business days of the date of the On Maintenance Certificate, request Unitywater's Private Works section (using the Request for Service Connection by Private Works via the Development Portal) to connect the sewerage to the network as per the quotation reference. The request must include a copy of the On Maintenance Certificate and the other documents specified on the Request for Service Connection by Private Works process in the Development Portal.

Unitywater's Private Works team will then connect the works to Unitywater sewerage networks and upon completion will issue notifications through the development portal.

6.5.2. Sewerage Connection by Contractor

All works on Unitywater infrastructure is controlled by Unitywater's Pr8996 - Network Permit to Work Procedure. The sewerage connection of the works to Unitywater networks requires an approval (work permit) of the 'planned network intervention' from Unitywater's Network Operations Branch. This is to ensure any disruptions to Unitywater customers are minimised and Unitywater can monitor work permit activity.

Following the satisfactory On-Maintenance inspection (confirmation on site that there are no defects identified and works can be accepted) and prior to requesting an On Maintenance Certificate, the Major Connections Certifier will liaise with the Construction Certifier and the developer's contractor for programming the sewerage connection works.

6.5.3. Work Permit Request – Application

The Major Connections Certifier will instigate the '*Planned Network Intervention*' at least **seven (7)** days prior to the planned connection works by logging onto Unitywater's electronic permit to work system ePTWS at: <https://au.beakon.io/unitywater/index.php> using their login and password. Major Connections Certifiers and Construction Certifiers must first be registered in 'SitePass' (Unitywater's online training system) and complete the 'Network Permit to Work' Training Module, upon completion of this training module then notify pni@unitywater.com who will provide access to Beakon EPTWS where work permit(s) can be submitted for the work.

Note: The PNI responsibility can be delegated from the Major Connections Certifier to the Construction Certifier, so long as, the Major Connections Certifier obtains record of Permit being applied for, approved, activated, and closed off (emails are provided from Unitywater's PNI section to the PNI permit applicant for these milestones).

In addition to the work permit instructions (supplied separately) and the correct inputs for the **work permit**, the Major Connections Certifier will:

- a. Nominate the Business Unit as 'Development Services'
- b. Nominate Unitywater's Development Services as the 'Unitywater Officer'
- c. Nominate the Construction Certifier responsible for inspection of the connection works as the 'Permit Holder'
- d. Add 'New Connection' to the Work Description field when a new connection is being made, along with other works description details.

6.5.4. *Work Permit – Approval*

Unitywater's Network Operations Branch will review the **Work Permit** submission and if satisfied, will approve the **work permit** within **seven (7)** days of the submission.

If the submission is not to the satisfaction of Unitywater's Network Operations Branch, a Request for Information (RFI) will be made via email or phone call. The Major Connections Certifier will need to update the **work permit** as per the RFI.

6.5.5. *Planned Network Intervention – Works*

Following approval of the **work permit** from Unitywater's ePTWS, the Major Connections Certifier will advise all relevant stakeholders to undertake the connection works during the approved dates and times of the approved work permit as per Unitywater's procedure 'Pr8996 – Network Permit to Work Procedure'.

If the connection works cannot be undertaken for any reason, the Major Connections Certifier must, in the ePTWS, submit a 'Change Permit Dates' request, or an 'Amendment Request' if any other work permit details change.

Under no circumstance must the connection works commence without a **work permit**. This will be in breach of the *Water Supply (Safety and Reliability) Act 2008* as stated below.

Section 191 Connecting to or disconnecting from service provider's infrastructure without approval:

A person must not, without the written consent of a service provider, connect to, or disconnect from, the service provider's infrastructure. Maximum penalty—1,000 penalty units.

6.5.6. *Planned Network Intervention – Notification*

The Construction Certifier is responsible for inspecting the connection works and **must** be present in person on the site to carry out this task. Under no circumstances must the connection works commence without the Construction Certifier.

The Construction Certifier will 'activate' the **work permit** as per Unitywater's procedure 'Pr8996 – Network Permit to Work Procedure' usually by notifying Unitywater's Network Operations Branch by phoning the number provided in the **work permit** at the commencement and end of the connection works.

The Construction Certifier will also capture appropriate record of the sewerage connection works as part of the Construction Certifier's construction inspection records.

When the sewerage works have been connected, the as-constructed records updated with the connection details and the CCTV survey and checklist has been completed and presented and checked by the Major Connections Certifier, the Construction Certifier will notify the Major Connections Certifier who will commence the On-Maintenance Certificate process through the Development Portal.

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6.5.7. Assess and Submit a Certification Package for the On-Maintenance Certificate

To complete an On-Maintenance certification package submission through the Development Portal, you must ensure the following requirements have been met:

- a. The Inspection has been satisfactorily completed (including live sewer works connection where applicable and completed by the developer's contractor. Noting that CCTV survey and documentation of the contractor's live connection is also required).
- b. The Asset Design As Constructed (ADAC) Package includes:
 - A Validated XML File and Validation report (If required, use the [online FME tool](#) to validate the XML file).
- c. The applicable Infrastructure Charges, relating to each stage, have been paid in full.
- d. The Private Works (live connection) payments relating to each stage, have been paid in full.
- e. Refer to 'Preparation for On-Maintenance Acceptance of Works' in Section 6.2 above, for detailed information.

Additional information and attachments required with the On-Maintenance Inspection submission, through the Development Portal include:

- a. Relevant Plans for the On-Maintenance Connection including details for live connection timings and considerations (refer to live works table for identifiers and descriptions)
- b. CCTV Report, Digital Data and RPEQ Engineers Certification (6.1.2)
- c. Access Chamber Vacuum Tests (6.1.1)
- d. Sewer Mains Vacuum Tests (6.1.1)
- e. Sewer Rising Main Hydrostatic Tests (6.1.1)
- f. Ovality Tests (6.1.1)
- g. Compaction Tests (6.1.1)
- h. Water Hydrostatic Tests (6.1.1)
- i. Digital Water Meter Record
- j. ADAC As-Constructed Package (FME Validation report, XML file, Design redline markups (PDF), As-Constructed file (PDF) & As-Constructed Autocad Drawing file (DWG)) (6.1.3)
- k. Additional documents if required.

6.6 Unitywater Quality Assurance Check of the On Maintenance Certificate Certification Package

Unitywater will carry out a quality assurance check of the On Maintenance Certificate Certification Package in accordance with the quality assurance process described in Part A of this Manual, Section 15.1 Quality Assurance.

This process will be repeated until Unitywater is satisfied with the On Maintenance Certificate certification package.

6.7 Issue On Maintenance Certificate

When the quality assurance check of the On Maintenance Certificate certification package results in an outcome that the certified package is progressing the On Maintenance Certificate will be available to the Applicant (if authorised by the Registered Certifier) and to the Accredited Entity and/or Registered Certifier within the Development Portal for their records.



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6.8 Connections to Unitywater's Water Supply and Sewerage Networks

When the On Maintenance Certificate has been issued by Unitywater, the Major Connections Certifier will need to ensure the correct procedure is followed to get the constructed water supply infrastructure connected to Unitywater's networks.

The process for the connection of the constructed water supply to Unitywater networks is as detailed below:

6.8.1 Water Supply Connection

Connections to Unitywater's water supply infrastructure will always be undertaken by Unitywater unless there is a written agreement by relevant parties for it to be undertaken by another entity.

The process for the connection to Unitywater water supply network is as follows:

6.8.1.1 Private Works Quotation

The Major Connections Certifier must ensure that the Applicant has:

- a. Requested and is in receipt of a quotation from Unitywater for the required water supply connection works via the Development Portal.
- b. Made payment for the quotation via the Development Portal allowing for the timeframe for completion of the connection works is as specified in the quotation (Otherwise the quotation must be re-quoted and additional payment made or confirmation from Unitywater's Private Works section that the original quotation is still valid).
- c. Demonstrated payment of ALL Unitywater Infrastructure Charges applicable to the development or development stage as detailed in any applicable Infrastructure Charges Notice.

Following confirmation of the above, the Major Connections Certifier will proceed to the water quality testing of the constructed mains as detailed below.

6.8.1.2 Water Quality Testing

The Major Connections Certifier will advise the Applicant to follow Unitywater's *Procedure for Managing Water Quality During Mains Commissioning* (this procedure, [Pr9032 - Procedure for Managing Water Quality During Mains Commissioning](#)), can be downloaded from Unitywater's website) to undertake disinfection and water quality tests on the new water main before it can be connected by Unitywater to the existing water supply networks.

IMPORTANT: The feeder main or existing "live" network should not be sampled in the first round of testing. If a failed result is received, advice should be sought from Unitywater's Water Quality section who can assist with the development of corrective actions. Any sampling of the feeder main or existing "live" network should only be undertaken with support from Unitywater's Water Quality section and only be carried out by Unitywater's Scientific Services. Registered Certifiers can engage with Unitywater via the Pre-Lodgement Application (sub type Advice Notice) in the Development Portal to seek assistance for this aspect if necessary.

The Applicant is responsible for engaging a NATA accredited sampler and NATA accredited laboratory to undertake the sampling and analysis specified in the above-mentioned procedure and to provide the results of the analysis to the Major Connections Certifier as soon as possible and within **forty-eight (48)** hours of the date of the test result.

Note: The 48-hour timeframe for the Major Connections Certifier to receive the test result from the Applicant can be extended and acceptable to be received on a Monday, or next working day where the Monday is a public holiday, where a test result is dated on a Friday. Test results dated on a Thursday must be provided to the Major Certifier by COB on the Friday. All other test result dates must adhere to the 48-hour timeframe.

Following receipt of the water quality test results from the Applicant, the Major Connections Certifier must assess the results against the water quality acceptance criteria and the decision criteria for a 'pass' or 'fail' assessment as set-out in Pr9032 - Procedure for Managing Water Quality During Mains Commissioning.

If the assessment is a 'fail', the Major Connections Certifier will notify the Applicant to repeat disinfection and testing as set-out in procedure Pr9032 - Procedure for Managing Water Quality During Mains Commissioning until a 'pass' assessment is achieved.

6.8.1.3 Request to Connect

If the assessment is a 'pass', the Major Connections Certifier will request Unitywater's Private Works section using the [Request for Service Connection by Private Works – Email template](#) to connect the water supply to the network as per the quotation reference. The request must include:

- a. a copy of the 'pass' water quality test results
- b. a copy of the new mains form (where applicable as per [Pr9032 - Procedure for Managing Water Quality During Mains Commissioning](#))
- c. a copy of the On Maintenance Certificate.

The request to connect must be sent to Unitywater's Private Works section via Privateworks@unitywater.com as soon as possible and within **five (5)** days from the date of the passed test results to allow the connection to the water supply network to be completed within **Unitywater's validity period** for the 'passed' test result.

Note: The **five (5)** day timeframe for the Major Connections Certifier to submit the result to Private Works is acceptable to extend to a Monday where the **five (5)** day period falls on a weekend or the following day where it falls on a public holiday.

6.8.1.4 Connection of Works to Water Supply Network

Following receipt of the notification to connect, Unitywater's Private Works team will review the request and if satisfactory, connect the works to Unitywater water supply networks. If the request, or items within the request, are unsatisfactory the Private Works team will notify the Major Connections Certifier accordingly including notification to the Accreditation Coordinator. Unsatisfactory service connection requests will be recorded against the certifier's performance record.

When the connection of the constructed works to Unitywater's networks has been completed, Unitywater's Construction Services will issue notifications to the following:

- d. The Private Works Applicant
- e. Major Connections Certifier
- f. Unitywater Development Services.

7. Certificate of Completion

The Certificate of Completion is issued by Unitywater when the Applicant has satisfactorily complied with all conditions of the connection approval (Including Unitywater's acceptance of the constructed asset/s where applicable) and for Applicants to be able to demonstrate satisfying all Unitywater requirements in relation to a Connection Approval (May be necessary to complete a Development Permit – Council Development Application Decision Notice - compliance assessment process with Council). Where Unitywater Network Works are applicable to a Connection Approval, the issue of an On-Maintenance Certificate demonstrates Unitywater accepting ownership of the stated network works subject to On-Maintenance conditions.

7.1 Assess and Submit a Certification Package for the Certificate of Completion

The Applicant will make the request for the issue of the Certificate of Completion to a Registered Certifier (either Minor Connections Certifier OR Major Connections Certifier). The Minor Connections Certifier OR Major Connections Certifier will commence the Certificate of Completion lodgement via the Development Portal. The Registered Certifier must have regard to and prepare certification packages which are consistent with Unitywater's file naming convention for ALL attachments submitted under a certification package.

The Registered Certifier may need to request additional information from the applicant (developer) or representative to enable the assessment of the request for Certificate of Completion to be completed.

For Certificate of Completion assessment, the Registered Certifier must review the subject land parcels (including adjacent properties, road reserve, parks, and open space if development works impact these areas) to the development with regard to identifying any existing or new Unitywater infrastructure within or fronting the development land. Where development works have potential to impact existing or new Unitywater infrastructure the Registered Certifier should conduct an inspection of the site to ensure Unitywater's infrastructure has not been damaged or compromised by the development works (e.g. Street hydrant, valve or water meter fitting covered over by new concrete footpath, buried maintenance structure, unfinished installation of new works (by Unitywater Private Works or contractor under inspection of Private Works) etc.). Where a conflict or impact has occurred for existing or new Unitywater infrastructure, the Registered Certifier will advise the applicant to resolve prior to the Registered Certifier preparing the Certificate of Completion Certification Package.

The lodgement for the Certificate of Completion must include:

- a. All items as requested in the Development Portal.
- b. Demonstrated payment of ALL Unitywater Infrastructure Charges applicable to the development or development stage as detailed in any applicable Infrastructure Charges Notice.
- c. A copy of the On Maintenance Certificate where Network Works are applicable.
- d. A completed [Water Meter Register and Property Conditions](#) record (template available online).
- e. Payment of the prescribed Fees via the Development Portal – see Unitywater's website for current [Pricing, Fees and Charges](#), Certificate of Completion.



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7.2 Unitywater Quality Assurance Check of the Request for Certificate of Completion

Unitywater will carry out a quality assurance check of the Certificate of Completion Certification Package in accordance with the quality assurance process described in Part A of this Manual, Section 15.1 Quality Assurance.

This process will be repeated until Unitywater is satisfied with the Certificate of Completion certification package.

7.3 Issue Certificate of Completion

When the quality assurance check of the Certificate of Completion certification package results in an outcome that the certified package is progressing the Certificate of Completion will be available to the Applicant (if authorised by the Registered Certifier) and the Accredited Entity and/or Registered Certifier within the Development Portal for their records.

8 Off Maintenance Acceptance

The Off-Maintenance inspection and acceptance of the constructed works will be undertaken at the end of the maintenance period so that the maintenance security bond can be released to the applicant (developer) or representative.

The Off-Maintenance acceptance of the works will be undertaken by the Major Connections Certifier responsible for the development and will include certification/inputs from the Construction Certifier.

8.1 Defects Liability Period

The defects liability period, commonly known as the 'Maintenance Period', is **twelve (12)** months. Unitywater, however, may decide that a longer period is necessary under some circumstances to ensure the integrity of the network is maintained at all times. If Unitywater decides to increase the length of the defect's liability period, it will be imposed as a condition on the Connection Approval or stated in the Certificate of Completion.

8.2 Maintenance and Operation During Defects Liability Period

Unitywater will operate the infrastructure during the defect's liability period. However, it is the Applicant's responsibility to repair any defects in workmanship or materials that occur or become apparent during the defects liability period, unless the defects in workmanship or materials are demonstrated to be a direct result of negligent or incorrect operation by Unitywater team members.

Developers and Contractors are advised to implement controls to avoid third party damage to the infrastructure during the 'Maintenance Period'. Where third party activity has impacted the infrastructure (e.g. buried surface fittings, damaged water meter boxes etc), it will be necessary for the developer/contractor to demonstrate evidence of how this may be determined as resultant from a third party's actions such that Unitywater can make a decision about whether to assume the responsibility for rectification and hold the third party liable as a result of the evidence. Otherwise, the developer is expected to rectify the third-party damage occurring within the Maintenance Period.

Should defects in the workmanship or materials used for the infrastructure be identified during the defect's liability period, Unitywater will assess the risk and depending on the level of the risk, Unitywater may:

- a. advise the Applicant to rectify the failure within a specified time, or
- b. carry out the repairs (in an emergency situation or for live works that must be carried out by Unitywater) and invoice the Applicant for the repair works, and
- c. extend the maintenance period beyond the standard or conditioned duration.

8.3 Preparation for Off-Maintenance Acceptance

The Applicant will commence preparation for Off-Maintenance acceptance after the defect's liability period (generally **twelve (12)** months after acceptance On-Maintenance).

This will include the Applicant:

- a. Engaging a CCTV contractor to carry out a CCTV inspection and subsequently prepare a CCTV report.

Note:

The CCTV inspection may be undertaken **eleven (11)** months after acceptance On-Maintenance of the works and or no greater than **two (2)** months prior to the notification to Unitywater for Off-Maintenance inspection.

- b. Requesting the contractor to carry out necessary remedial actions to ensure the constructed works are ready to be inspected and accepted off maintenance.

The CCTV and the associated report must be reviewed by the Applicant's consulting engineer.

The Applicant's consulting engineer must direct the contractor to rectify any faults or defects that have been identified in the review. Rectification of defects must be confirmed by a subsequent CCTV inspection.

The Applicant's consulting engineer shall provide a written report as part of the CCTV submission to the Major Connections Certifier. This report shall include, but not be limited to:

- a. The name and address of the project, the business name of the engineering consultant undertaking the review, and the connection approval reference number on the front of the cover.
- b. Marked up layout plans (final approved version of the design drawings) indicating the overall layout of the new works, the maintenance structure numbers, the location of house junctions etc. These plans shall be marked up by the Applicant's consulting engineer as part of their review to ensure that all pipelines, fittings, and structures have been CCTV investigated (as applicable).
- c. Detailed comments of what defects have been found in the CCTV and rectified (where applicable) during the Applicant's consulting engineer review process.

A copy of the "[CCTV Review Check Sheet](#)" (available online) – ([CCTV Review Technical Specification](#)) shall only be completed by the Applicant's consulting engineer and submitted with the CCTV digital and hardcopy in accordance with the SEQ Water Supply and Sewerage Design and Construction Code requirements.

When the above has been satisfactorily completed, the Applicant will submit the CCTV report and associated documents to the Major Connections Certifier.

8.4 Request Acceptance Off-Maintenance

The Applicant will request the Major Connections Certifier (at the end of the defects liability period) to apply for the Off-Maintenance Certificate. The request must include the CCTV of the constructed sewer mains and or any other documents deemed necessary.

The Major Connections Certifier will review and certify that the CCTV (DVD) and the associated consulting engineer's CCTV review report is accurate as well as review any other documents to ensure the sewerage works are compliant.

Major Connections Certifier will request the Construction Certifier to inspect and advise that the works are presented satisfactorily to be acceptable for an Off-Maintenance inspection such that the Major Connections Certifier can commence the Off-Maintenance process.

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The Construction Certifier will complete a pre-Off-Maintenance inspection and ensure all works are presented to the satisfaction of the SEQ Code and Approved Drawings and are acceptable for an Off-Maintenance inspection. Note: Any items identified by the Major Connections Certifier at the Off Maintenance inspection will be recorded as an unsatisfactory result for the Construction Certifier on the Off Maintenance certification submission quality assurance report.

If any items are not to the satisfaction of the Construction Certifier, the Construction Certifier will notify the Major Connections Certifier accordingly. The Major Connections Certifier will advise the Applicant of any identified non-compliances from the CCTV submission or items that are not to the satisfaction of the Construction Certifier and the Major Connections Certifier will instruct the applicant to rectify the necessary items and repeat the above pre inspection process until works are satisfactory for the On-Maintenance inspection to be completed by the Major Connections Certifier.

Following satisfactory confirmation or resolution of the above items, the Major Connections Certifier will complete the Off Maintenance Inspection Notification via the Development Portal at least **seven (7)** days before the intended Off-Maintenance inspection date.

Rescheduling of the Off-Maintenance inspection can occur via notification given to Unitywater with an email to DevelopmentCertification@unitywater.com. If the Off-Maintenance meeting needs to be rescheduled, the rescheduled date must provide for a minimum **two (2)** business days' notice to Unitywater unless prior agreement for a shorter time period of notice has been agreed to by a Unitywater Development Services representative.

The A&C Off-Maintenance Inspection Notification via the Development Portal will need to be completed jointly by the Major Connections Certifier and the Construction Certifier. The Construction Certifier will complete the Construction Certifier Works Presented for Off-Maintenance Acceptance Certification section in the Development Portal.

Unitywater can issue a share folder invitation, upon request, to the Major Connection Certifier to allow the transfer of large size documents (e.g. CCTV video files) in advance of the Off-Maintenance submission should the file size for upload exceed 50MB. The Major Connection Certifier must be aware that there is a limitation on file size for the share folder uploads. Individual and zip files should not exceed 2GB. Also, the share folder itself has a 10GB limit, so once multiple files exceed 10GB there will be issues and the files should be spread over multiple share folders. The Major Connections Certifier should seek multiple share folders by email request to DevelopmentCertification@unitywater.com where the share folder 10GB limit will be exceeded.

Following submission of the A&C Off-Maintenance Inspection Notification the Major Connections Certifier will proceed to the Off-Maintenance inspection process.

Note:

1. Satisfactory achievement of the Off-Maintenance Certificate triggers Unitywater's processing for the release of the *Maintenance Bonds* held by Unitywater, and
2. Release of *Maintenance Bonds* will be managed by Unitywater and is not included in the Accreditation and Certification process.

8.5 Conduct Off-Maintenance Inspection

The Major Connections Certifier will conduct the Off-Maintenance inspection. The [A&C Off-Maintenance Inspection Guideline](#) (available online) can be used as a guideline to assist with the Off-Maintenance inspection requirements. During the inspection the Major Connections Certifier must identify and record any rectification works. Identified defects and the rectification records must be provided to Unitywater as part of the [A&C Off-Maintenance Submission](#) in the Development Portal.

The Off-Maintenance inspection must be attended by the following:

- a. Major Connections Certifier
- b. Construction Certifier
- c. Contractor (or representative – supervisor)
- d. Applicant's Consulting Engineer (Superintendent)
- e. Subcontractor (if relevant).

Unitywater Construction Development Officer's attendance at the Off-Maintenance inspection is optional and will only be an observer if he/she attends the Off-Maintenance inspection meeting.

8.5.1 Failed Off-Maintenance Inspection

For a failed Off-Maintenance inspection the Major Connections Certifier will prepare and issue a Remedial Action Notice to the Applicant on site identifying the necessary works to enable the works to be accepted off maintenance.

The Applicant is responsible for ensuring that its contractors carry out necessary works stated in the remedial action notice to enable the works to be accepted off maintenance and advise the Major Connections Certifier when the works are ready for further inspections if necessary.

This process continues until the Major Connections Certifier is satisfied the Off-Maintenance acceptance request may proceed.

8.5.2 Passed Off-Maintenance Inspection

Following the satisfactory (confirmation on site there are no defects identified and works can be accepted) Off-Maintenance inspection, the Major Connections Certifier will commence the Off-Maintenance certification submission process by completing the Off Maintenance process via the Development Portal. The Registered Certifier must have regard to and prepare certification packages which are consistent with Unitywater's file naming convention for ALL attachments submitted under a certification package.

The following must be included in the certification package:

- a. Certified Off-Maintenance defects and rectification records (where applicable as identified at the Off Maintenance inspection).
- b. [CCTV Review Check Sheet](#), CCTV video files and report and associated documents.



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8.6 Unitywater Quality Assurance Check

Unitywater will carry out a quality assurance check of the Off-Maintenance certification package in accordance with Part A of this Manual, Section 15.1 Quality Assurance.

This process will be repeated until Unitywater is satisfied with the Off-Maintenance certification package and proceeds to issuance of the Off-Maintenance certificate via the Development Portal.

8.7 Issue Off-Maintenance Certificate

When the quality assurance check of Off-Maintenance acceptance certification package results in an outcome that the certified package is progressing, the Off Maintenance Certificate will be available to the Applicant (if authorised by the Registered Certifier) and to the Accredited Entity and/or Registered Certifier within the Development Portal for their records. Unitywater will also release the maintenance bonds.

Part C – Training

1. Introduction

It is important that Accredited Entities and Registered Certifiers involved with Unitywater's Accreditation and Certification System are competent and fully understand the system to be successful in their appointed role/s.

2. Purpose of Training

The purpose of training will be to establish essential knowledge and competencies under Unitywater's Accreditation and Certification System, in particular the following:

- a. The accreditation and certification processes under the Unitywater's Accreditation and Certification System.
- b. The business systems and tools.
- c. Compliance with relevant legislation, the Connections Policy, and the Schedule of Works;
- d. Obligations of Accredited Entities and Registered Certifiers under their respective Accreditation Deed and Registration Deed Polls.
- e. Expected outcomes of the certification process such as:
 - i. connection approvals being issued with lawful, reasonable, and relevant conditions
 - ii. assets donated to Unitywater comply with the relevant connection approval and are prudent and efficient
 - iii. the standard of assets donated to Unitywater comply with the SEQ Code or a business case is provided which justifies an alternate solution
 - iv. the standard of documentation submitted to Unitywater complies with the relevant requirements of Part B Certification of this manual and/or the SEQ Code.

Unitywater will not train Registered Certifiers in the specialist technical competencies of their role; e.g. project management, engineering design or inspection and assessment of the standard of civil construction. It is expected that each applicant must have the requisite specialist technical knowledge and experience to undertake the role for which they apply to be accredited and demonstrate these capabilities in their accreditation application.

3. Administration of Training

The Accreditation Coordinator will schedule training so approved accredited applicants are able to complete the required training with **ninety (90)** business days.

Approved Applicants will undertake the scheduled training in accordance with the assigned training schedule or as otherwise approved by the Accreditation Coordinator.

All training will require attendance in person and will be undertaken at a Unitywater office. On-line training will not be offered.

Approved Applicants must successfully complete the designated training modules, including assessments in some modules, before they can be appointed by Unitywater as Accredited Entities and/or Registered Certifiers in the relevant category. The training is valid for a period of 12 months. If the Deed is not signed applicant is not appointed within this period, the applicant must either undertake refresher training at the discretion of the Accreditation Coordinator or apply for the next accreditation intake.



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Any applicant who does not obtain a pass where the modules include an assessment will be offered to undertake a supplementary assessment. If the applicant fails to pass the supplementary assessment, the Accreditation Coordinator may approve the applicant repeating the course and assessment at the applicant's expense or send a notification to the applicant that their application has lapsed.

Unitywater will issue certificates of competencies for all relevant training modules successfully completed by the approved applicant.

The Accreditation Coordinator will keep a record of all training completed by the approved applicant in the Accreditation Application Tracking Tool.

4. Curriculum

The details of each of the training modules that must be completed by the Accredited Entities and Registered Certifiers are shown in **Table 11** below.

The training modules that Accredited Entities and Registered Certifiers must complete are detailed within **Table 8** in Part A Accreditation of this Manual.

Table 11: Curriculum Details for Accredited Entities and Registered Certifiers

Module/Session Reference	Training Module	Outcomes The Accredited Entities and Registered Certifiers will understand the following:	Duration (Hrs)	Assessment	
				Yes	No
Module 1 – Session 1	Unitywater Accreditation and Certification System	Sound working knowledge of the content and implications of: 1. The Unitywater Accreditation and Certification System. 2. Unitywater Accreditation and Certification Manual. 3. Accreditation and Certification Model.	2		✓
Module 1 – Session 2	Legislation, statutory and other relevant standards	Working knowledge of statutory requirements under which the Connection Application and Assessment operates: 1. Relevant Legislation. 2. Statutory and Non – Statutory Standards.	2		✓
Module 1 – Session 3	Connection Approval Process	Demonstrated and sound working knowledge of the: 1. Management of connection application and assessment under Unitywater's Accreditation and Certification System. 2. Roles and responsibilities of each stakeholder in the connection application and assessment process.	2		✓

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Module/Session Reference	Training Module	Outcomes The Accredited Entities and Registered Certifiers will understand the following:	Duration (Hrs)	Assessment	
				Yes	No
Module 2 – Session 4	Connection Application Assessment and Preparation of Draft Decision Notices	<p>Demonstrated and sound working knowledge of the content and implications of:</p> <ol style="list-style-type: none"> 1. The end-to-end process of assessing and preparing draft Decision Notices. 2. The tools/resources (e.g. checklist) to be used in the process. 3. How to impose standard and non-standard conditions. 	5	✓	
Module 2 – Session 5	Calculate Infrastructure Charges and Prepare Draft Infrastructure Charges Notices	<p>Demonstrated and sound working knowledge of the content and implications of the:</p> <ol style="list-style-type: none"> 1. Calculate infrastructure charges associated with a connection application. 2. Tools/resources to be used in the process (e.g. ICN Calculator). 3. Prepare Draft Infrastructure Charges Notices. 	5	✓	
Module 2 – Session 6	Assessing Water Supply Reticulation Design Drawings	<p>Demonstrated and sound working knowledge of:</p> <ol style="list-style-type: none"> 1. Assessing Connection Applications (Networks Works) for water supply and preparing draft Decision Notices. 2. Using the appropriate tools/resources (e.g. checklist) during the assessment process. 3. Imposing standard conditions. 4. Drafting and imposing non-standard conditions. 	5	✓	
Module 2 – Session 7	Assessing Sewerage Reticulation Design Drawings	<p>Demonstrated and sound working knowledge of:</p> <ol style="list-style-type: none"> 1. Assessing Connection Applications (Networks Works) for sewerage and preparing draft Decision Notices. 2. Using the appropriate tools/resources (e.g. checklist) during the assessment process. 3. Imposing standard conditions. 4. Drafting and imposing non-standard conditions. 	5	✓	



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Module/Session Reference	Training Module	Outcomes The Accredited Entities and Registered Certifiers will understand the following:	Duration (Hrs)	Assessment	
				Yes	No
Module 2 – Session 8	Pre-Start Meeting Process	<p>Demonstrated and sound working knowledge of the content and implications of:</p> <ol style="list-style-type: none"> 1.Preparing and conducting a Pre-Start meeting. 2.Finalising ‘Actions’ emanating from the Pre-Start Meeting. 3.Post Pre-Start Meeting actions. 	3		✓
Module 2 – Session 9	Construction Inspection and Certification of Works	<p>Demonstrated and sound working knowledge of the content and implications of:</p> <ol style="list-style-type: none"> 1.Conducting and recording inspections during construction. 2.Managing Variations during construction. 3.Inspecting and recording testing being undertaken. 	3	✓	
Module 2 – Session 10	Preparation and Submission of the Provisional Certificate of Completion Package	<p>Demonstrated and sound working knowledge of the content and implications of:</p> <ol style="list-style-type: none"> 1.Preparing the Draft Provisional Certificate of Completion Package. 2.The tools/resources (e.g. checklist) to be used in the process. 3.Submitting the Draft Provisional Certificate of Completion Package. 	3	✓	
Module 2 – Session 11	Preparation and Submission of Draft Certificate of Completion Package WITHOUT Networks Works	<p>Demonstrated and sound working knowledge of the content and implications of:</p> <ol style="list-style-type: none"> 1. Preparing the Draft Certificate of Completion Package. 2.The tools/resources (e.g. checklist) to be used in the process. 3.Submitting the Draft Certificate of Completion Package. 	2	✓	

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Module/Session Reference	Training Module	Outcomes The Accredited Entities and Registered Certifiers will understand the following:	Duration (Hrs)	Assessment	
				Yes	No
Module 2 - Session 12	Preparation and Submission of Certificate of Completion (WITH Networks Works) and On-Maintenance Acceptance Package	Demonstrated and sound working knowledge of the content and implications of: 1. Preparing the Draft Certificate of Completion Package. 2. Preparing, conducting and accepting works On-Maintenance. 3. Finalising Remedial Actions resulting from the On-Maintenance meeting. Submitting the Draft Certificate of Completion Package.	3	✓	
Module 2 – Session 13	Connections to Unitywater's Networks	Demonstrated and sound working knowledge of the content and implications of: 1. Requesting a quotation for the connections of the works to Unitywater networks. 2. Connection of the works process.	2		✓
Module 2 – Session 14	Off Maintenance Acceptance Process	Demonstrated and sound working knowledge of the content and implications of: 1. Preparing and conducting the Off-Maintenance meeting. 2. Finalising Remedial Actions emanating from the Off-Maintenance meeting. 3. Accepting the works off maintenance.	2		✓

4.1 Resource Materials

All approved applicants attending the training courses will be provided with hard copies of all training materials to use as reference when undertaking the certification activities under the Unitywater Accreditation and Certification System.

5. Training Providers

Unitywater provide all training to approved applicants.

6. Appendices

Appendix A - Risk Likelihood and Consequence Descriptors and Risk Scoring Matrix

NOTE: When determining risk scores by evaluating risk likelihood and consequence always:

1. Consider the Consequence of the risk occurring first, then
2. Nominate the likelihood of the risk occurring with the nominated consequence being the result.

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(NOTE: Can also be used for Project Risk Assessments)

RISK CONSEQUENCES									LIKELIHOOD					
									RARE (1)	UNLIKELY (2)	POSSIBLE (3)	LIKELY (4)	ALMOST CERTAIN (5)	
									Have never heard of this happening. Highly unexpected, considered a unique event. [10%]	The event might occur once in your career. Could occur, but surprised if it happens. [30%]	The event or similar has occurred elsewhere. May occur in some circumstances – not expected but accept it may happen. [50%]	The event has occurred several times. Expected to occur in most circumstances – not surprised if it happens. [70%]	Occurs more than once per year. It is expected to occur, almost inevitable. [90%]	
Financial	Reputation	Environment	Safety	People	Business Service Interruption	Technology	Compliance / Legal	Water Quality	Minor (1)	Moderate (2)	Serious (3)	Major (4)	Critical (5)	
Financial impact of < \$100,000.	Small number of localised complaints.	Negligible environmental impact. easily restored to pre-existing condition.	Injury or illness not requiring first aid treatment / Near misses.	Employee non-specific dissatisfaction / negative comments. Criticism from ex-employees on Glassdoor or social media.	Short-term localised disruption to services affecting a small number of low-profile properties. Short term loss of critical functions.	Localised disruption with workarounds available. Security event with no material impact.	Regulator/external auditor 'observation' or request for further explanation.	Isolated breach of aesthetic parameter. Little to no disruption to normal operation.	Minor	1	2	4	7	11
Financial impact of between \$100,000 and <\$250,000.	Increased localised complaints or some media or social media reporting.	Minor localised environmental impact. Short-term recoverable impact.	Medical Treatment/ Suitable Duties Injury or illness. Short term illness.	Written objection or dissatisfaction presented to management. Formal complaint related to cultural matter or marginalisation.	Short term (<2 hours) disruption to service affecting 200 – 1000 properties. Loss of critical functions for up to 4 hours.	Moderate disruption with workarounds for critical systems. Security event with limited impact. Recovery through standard tools and procedures.	Regulator issuing warning improvement notice for non-compliance. Actual/potential less than <\$250,000.00 fine/penalty exposure.	Local aesthetic impact e.g. turbidity, pH or isolated breach of chronic health parameter (within a district metered area or small reservoir supply zone). Regulator notified; isolated breach of Water Quality Objectives.	Moderate	3	5	8	12	16
Financial impact of between \$250,000 and <\$2.5M.	Widespread media coverage of localised complaints or widespread complaints with limited media attention.	Material environmental harm. Can be returned to pre-existing condition in the medium term.	Lost Time Injury or illness <4 days. Short term disability.	Criticism of Unitywater treatment of personnel in an industry forum. Breakdown of relationship with staff over unrealistic demands. Disruption to normal operations. Lack of staff engagement.	Medium term (2 to 5 hours) disruption affecting 1000 – 5000 properties or a significant population centre. Disruption to major industrial customer for <8 hours.	Localised to moderate disruption without workarounds, loss of money, privacy breach to some customers. Easily contained and managed. May require some additional resources to recover.	Regulator issuing corrective action/directive/show cause action. Actual/potential breach \$250,000 - \$2.5M fine/penalty exposure.	Widespread aesthetic impact (within a water supply scheme or primary reservoir zone). Repeated breach of chronic health parameter. Repeated breach of Water Quality Objectives.	Serious	6	9	13	17	20
Financial impact of between \$2.5M and <\$25M.	Significant local and state level media involvement, concerns expressed from stakeholder Councils or regulators, or investigation initiated by a stakeholder.	Serious environmental impact. Detrimental impact on area of high conservation value or special significance. Can be recovered with time and effort.	Serious / Hospitalisation injury. Long term Lost Time Injury or illness. Long term disability.	Objection against management direction from a branch or section team. Change impacting a core function operation. Disgruntled employees protest Unitywater treatment of staff or contractors.	Disruption affecting >5,000 properties or a major population centre >5 hours. Disruption affects hospital or other critical facilities including major industrial customer/s for >8 hours.	Widespread disruption or critical system disrupted with critical to high urgency level. Security incident resulting in loss of money, privacy breach to-some customers. Requires substantial additional resources to recover.	The public bringing legal action (not a class action). Regulator intervention, stop work/ immediately/cease activity corrective notice or work order. Actual/potential breach of \$2.5M - \$25M.	Potential acute health impact. e.g. pathogens; Widespread or multiple breach of chronic health parameters. Regulator notified with Qld Health involvement. Potential Event under Drinking Water Quality Management Plan approval 2(a) (sudden or extreme change in water quality, flow or environmental conditions which raises contamination concerns).	Major	10	14	18	21	23
Financial impact of >\$25M.	State, National or international adverse media, triggering intervention from Councils or regulators in response to an investigation.	Long-term environmental harm. Unable to return to pre-existing condition.	Fatality or amputation of a limb. Long term/ terminal illness. Permanent disability.	Abandonment of Enterprise Bargaining Agreement negotiations. Mass employee protest and stop work by a section or specific group. Union-led and publicised stop work related to employment agreements.	System-wide (north or south) disruption to services. Formal notification to Regulators and Government required.	Widespread, long-term disruption or critical system disrupted with critical to high urgency level. Security incident resulting in financial loss, major privacy breach not directly recoverable.	The public bringing successful class action. Actual breach >\$25M. Loss of key operating licence.	Potential acute health impact, Regulator declared outbreak expected; Reported Event under DWQMP approval 2(a). OR sudden or extreme change which is beyond Unitywater's ability to control.	Critical	15	19	22	24	25

Source: Pr10731 - Risk Assessment and Scoring Criteria Tool

Appendix B - Application of the Prudency and Efficiency Test

Background

As a monopoly water and wastewater service provider Unitywater has a responsibility to provide least lifecycle cost services to Unitywater's retail customers.

Effective control (minimisation) of investment in and acquisition of new assets is critical to Unitywater achieving the objective of its corporate plan to reduce the cost to serve (i.e. reduce the value of the average water supply and sewerage bill).

To ensure that these corporate objectives are achieved Unitywater applies the *Prudency and Efficiency Test* to all investment decisions.

The *Prudency and Efficiency Test* is defined as:

A test to be applied to all investment decisions. The test is satisfied if all non-asset and asset options have been assessed to determine if investment is prudent (needed) to provide the desired standard of service. And if prudent the most efficient design has been adopted and the most efficient form of procurement has been utilised.

In summary, prudency means confirming the need to design, construct and commission an extension to the existing water supply and wastewater network to provide water supply and sewerage services to the future residents and /or business owners of a new development in accordance with the standard of service prescribed in the SEQ Code. This involves assessing the growth and quantum of increase in demand and reasonableness of not providing any new assets. If investment is found to be prudent (i.e. it is reasonable to provide new assets and the demand for additional capacity in the network is confirmed) then analysis is required to identify the most efficient solution (i.e. the least lifecycle cost solution which carries an acceptable level of risk). To identify such a solution all viable options, including non-asset options (e.g. increase the capacity of the water supply network to serve additional population through a demand management program) must be identified and compared through a multi-criteria assessment including a net present value calculation of the lifecycle cost of each option.

Methodology

In the context of Unitywater's Accreditation and Certification System it is a compulsory requirement that all assets donated to Unitywater must satisfy the *Prudency and Efficiency Test*.

Prudency (need for) and the efficiency of design of donated assets must be demonstrated before Unitywater will issue a Certificate of Completion for any new connections and accept donated assets.

Efficiency of delivery of assets does not have to be demonstrated for non-trunk infrastructure as these types of assets are donated to Unitywater at no cost and the cost of delivery is not a consideration for Unitywater.

It should be noted that efficiency of delivery is material if the developer is seeking to donate trunk assets to Unitywater and offset the value (including procurement costs) of such assets against infrastructure charges.

To demonstrate that the prudency and efficiency test has been satisfied the Registered Certifier must first confirm that any new infrastructure is prudent and if prudent, confirm that the design is efficient. If either prudency or efficiency is not demonstrated, then the approach to serving the proposed development with water supply and/or sewerage services must be reviewed by the developer (or developer's consultants) and a new or amended connection application prepared by the developer for the consideration of the Registered Certifier.

Prudency

The need to provide new water supply and/or sewerage infrastructure to serve a proposed development or a subsequent stage of development will be assessed by reference to:

- a. A servicing plan approved by Unitywater, or
- b. A Services advice Notice issued by Unitywater, or
- c. Unitywater's Spatial Information System to determine if the proposed development is within the Connection Area or Future Connection Area and if suitable infrastructure is available:
 - i. within the boundaries of the proposed development to serve each new connection, and
 - ii. to connect the proposed development to Unitywater's existing water supply and sewerage networks.

It will be accepted that any new non-trunk infrastructure is prudent if:

- a. the infrastructure is to be provided in accordance with a servicing plan approved by Unitywater or a Services advice Notice issued by Unitywater, or
- b. the proposed development is within Unitywater's Connection Area or Future Connection Area and will create demand consistent with Unitywater's Demand Forecast (i.e. demand is in the range of 0.9 to 1.1 x Unitywater's demand forecast), albeit at an earlier or later time than predicted by Unitywater's demand forecast, and
- c. there is no suitable existing non-trunk infrastructure within the development site to provide water and/or sewerage services, and
- d. there is existing infrastructure available to connect proposed new non-trunk infrastructure to Unitywater's existing networks or efficient non-trunk infrastructure is proposed to provide such a connection.

If the development will impose lower demand on Unitywater's networks than forecast by Unitywater (i.e. less than 0.9 x Unitywater's demand forecast) the Registered Certifier must consult with Unitywater. In such instances Unitywater may want to discuss the proposed development with the relevant Council to assess options to better utilise existing trunk infrastructure and/or modify Unitywater's Schedule of Works to avoid construction of assets with surplus capacity.

In instances where the proposed development demand is greater than the planned forecast demand (for development in the Planned Demand Year) by more than 10%, the Registered Certifier must follow the procedure as outlined in Section 3.3.2.4 Network Demand Assessment.

Similarly, if there is no existing non-trunk infrastructure available or new trunk infrastructure is required to connect proposed new non-trunk infrastructure within the development site to Unitywater's existing networks the developer must seek a Services advice Notice from Unitywater.

Efficiency

Planning of a new development should take an integrated planning approach to optimise the balance the layout of the development and the amenity of future residents and businesses with the efficiency of infrastructure networks.

If the design of non-trunk infrastructure is in accordance with the SEQ Code and/or a servicing plan approved by Unitywater it will be accepted that the infrastructure is efficient.

Efficient delivery of non-trunk infrastructure (i.e. contributed assets) is the responsibility of the developer. The form of procurement and delivery is at the sole discretion of the developer.

In instances where the developer proposes an alternate design to the SEQ Code, the developer must demonstrate that the alternate design is more efficient than the standard SEQ Code design. This means that connection application must be supported by a business case including a comparison of the net present value of the lifecycle costs of the SEQ Code configuration to the proposed alternate solution. If the Registered Certifier is satisfied that the business case is sufficiently robust to justify the alternate design as the more efficient design, the Registered Certifier may prepare a draft Decision Notice recommending approval of the alternate design. Otherwise, the Registered Certifier must approve a design which conforms to the requirements of the SEQ Code.