



Unitywater

Serving you today, investing in tomorrow.

Pr9253 - Connections Administration Manual



Pr9253 - Connections Administration Manual

Document Owner	Head of Development Services
Document	Connections Administration Manual
References	South-East Queensland Water (Distribution and Retail Restructuring) Act 2009 (Qld) Work Health and Safety Act 2011 (Qld) South East Queensland Design and Construction Code (the SEQ Code) Water Netserv Plan - Connections Policy Water Netserv Plan - Schedule of Works Development Portal (https://portal.unitywater.com/)
Disclaimer	This document may not, in whole or part, be copied, photocopied, reproduced or translated without prior consent from the CEO, Unitywater.

Contents

1. Introduction	5
1.1. Principles	6
1.2. Objectives of the Manual	6
1.3. Definitions	6
1.4. Implementation	9
1.5. Exceptions	9
1.6. Innovation and Continuous Improvement	9
1.7. Roles and Responsibilities	9
2. Services Advice Notice	11
2.1. A Services Advice Notice is intended to:	11
2.2. A Services Advice Notice is <i>not</i> intended to:	11
2.3. Disclaimer	11
2.4. Requesting a Services Advice Notice	12
2.4.1. Request Form	12
2.4.2. Unitywater Pre-Lodgement - Application (Services Advice Notice)	12
2.4.3. Eligibility Request or Exceeding Unitywater Planning Assumptions	13
3. Categories and Types of Connections	13
3.1. Connect to a Unitywater network	13
3.2. Alter either a Unitywater network or a Unitywater service	13
3.3. Disconnect from a Unitywater service or network	14
3.4. Standard Connection	14
3.5. Standard Connection – Dual Occupancy/Duplex – Price on Application (POA)	14
3.6. Other Connection	14
3.7. Staged Connection	15
3.8. Conversion Applications (Non-Trunk works to Trunk works)	15



Pr9253 - Connections Administration Manual

4. Applications	16
4.1. Owners' Consent	16
4.2. Application Fees	16
4.3. Properly Made Application	16
4.4. Standard Connection	17
4.4.1. Dual Occupancy	17
4.4.2. Other supporting documents	17
4.4.3. Plumbing and Drainage Act compliance permit taken to be Standard Connection Approval in some cases	18
4.5. Other Connections	19
4.5.1. Network Demand Assessment	19
4.5.2. Network Works Design Calculations	20
4.5.3. Network Works Design Drawings	20
4.6. Staged Connections	20
4.6.1. First application	20
4.6.2. Network Demand Assessment	21
4.6.3. Lowest Lifecycle Costing Report	22
4.6.4. Second and Subsequent Applications	22
4.7. Additional matters to be addressed with Other or Staged Connection Applications	24
4.7.1. Combined Drains	24
4.7.2. Consent to Enter and Construct	24
4.7.3. Land Dedication	25
4.7.4. Easements	25
4.7.5. Network Works Master Plans	25
4.7.6. Staging Plan	25
4.7.7. Trunk Infrastructure Works	26
5. Design, Assessment and Approval	28
5.1. Design	28
5.1.1. Extent of Infrastructure	28
5.2. Assessment	28
5.2.1. Timeline	29
5.2.2. Revisions Prior to Approval	29
5.3. Approval	30
5.3.1. Errors and Omissions	30
5.3.2. Amendments to Approval Conditions	30
5.3.3. Approval of Conversion Applications	30
5.4. Internal Reviews and Appeals	31
6. Infrastructure Charges	32
6.1. General	32



Pr9253 - Connections Administration Manual

7. Construction	32
7.1. Quality Management	32
7.2. Occupational Health and Safety	32
7.3. Before You Dig Australia	32
7.4. Portable Long Service Leave	33
7.5. Works in Roads or Other Publicly-Controlled Places	33
7.5.1. Local Government Roads or other Places Controlled by a Local Government	33
7.5.2. State Controlled Roads and other State Publicly-Controlled Places	33
7.6. Pre-Start Meeting	34
7.6.1. Fee	35
7.7. Unitywater Compliance Inspections	35
7.8. Variations (Construction Phase)	35
7.8.1. Minor Variation	36
7.8.2. Variations	36
7.8.3. Fee	36
8. Acceptance and Handover	37
8.1. Provisional Certificate of Completion	37
8.1.1. Fee	38
8.2. On-Maintenance Request	38
8.2.1. Fee	38
8.2.2. As-Constructed Drawings	38
8.2.3. Test Results	39
8.2.4. New Water Mains Connection Procedure	39
8.2.5. Certification of Existing Services	39
8.2.6. Closed Circuit Television (CCTV) Report	39
8.2.7. Easements	39
8.2.8. Maintenance Bond	39
8.3. On-Maintenance Inspection and Acceptance	40
8.4. Pre-Commissioning Tests (Active Assets)	40
8.5. Commissioning (Active Assets)	40
8.6. Operation and Maintenance Manual (Active Assets)	41
8.7. Connection of Works to Unitywater's Network	41
9. The Certificate of Completion	43
9.1. Request for Certificate of Completion	43
9.1.1. Certification of Existing Services	43
9.1.2. Combined Drains	43
9.1.3. Issuance of the Certificate	43
10. Defects liability	44
10.1. Defects liability period	44
10.2. Maintenance and Operation During Defects Liability Period	44
10.3. Off-Maintenance Request	44
10.4. Off-Maintenance Inspection and Acceptance	45

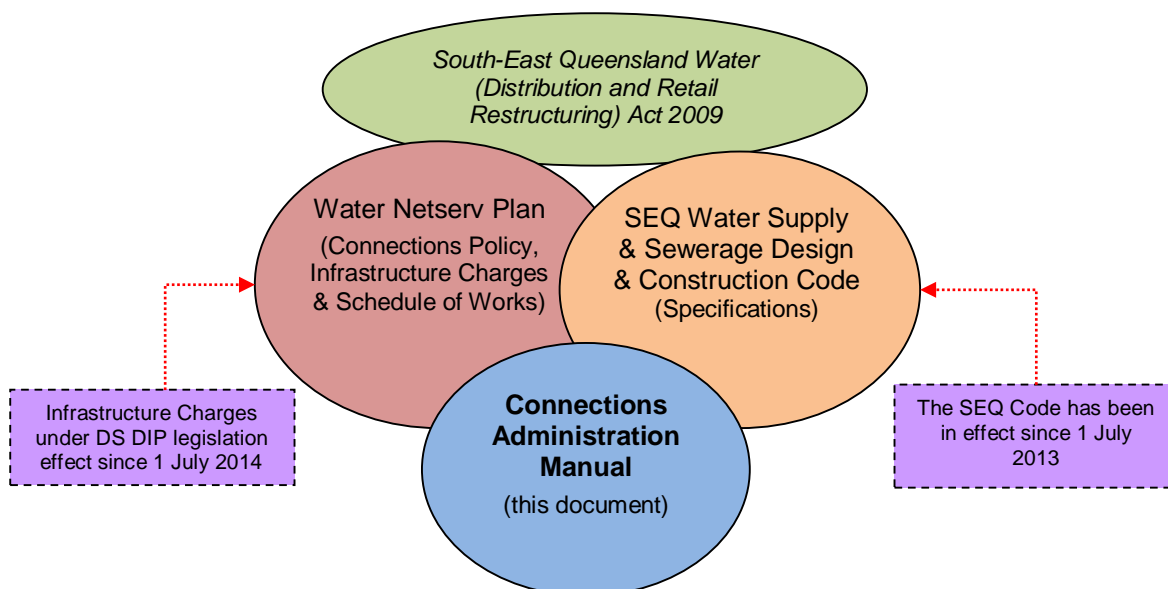
1. Introduction

[Back to Contents](#)

This Manual covers the administration of the application, assessment, approval, construction and handover activities related to Connections to Unitywater's water and sewerage infrastructure including infrastructure that will be constructed by a developer and handed to Unitywater as a 'Contributed Asset' to operate and maintain. This Manual is therefore the administrative link between the Unitywater Connections Policy and the SEQ Code (refer Figure 1).

The diagram below shows how the various documents link to each other in the Connections Application process:

Figure 1: Context of Connection Application documents



It is the Applicant's responsibility to ensure that the current versions of the relevant documents listed below are used:

- the Unitywater Connections Policy, Schedule of Works and Connections Administration Manual, available online at www.unitywater.com
- the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*, available online at www.legislation.qld.gov.au
- the South-East Queensland Water Supply & Sewerage Design & Construction Code (SEQ WS&S D&C Code), including the SEQ Water Supply and Sewerage Design and Construction Code – Design Criteria, available online at www.seqcode.com.au

Note: that the SEQ WS&S D&C Code is not a standalone code but rather is an amendment to a series of specific Water Services Association of Australia (WSAA) Codes. WSAA Codes are available for purchase through the WSAA website, online at www.wsaa.asn.au

- the [State Planning Regulatory Provision](https://planning.statedevelopment.qld.gov.au/planning-framework/infrastructure-planning/infrastructure-charges) (adopted charges), available online at <https://planning.statedevelopment.qld.gov.au/planning-framework/infrastructure-planning/infrastructure-charges>.



Pr9253 - Connections Administration Manual

1.1. Principles

In preparing the Connections Administration Manual (the Manual), the following principles were considered:

- ensuring the guidelines, standards and specifications were achievable
- providing flexibility to encourage innovation and best practice and take into account regional or localised conditions within the growth areas.

1.2. Objectives of the Manual

The primary objective of the Manual is to document the administration of the planning, design, assessment, approval, construction and handover activities related to the establishment of connections to Unitywater's water supply and sewerage network infrastructure.

1.3. Definitions

These **definitions** apply only to this document:

Term	Meaning
Act	The <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> .
ADAC	Asset design and as constructed
Applicant	In this document means the following: <ul style="list-style-type: none"> • for an application for Connection Approval — the Applicant for approval of the connection • for a request for a Standard Connection — the person requesting the standard connection • for a Water Approval — the person in whom the benefit of the approval vests • note that the Applicant may or may not be a Consulting Engineer • if the applicant is not the Consulting Engineer, the applicant must appoint a Consulting Engineer and provide written confirmation that the Consulting Engineer can act on the applicant's behalf.
Certificate of Completion	Notice under section 99BRAR of the Act stating that the holder of a Connection Approval has: <ul style="list-style-type: none"> • complied with the conditions of the approval, and • paid the fees and charges under the approval.
Combined Drain	A section of private property drainage, where more than one property discharges into a single property connection point. The properties are separately titled and not covered by an easement for the purposes of services access.
Connection	Has the same meaning as in the Connections Policy
Connection Approval	In this document means a water approval for any of the following: <ul style="list-style-type: none"> • a Standard Connection • a Staged Connection • any Other Connection.
Connections Area	The same meaning as in the Connections Policy.
Connections Policy	Is the Connections Policy as contained within the Netserv Plan Part A.



Pr9253 - Connections Administration Manual

Term	Meaning
Consulting Engineer	An engineer who is a Registered Professional Engineer under the <i>Professional Engineers Act 2002</i> (RPEQ) registered in an area of engineering relating to the Realisation of Infrastructure.
Contractor	A contractor commissioned by a developer or their representative to construct water supply and sewerage infrastructure.
Contributed Asset	A network asset constructed by a developer and then handed to Unitywater for inclusion into Unitywater's assets register.
Decision Notice	The same meaning as in the Act.
Defects Liability Period	Refer to the meaning of 'Maintenance Period'.
Developer	The Applicant or a person authorised by the Applicant to carry out the works authorised under a Connection Approval.
Dual Occupancy	The same meaning as in the Connections Policy.
Future Connections Area	The same meaning as in the Connections Policy.
Information Request	The same meaning as the Act.
Infrastructure Charges	The costs applied to development to support the provision of trunk infrastructure that services the development (<i>Section 6</i>).
Maintenance Period	The same meaning as in (<i>Section 10.1</i>).
Master Plan	A Plan showing the planning and sequencing of delivery of the water and sewerage infrastructure for the development related to the Staged Connection.
Minor Variation	A minor modification, addition, or variation to works that does not deviate materially from the approved plans to which the Connection Approval relates and which does not materially affect compliance with the conditions for a Connection Approval, but ordinarily will seek to achieve compliance in a different way (<i>Section 7.8.1</i>).
Netserv Plan	The Unitywater Netserv Plan Part A.
Network Connection	The same meaning as in the Connections Policy
Network Works	Are works for a Network Connection involving the extension or upgrade of Unitywater's network infrastructure. A Network Works Approval is a water approval aspect that may be given under a Connection Approval and is distinguished from a Connection Approval aspect of a water approval.
Network Infrastructure	The same meaning as in the Act.
Not Properly Made	An application is Not Properly Made when: <ul style="list-style-type: none"> the application submitted through the Development Portal has not been completed properly, or the correct application fees have not been paid, or the owner's consent has not been supplied, or insufficient supporting information has been provided to assess the application.
On-Maintenance	The same meaning as in <i>Section 8.3</i> .



Pr9253 - Connections Administration Manual

Term	Meaning
Off-Maintenance	The same meaning as in <i>Section 10.3</i> .
Other Connection	A category of connection application and approval and has the same meaning as in the Connections Policy.
Owners Consent	As defined in <i>Section 4.1</i> .
Planned Network Intervention	Any activity that has the potential to impact on: <ul style="list-style-type: none"> • how the system is normally operated (as stated in the Network operational Plan), • the continuity of service, or • the quality of service (water quality, pressure).
Pre-Lodgement Application	Development Portal Application to obtain: <ul style="list-style-type: none"> • Advice Notice (same meaning as Service Advice Notice in the Act) • Eligibility Request • Exceeding Unitywater Planning Assumptions.
Provisional Certificate of Completion	A notice stating that the holder of a Connection Approval has: <ul style="list-style-type: none"> • provided satisfactory security to Unitywater to ensure compliance with the conditions of the approval, and • paid the fees and charges under the approval.
Realisation of Infrastructure	Any or all aspects of the planning, design, construction, supervision of construction, testing and commissioning of water supply and sewerage infrastructure that will be handed over to Unitywater as Contributed Asset.
Restricted Connection Area	The same meaning as in the Connections Policy.
Schedule of Works	The Schedule of Works as contained within the Netserv Plan Part A.
SEQ Code	The South-East Queensland Water Supply and Sewerage Design and Construction Code, usually abbreviated as 'SEQ WS&S D&C Code'.
Services Advice Notice	The same meaning as in the Act.
Staged Connection	A category of connection application and approval and has the same meaning as in the Connections Policy.
Staging Plan	The plan showing the sequencing of the development related to the staged connection.
Standard Connection	A category of connection application and approval and has the same meaning as in the Connections Policy.
Trunk Infrastructure	The same meaning as in Unitywater's <i>Schedule of Works</i> .
Variation	The alteration of the nature or scope of Network Works that have been authorised under a Connection Approval.
Water Approval	The same meaning as in the Act.



Pr9253 - Connections Administration Manual

1.4. Implementation

This Manual is a living document, formatted to allow for revision and amendment from time to time.

1.5. Exceptions

This Manual establishes a consistent approach to the administration of the design, assessment, approval, construction and acceptance of water supply and sewerage infrastructure associated with Connection applications in Unitywater's service area. Deviation from the criteria listed in this Manual may be considered in exceptional circumstances, provided that the Applicant can demonstrate that:

The objectives and requirements of the Unitywater Connections Policy and the SEQ Code are achieved; and

- the objectives and intent of the Manual will be achieved
- a net community benefit is derived.

Approval of exceptions within the above framework is at the discretion of Unitywater.

1.6. Innovation and Continuous Improvement

Standards and processes outlined in this Manual have been developed based on the application of best practice approaches, they are modified and updated as necessary to address new and emerging needs and challenges.

1.7. Roles and Responsibilities

It is essential that relevant stakeholders in the application, assessment, approval, construction and acceptance of all water and sewerage infrastructure that will be handed to Unitywater as Contributed Assets understand their roles and responsibilities.

A non-exhaustive list of the roles and responsibilities is included in Table 1 (refer to following page):



Pr9253 - Connections Administration Manual

Table 1: Roles and responsibilities of each stakeholder in the realisation of asset process

Unitywater Development Services	Consulting Engineer	Contractor
Manage all aspects of the connection applications made to Unitywater.	<p>Superintendent responsibility for all engineering matters for a water approval associated with a site including:</p> <ul style="list-style-type: none"> Investigation - including network analysis, network locations, lowest lifecycle cost assessment of options and recommendation, efficient extension proposal and consultations with relevant stakeholders. Certification; required to comply with SEQ Code i.e. trench compaction, vacuum testing, ovality, bacterial/chlorine, pressure, etc. Design - including compliance with Unitywater's requirements, standards and specifications. Supervision - including site Workplace Health and Safety, site Quality Assurance, pre-start appointments, compliance with approved plans and Unitywater's requirements, standards and specifications. Asset handover - including commissioning of active assets, inspection, certification, testing, and documentation applicable for asset handover. 	Construct all water supply and sewerage works in accordance with the Unitywater-issued approved plans and Unitywater's requirements, standards and specifications.
Periodic compliance inspections of works during construction.		
Attend periodic and scheduled site meetings with consulting engineer.	Attend periodic and scheduled site meetings with Unitywater inspector and contractor.	Attend periodic and scheduled site meetings with consulting engineer and Unitywater inspector.
Process Contributed Assets handover on behalf of Unitywater.		Undertake any commissioning and remedial work associated with Contributed Assets as directed by the consulting engineer.
Attend by invitation and conduct pre-start meeting.		Ensure compliance with all regulations on site such as <i>Work Health and Safety Act 2011</i> and work contracts.



Pr9253 - Connections Administration Manual

2. Services Advice Notice

[Back to Contents](#)

A services advice notice is similar to pre-lodgement advice received from a local government before lodging a development application. A services advice notice request is not an application for connection and Unitywater's response cannot be construed as granting approval to connect. While Unitywater will endeavour to provide accurate advice, services advice notice does not bind Unitywater if the person requesting the notice subsequently applies for approval to connect. Service advice notice information is preliminary advice only and in no way constitutes approval towards any connection application. Unitywater may amend any advice following the receipt of a detailed connection application.

An applicant may make a connection application without requesting a Services Advice Notice however, Services Advice Notices are encouraged by Unitywater as the most appropriate means of dealing with enquiries of a complex or site-specific nature, or where formal feedback is being sought from Unitywater on a specific development connection concept or proposal plan.

2.1. A Services Advice Notice is intended to:

- Provide advice about a proposed connection having regard to Unitywater's Connections Policy and Schedule of Works.
- Provide advice about charges and conditions that may apply.
- Provide other relevant and available information about the proposed connection, such as policy and servicing requirements, including applicable Unitywater connection and application requirements.

2.2. A Services Advice Notice is *not* intended to:

- Provide a detailed assessment of the development proposal,
- Determine the likely outcome of the ensuing assessment process, or
- Provide a detailed compliance audit of the development proposal against applicable or other Unitywater policy instruments.

2.3. Disclaimer

Unless another period is specified in the Notice, advice contained in a Services Advice Notice is relevant for six months from the date the Notice is given.

However, as provided in Section 99BRAD of the Act, please note:

- a Services Advice Notice is an advisory notice that does not replace the need for a person to apply for approval for a connection
- the information provided in the Notice does not bind Unitywater's decision on a subsequent application for approval of a connection.



Pr9253 - Connections Administration Manual

2.4. Requesting a Services Advice Notice

2.4.1. Request Form

The Connections Policy (Section 3.1.b) describes the requirements for requesting a Services Advice Notice.

An Applicant must submit a “Pre-Lodgement – Application” through the Development Portal and tick ‘Advice Notice’ from the available selections.

Information that must be submitted with your request for a Services Advice Notice (Pre-Lodgement – Application) is outlined in the Development Portal. This includes details of the proposal, associated plans and documentation. Providing more specific information enables more detailed advice to be provided. Failure to provide suitable or adequate information will result in the application being deemed not properly made and will be placed on hold until the relevant information is received.

2.4.2. Unitywater Pre-Lodgement - Application (Services Advice Notice)

Unitywater will carry out a preliminary assessment of the proposed development and, depending on complexity, will provide an Advice Notice by **either** of the following two methods:

2.4.2.1. Pre-Lodgement – Application (Advice Notice) - no meeting

Unitywater will carry out an assessment of the request and if Unitywater deems that a meeting is not necessary, will issue an Advice Notice to the Applicant within Twenty (20) business days after receiving the request.

The applicant will receive an email notification advising the Advice Notice response is ready and available in the Development Portal to access, as required.

2.4.2.2. Pre-Lodgement – Application (Advice Notice) - meeting

Unitywater will carry out an assessment of the request and if Unitywater deems that a meeting is necessary, will confirm a meeting date and time with the Applicant within Ten (10) business days.

Unitywater’s Advice Notice meeting is a meeting between an Applicant and Unitywater to discuss a connection proposal prior to the formal lodgement of a connection application. Unitywater’s Advice Notice meeting provides the opportunity to discuss and receive feedback from Unitywater on the technical aspects of a development proposal, following a preliminary assessment by Unitywater of submitted plans and documents detailing the proposal.

Unitywater’s Advice Notice meetings are generally up to one (1) hour in length (a longer meeting may be considered upon request) and will be attended by appropriate Unitywater team members. Meetings can be arranged online or at Unitywater’s offices at:

- 6-10 Maud Street, Maroochydore
- 1737 Anzac Avenue, Mango Hill.

It is advisable that the Applicant attends the meeting with relevant advisors and consultants.

Unitywater will issue an Advice Notice, through the Development Portal, within five (5) business days after the meeting.



Pr9253 - Connections Administration Manual

2.4.3. Eligibility Request or Exceeding Unitywater Planning Assumptions

An A&C Eligibility Request or Exceeding Demand Planning Assumption request is to be submitted through the Development Portal. Select “Pre-Lodgement – Application” and tick ‘Eligibility Request’ or “Exceeding Unitywater Planning Assumptions’ from the available selections as required.

These requests may be submitted by Registered Certifiers to Unitywater, in the course of performing a Network Demand Assessment in accordance with Section 4.5.1 Network Demand Assessment (Other Connections) and/or Section 4.6.2 Network Demand Assessment (Staged Connections). 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, and Fire Fighting requirements.

This 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.

The applicant will receive an email notification advising the ‘Eligibility Request’ or ‘Exceeding Demand Planning Assumptions’ response is ready and available in the Development Portal to access, as required.

3. Categories and Types of Connections [Back to Contents](#)

The Act and the Connections Policy establish connection categories as being a Standard Connection, Other Connection or Staged Connection.

Within each category a ‘Type’ of connection that defines the event where a connection application is required. Connection applications must be made to Unitywater, through the Development Portal, if an Applicant intends to:

3.1. Connect to a Unitywater network

Examples of connections include but are not limited to:

- a. a new dwelling (residential house) requiring connections to water supply (water meter) and sewerage services (household sewerage connection)
- b. a subdivision requiring connection to Unitywater water supply and sewerage networks.

3.2. Alter either a Unitywater network or a Unitywater service

Examples of alterations include but are not limited to:

- a. an existing dwelling (with a 20mm diameter water meter) being demolished and a new unit development proposed to be constructed in its place. The water service will need to be upgraded to a 100mm diameter water meter to accommodate the new development
- b. a new building is proposed however there is an existing Unitywater sewer main on the property that needs to be relocated.



Pr9253 - Connections Administration Manual

3.3. Disconnect from a Unitywater service or network

Examples of disconnections include but are not limited to:

- a. an existing dwelling is being demolished and the dwelling's internal water and sewerage services are required to be disconnected from the existing water meter and the sewer connection points that were servicing the dwelling
- b. a larger diameter main is constructed to replace an existing smaller diameter main. The smaller diameter main is no longer required and is to be disconnected from Unitywater's network.

Examples of each category of connection are outlined below, but please refer to the Connections Policy and the Act for additional details.

3.4. Standard Connection

An example of a Standard Connection is a new residential house located inside the Connection Area that requires connections to water supply (involving a 20mm or 25mm diameter water service and meter) and/or sewerage services (household sewerage connection).

3.5. Standard Connection – Dual Occupancy/Duplex – Price on Application (POA)

A Standard Connection Application that has been identified as a Dual Occupancy/Duplex or a Subdivision will require an assessment and quotation by Private Works.

Connections are to be submitted through the Development Portal via 'Connection Services' or 'Duplex' Application.

3.6. Other Connection

A single application and approval is required to give effect to the connection or connections. Examples of applications that fall under the Other Connection category include:

- a. A new unit development is proposed to be constructed. The proposed development can connect to the existing sewerage connection point without the need for an upgrade. The development will require a large diameter water meter (e.g. a 100mm diameter meter as deemed by the Applicant's hydraulic consultant) to provide the necessary domestic and fire flows. The application is a single application to Unitywater, to assess and decide. This will be the 'connection application' aspect of the development.
- b. A five-lot subdivision is proposed that requires the extension of water supply and sewerage reticulation. The Applicant's Consulting Engineer designs the water supply and sewerage network works and submits the design as one package ('connection application' for the five-lot subdivision and the associated 'network works' design). If the 'connection application' and 'network works' is approved it will be subject to conditions. The network works construction and handover processes can proceed after approval is issued.
- c. Boundary Realignment – A connection application is required to be lodged where the boundary realignment results in the existing water or sewerage service connection servicing any existing building or dwelling that will remain on the site not being located within the lot containing the building or dwelling. As a result this will require the installation of a new water supply or sewerage service connection or an alteration to the existing connection to relocate the service connection.



Pr9253 - Connections Administration Manual

Where a boundary realignment results in a vacant lot/s being created without an existing water supply or sewerage connection, the developer will be required to provide the water supply and sewerage connection to those lots. Infrastructure charges may be applicable depending on the existing lawful uses and configuration on the site. Please note that to finalise a compliance assessment for survey plan of the boundary realignment with Council it will be necessary for Unitywater to issue a Certificate of Completion. Please refer to Section 8 for information on Certificate of Completion.

Note: Other Connections are known as Connection Application Demand Assessments (CADA) and/or Network Works (NW) applications in the Development Portal. Application types include 'Subdivision', 'Multi-Residential Units' or 'Commercial or Industrial'.

3.7. Staged Connection

Two (2) or more applications and approval are required to give effect to the connection or connections.

A Staged Connection may result from the following:

First application: A proposed subdivision (e.g. 2 lots or 500 lots) where the first application is for the Connection Approval for the entire subdivision to connect to Unitywater's water supply and sewerage networks. Unitywater will assess the connection of the subdivision and, if suitable, approve the application subject to conditions (This is similar to the previous process with Council whereby a reconfiguration of a lot development approval was issued for water supply and sewerage aspects).

Second application or subsequent applications: The Applicant will then design the necessary water supply and sewerage network works and make subsequent Staged Connection applications, where all subsequent applications are for 'network works' approvals of the water supply and sewerage network works for each stage of the development (This is similar to the previous process with Council whereby an operational works approval was issued for water supply and sewerage aspects).

Note: Staged Connections are known as Connection Application Demand Assessments (CADA) and/or Network Works (NW) applications in the Development Portal. Application types include 'Subdivision', 'Multi-Residential Units' or 'Commercial or Industrial'.

3.8. Conversion Applications (Non-Trunk works to Trunk works)

This section must be read in accordance with the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*, Chapter 4C Water approvals and infrastructure, Division 5 Miscellaneous provisions about trunk infrastructure, Subdivision 1 Conversion of particular non-trunk infrastructure before construction starts.

With reference to sections 99BRDD and 99BRDE of the Act, in the instance that:

- a water approval condition under section 99BRDJ of the Act requires non-trunk infrastructure to be provided, and
- construction of the non-trunk infrastructure has not started,

The applicant for that water approval may make a Conversion Application in writing to Unitywater to request conversion of the non-trunk infrastructure to trunk infrastructure.



Pr9253 - Connections Administration Manual

4. Applications

[Back to Contents](#)

The different connection categories require the submission of different levels of supporting information, ranging from very basic to very detailed design plans. The application processes for each category of Connection are outlined below:

4.1. Owners' Consent

This applies for all categories of connections.

The Act (sections 99BRAf and 99BRAU) requires that applications for connections must be accompanied by the written consent of all land owners related to the connection. If the Applicant is not the owner of the land related to the connection, the written consent of all related owners must accompany the application. Failure to supply owner's consent will deem the application to be Not Properly Made.

It is important to note that the term 'related to the connection' means not only the owner of the land to be connected, but also includes the owners of the land for which access is required to provide the connection.

However, if the land related to the connection is a publicly controlled place (e.g. road), the consent of the owner of that land is not required to accompany the application. See section 99BRAf (2) and 99BRAU (2) of the Act.

Example of a land related to the connection is, if a sewerage connection is required and the nearest suitable sewerage main is located on property adjoining the land to be connected, written consent from the neighbouring land owner is required to accompany the application.

4.2. Application Fees

The application must be accompanied by the applicable fee. The fee must be paid with the application submission, through the Development Portal. Applicable fees can be found on the Unitywater website, refer to [Development Services Fees and Charges](#).

The preferred method of payment of fees is via credit or debit card or electronic funds transfer (EFT). An application fee cannot be split or reduced for multiple payments. Unitywater does not accept cheque or cash payments.

4.3. Properly Made Application

The Act (sections 99BRAf and 99BRAU) and the Unitywater Connections Policy (Schedule 2) set out the requirements for making applications for connections.

A properly made application requires all of the following matters to be completed by the Applicant:

- completion and submission of the Unitywater application through the Development Portal
- payment of the stated fees with the application submission in the Development Portal, as per Unitywater's Fees and Charges Schedule
- if the Applicant is not the owner of all land related to the connection, provide the land owner's written consent to the application (refer Section 4.1 above)
- sufficient supporting documentation as defined in the CAM and consistent with the type of application being made.



Pr9253 - Connections Administration Manual

An application that is not properly completed cannot be decided until all of the information mentioned above is provided by the Applicant, i.e. processing of the application will be placed on hold until all of the required information is received.

4.4. Standard Connection

Standard Connections do not require water supply and sewerage network works. The works are limited to the installation of water meters and cut-in of sewerage property connection points where these are not currently available. These types of works do not require detailed network works designs; however, a suitable site plan showing location of existing water supply and sewerage services is required. In accordance with section 99BRAU of the Act and Schedule 1, Table 1 of the Connections Policy, the following shall be included in the request for a Standard Connection. A Standard Connection Application that has been identified as Dual Occupancy/Duplex or Subdivision will require an assessment and quotation by Private Works.

Note: Standard Connections are to be submitted through the Development Portal via 'Connection Services' Application.

The application process for **Standard Connections** is as follows:

4.4.1. Dual Occupancy

Individual water supply must be provided to each dual occupancy unit, meaning that each unit must have its own metered water service connection point. This may require the developer to pay for an additional metered water supply connection point and infrastructure charges if the lot only has a single connection point installed. Where infrastructure charges are applicable these must be paid prior to the water supply connection service being installed. A Standard Connection Application that has been identified as a Dual Occupancy/Duplex or Subdivisions will require an assessment and quotation by Private Works.

Relative's Accommodation, Dependant Person's Accommodation, Associated Unit, Secondary Dwelling or Multiple Housing Type 1.

Note: Standard Connections are to be submitted through the Development Portal via 'Duplex' Application.

Making a standard application through the Development Portal, for a metered connection for any of the above uses must demonstrate that the use applied for meets the definition as per below for the Council area the subject lot is contained within:

- Relative's accommodation (under the Redcliffe City Planning Scheme), or
- Dependent person's accommodation (under the Caboolture Shire plan), or
- Associated unit (under the Pine Rivers Plan), or
- Secondary Dwellings (under Sunshine Coast Planning Scheme 2014), or
- Multiple Housing Type 1 – Relative or employee (Noosa Plan).

4.4.2. Other supporting documents

4.4.2.1. General

Dual Occupancy applications must be accompanied by a:

- floor plan detailing total number of bedrooms per unit
- street plan adequately locating subject site
- dimensioned locality plan of proposed meter/s.



Pr9253 - Connections Administration Manual

4.4.2.2. Water Supply

Where installation of a water service point and meter is required, it is mandatory for the Applicant to submit a water supply locality plan for the dwelling to be connected.

Where a water service point (no meter) exists for a property and the Applicant intends to connect at this location, standard connection charges will apply. Unitywater will install the water meter at the existing water service point location, within 15 business days after the approval taking effect.

If a property already has a water service point or a water service point and meter and the Applicant is requesting an alternative location (an 'alteration'), the Applicant must:

- submit a dimensioned water supply locality plan for the dwelling to be connected, to ensure that the water meter is positioned appropriately
- pay the prescribed standard connection charge (refer Section 4.2 for details).

4.4.2.3. Sewerage

Where installation of a sewerage property connection is required, it is mandatory for the Applicant to submit a dimensioned locality plan showing where the connection point needs to be installed so that it can satisfactorily serve the dwelling to be connected.

Where a sewerage property connection already exists and the Applicant is requesting an alternative location for connection (an 'alteration'), the Applicant must submit the following:

- a dimensioned locality plan showing where the connection point needs to be installed (including dimensioned location of the connection, depth and finished surface level details), and

Once approval has been granted and a Connection Approval decision notice is issued to the Applicant, Development Services will notify Private Works to provide a quotation for the construction of the new sewerage connection when the connection is required to be installed. The applicant will receive an email notification to advise that the Private Works quote is ready to view and pay, in the Development Portal.

4.4.3. Plumbing and Drainage Act compliance permit taken to be Standard Connection Approval in some cases

There is no requirement to make a Standard Connection Request if the following applies:

- all of the Standard Connection criteria are satisfied
- the necessary Property Service Infrastructure for the standard connection is already installed on the land (including the water meter for a standard water connection and/or the sewerage connection point).

In these situations, the plumbing and drainage compliance permit given by the Council is taken to also be the approval for the Standard Connection. Unitywater's Standard Conditions for the connection will be attached to the compliance permit given by the Council.

Unitywater has entered into arrangements with the Participating Councils to avoid the need for separate Standard Connection and Plumbing and Drainage approvals to be issued where there is no physical infrastructure impact on Unitywater's networks for class 1 and 10 buildings.



Pr9253 - Connections Administration Manual

4.5. Other Connections

The distinguishing feature of the Other Connection category is that a single application and approval is required to give effect to the connection or connections if network works or additional network demand are involved. This requires the network works design drawings to be submitted with the application.

Examples of applications that fall within the **Other Connection** category include but are not limited to an installation of a larger diameter water meter, a network extension or upgrade or a subdivision (e.g. 2 lots or 500 lots) involving a combination of network extension or upgrade to service each lot and service point installation (water meter). As such the design of the works could range from a hydraulic plan showing the location of the proposed water meter on a property to a detailed design of network works incorporating multiple documents. In accordance with the Connections Policy, if network works are proposed in this category of connection, and no subsequent application stages are proposed, the application must be accompanied by detailed designs for approval to construct the network works. Otherwise the application will become a **Staged Connection** (as a result of the requirement for a second application to be lodged for the Network Works Approval).

Note: Other and Staged Connections are known as Connection Application Demand Assessments (CADA) and/or Network Works (NW) applications in the Development Portal. Application types include 'Subdivision', 'Multi-Residential Units' or 'Commercial or Industrial'.

The application process for **Other Connections** is as follows:

4.5.1. Network Demand Assessment

Where a connection application is seeking a 'Connection Approval' (not 'Network Works Approval'), this aspect must be accompanied with a calculation of the network demand of the proposed development in accordance with the SEQ Water Supply and Sewerage Design & Construction Code – Design Criteria, Appendix A3 – Unitywater. Unitywater will assess 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 as stated in Unitywater's Schedule of Works and supporting demand forecast models.

4.5.1.1. Development Plans

The connection application submitted through the Development Portal must be accompanied with 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. Some examples of proposed plans are:

- Subdivision layout plan
- Group-titled subdivision plan
- Development plan
- Hydraulic plans – for applications not involving subdivision of land, details of water supply and sewerage connection and sub meters, where applicable, must be demonstrated on a plan.



Pr9253 - Connections Administration Manual

4.5.2. Network Works Design Calculations

The water supply and sewerage network works design must be in accordance with the SEQ Code.

Design calculations, performance curves, detention times and other information about the design of the pipelines, pumping stations, rising (pressure) mains and any other relevant water supply and sewerage network works infrastructure, as specified in the SEQ Code, must be included in the application for connection submitted through the Development Portal.

4.5.3. Network Works Design Drawings

The water supply and sewerage network works design drawings must be in accordance with the SEQ Code.

The water supply and sewerage network works design drawings must be submitted through the Development Portal.

Larger document files size can be submitted electronically via Unitywater's document management portal, Objective Connect (the share folder will be set up by Development Services upon request through "Submit an Enquiry" in the Development Portal).

It is recommended that the water supply and sewerage network works design drawings are in ADAC format as recommended in the SEQ Code.

In addition to the above, where non-Unitywater engineering works are proposed under an Operational Works application to the relevant council (e.g. civil works on the site), an electronic copy of the non-Unitywater engineering works preliminary or approved design drawings shall also be submitted to Unitywater with the application through the Development Portal.

4.6. Staged Connections

The **Staged Connections** category is primarily intended for applications for multi-staged developments involving network connections for multi-staged subdivisions and master planned communities. This category also includes single staged developments where the first application is not accompanied with engineering designs for network works to service the proposed development. In accordance with the Connections Policy, this category of connection likely involves water supply and/or sewerage network works and applications will be accompanied by detailed designs of the proposed network works for approval.

Note: Other and Staged Connections are known as Connection Application Demand Assessments (CADA) and/or Network Works (NW) applications in the Development Portal. Application types include 'Subdivision', 'Multi-Residential Units' or 'Commercial or Industrial'.

The application process for **Staged Connections** is as follows:

4.6.1. First application

The first application for a Staged Connection is different from subsequent applications. This application is made to Unitywater to seek approval to connect the development to Unitywater's water supply and sewerage networks (the Connection Approval' aspect).

The first application for Staged Connection requires:



Pr9253 - Connections Administration Manual

4.6.1.1. Development Plans

The connection application submitted through the Development Portal must be accompanied with 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. Some examples of proposed plans are:

- Subdivision layout plan
- Group-titled subdivision plan
- Development plan.

4.6.2. Network Demand Assessment

The connection application submitted through the Development Portal must be accompanied with a calculation of the network demand of the proposed development in accordance with SEQ Code Water Supply and Sewerage Design Criteria Appendix A5. Unitywater will assess 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 as stated in Unitywater's Schedule of Works and supporting demand forecast models.

4.6.2.1. Other Supporting Documents

Depending on the complexity or the size of the connection application proposal and the demand the development will impose on Unitywater networks, additional reports or documents may need to accompany the application submitted through the Development Portal. These include:

- a supporting report on the proposed development
- servicing strategies for the development
- networks analysis reports
- a subdivision or unit development staging plan
- a network staging plan.

It is anticipated and encouraged that for complex applications, Applicants should request a Services Advice Notice, prior to lodging a connection application, to inform the additional supporting document requirements.

4.6.2.2. Network Works Design Calculations

If the first application proposes any network works, the water supply and sewerage design must be in accordance with the SEQ Code.

Design calculations, performance curves, detention times and other information about the design of the pipelines, pumping stations, rising (pressure) mains and any other relevant water supply and sewerage network works infrastructure, as specified in the SEQ Code, must be included in the application for connection submitted through the Development Portal.



Pr9253 - Connections Administration Manual

4.6.3. Lowest Lifecycle Costing Report

Where a range of servicing options may be available for the proposed development, Unitywater may request the applicant to submit a Lowest Lifecycle Costing Report in accordance with the requirements of SEQ Water Supply and Sewerage Design and Construction Code – Design Criteria, Section 2.5 Lowest Lifecycle Costing.

4.6.4. Second and Subsequent Applications

The second and any subsequent application will likely be for network works design approvals to construct and connect each stage of the development to Unitywater's water supply and/or sewerage network.

Note: Other and Staged Connections are known as Connection Application Demand Assessments (CADA) and/or Network Works (NW) applications in the Development Portal. Application types include 'Subdivision', 'Multi-Residential Units' or 'Commercial or Industrial'.

The second and/or subsequent Staged Connection application must include the following:

4.6.4.1. Network Works Design Calculations

The water supply and sewerage design must be in accordance with the SEQ Code.

Design calculations, performance curves, detention times and other information about the design of the pipelines, pumping stations, rising (pressure) mains and any other relevant water supply and sewerage network works infrastructure, as specified in the SEQ Code, must be included in the application for Connection submitted through the Development Portal.

4.6.4.2. Network Works Design Drawings

The water supply and sewerage design drawings must be in accordance with the SEQ Code.

The Network Works design drawings are to be submitted with the Development Portal application.

Larger document files size can be submitted electronically via Unitywater's document management portal, Objective Connect. (The share folder will be set up by Development Services upon request through "Submit an Enquiry" in the Development Portal).

It is recommended that the design drawings are in ADAC format as recommended in the SEQ Code.

In addition to the above, where non-Unitywater engineering works are proposed under an Operational Works application to the relevant council, an electronic copy of the non-Unitywater engineering works preliminary or approved design drawings shall also be submitted to Unitywater with the application through the Development Portal.

4.6.4.3. Conversion Applications (Non-Trunk to Trunk Infrastructure)

For conversion application assessment purposes, Unitywater has adopted the criteria as listed in the version of City of Moreton Bay (previously known as the Moreton Bay Regional Council) Infrastructure Charges Resolution (MBRC ICR) current at the time of lodging the application.

An Applicant must make a Conversion Application that addresses all requirements outlined in the City of Moreton Bay Infrastructure Charges Resolution (MBRC ICR) Part 5 Offset and refund for trunk infrastructure, including but not limited to 'Conversion criteria' and the City of Moreton Bay Infrastructure Charges Resolution Implementation Policy Part 5.



Pr9253 - Connections Administration Manual

At the time of publishing of this version of the Manual, MBRC ICR (No 5) 1 September 2016, section 20 Conversion criteria was as follows:

The infrastructure:

- (a) meets the definitions of trunk infrastructure contained within the Priority Infrastructure Plan,
- (b) has an approved design with the capacity to service multiple unrelated developments in the area, and
- (c) is owned or is to be owned by the Local Government or Distributor-retailer, and
- (d) is not temporary infrastructure or sacrificial works to be superseded by an ultimate solution, and
- (e) has a function and purpose that is consistent with other trunk infrastructure identified in the definition of trunk infrastructure and the plans for trunk infrastructure shown in the Priority Infrastructure Plan, and
- (f) The infrastructure would meet the desired standards of service in the Priority Infrastructure Plan, and
- (g) The infrastructure is not consistent with non-trunk infrastructure for which conditions may be imposed in accordance with section 665 of the Act or section 99BRDJ of the SEQ Water Act, and
- (h) is of a type, size and location which is most cost effective option (based on the life cycle cost of the infrastructure to service future urban development in the area at the desired standard of service) for servicing multiple users in the area, and
- (i) could have been planned by the Local Government or Distributor-retailer without knowing the detailed layout of lot reconfigurations or the design details for material change of use applications in the area, and
- (j) services development completely inside the priority infrastructure area.

The applicant must submit an application that demonstrates that all conversion criteria have been met, including the submission of all necessary supporting documentation.

Where the cost of trunk infrastructure is not identified in the Netserv Plan, the Applicant must determine the cost to establish the proposed infrastructure in accordance with the current version of MBRC ICR Schedule 5: Method for re-calculating establishment cost (Work Contribution).

The supporting documentation required with each conversion application needs to include:

- evidence of a Unitywater approved Network Analysis Report or a Unitywater Services Advice Notice identifying necessary infrastructure with relevant infrastructure sizes
- a concept or preliminary 'Proposed Trunk Infrastructure Layout Plan'
- a Bill of Quantities for the design (refer to MBRC ICR Schedule 5 (1) b. i.)
- a first principles cost estimate (Cost Estimate) prepared by a qualified and registered Quantity Surveyor or RPEQ (refer to MBRC ICR Schedule 5 (1) b. ii.).



Pr9253 - Connections Administration Manual

4.7. Additional matters to be addressed with Other or Staged Connection Applications

There may be a need for additional information to be submitted in support of Other or Staged Connection applications, depending on the type of development. Extra information may be requested by Unitywater after an application is lodged.

Note: If information is required the applicant will receive a "Request for Information" through the Development Portal. The application will remain on hold until the information is received.

4.7.1. Combined Drains

In the past, a number of properties were allowed to be serviced by a common drain directing the discharges to one sewerage connection point. Common drains are no longer permitted (other than Duplexes), and any Connection Application associated with a property with a common drain will require the Applicant to ensure that each property is provided with separate sewerage connection points.

The Applicant is responsible for all costs and permissions required to facilitate the transition from a combined drain.

4.7.2. Consent to Enter and Construct

There may be instances where proposed works will need to be constructed on property or properties not owned by the Applicant.

This requires the Applicant to gain the necessary permissions to be able to construct the works through those properties. Unitywater requires the applicant to provide evidence that the necessary permissions have been obtained by the Applicant.

4.7.2.1. Private Property

In the event that works are to be constructed through or on properties not under the control of the Applicant, the Applicant must obtain written consent for construction of the works from each property owner on whose property the infrastructure is to be constructed.

Should a land dedication or an easement be required as a result of the proposed works, proof of the registration of easements and/or land dedication in favour of Unitywater must be carried out as per Sections 4.7.3 Land Dedication and 4.7.4 Easements below.

The Applicant shall be responsible for **all** costs associated with acquiring the necessary consent to enter and construct.

The Connection Application **will not be assessed** without the submission of all necessary written consents.

4.7.2.2. Consent to Enter and Construct on Local or State Government Controlled Property

If the proposed works are to be constructed on State government property such as parks and public space, the Applicant must submit with the Connection Application a written consent from the relevant State Agency, consenting to the construction of the works on the subject property.

Should a land dedication or an easement be required as a result of the relevant State Agency requirements, proof of the registration of easements and/or land dedication in favour of Unitywater must be carried out as per Sections 4.7.3 Land Dedication and 4.7.4 Easements below.



Pr9253 - Connections Administration Manual

The Applicant shall be responsible for **all** costs associated with acquiring the necessary consent to enter and construct.

Evidence of any necessary permit or consent is to be submitted with the Prestart Inspection Notification through the Development Portal.

4.7.3. Land Dedication

Land dedication for the purposes of Unitywater easement and sewage pumping station lots must be performed in accordance with the SEQ Code requirements and with the conditions of the Connection Approval.

4.7.4. Easements

Easements shall be provided in accordance with the SEQ Code.

Easement terms shall be Unitywater's most current registered dealing held by [Titles Queensland](#) and shall not be altered or amended.

The Applicant shall be responsible for **all** costs associated with acquiring necessary land easements.

An easement must be registered by the Applicant in accordance with the conditions of the Connection Approval.

4.7.5. Network Works Master Plans

Unitywater may request an Applicant to prepare and provide a Network Works Master Plan detailing the sequencing of the proposed servicing strategy and which is aligned with the council approved staging plan for the relevant development or Connection Approval. This plan will usually be associated with Staged Connection Applications and therefore may be requested to support an application or may be required as a condition to be submitted for approval with the next application under a Staged Connection Application process.

Unitywater will approve the Network Works Master Plan with the Connection Approval under which the Master Plan is submitted. Any variations to an approved Network Works Master Plan must be approved by Unitywater prior to any Staged Connection Approval being issued for the Network Works associated with the Variation. Approval of variations to a Network Works Master Plan can occur at any time and will be facilitated via an amendment request application to Unitywater in accordance with the Connections Policy.

Note: Staged Connections are known as Connection Application Demand Assessments (CADA) and/or Network Works (NW) applications in the Development Portal. Application types include 'Subdivision', 'Multi-Residential Units' or 'Commercial or Industrial'.

4.7.6. Staging Plan

For Staged Connection applications that involve multi-staged multiple dwelling development or staged subdivision, a Staging Plan of the proposal must be submitted with the first application. An interim Network Works Master Plan of the servicing strategy may be submitted at this stage; however, Unitywater requires that a detailed Network Works Master Plan be submitted with the second application, or as otherwise requested by Unitywater. This is to ensure that the Applicant and Unitywater understand the servicing needs and proposals for the Connection Application.

Note: Staged Connections are known as Connection Application Demand Assessments (CADA) and/or Network Works (NW) applications in the Development Portal. Application types include 'Subdivision', 'Multi-Residential Units' or 'Commercial or Industrial'.



Pr9253 - Connections Administration Manual

4.7.7. Trunk Infrastructure Works

There will be instances where Unitywater will require the Applicant to construct Trunk Infrastructure works on behalf of Unitywater or external to the development site to support the Connection proposal. Trunk Infrastructure works is generally works that are identified under Unitywater's Schedule of Works. Unitywater's timing for delivery of the Trunk Infrastructure works may be out of sequence with the connection proposal or vice versa. The arrangements for such external works will generally be as follows:

Note: Trunk Infrastructure Works is known as 'Trunk or Active Asset' applications in the Development Portal. Trunk application types include 'Connection Application', 'Pre-Start', 'On Maintenance' and 'Off Maintenance'.

4.7.7.1. Identification of the Trunk Infrastructure Works

The definition of Trunk Infrastructure has the same meaning as in Unitywater's Schedule of Works, Section 3.2.1 for water supply trunk infrastructure and Section 3.3.1 for sewerage trunk infrastructure.

The need for the Trunk Infrastructure works will generally be identified in pre-lodgement through the Services Advice Notice process or when the first application of the Connection Application is assessed by Unitywater. The need for Trunk Infrastructure works will be informed by the network analysis reporting process.

The subsequent approval of the application will have condition(s) imposed that require the Applicant to establish the identified infrastructure works, for example "construction of a 375mm diameter main from point A to point B" or the payment of additional infrastructure costs.

Note: Trunk Infrastructure Works is known as 'Trunk or Active Asset' applications in the Development Portal. Trunk application types include 'Connection Application', 'Pre-Start', 'On Maintenance' and 'Off Maintenance'.

4.7.7.2. Eligibility for Infrastructure Offset

Financial contributions (Infrastructure Charges) may in certain circumstances be eligible for offset by developer Work Contributions for the establishment of infrastructure that has been identified as trunk infrastructure in the Netserv Plan or has been deemed as trunk infrastructure through the process of conversion of non-trunk infrastructure to trunk infrastructure by means of a conversion application process.

Where trunk infrastructure is identified in the Netserv Plan and establishment of that trunk infrastructure, or 'different trunk infrastructure delivering the same desired standard of service', is a condition of a water approval under section 99BRCQ of the Act, this aspect of the works will be eligible for infrastructure offset.

Where trunk infrastructure is identified in the Netserv Plan but where establishment of that infrastructure has not been included as a condition of a water approval, this aspect of the works may be eligible for infrastructure offset, subject to a conversion application process.

Where infrastructure has not been identified in the Netserv Plan but is deemed by Unitywater through the application process as necessary to service the subject premises (and/or subject catchment), under section 99BRCR of the Act, Unitywater may impose a condition of approval requiring the provision of trunk infrastructure at a stated time.

Under a SPA Development Approval that contains a Unitywater related approval, for eligible works, the Applicant may enter into a Water Infrastructure Agreement for the establishment of the works (Work Contributions) and for offset of these works against any infrastructure charges payable for the development (Financial Contributions).



Pr9253 - Connections Administration Manual

For water approvals given under the Act, the establishment cost of the Work Contributions will be determined as part of the application process, with the cost identified as an Infrastructure Contribution – either an Offset or Refund under section 99BRCT of the Act – in the Infrastructure Charges Notice (or Notices) that accompany an Other or Staged Connection Approval for the development.

Note: Other and Staged Connections are known as Connection Application Demand Assessments (CADA) and/or Network Works (NW) applications in the Development Portal. Application types include 'Subdivision', 'Multi-Residential Units' or 'Commercial or Industrial'.

4.7.7.3. Trunk Infrastructure Planning and Design

The planning and design of any Trunk Infrastructure works required as a condition of a Connection Approval will generally be carried out in accordance with the SEQ Code.

Where the proposed infrastructure is outside the intended scope of the SEQ Code (e.g. larger diameter mains are required) the standards of service contained with Unitywater's Schedule of Works shall be used.

The works will need to be designed and a Staged Connection Application made to Unitywater for approval prior to quotations or tendering occurring.

Note: Trunk Infrastructure Works is known as 'Trunk or Active Asset' applications in the Development Portal. Trunk application types include 'Connection Application', 'Pre-Start', 'On Maintenance' and 'Off Maintenance'.

4.7.7.4. Procurement

The procurement of the infrastructure shall be in accordance with Unitywater's procurement requirements. This may require the Applicant to call for public tenders after the works have been approved by Unitywater.

4.7.7.5. Water Infrastructure Agreements

Where a Water Infrastructure Agreement, with Unitywater under Section BRDR of the Act is applicable to a Connection Approval, Unitywater will provide supporting correspondence to the Connection Approval Decision Notice, outlining the process and requirements for preparing and executing the Water Infrastructure Agreement document. The supporting correspondence will also include documents to assist with understanding the timetable for processing and executing Water Infrastructure Agreements. A Water Infrastructure Agreement instruction sheet will also be provided.

This correspondence and supporting documentation can also be requested at any time to assist with the preparation and execution of a Water Infrastructure Agreement with Unitywater.

Note: Water Infrastructure Agreements are to be submitted through the Development Portal.



Pr9253 - Connections Administration Manual

5. Design, Assessment and Approval

[Back to Contents](#)

5.1. Design

The design of water supply and sewerage infrastructure shall be carried out in accordance with the SEQ WS&S D&C Code. The code can be viewed or downloaded from www.seqcode.com.au.

Some developments require additional or more specific design criteria, as outlined below:

5.1.1. Extent of Infrastructure

5.1.1.1. Water mains

Where water mains are required to be constructed as part of the Network Works, they shall be constructed along the full frontage of the site. This is to enable future mains extension to proceed without impacting on the area where other services, landscaping or turf are likely to be installed.

If a subdivision or boundary realignment results in the water service connection line/point to an existing building being outside the new lot area, the developer shall realign the service line/point to ensure it is contained wholly within the new lot boundary containing the building, providing they intend to maintain connection to this service line/point location.

A separate plumbing works application may be required to be made to the relevant council for internal alteration works required to reconnect to the realigned service line/point.

5.1.1.2. Sewer mains

Sewer mains shall be extended through the site to the boundary of the upstream catchment property or properties at a depth sufficient to service upstream catchment properties. It may be necessary that more than one connection point is made available to adequately service future demand of upstream catchment properties.

If a subdivision or boundary realignment results in the sewer service connection line/point to an existing building being outside the new lot area, the developer shall realign the service line/point to ensure it is contained wholly within the new lot boundary containing the building, providing they intend to maintain connection to this service line/point location.

A separate plumbing works application may be required to be made to the relevant council for internal drainage alteration works required to reconnect to the realigned service line/point.

5.2. Assessment

Applications will be assessed in accordance section 99BRAG of the Act.

For section 99BRAG (3)(c) of the Act, among other things, Unitywater will have regard to this Manual.



Pr9253 - Connections Administration Manual

5.2.1. Timeline

The timelines for assessment of Connection Applications are prescribed by the Connection Policy as follows:

5.2.1.1. Standard Connection

Up to five (5) business days (or a longer period agreed to by the Applicant) after a properly completed request has been received.

Unitywater will give the Applicant a Standard Connection Notice within five (5) business days after the Standard Connection is granted.

Note: Standard Connections are to be submitted through the Development Portal via 'Connection Services' or 'Duplex' Application.

5.2.1.2. Other Connection

Up to twenty (20) business days (or a longer period agreed to by the Applicant) after a properly completed application has been received.

Unitywater will give the Applicant a Decision Notice within five (5) business days after the Other Connection is decided.

5.2.1.3. Staged Connection

Up to twenty (20) business days (or a longer period agreed to by the Applicant) after a properly completed application has been received.

Unitywater will give the Applicant a decision notice within five (5) business days after the Staged Connection is decided.

However, if an application is required to be made to the local government or the state government for works in roads or on other publicly-controlled places, the assessment period will be increased to forty (40) business days to allow the council or state government to carry out their assessment and impose any reasonable conditions.

Note: Other and Staged Connections are known as Connection Application Demand Assessments (CADA) and/or Network Works (NW) applications in the Development Portal. Application types include 'Subdivision', 'Multi-Residential Units' or 'Commercial or Industrial'.

5.2.2. Revisions Prior to Approval

Should it be necessary to revise the network works design drawings during assessment of a Connection Application, amended drawings must be submitted to Unitywater prior to approval being granted. All revisions shall be documented, including (where appropriate) the use of revision clouds and labelling within the title block, provided clarity is maintained on the drawings. Where drawing clarity would be compromised, separate documentation of revisions will be considered.

If extra information such as revised design drawings are required, the assessment period will be increased by up to an extra twenty-five (25) business days (or longer period agreed to by the Applicant) as prescribed in the Connections Policy.



Pr9253 - Connections Administration Manual

5.3. Approval

A 'water approval', or approval, has the same meaning as the Act, at the time of publishing this Manual having definition:

water approval means a decision notice that approves all or part of an application for a connection under chapter 4C, part 2 with or without water approval conditions or water approval charges.

Unitywater will issue a decision notice for a water approval that will include:

- conditions of approval
- approved documents, including reports and design drawings.

Only the approved design drawings shall be used for construction, subject to any amendments required by the conditions of approval.

5.3.1. Errors and Omissions

Unitywater will undertake an audit check of the Network Works drawings in relation to the proposed work. A detailed check of the calculations and drawings may not be undertaken as they have been certified by the RPEQ.

The RPEQ bears all responsibility for all aspects of the engineering design. After an approval (decision notice and drawings) is issued, where design errors or omissions become apparent, Unitywater reserves the right to require further amendments or additions to the approval. These amendments and additions must be made by the applicant and at the applicant's expense.

5.3.2. Amendments to Approval Conditions

Should it be necessary to revise the approved network works design drawings following approval of a Connection Application, amended drawings must be submitted to Unitywater for approval. This is facilitated through an 'Amendment' application in the Development Portal as per the process prescribed by the Connection Policy. A further fee will apply and is payable upon submission of the Amendment application through the Development Portal and in accordance with [Development Services Fees and Charges](#).

5.3.3. Approval of Conversion Applications

Conversion applications are applications made to Unitywater by the holder of a Connection Approval to convert non-trunk infrastructure required to be supplied under a condition of the approval into trunk infrastructure.

The provisions for lodging, assessing and deciding conversion applications are set out in Chapter 4C, Part 2, Division 5, Subdivision 1 of the Act. In summary a conversion application:

- must be lodged with Unitywater before the construction of the non-trunk infrastructure has started
- will be assessed in accordance with the requirements of section 99BRDF of the Act and the criteria adopted by Unitywater for deciding conversion applications
- if approved - the notice of the decision will state details of any trunk infrastructure offset or refund flowing from the decision and an amended infrastructure charges notice will be given.



Pr9253 - Connections Administration Manual

5.4. Internal Reviews and Appeals

In accordance with section 99BRAY of the Act, an appeal of an original decision must be, in the first instance, by way of an application for an internal review. Details can be located on the Unitywater website: [Requesting a decision review](#).

A request for an internal review and the subsequent review of the request will be carried out in accordance with Chapter 4C, Part 4, Divisions 1 and Division 2 of the Act.



Pr9253 - Connections Administration Manual

6. Infrastructure Charges

[Back to Contents](#)

6.1. General

In July 2011, the state Government adopted a new system of charging known as adopted infrastructure charges. The system sets a maximum charge for trunk infrastructure, and also sets out how Water Utilities/Councils apply the charges.

Under the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2014* Water Utilities may require the developers to pay relevant and reasonable charges towards the capital costs of infrastructure in order to meet the demand placed on trunk infrastructure networks by the development.

New development approvals are issued with an Infrastructure Charge Notice through the Development Portal, that provides a statement of the charges payable by the developer.

Note: To pay the issued Infrastructure Charge Notice you will need to request an Infrastructure Charges Quote. Refer to "Submit an Enquiry" in the Development Portal.

7. Construction

7.1. Quality Management

Unitywater has developed and implemented a Quality Management System aligned to AS/NZS 9001, this supports in principle design and approvals, resulting in higher quality consistent outcomes and streamlining of processes reducing time requirements.

7.2. Occupational Health and Safety

Unitywater has developed and implemented a Safety Management System aligned to ISO 45001, Unitywater is committed to delivering operational success in a safe and healthy environment and to promote zero harm in the work place.

The Unitywater Occupational Health and Safety Policy outlines our commitment to providing a safe and healthy work environment and details the roles and responsibilities of the Board, employees, visitors, contractors and sub-contractors to Unitywater.

The requirements of the *Work Health and Safety Act 2011* and the *Work Health and Safety Regulation 2011* must also be adhered to in all construction activities, including the supervision and execution of the works.

7.3. Before You Dig Australia

Any person or organisation that owns underground assets, including pipes and cables, has a responsibility, or duty of care, to ensure that information about the location of these services is easily available for people intending to undertake excavation activities.

Persons responsible for any excavation work also have a responsibility, or duty of care, to locate underground services or assets that are in the vicinity of the dig site, and then find and expose them before excavating near or around them.

The preferred method of obtaining information about the location of underground assets is the **Before You Dig Australia** service, available at www.byda.com.au.



Pr9253 - Connections Administration Manual

7.4. Portable Long Service Leave

In accordance with the *Building and Construction Industry (Portable Long Service Leave) Act 1991*, all construction works that cost \$80,000 or more attract the payment of a levy. The levy is paid to the State Government authority QLeave, prior to the commencement of any works.

Proof of payment of the Portable Long Service Leave levy must be attached with the request for pre-start meetings inspection notification, submitted through the Development Portal, for all works estimated to cost \$80,000 or more.

The pre-start meeting will not be booked without the receipt of proof of payment of the Portable Long Service Leave levy, where it is applicable.

7.5. Works in Roads or Other Publicly-Controlled Places

Generally all water mains, and in some instances sewerage mains, are located on public roads or other publicly-controlled places. The State and Local Government authorities are responsible for the roads or other public places. Construction of any water supply and sewerage assets on public property requires consent from the relevant authorities. Any works involving Unitywater's infrastructure in roads and other publicly-controlled places will be managed as follows.

7.5.1. Local Government Roads or other Places Controlled by a Local Government

Council as the owner of roads and public open spaces must give its consent for works to be carried out on its land. The Applicant will need to seek the relevant council's approval to carry out works on roads and public open spaces controlled by the council.

The Applicant must provide a copy of the approval for works in roads and/or public open space with the request for the pre-start meeting.

Unitywater will not book or attend the pre-start meeting if the works are to be carried out on roads and/or public open spaces and the Applicant has not provided evidence of the necessary consent. Commencing construction works without a pre-start meeting will be a breach of the condition of the Connection Approval, which is an offence under section BRBZ of the Act.

Note: Prestart Meeting Inspection Notifications are to be submitted through the Development Portal.

7.5.2. State Controlled Roads and other State Publicly-Controlled Places

The State Government as the owner of State controlled roads and the State controlled public places must give its consent for works to be carried out on its land. The Applicant will need to seek the relevant State agency/ies approval to carry out works on State controlled roads and public land controlled by the State.

The Applicant must provide a copy of the approval for works in State controlled roads or other publicly-controlled places with the request for the pre-start meeting.

Unitywater will not book or attend the pre-start meeting if the works are to be carried out on State controlled roads and public land and the Applicant has not provided the necessary consent. Commencing construction works without a pre-start meeting will be a breach of the condition of the Connection Approval which is an offence under section 99BRBZ of the Act.



Pr9253 - Connections Administration Manual

While the Connection Approval process is separate from the Development Approval process, the two processes are nevertheless associated. Accordingly, it is important for an Applicant to ensure they have obtained any necessary Development Approvals for development associated with a connection before seeking to commence construction of any Network Works approved for the development.

For example, a proposal to establish a new residential subdivision estate will involve both Development Approvals under the *Sustainable Planning Act 2016* (for the reconfiguration of the land and the operational works) as well as Connection Approval under the *SEQ Water (Distribution and Retail Restructuring) Act 2009* for the associated water and sewerage Network Works to and within the new estate.

Where Network Works construction activity relates to a proposal that requires Development Approval, a copy of the relevant approval (Material Change of Use, Reconfiguring a Lot or Operational Works) must be submitted to Unitywater with a pre-start meeting request.

If a copy of the Development Approval is not able to be provided with the request, a written statement describing the reasons why the approval is not attached must be submitted with the pre-start request.

The pre-start meeting will not be booked without a copy of the Development Approval unless Unitywater accepts the Applicant's written reasons for not providing the council approval.

7.6. Pre-Start Meeting

Before the construction of works commence, a joint pre-start meeting must be held at the construction site, between the following representatives:

- the applicant or where the applicant is not a Consulting Engineer, the applicant duly appointed Consulting engineer responsible for the supervision of the construction activities
- Principal contractor
- Sub-contractor (if not the principal contractor) responsible for the construction of the water supply and sewerage works
- Unitywater Development Officer/Inspector.

A completed Prestart Meeting Inspection Notification, including supporting documentation, is to be submitted through the Development Portal. This request must be submitted by the Consulting Engineer to Unitywater at least seven (7) business days prior to the intended pre-start meeting date.

If the application is subject to works in roads, Unitywater will invite the relevant council to attend the pre-start meeting. The decision to attend the meeting is at the sole discretion of the relevant council.

Failure* to attend the pre-start meeting at the scheduled time by any of the nominated persons will result in the Unitywater Development Officer cancelling the meeting. This will result in the Applicant or the engineer resubmitting a new Prestart Meeting Inspection Notification through the Development Portal, to enable the scheduling of another meeting.

Construction of the works will not be permitted to commence without the pre-start meeting. Commencing construction works without a pre-start meeting will be a breach of the condition of the Connection Approval which is an offence under section 99BRBZ of the Act.



Pr9253 - Connections Administration Manual

After the pre-start meeting, Unitywater will provide a copy of the pre-start meeting minutes to the Consulting Engineer. The contractor will be able to commence the construction of the works following a successful pre-start meeting. The contractor must construct the works in accordance with the approved plans, subject to any amendments required by conditions of approval and the SEQ Code.

Only the Unitywater approved plans shall be used for construction and must be available on the construction site at all times.

7.6.1. Fee

A fee is applicable to all Pre-Start Meetings. In the event that a Pre-Start Meeting is cancelled (*as per above – Failure to attend*....*), an additional fee will be applicable for any subsequent re-scheduled Pre-Start meetings.

7.7. Unitywater Compliance Inspections

Unitywater Development Officers will conduct periodic compliance inspections of the networks works during construction. All construction enquiries and communications triggered by on-site compliance inspections by Unitywater's Development Officers will be directed to the Consulting Engineer. The Consulting Engineer must be available for site meetings with Unitywater's Development Officer, by arrangement.

The site meeting involving the Consulting Engineer and Unitywater's Development Officer will include but are not limited to the inspection of:

- thrust block concreting
- house connection branches (property connections) by contractor
- water service and meter installations by contractor.

7.8. Variations (Construction Phase)

On occasions, unforeseen changes may become necessary during the construction phase of the development. The Variation must be approved by Unitywater before works are to commence on the proposed Variation. The Variations must be in accordance with the conditions of Connection Approval and the SEQ Code.

It must be noted that a Variation requiring modifications to the conditions of Connection Approval will require the Applicant to make an Amendment Request application through the Development Portal to Unitywater, the process for which is prescribed by the Connection Policy. The application must be accompanied by the relevant application fees.

The Variations will be managed according to the complexity of the Variation as follows:



Pr9253 - Connections Administration Manual

7.8.1. Minor Variation

This may be handled through a Standard Condition to be put into the Decision Notice Template.

If the Variation to the approved plan is considered to be a Minor Variation (jointly determined by the development inspector and the Consulting Engineer, in accordance with conditions of the Connection Approval or Network Works Approval), by written request of the applicant.

Examples of Minor Variations include, but are not limited to, the following:

- realignment of a single section of the water supply or sewerage reticulation
- change in grade of a single section of the sewerage reticulation
- repositioning of a hydrant, stop valve or air valve for water supply reticulation.

Unitywater officers will review the proposed changes and, if accepted, will issue a Minor Works Variation approval, through the Development Portal, back to the Consulting Engineer. Minor Variations do not trigger the need for an amendment of the condition requiring the works to be carried out in accordance with the approved plans.

7.8.2. Variations

Should it be necessary to revise the approved Network Work design drawings following issue of a Network Works Approval or a variation other than a Minor Variation requires the Consulting Engineer to submit amended plans for approval by Unitywater in accordance with the Unitywater Connections Policy, Schedule 3, Table 6. The request for Amendment must be done by submitting an Amendment Request through the Development Portal.

7.8.3. Fee

An Amendment Request for changes to an approval or request to change up to five (5) conditions attracts a fee payable with the submission of the Amendment request through the Development Portal and as prescribed within the [Development Services Fees and Charges](#).



Pr9253 - Connections Administration Manual

8. Acceptance and Handover

[Back to Contents](#)

8.1. Provisional Certificate of Completion

Where an Applicant requires an early release of the plan of survey from the relevant council, the Applicant will be required to obtain a Provisional Certificate of Completion from Unitywater. Unitywater will issue the Provisional Certificate of Completion request subject to the following:

- the Applicant completing and submitting a Provisional Certificate of Completion application through the Development Portal
- payment of the fee for the issue of the Provisional Certificate of Completion.

The Request for Provisional Certificate of Completion must be accompanied by the applicable fee, upon submission of the application in the Development Portal. The fee to be paid can be found at [Development Services Fees and Charges](#). The method of payments available through the Development Portal is via Credit or Debit Card or Electronic Funds Transfer (EFT). Unitywater does not accept cash or cheques at its customer service counters.

Each individual water supply and sewerage network works infrastructure component must be at least 50% completed i.e. water main network works construction must be completed 50% and sewerage network works construction must be 50% completed for Unitywater to approve a Provisional Certificate of Completion request.

The submission of uncompleted works bond to the value of 125% of the Unitywater confirmed value of any incomplete works. The submission must include:

- itemised schedule indicating
- all outstanding construction
- testing of all works under construction
- as-constructed preparation cost (on the basis of reasonable cost for Unitywater to collect this information)
- reconnection of any existing dwellings to new works
- reconnection of any existing service
- the Uncompleted Works Bond must have a minimum value of \$10,000.00
- payment of the maintenance bond amount of 5% of the value of the works when completely constructed
- confirmation that the applicant is able to complete the Uncompleted Works within 90 days of the application being made
- payment of ALL Unitywater Infrastructure Charges applicable to the development as detailed in any Infrastructure Charges Notice
- payment of the connection cost of the new works to Unitywater networks. This will require the developer to request a quote from Unitywater
- a copy of the survey plan
- a schedule of the uncompleted works detailing the construction processes to completion and acceptance of assets
- a Water Approval Connection Agreement for the issue of the Provisional Certificate of Completion being signed by the Applicant and Unitywater.



Pr9253 - Connections Administration Manual

The bonds can be in the form of EFT or an unconditional bank guarantee.

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

A single bond can be provided to the value of the uncompleted works bond and maintenance bond. The single bond will be reduced to the value of the maintenance bond after satisfactory On-Maintenance acceptance of the works. Where a bank guarantee is used for uncompleted works bond and maintenance bond, and is required to be reduced, the bank guarantee must reflect that both bond situations are to be accommodated by the guarantee.

If the applicant does not achieve On-Maintenance within 90 days of lodging the Provisional Certificate of Completion Unitywater may:

- use the uncompleted works bond to achieve On-Maintenance
- refuse to provide a Provisional Certificate of Completion to future stages.

8.1.1. Fee

An application fee is payable upon submission of the Provisional Certificate of Completion application through the Development. Refer to the [Development Services fees and charges](#) section of the Unitywater website.

8.2. On-Maintenance Request

Request for the On-Maintenance inspection must be made by the Consulting Engineer by submitting an On Maintenance Inspection Notification application through the Development Portal.

The On Maintenance Inspection Notification application, together with the mandatory items specified in the Development Portal, **must be submitted to Unitywater as a single submission at least seven (7) business days before the intended On-Maintenance inspection date:**

8.2.1. Fee

An application fee is payable upon submission of the On-Maintenance Inspection Notification through the Development Portal. A fee will be applicable for the subsequent issue of the On Maintenance Certificate and Certificate of Completion via a separate request.

8.2.2. As-Constructed Drawings

The as-constructed drawings of all water supply and sewerage infrastructure that will be provided to Unitywater as Contributed Assets prepared in accordance with the SEQ Code. The as-constructed drawings may be submitted in the Development Portal.

Larger document files size can be submitted electronically via Unitywater's document management portal, Objective Connect. The share folder will be set up by Development Services upon request through "Submit an Enquiry" in the Development Portal.

The drawings are an essential component of the acceptance of the works for On-Maintenance and accuracy is paramount.



Pr9253 - Connections Administration Manual

8.2.3. 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.

8.2.4. New Water Mains Connection Procedure

Unitywater's Procedure for Determination of Acceptability of New Mains must be followed for all new water mains which will be Donated Assets. A Unitywater Development Officer will assist with details of the timing of various requirements in the procedure to ensure the efficient acceptance of the asset is achieved.

8.2.5. 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.

8.2.6. Closed Circuit Television (CCTV) Report

Closed circuit television (CCTV) inspection and reporting must be carried out on all constructed sewer lines. The inspection and Consulting Engineers CCTV review report should be done in accordance with the SEQ Code.

8.2.7. Easements

The applicant to submit relevant Survey Plan and Easement Documents, [Form 9 Easement](#) forms part of the Queensland Titles Registry form process and is required when lodging documents with the Titles Office ([Titles Queensland](#)).

8.2.8. Maintenance Bond

A maintenance bond of five percent (5%) of the value of the works or \$2,000 for each water supply and/or sewerage component of the works (whichever is the greater) must be submitted to Unitywater. 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 works.

Where a Connection Application is subject to the issue of the Provisional Certificate of Completion, the maintenance bonds payment must be made with the request for the issue of the Provisional Certificate of Completion. Alternatively, the uncompleted works bond amounts must be sufficient for reduction to the maintenance bond amounts required (Note: Where a bank guarantee is used for uncompleted works bond and is required to be reduced the bank guarantee will need to reflect both bond situations are to be accommodated by the guarantee).



Pr9253 - Connections Administration Manual

8.3. On-Maintenance Inspection and Acceptance

Following review and satisfactory acceptance of the items listed above, a joint On-Maintenance meeting will be held on the construction site. The meeting must have the following representatives:

- the applicant or where the applicant is not a Consulting Engineer, the applicant's duly appointed Consulting Engineer responsible for the supervision of the construction activities
- Contractor
- Unitywater Development Officer/Inspector.

The Unitywater Development Officer will not proceed with the meeting if either the Consulting Engineer or the Contractor is not present. If this occurs, the meeting will then need to be rescheduled at a cost to the applicant (reinspection fee). If the Development Officer is not satisfied the works have been constructed in accordance with the approved plans and other relevant documents, the Development Officer will not accept the works. The contractor will then need to carry out the necessary rectification works and reschedule and pay for another asset handover inspection meeting (reinspection fee).

If the Development Officer is satisfied the works have been constructed in accordance with the approved design plans and other relevant documents, the Development Officer will **accept** the work 'On-Maintenance'.

The acceptance of the works is the commencement of the 'Defects Liability Period' or 'Maintenance Period'.

Confirmation of On-Maintenance acceptance will be provided via Unitywater in the form of an "On Maintenance Certificate" to be submitted and completed through the Development Portal.

8.4. Pre-Commissioning Tests (Active Assets)

Where the works involve active assets (e.g. a sewerage lift or pumping station, water booster or pressure reducing valve installation), they will need to be tested prior to the asset handover inspection.

The Consulting Engineer must arrange for a pre-commissioning test to be carried out by the mechanical and/or electrical contractors in the presence of Unitywater's Development Officer or other Unitywater representatives.

8.5. Commissioning (Active Assets)

The Consulting Engineer must arrange for the commissioning of active assets if it forms part of the infrastructure works. The commissioning of the work must be carried out by the relevant mechanical and/or electrical contractors and the Consulting Engineer in the presence of Unitywater's Development Officer or other Unitywater representatives in accordance with Unitywater's commissioning procedure.

On satisfactory commissioning of the active assets, the works will be connected to Unitywater's network.

Note: Commissioning (Active Assets) is known as 'Trunk or Active Asset' applications in the Development Portal. Trunk application types include 'Connection Application', 'Pre-Start', 'On Maintenance' and 'Off Maintenance'.



Pr9253 - Connections Administration Manual

8.6. Operation and Maintenance Manual (Active Assets)

Where active assets (e.g. a sewerage lift or pumping station, water booster or pressure reducing valve installation) have been built as part of the works, asset information including the operation and maintenance manual of the station/s must be included in the request for On-Maintenance. Refer to the SEQ Asset Information Standard for required documentation to be submitted for active assets.

The active asset documentation may be submitted via the Development Portal.

Larger document files size can be submitted electronically via Unitywater's document management portal, Objective Connect. The share folder will be set up by Development Services upon request through "Submit an Enquiry" in the Development Portal.

8.7. Connection of Works to Unitywater's Network

Unitywater will connect the works to its network after the works have been accepted On-Maintenance. This requires Unitywater's Development Officer to authorise the connection via notification to Unitywater's Private Works section. The Consulting Engineer must ensure and demonstrate the connection works have been adequately quoted and payment made to Unitywater's Private Works section for the connection works prior to requesting an On-Maintenance inspection.

In some instances, Unitywater may permit the contractor to connect the works to its network, however this will be at the discretion of Unitywater.

Unitywater will not permit or connect works that have not been accepted On-Maintenance by Unitywater. Subsequent Connection Approval for dwellings or buildings to connect to the works will not be issued by Unitywater until the relevant works are completed and accepted On-Maintenance.

Some connections to existing network infrastructure, or works being performed in proximity to existing network infrastructure may require a **Planned Network Intervention** to describe the methodology for establishment of the connection and any strategy to mitigate identified risks.

Unitywater document 'Pr8996 - Network Permit to Work Procedure', defines **Planned Network Intervention** as:

Any activity that has the potential to impact on:

- how the system is normally operated (as stated in the Network Operational Plan)
- the continuity of service, or
- the quality of service (water quality, pressure).

It includes following activities:

- valve exercising on trunk mains (more than 2 turns [complete valve shaft rotations] one way followed by 2 turns in the reverse direction to ensure that the valve is operable and potentially results in changing flow rates, reversing flow or changing pressure)
- actual isolation (shutdowns) of infrastructure
- commissioning and decommissioning of infrastructure
- complex trial shutdowns
- connections to existing infrastructure (cut ins)
- hot tap (300mm diameter and over or high risk mains)



Pr9253 - Connections Administration Manual

- planned SCADA outage
- shutting down of pump stations
- sewer Rising main or immediately downstream of an SPS
- works that divert flow from one SPS to another
- SPS well relining
- maintenance hole relining
- sewer relining
- installation or work on overflow structures
- detention test for multiple SPSs
- works that impact STP capability with the potential to affect the network e.g. that as a contingency will require the network to be shutdown to halt or minimise flow to the STP
- power outage,
- switchboard replacements.

Where a **Planned Network Intervention** is required as part of the works, in addition the decision notice and approved drawings issued by Development Services, the applicant is required to provide all necessary information to Private Works to enable the 'Requesting Officer' to complete a Planned Network Intervention Application for submission to Unitywater Network Operations for assessment and approval at least 5 business days prior to the planned network intervention.



Pr9253 - Connections Administration Manual

9. The Certificate of Completion

[Back to Contents](#)

An Application for Certificate of Completion must be submitted through the Development Portal for Unitywater to process and issue a Certificate of Completion. The application must be accompanied by the applicable fee which is payable with the submission of the application through the Development Portal.-The methods of payment available through the Development Portal are credit or debit card or electronic funds transfer (EFT). Unitywater does not accept cash or cheques at its customer service counters.

9.1. Request for Certificate of Completion

The applicant should include the mandatory items specified in the Development Portal application, to demonstrate satisfactory acceptance of any applicable water supply and sewerage Network Works, payment of any applicable infrastructure charges, payment of any outstanding fees or charges owed to Unitywater in respect of the property, and fulfilment of any other Unitywater requirements (including compliance with water supply and sewerage conditions contained within a Council development approval or conditions of Unitywater's Connection Approval, whichever is applicable).

9.1.1. 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.

9.1.2. Combined Drains

The Applicant may also be required to provide certification by a registered surveyor to show that the separated connection points are contained wholly within the lots they service.

9.1.3. Issuance of the Certificate

Unitywater will issue a Certificate of Completion to the Applicant within seven business days after the request for Certificate of Completion submitted through the Development Portal.

If the Connection Approval relates to a subdivision or other form of development (community title) which is subject to council approving a survey plan, the Applicant must submit Unitywater's Certificate of Completion to the council as proof of satisfying Unitywater's requirements for the Council development approval or Unitywater Connection Approval (whichever is applicable) before the plan may be approved for registration.

It must be noted that in instances where a Provisional Certificate of Completion had been issued by Unitywater for the Developer to use for an early release of a survey plan with council, the water supply and sewerage network works for the development will not be connected to Unitywater networks until the network works are completed and accepted On-Maintenance and the On Maintenance Certificate is issued by Unitywater. Fees are applicable to both Provisional Certificate of Completion, On Maintenance Certificate and Certificate of Completion under this scenario.



Pr9253 - Connections Administration Manual

10. Defects liability

[Back to Contents](#)

10.1. Defects liability period

The defects liability period, commonly known as the 'Maintenance Period', is twelve 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 defects liability period, it will be imposed as a condition on the Other or Staged Connection Approval.

Note: Other and Staged Connections are known as Connection Application Demand Assessments (CADA) and/or Network Works (NW) applications in the Development Portal. Application types include 'Subdivision', 'Multi-Residential Units' or 'Commercial or Industrial'.

10.2. Maintenance and Operation During Defects Liability Period

Unitywater will operate the infrastructure during the defects liability period. However, it is the developer'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.

Should defects in workmanship or materials occur to an infrastructure constructed by the developer during the defect liability period, Unitywater will assess the risk and depending on the level of the risk, Unitywater will:

- advise the developer to rectify the failure within a specified time, or
- carry out the repairs (in an emergency situation or for live works that must be carried out by Unitywater) and invoice the developer for the repair works, and
- may extend the maintenance period beyond the standard or conditioned duration.

10.3. Off-Maintenance Request

Request for the Off-Maintenance inspection must be made by submitting an Off Maintenance Inspection Notification application through the Development Portal. The application must be submitted to Unitywater at least seven (7) business days before the intended Off-Maintenance inspection date.

It is the Consulting Engineer's responsibility to ensure the works are ready for being accepted Off-Maintenance. Any necessary remedial work must be detailed and submitted to Unitywater for confirmation prior to any rectification works commencing.

Once confirmation of rectification works is provided by Unitywater, the remedial works must be completed prior to the request for Off-Maintenance inspection. It shall be noted some remedial works will be live works and only able to be carried out by Unitywater.

The Consulting Engineer must submit the following items, in the Development Portal, with the Off-Maintenance Inspection Request:

- individual coloured CCTV report and CCTV review report as prepared by the Consulting Engineer
- a USB of the individual coloured CCTV reports (gravity sewers only), which shall include pipe gradient information
- any other documentation as deemed necessary by Unitywater's Development Officer.



Pr9253 - Connections Administration Manual

10.4. Off-Maintenance Inspection and Acceptance

A joint Off-Maintenance inspection must be held on the constructed site. The works shall be thoroughly inspected by the persons nominated below:

- Consulting Engineer
- Contractor
- Unitywater Development Officer.

The Unitywater Development Officer will not proceed with the inspection if either the Consulting Engineer or the contractor is not present. In this instance the joint Off-Maintenance inspection must be rescheduled, with the Applicant to pay the cost of the inspection (reinspection fee as prescribed within the Development Services price list).

If the Unitywater Development Officer is not satisfied the works are to the required standard, the Development Officer will not accept the works Off-Maintenance. The contractor will then need to carry out remedial works and reschedule, re-submit and pay for another Off-Maintenance inspection request through the Development Portal (reinspection fee as prescribed within the [Development Services Fees and Charges](#)).

If the Unitywater Development Officer is satisfied the works are to an acceptable standard, the Development Officer will **accept** the works Off-Maintenance.

Where approval for the works design was obtained via an application to Council (Operational Works), Council will issue an Off-Maintenance letter incorporating Unitywater assets. Council will provide a copy of this letter to Unitywater to trigger the release of the maintenance bond by Unitywater within Twenty (20) business days of the date of the Off-Maintenance letter.

Where the approval of the works design was obtained via an application to Unitywater (Network Works), Unitywater will issue an Acceptance Off-Maintenance Certificate and trigger the release of the maintenance bond by Unitywater within twenty (20) business days of the date of the Acceptance Off-Maintenance Certificate.

Note: An 'Off Maintenance Certificate' request is to be submitted through the Development Portal.