

Our development process

When managing new development, you, your service provider or us may need to extend, adjust, amplify or protect our assets. This may require several things outlined in this factsheet

The types of applications we have

- Land development Section 73 Complying
- Land development Section 73 Certificate
- Feasibility
- Anticipated requirements
- Adjustment and deviation
- Developer Direct Section 73 Certificate.

Task summary for our applications

Land development Section 73 Complying

- **Concept** - you receive your development consent
- **Define** - Appoint a Water Service Coordinator (WSC) and they will identify any requirements
- **Delivery** – If you are building minor works (wastewater only) your WSC will submit to us your construction commencement notice (minor works only) and construct the work
- **Building plan approval** - you'll need to have your building plans approved. In some cases, this could be an out of scope application and may need technical review and a requirements letter on what you need to do
- **Finalisation** - Your WSC will submit the application, we'll assess it and if it meets requirements, we'll issue the Section 73 Certificate within five working days.

Land development Section 73 Certificate

- **Concept** - you receive your development consent
- **Define** - Appoint a Water Service Coordinator (WSC) and they will submit the application for us to set the requirements. To do this we may review the system capability, capacity and see if there needs to be an extension, adjustment, amplification or protection of our assets. We'll issue you a Notice Letter detailing any requirements and if applicable a Developer works deed

- **Design** – If you need to build works, you'll need a design. Your WSC will submit this to us for technical review along with the Inspection Test Plan (ITP). Once approved we'll issue you a Job Specific letter. We also look at any funding reviews, procurements flow management plan and bonding agreements (if applicable).
- **Delivery** - If you are building works your WSC will submit to us your construction commencement notice and construct the work. Depending on the type of work being constructed there may testing, disinfection, shutdowns and connections
- **Building plan approval** - you'll need to have your building plans approved. In some cases, this could be an out of scope application and may need technical review and a requirements letter on what you need to do
- **Finalisation** – Once all work is completed and you've completed a post inspection your WSC will submit a Project Completion Package. Once this is approved, we'll transfer the asset ownership to us, and you'll receive your Section 73 Certificate. If your building plan approval was out of scope, then you need to also send us your Building Plan approval completion package before we can issue the Certificate. If applicable we'll pay our share of works and release and securities.

Feasibility

- **Concept** - you looking to develop but want to know what the requirements might be before you have obtained consent
- **Define** - Appoint a Water Service Coordinator (WSC) and they will submit the application for us to set the requirements. To do this we may review the system capability, capacity and see if there needs to be an extension, adjustment, amplification or protection of our assets. We'll issue you a Feasibility Notice Letter detailing any requirements. You can't start any works until you have received your consent and you'll have to submit a new Section 73 application.

Anticipated requirements

- **Concept** - you looking to develop but your consent hasn't been issued. You can use this application to get your design reviewed and once the consent is issued you can start to construct work.
- **Define** - Appoint a Water Service Coordinator (WSC) and they will submit the application for us to set the requirements. To do this we may review the system capability, capacity and see if there needs to be an extension, adjustment, amplification or protection of our assets. We'll issue you a Anticipated requirements Notice Letter detailing any requirements. You can't start any works until you have received your consent
- **Design** – If you need to build works, you'll need a design. Your WSC will submit this to us for technical review along with the Inspection Test Plan (ITP). Once approved we'll issue you a Job Specific letter. We also look at any funding reviews, procurements flow management plan and bonding agreements (if applicable). The Job Specific letter has a hold point that stops you from starting any works. Once we receive your consent that hold point will be lifted

- **Delivery** - If you are building works your WSC will submit to us your construction commencement notice and construct the work. Depending on the type of work being constructed there may testing, disinfection, shutdowns and connections
- **Building plan approval** - you'll need to have your building plans approved. In some cases, this could be an out of scope application and may need technical review and a requirements letter on what you need to do
- **Finalisation** – Once all work is completed and you've completed a post inspection your WSC will submit a Project Completion Package. Once this is approved, we'll transfer the asset ownership to us, and you'll receive your Section 73 Certificate. If your building plan approval was out of scope, then you need to also send us your Building Plan approval completion package before we can issue the Certificate. If applicable we'll pay our share of works and release and securities.

Adjustment or deviation

- **Concept** - You need to adjust or deviate our assets
- **Define** - Appoint a Water Service Coordinator (WSC) and they will submit the application for us to set the requirements. To do this we may review the system capability, capacity and see if there needs to be an extension, adjustment, amplification or protection of our assets. We'll issue you a Notice Letter detailing any requirements and if applicable a Developer works deed
- **Design** – Your building works so you'll need a design. Your WSC will submit this to us for technical review along with the Inspection Test Plan (ITP). Once approved we'll issue you a Job Specific letter. We also look at any funding reviews, procurements flow management plan and bonding agreements (if applicable).
- **Delivery** - Your WSC will submit to us your construction commencement notice and construct the work. Depending on the type of work being constructed there may testing, disinfection, shutdowns and connections.
- **Finalisation** – Once all work is completed and you've completed a post inspection your WSC will submit a Project Completion Package. Once this is approved, we'll transfer the asset ownership to us. If applicable we'll pay our share of works and release and securities.

Developer Direct Section 73 Certificate

- **Concept** - you receive your development consent
- **Define** – Your development is classified as simple and you can apply online using our Developer direct portal. We'll issue you a Notice of requirements letter. We'll quote the costs for us to process any requirements or you can choose to engage a Water Service Coordinator (WSC) to process any requirements, it's up to you!

- **Delivery** – If you are building minor works (wastewater only) and you chose for us to process the requirements we'll look after this stage for you. If you chose to engage a WSC to process your requirements your WSC will submit to us your construction commencement notice (minor works only) and construct the work
- **Building plan approval** - you'll need to have your building plans approved. In some cases, this could be an out of scope application and may need technical review and a requirements letter on what you need to do
- **Finalisation** - If you chose for us to process the requirements we'll look after this stage for you and we'll issue the Section 73 Certificate. If you chose to engage a WSC they'll submit the application and if applicable the minor works package, we'll assess it and if it meets requirements, we'll issue the Section 73 Certificate.

Connections

Our Tap in online portal look after the following applications:

- Disconnection of services
- Building plan approvals
- Diagram requests
- Connection approvals
- Change existing services
- Completing connections
- Pressure boosting
- Raise or lower an asset
- Water meter installations
- Pressure enquiries
- Discharge wastewater.

More information

If you need more information about what we do, visit our [Plumbing, building and developing](#) page on our website.