Appendix H Service Advice Notice

Urban Utilities
GPO Box 2765
BRISBANE QLD 4001
Phone: 07 3432 2200
www.urbanutilities.com.au/development

1/09/2025

Elise de la Rue
Bornhorst & Ward Pty Ltd
Level 14 133 Mary St
Brisbane City QLD 4000 Australia
Via Email: e.delarue@bornhorstward.com.au

Dear Elise,

Urban Utilities Services Advice Notice

This Urban Utilities Services Advice Notice, applies in accordance with section 99BRAC(3) of the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009* and has regard to the Water Netserv Plan Connections Policy. This advice is guidance only, is not lawfully binding and does not constitute approval to connect, disconnect or alter Urban Utilities networks. Urban Utilities provides no warranty or assurance that this information is correct. The service network is dynamic and subject to change. Independent site physical investigation are recommended to verify site conditions and the location, condition and size of any existing infrastructure.

Urban Utilities application number:	25-SAN-81923
Applicant name:	Bornhorst & Ward Pty Ltd
Street address:	35 RIVER RD, BUNDAMBA, IPSWICH CITY, QLD 4304
Real Property Description:	Lot 503 SP199008
Services Advice Notice request received:	10/6/2025
Proposed Development:	310 residential dwellings 1500 m^2 retail/commercial
Service connection/alteration/disconnection proposed:	☒Drinking water ☒Wastewater
Development Demand Type:	☒Material change of use ☒Reconfiguration of a lot
In a Priority Development Area:	Economic Development Queensland assessment and infrastructure charging framework applies. ☒No
Urban Utilities Services Advice Notice Contact:	Name: Brett Carruthers Email: brett.carruthers@urbanutilities.com.au Telephone: 07 3432 2040 or Developer Services: 07 3432 2200 DevelopmentEnquiries@urbanutilities.com.au.

Infrastructure

Water

Connection Area - the proposed development is:
☒Inside the Water Connection Area (assumed growth area)

Existing Water Network:

The subject site is surrounded by water networks which form part of the Bundamba Law St PRV164 supply zone. Figure 1 below represents the existing supply with respect to the subject site. The Law St PRV is supply through the Ipswich central trunk water main in Bognuda St. The PRV then supplies the zone by regulating the pressure to 85mAHD.

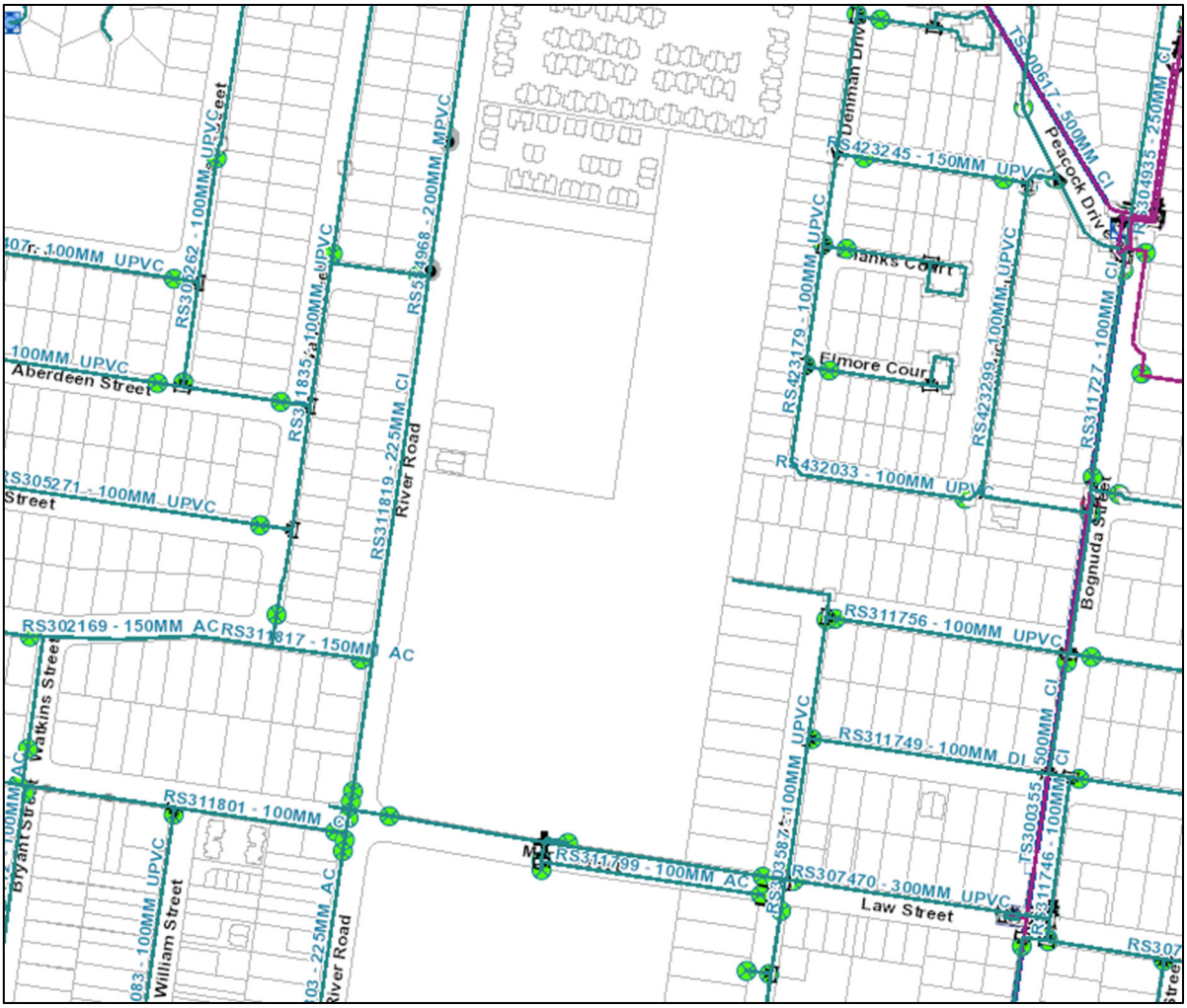


Figure 1

Proposed new Water Connection or Infrastructure:
☒Applicable:

A proposed water concept Infrastructure layout has been prepared as part of this submission and copied in figure 2 for convenience.

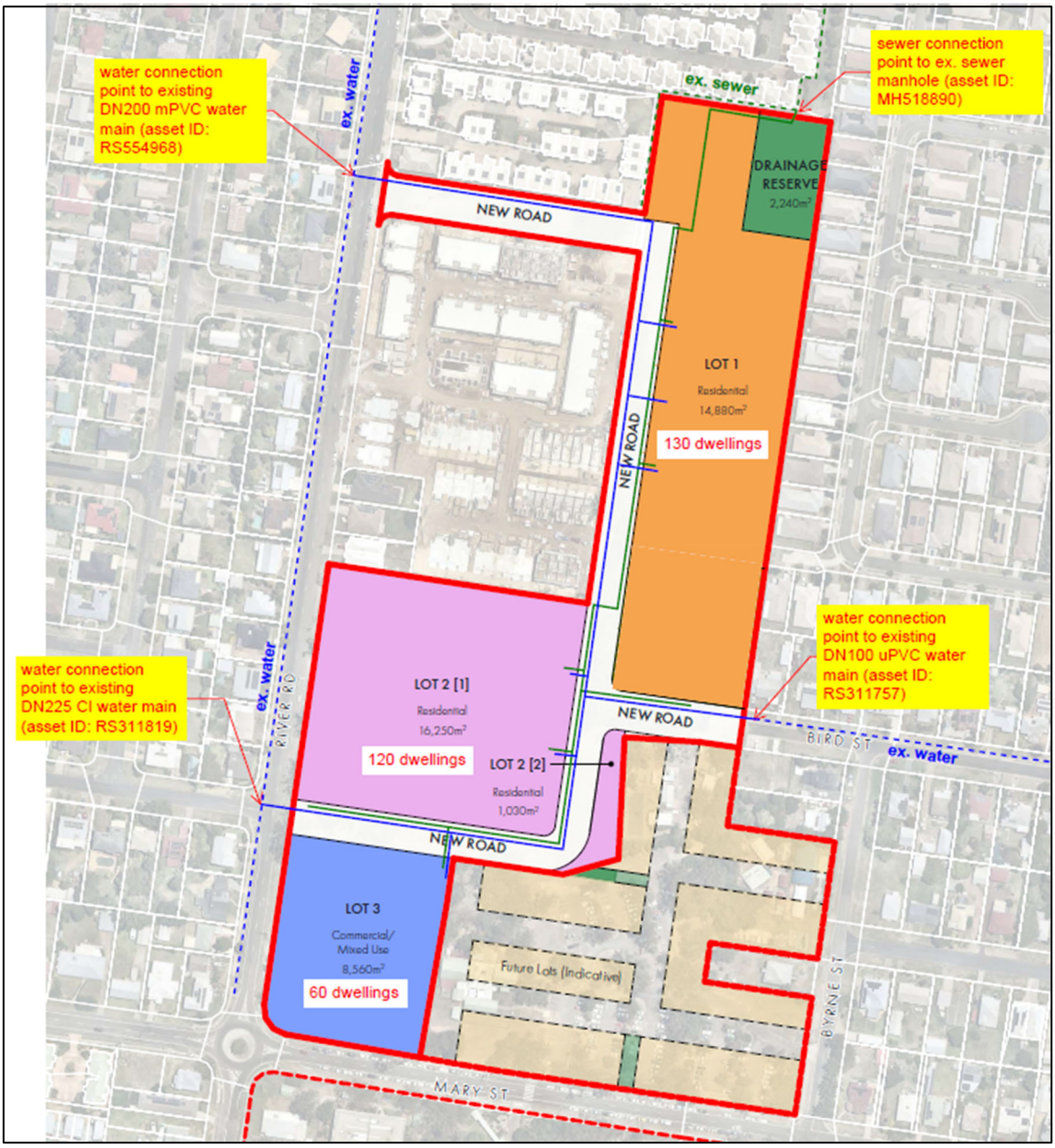


Figure 2

The applicant has proposed a water network configuration within the verge of a new road, and connected at 3 locations to the existing network.

An assessment of the water supply available at the site, including computational hydraulic modelling of the network under peak demand and fire flow conditions, has been completed.

The analysis assumes a Peak Hour Demand of 5.79L/s (corresponding to the details of the proposed development).

The analysis determined that the existing network contains adequate capacity to accommodate for the proposed development. The analysis also indicated that the use of DN180PE mains would be necessary.

The water meter and sub-metering design and arrangements must meet URBAN UTILITIES's requirements, and all redundant water services must be sealed at the main.

Wastewater

Connection Area - the proposed development is:
☒Inside the Wastewater Connection Area (assumed growth area)

Existing localised sewer network;

The localised sewerage network forms part of the SP380 sewerage pump station catchment. The station pumps wastewater directly to the Bundamba sewerage treatment facility. Figure 3 illustrates the existing network in vicinity to the subject site.

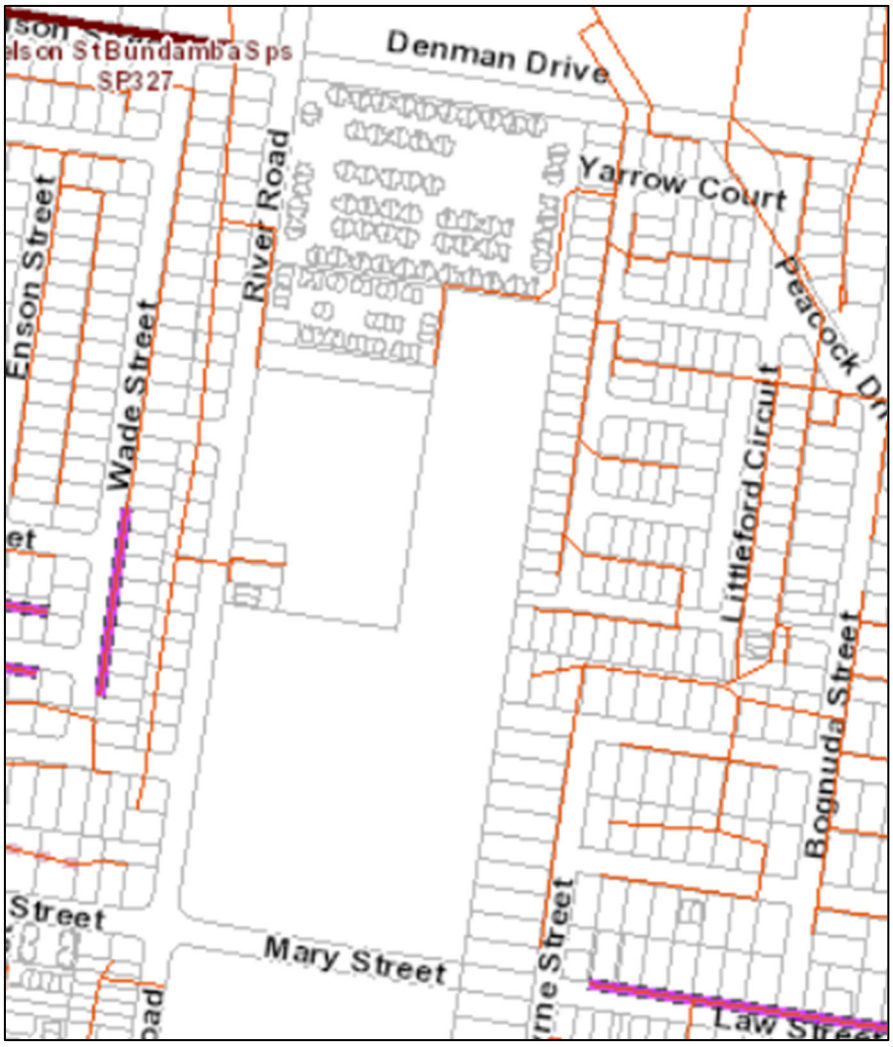


Figure 3

The applicant has proposed to connect to MH518890 and extend a new reticulated gravity network designed to service the proposed development as indicated in figure 2.

Urban Utilities generally do not object with the proposed arrangement provided in complies with the SEQ Code.

A hydraulic assessment of the sewerage network servicing the site under peak wet weather flow conditions has been completed.

The analysis assumes a Peak Wet Weather Flow from the development of 5.88 L/s (corresponding to the details of the proposed development).

The analysis concluded there to be available capacity in the networks downstream of MH518890. The proposed new networks shall be made of DN160PE reticulation mains designed to service the new customer by gravity.

Water Meters

☒This development involves a Community Title Scheme (CTS)

Meters must be identified at the time of development network connection or alteration. Management lots can affect metering and submetering configurations. For further guidance, refer to the Metering Guidelines, at the following link: **https://www.urbanutilities.com.au/development/help-and-advice/standards-and-guidelines**

Infrastructure Charges

☒ Infrastructure charges are likely to apply, in accordance with legislation

Infrastructure Charges are levied in accordance with the Urban Utilities' Water Netserv Plan (Part A) Charges Schedule applicable (online Developer Customer Price List) at the time the water approval application is lodged. Infrastructure charges are paid at the time of connection in accordance with legislation. Further information on what are infrastructure charges is available at: **https://www.urbanutilities.com.au/development/help-and-advice/fees-and-services** and information of the Water Netserv Plan provisions can be found at the following link: **www.urbanutilities.com.au/development/help-and-advice/water-netserv-plan**

Trade Waste

☒ Unknown at this time

The proposed development is a potential generator of Trade Waste. Trade Waste is water-borne waste from business, trade or manufacturing premises excluding domestic sewerage, stormwater, and prohibited substances. It is an offence under section 193(1) of the *Water Supply (Safety and Reliability) Act 2008* to discharge trade waste into Urban Utilities' infrastructure without a Trade Waste Approval. An application for such an approval must be made to Urban Utilities which will be subject to conditions and the Urban Utilities Trade Waste Environmental Management Plan (TWEMP). Trade Waste information and details are available on the Urban Utilities website: **https://www.urbanutilities.com.au/business/business-services/trade-waste/trade-waste-for-food-service-businesses**

Water Approval Application Process

A formal Water Approval assessment will determine if your application qualifies as a:

- *Standard Connection Water Approval* (generally up to 3 residential dwellings / lots) where Urban Utilities assesses the request for development to connect, disconnect or alter Urban Utilities network and a quote is provided for an Urban Utilities engaged contractor to undertake design and construction works once paid (customers are responsible for privately engaging plumbing expertise).

From receipt of a paid and properly made application, it will take five business days for the Water Approval assessment and five business days to issue a decision notice. Urban Utilities' contractor will contact you within three business days to arrange construction. You will need to confirm that the site is cleared, ready for construction and a plumber organised. If conditions are deemed unsafe due to wet weather, works will be postponed and rescheduled as necessary. The contractor will commence construction within 15-25 business days. A Connection Certificate will be issued once your connection is complete and all fees and charges have been paid. **https://www.urbanutilities.com.au/development/our-services/how-to-connect-water-and-sewerage/standard-connections**

- *Non-Standard Connection Water Approval - Minor Works* (not deemed a Standard Connection and generally with water reticulation up to 80m and wastewater reticulation up to 90m, and no more than two maintenance structures). This is where Urban Utilities assesses the request for development to connect, disconnect or alter Urban Utilities network and design and construction certification is undertaken by a customer engaged Endorsed Consultant, from those that qualified to meet Urban Utilities Certification Scheme Guidelines, and who will be subjected to audits. A 12 month security bond 'warranty period' applies to infrastructure certified as Water Approval compliant but it remains private infrastructure, not owned or maintained by Urban Utilities, until then. Refer to the 'Minor Works Design Technical Guidelines': **https://www.urbanutilities.com.au/development/help-and-advice/standards-and-guidelines**

- *Non-Standard Connection Water Approval - Major Works* (generally all other property and network connections, not deemed a Standard Connection Water Approval, including complex assets, i.e. pumping infrastructure, and multistage developments). This is where Urban Utilities assesses the request for development to connect, disconnect or alter Urban Utilities network and there is a Water Approval condition for a Design Approval. Appropriately registered and licenced specialists are privately engaged by applicants to design and construct works with Urban Utilities undertaking assurance at key construction points and post construction. A 12 month to 2 year security bond 'warranty period' applies to infrastructure certified as Water Approval compliant but it remains private infrastructure, not owned or maintained by Urban Utilities, until then.

  From receipt of a paid and properly made Non-Standard Water Approval application, it will take 20 business days for assessment unless otherwise agreed. Information requests may apply (up to 20 business days for you to respond and up to 20 business days to review from receipt of requested information and paid invoice. A Design Approval must be assessed in 20 business days of receipt of all designs and invoice payment. Refer also to 'Our Service Commitments' at the following link: **https://www.urbanutilities.com.au/development/help-and-advice/standards-and-guidelines**

Fees and Charges

Urban Utilities fees and charges, including scope of works, are stated in the Urban Utilities' Water Netserv Plan 'Developer Customer Price List': **https://www.urbanutilities.com.au/development/help-and-advice/fees-and-services.** Water Approval related fees and charges:

- *Assessment fees* - service costs for assessing Water Approval applications (connect, disconnect or alter water and wastewater connection for development), detailed designs, build over asset referrals and amendments from lodgement stage to post construction compliance
- *Construction fees* – paid to a contractor to undertake construction work related to a water approval (via Urban Utilities only for Standard Connection Water Approvals, otherwise privately engaged by an applicant e.g. plumber, builder, engineer)
- *Developer Product/Service fees* – purchased item or services e.g. complex engineering search, or products e.g. large water meters, security bonds, re-checking/re-inspection fees
- *Infrastructure charges* – State legislated, already discounted rates for new trunk demand, paid at connection (physical connection or certified connection e.g. Connection Certificate) and only used for trunk (shared major infrastructure as per Water Netserv Plan).

Visibility of Activity

- *You can follow Application Progress* – Site owners and agents can see the progress of an application by being a registered and activated contact for an application in the Developer Services Portal. Refer to the 'Application Contact' quick reference guide and 'Adding a Contact' Explainer Byte at the following link: **https://www.urbanutilities.com.au/development/developer-services-portal**
- *GIS* – Urban Utilities owned and operated (not under construction) infrastructure is available for viewing online via 'GIS Open Data'. Refer to the 'GIS Mapping System Guideline' at the following link: **https://www.urbanutilities.com.au/development/help-and-advice/standards-and-guidelines**

Properly Made Application

You are required to submit a lawful Water Approval application. This means ensuring the following are complete and correct:

- all the Owner, Billing Entity and Agent details in the Developer Services Portal
- proposed development and site details with plans (including sequencing for multistage development)
- Proof of ownership and relevant consent of all landowners affected by the development service design.

Refer to the 'Check for completeness guidelines' and relevant consent forms at the following link: **https://www.urbanutilities.com.au/development/help-and-advice/development-forms**

This Services Advice Notice is current for 12 months from the date of issue. Should you wish to proceed with applying for a service connection please lodge your application via Urban Utilities Developer Applications Portal at **www.urbanutilities.com.au/development**. Please include your Services Advice Notice reference number in your application.