



Unitywater

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BP9256 - Connections Policy

BP9256 - Connections Policy

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Document Owner	Executive Manager Sustainable Infrastructure Solutions
Document Author	Manager Infrastructure Planning and Development in consultation with Lawyers Allens Linklaters.
Supporting Legislation and Documents	South-East Queensland Water (Distribution and Retail Restructuring) Act 2009 (Qld) "The Act" South-East Queensland Water Supply and Sewerage Design and Construction Code Unitywater's Corporate Strategic Plan
Documents Directly Related	Pr9660 - Netserv Plan

1. Policy Statement

Unitywater is committed to ensuring that Connections, disconnections and Alterations of Connections to its water infrastructure for its water service and wastewater service:

- (a) result in water services, wastewater services and infrastructure networks that are systematically managed and coordinated;
- (b) don't compromise the performance of its water infrastructure networks or the delivery of its water services and wastewater services;
- (c) seek to achieve ecological sustainability in the management of its water services and wastewater services;
- (d) result in its water services and wastewater services meeting the needs of its current and future customers, including the provision of high quality, safe, reliable and secure water services and wastewater services that meet its service standards;
- (e) result in its water services and wastewater services protecting the health and safety of the public and Unitywater's workforce and the property of the community;
- (f) result in the integration of land use planning and planning for water infrastructure;
- (g) result in the safe, efficient, effective and equitable planning, coordination, sequencing, funding, delivery and operation of its water infrastructure networks and its water services and wastewater services;
- (h) are prudent and efficient, that is, Unitywater is able to ensure delivery of infrastructure that meets its desired standards of service for Unitywater's existing and future customers and the infrastructure is planned, designed and delivered at the least lifecycle cost which carries an acceptable level of risk; and
- (i) minimise the impact on the environment.

Unitywater considers all of the matters set out in this Policy Statement to be relevant to the connection or supply of its water services and wastewater services and will assess any application for a Water Approval against these matters, together with the relevant Decision Criteria in Schedule 1.

2. Contents

- (a) This Policy has been prepared in accordance with s.99BO(1)(f) and s.99BOA of “The Act”.
- (b) It is a legislative requirement that a person must not connect to, alter an existing Connection to or disconnect from Unitywater’s infrastructure without Unitywater’s approval.¹
- (c) This Policy includes:
 - (i) Details of the way to request a services advice notice from Unitywater;
 - (ii) Unitywater’s criteria and conditions for a Standard Connection;
 - (iii) Unitywater’s criteria for a Staged Water Connection;
 - (iv) Unitywater’s criteria for other categories of Connections including Connections outside its Connection Area (including its Restricted Connection Area) and its Future Connection Area;
 - (v) Details of the way to apply for a Water Approval;
 - (vi) Time frames for Unitywater’s decisions for Connections, other than a Standard Connection;
 - (vii) Unitywater’s requirements for construction maintenance and defects liability;
 - (viii) Unitywater’s conditions for when a Water Approval lapses;
 - (ix) Identification of the categories of Connections to which Unitywater may delegate its decision function under s.53 of the Act;
 - (x) Identification of the areas (each a Connection Area or a Restricted Connection Area) in which Unitywater guarantees to provide connections to Unitywater’s water service or wastewater service that complies with Unitywater’s Connection Criteria;
 - (xi) Identification of the circumstances in which Unitywater may approve connection outside Unitywater’s Connection Area (including outside Unitywater’s Restricted Connection Area);
 - (xii) Identification of the areas (each a Future Connection Area) in which Unitywater intends to extend Unitywater’s infrastructure network;
 - (xiii) Unitywater’s criteria for providing connection, with or without conditions, to its water service and wastewater service; and
 - (xiv) The way to amend a Water Approval condition.

¹ See s.99BRBX of the Act.

3. Policy Scope/Coverage

3.1. Connections

a. General Matters about Connections

- (i) Unitywater guarantees to provide a Connection to its infrastructure networks for its water service and wastewater service in its Connection Area and Restricted Connection Area if the Connection complies with its Connection Criteria.
- (ii) Unitywater does not guarantee to provide a Connection to its infrastructure networks for its water service and wastewater service in its Connection Area or Restricted Connection Area if the Connection does not comply with its Connection Criteria.
- (iii) Unitywater intends to extend its infrastructure networks to its Future Connection Area.
- (iv) Unitywater does not guarantee to provide a Connection to its water service or wastewater service in its Future Connection Area.
- (v) Unitywater does not guarantee to provide a Connection to its water service or wastewater service outside all Connection Areas, Restricted Connection Areas and Future Connection Areas.

b. Services Advice Notices

- (i) If a person seeks information about a proposed Connection or the proposed Alteration or disconnection of a Connection before formally seeking a Water Approval from Unitywater, they may request a services advice notice² from Unitywater.
- (ii) A services advice notice may be requested by:
 - (A) Completing and submitting the approved form (available on Unitywater's website at www.unitywater.com); and
 - (B) Paying the fee stated in Unitywater's Fees and Charges Schedule.
- (iii) A services advice notice is similar to a pre-lodgement advice received from a local government before lodging a development application.
- (iv) A services advice notice request is not an application for a Connection, Alteration or Disconnection of a Connection and a services advice notice cannot be construed as granting approval to connect or for an Alteration or disconnection.
- (v) While Unitywater will endeavour to provide accurate advice, a services advice notice does not bind Unitywater if the person requesting the notice subsequently applies for approval to connect or for an Alteration or disconnection.
- (vi) Information contained in a services advice notice is preliminary advice only and in no way constitutes approval towards an application for a Water Approval.
- (vii) Unitywater may amend any advice following the receipt of an application for a Water Approval.

² See ss.99BRAC and 99BRAD of the Act for information about services advice notices.

3.2. Connections Categories

Three categories of Connections are dealt with in this Policy:

- (i) Standard Connections;
- (ii) Other Connections; and
- (iii) Staged Connections.

a. Standard Connections

- (i) Standard Connections are limited to Connections, Disconnections and Alterations of a Connection that:
 - (A) Are located inside the Connection Area or Restricted Connection Area; and
 - (B) Comply with Unitywater's criteria for Standard Connections (refer **Schedule 1, Table 1 - Criteria and Conditions for Standard Connections**).
- (ii) The Standard Connection is subject to compliance with Standard Conditions identified in this Policy. The request and Standard Connection are also subject to the charges set out in Unitywater's Fees and Charges Schedule.
- (iii) **Schedule 1, Table 1 - Criteria and Conditions for Standard Connections** sets out Unitywater's criteria and conditions for Standard Connections.

b. Other Connections

- (i) This category covers any Connection, Disconnection or Alteration of a Connection other than a Standard Connection or a Staged Connection (i.e. Other Connections).
- (ii) The following are examples of the types of Connections in this category:
 - (A) Connections associated with changes of use, building work or subdivisions that will be finalised in a single application for a Water Approval; and
 - (B) Connections, including a material change in infrastructure or a material change in demand, that will be finalised in a single application for a Water Approval.
- (iii) Connections in this category may involve the construction of Property Service Infrastructure and/or Network Infrastructure.
- (iv) An applicant may submit detailed works design plans simultaneously to seeking approval to connect to the existing network, if the nature and extent of new Network Infrastructure works associated with the Connection are known (e.g. new reticulation infrastructure for a subdivision estate).
- (v) **Schedule 1, Table 2 – Decision Criteria for Other Connections and Staged Connections** sets out the criteria that Unitywater will assess applications in this category against.

c. Staged Connections

- (i) The Staged Connection category is primarily intended for network Connections for multistage subdivision estates and master-planned communities. This category is also for any Connection, disconnection or Alteration of a Connection that will be staged over two or more Water Approvals, whether or not Network Infrastructure works are also involved.

- (ii) **Schedule 1, Table 2 - Decision Criteria for Other Connections and Staged Connections** sets out the criteria that Unitywater will assess applications in this category against.

3.3. Applications and Approvals

a. Requirements for all categories of Connections

- (i) **Schedule 2** sets out the following:
- (A) The way to apply for a Standard Connection and a Water Approval; and
 - (B) The timeframe for deciding an application for a Water Approval.
- (ii) **Schedule 3, Table 1 - Amendments of conditions of Water Approvals** sets out the way to amend conditions of Water Approvals.

3.4. Construction Maintenance and Defects Liability

Unitywater's construction maintenance and defects liability requirements are specified in Unitywater's Connections Administration Manual.

3.5. Miscellaneous

a. Conditions for when a Water Approval lapses

- (i) A Water Approval has effect until it lapses under a condition of the approval.
- (ii) Under Unitywater's conditions for a Water Approval, all categories of Water Approval (including Standard Connections, Other Connections and Staged Connections) lapse 4 years after the date the Water Approval takes effect³, except for disconnections for a Standard Connection which lapse 1 year after the date on which the Standard Connection notice takes effect.

*Note: An application to extend or otherwise alter the lapsing period of a Water Approval (other than for a Standard Connection) may be made to Unitywater in the way described in **Schedule 3, Table 1 - Amendments of conditions of Water Approvals**.*

b. Agreements

- (i) The Act provides for water infrastructure agreements to be entered into as provided for under s.99BRDK of the Act, and for Water Approval condition agreements to be entered into as provided for under s.99BRAL of the Act.
- (ii) The period for executing any agreement referred to in s.99BRDK and s.99BRAL of the Act is 6 months starting from the day after:
- (A) For a Water Approval condition agreement — the Water Approval takes effect; and
 - (B) For a water infrastructure agreement — the infrastructure charges notice (or negotiated infrastructure charges notice) has been given.

However, a longer period for executing an agreement may be agreed by Unitywater.

³ A Standard Connection takes effect in accordance with s.99BRAU(6) of the Act. A Water Approval takes effect in accordance with s.99BRAO of the Act.

c. Reviews and Appeals

The applicant's rights of internal review and appeal will be identified in any decision notice given for an application for a Water Approval and in an amendment notice given for a request to amend a condition of a Water Approval.

d. Delegations

Unitywater may delegate its decision-making functions in respect of applications for Standard Connections, Staged Connections and Other Connections under s.53 of the Act.

e. Fees and Charges

The fees and charges for Connections are as set out in Unitywater's Fees and Charges Schedule.

f. Planning Assumptions for Growth and Development

The Planning Assumptions relied upon by Unitywater are as stated in Unitywater's Schedule of Works.

4. Definitions and Interpretation

(a) Definitions

- (i) Unless the context requires otherwise or as otherwise expressly stated, a term used in this Policy has the meaning given to it by:
- (A) this Policy;
 - (B) if not defined in this Policy, the Act;
 - (C) if not defined in the Act, the *Water Supply (Safety and Reliability) Act 2008*;
 - (D) if not defined in the *Water Supply (Safety and Reliability) Act 2008*, the *Planning Act 2016*;
 - (E) if not defined in the *Planning Act 2016*, its ordinary meaning.
- (ii) The following definitions apply unless the context requires otherwise:

Term	Meaning
Act	Means the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> .
Adopted Charge	Has the same meaning as in the Act.
Application Materials	For an application for a Water Approval, means all the material about the application that Unitywater receives before the application is decided, including: <ul style="list-style-type: none">(a) any material attached to, or given with, the approved form; and(b) any material relating to the application given to Unitywater by the applicant after the application is made, include a response to a request for extra information.

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Term	Meaning
Alteration	Means any material change in infrastructure or increase in demand for a water service or sewerage service at the Connection.
Charges Schedule	Has the same meaning as in the Act and is contained in the Unitywater Netserv Plan Part A – Appendix C Charges Schedule.
Connection	Means a Property Service Connection or a Network Connection.
Connection Area	Means the area comprising land: (a) Connected to Unitywater’s infrastructure (water and sewerage); or (b) Not connected to Unitywater’s infrastructure but paying access charges for the particular service; and (c) Within a Water Connection Area, a Sewerage Connection Area, a Water Restricted Connection Area or a Sewerage Restricted Connection Area as shown on the maps published on Unitywater's website.
Connection Charge	Has the same meaning as in the Act.
Connection Criteria	Means the criteria identified in: (a) Schedule 1, Table 2 – Decision Criteria for Other Connections and Staged Connections that apply inside a Connection Area or a Restricted Connection Area; and (b) the Policy Statement in Part 1 of this Policy.
Decision Criteria	Means the criteria identified in: (a) Schedule 1, Table 2 – Decision Criteria for Other Connections and Staged Connections ; and (b) any other matter identified in the Connections Policy as being relevant to the assessment of an application for a Water Approval.
Dual Occupancy	Has the same meaning as in the Planning Regulation 2017. <i>Note: a duplex is an example of a dual occupancy use.</i>
Dwelling house	Has the same meaning as in the Planning Regulation 2017.
Fees and Charges Schedule	Means Unitywater’s Fees and Charges Schedule available at Unitywater’s website: www.unitywater.com .
Future Connection Area	Means the area comprising land: (a) in which Unitywater intends to extend its infrastructure networks; and (b) within a Water Future Connection Area or a Sewerage Future Connection Area as shown on the maps published on Unitywater's website.

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Term	Meaning
Network Connection	Means: (a) The connection of Network Infrastructure to Unitywater's water infrastructure to supply a water service or wastewater service; (b) The disconnection of Network Infrastructure from Unitywater's water infrastructure to stop supply of a water service or wastewater service; (c) The Alteration of Network Infrastructure that is part of Unitywater's water infrastructure; and (d) Works for the matters mentioned above to extend or upgrade Unitywater's water infrastructure.
Network Infrastructure	Has the same meaning as in the Act.
Other Connection	Means any Connection, disconnection or Alteration of a Connection that is not a Standard Connection or a Staged Connection.
Participating Councils	Means the Moreton Bay Regional Council, Noosa Shire Council and Sunshine Coast Regional Council.
PDA development application	Means an application for a PDA development approval.
PDA development approval	Has the same meaning as under <i>the Economic Development Act 2012</i> .
Priority Infrastructure Area	In this Policy, means a Priority Infrastructure Area of a Participating Council.
Property Service Connection	Means: (a) The connection of Property Service Infrastructure to Unitywater's water infrastructure to supply a water service or wastewater service; (b) The disconnection of Property Service Infrastructure from Unitywater's water infrastructure to stop supply of a water service or wastewater service; and (c) The Alteration of Property Service Infrastructure that is part of Unitywater's water infrastructure.
Property Service Infrastructure	Means generally the infrastructure for connecting premises to Unitywater's infrastructure, as more particularly defined in the Act.
Property Service Works Charge	Means a charge levied for Property Service Infrastructure.
Restricted Connection Area	Means a Connection Area that is shown as a Restricted Connection Area on the maps published on Unitywater's website.
Schedule of Works	Has the same meaning as in the Act and is contained in the Unitywater Netserv Plan Part A – Appendix B Schedule of Works.
SEQ Design and Construction Code	Means the <i>South-East Queensland Water Supply and Sewerage Design and Construction Code</i> .
Sewerage Connection Area	Means the area shown as a Sewerage Connection Area on the maps published on Unitywater's website.

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Term	Meaning
Sewerage Future Connection Area	Means the area shown as a Sewerage Future Connection Area on the maps published on Unitywater's website.
Sewerage Restricted Connection Area	Means the area shown as a Sewerage Restricted Connection Area on the maps published on Unitywater's website.
Staged Water Connection	Means a Connection, disconnection or Alteration of a Connection that complies with Unitywater's
Staged Connection	Decision Criteria in Schedule 1, Table 2 – Decision Criteria for Other Connections and Staged Connections and other relevant matters identified in this Policy.
Standard Conditions	Means the Standard Conditions identified in Schedule 1, Table 1 – Criteria and Conditions for Standard Connections.
Standard Connection	Means a Property Service Connection, disconnection or Alteration in the Connection Area or Restricted Connection Area that complies with Unitywater's Standard Connection criteria in Schedule 1, Table 1 - Criteria and Conditions for Standard Connections.
Water Approval	Has the same meaning as in the Act and where the context requires in this Policy, includes a Standard Connection notice.
Water Connection Area	Means the area shown as a Water Connection Area on the maps published on Unitywater's website.
Water Future Connection Area	Means the area shown as a Water Future Connection Area on the maps published on Unitywater's website
Water Restricted Connection Area	Means the area shown as a Water Restricted Connection Area on the maps published on Unitywater's website.

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(b) Interpretation

- (i) Headings are for convenience only and do not affect interpretation.
- (ii) Mentioning anything after includes, including, for example, or similar expressions, does not limit what else might be included.
- (iii) The following rules apply unless the context requires otherwise:
 - (A) The singular includes the plural, and the converse also applies.
 - (B) If a word or phrase is defined, its other grammatical forms have a corresponding meaning.
 - (C) A reference to legislation or to a provision of legislation includes a modification or re-enactment of it, a legislative provision substituted for it and a regulation or statutory instrument issued under it.
- (iv) Unless otherwise stated, a reference to a document means the latest version of the document.

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SCHEDULE 1 – CRITERIA

TABLE 1 – CRITERIA AND CONDITIONS FOR STANDARD CONNECTIONS

Schedule 1, Table 1 only applies for Connections, Alterations and disconnections that comply with the criteria for a Standard Connection.

Connection Area Standard Connections only apply inside Connection Areas and Restricted Connection Areas.	Standard Connection Criteria These criteria must be satisfied for a Connection, Alteration or disconnection to be within the Standard Connection category.	Standard Conditions These conditions apply to all Standard Connections.
1 Water Connection Area or Restricted Water Connection Area	New water Connection or the Alteration of an existing water Connection in a Water Connection Area or Restricted Water Connection Area if: <ul style="list-style-type: none"> 1.1 The Connection or Alteration is for a single 20 or 25 mm (inner diameter (ID)) Property Service Connection to an existing single residential lot for a Dwelling House or Dual Occupancy; 1.2 The Connection or Alteration complies with the SEQ Design and Construction Code; 1.3 The Connection is the only water Connection to the lot; and 1.4 The Connection or Alteration does not include any of the following: <ul style="list-style-type: none"> (a) Connections or Alterations to water reticulation mains greater than or equal to 300mm (ID); (b) Connections or Alterations requiring the extension or upgrade of Unitywater’s existing water reticulation mains (Network Infrastructure); 	As stated in Schedule 2, Table 1 Standard Connections Application (Request) and Approval Information.

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Connection Area Standard Connections only apply inside Connection Areas and Restricted Connection Areas.	Standard Connection Criteria These criteria must be satisfied for a Connection, Alteration or disconnection to be within the Standard Connection category.	Standard Conditions These conditions apply to all Standard Connections.
	<ul style="list-style-type: none"> (c) Connections or Alterations to water reticulation mains if the mains are not located on the road directly fronting the lot; (d) Connections or Alterations to lots that are not completely within the Water Connection Area or Restricted Water Connection Area. 	
2 Water Connection Area or Restricted Water Connection Area	Disconnection of an existing water Connection in a Water Connection Area or Restricted Water Connection Area if: <ul style="list-style-type: none"> 2.1 The disconnection is of a single 20 or 25 mm ((ID)) Property Service Connection to an existing single residential lot for a Dwelling House or Dual Occupancy; 2.2 The disconnection complies with the SEQ Design and Construction Code; and 2.3 The Disconnection does not include any of the following: <ul style="list-style-type: none"> (a) Disconnections to water reticulation mains greater than or equal to 300mm (ID); (b) Disconnections requiring a change to Unitywater's existing water reticulation mains (Network Infrastructure); 	As stated in Schedule 2, Table 1 Standard Connections Application (Request) and Approval Information.

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Connection Area Standard Connections only apply inside Connection Areas and Restricted Connection Areas.	Standard Connection Criteria These criteria must be satisfied for a Connection, Alteration or disconnection to be within the Standard Connection category.	Standard Conditions These conditions apply to all Standard Connections.
	<ul style="list-style-type: none"> (c) Disconnections from water reticulation mains if the mains are not located on the road directly fronting the lot; (d) Disconnections to lots that are not completely within the Water Connection Area or Restricted Water Connection Area. 	
3 Sewerage Connection Area or Restricted Sewerage Connection Area	New sewerage Connection or the Alteration of an existing sewerage Connection in a Sewerage Connection Area or Restricted Sewerage Connection Area if: <ul style="list-style-type: none"> 3.1 The Connection or Alteration is for a single 100 mm sewerage Property Service Connection to an existing single residential lot for a Dwelling House or Dual Occupancy; 3.2 The Connection or Alteration complies with the SEQ Design and Construction Code; 3.3 The Connection is the only sewerage Connection to the lot; and 3.4 The Connection or Alteration does not include any of the following: <ul style="list-style-type: none"> (a) Connections or Alterations to lots that are partly or completely below the ARI 100 flood level (or equivalent) in the relevant Participating Council's planning scheme; 	As stated in Schedule 2, Table 1 Standard Connections Application (Request) and Approval Information.

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Connection Area Standard Connections only apply inside Connection Areas and Restricted Connection Areas.	Standard Connection Criteria These criteria must be satisfied for a Connection, Alteration or disconnection to be within the Standard Connection category.	Standard Conditions These conditions apply to all Standard Connections.
	<ul style="list-style-type: none"> (b) Connections or Alterations to sewers that are greater than 225 mm (ID); (c) Connections or Alterations to sewers that are not located on the lot or not located on the road directly fronting the lot; (d) Connections or Alterations requiring the extension or upgrade of Unitywater's existing sewerage reticulation mains (Network Infrastructure); (e) Connections or Alterations to sewers that are at depths greater than 3 m; (f) Connections or Alterations that involve the shortening or lowering of the sewerage connection point; (g) Connections or Alterations to sewers that serve a combined drain; (h) Connections or Alterations to lots that are not completely within the Sewerage Connection Area or Restricted Sewerage Connection Area. 	
4 Sewerage Connection Area or Restricted Sewerage Connection Area	Disconnection of an existing sewerage Connection in a Sewerage Connection Area or Restricted Sewerage Connection Area if:	As stated in Schedule 2, Table 1 Standard Connections Application (Request) and Approval Information.

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Connection Area Standard Connections only apply inside Connection Areas and Restricted Connection Areas.	Standard Connection Criteria These criteria must be satisfied for a Connection, Alteration or disconnection to be within the Standard Connection category.	Standard Conditions These conditions apply to all Standard Connections.
	4.1 The disconnection is of a single 100 mm sewerage Property Service Connection to an existing single residential lot for a Dwelling House or Dual Occupancy; 4.2 The disconnection complies with the SEQ Design and Construction Code; and 4.3 The disconnection does not include any of the following: (a) Disconnections to lots that are partly or completely below the ARI 100 flood level (or equivalent) in the relevant Participating Council's planning scheme; (b) Disconnections to sewers that are greater than 225 mm (ID); (c) Disconnections to sewers that are not located on the lot or not located on the road directly fronting the lot; (d) Disconnections requiring a change to Unitywater's existing sewerage reticulation mains (Network Infrastructure); (e) Disconnections to sewers that are at depths greater than 3 m;	

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Connection Area Standard Connections only apply inside Connection Areas and Restricted Connection Areas.	Standard Connection Criteria These criteria must be satisfied for a Connection, Alteration or disconnection to be within the Standard Connection category.	Standard Conditions These conditions apply to all Standard Connections.
	<ul style="list-style-type: none"> (f) Disconnections that involve the shortening or lowering of the sewerage connection point; (g) Disconnections to sewers that serve a combined drain; (h) Disconnections to lots that are not completely within the Sewerage Connection Area or Restricted Sewerage Connection Area. 	

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TABLE 2 – DECISION CRITERIA FOR OTHER CONNECTIONS AND STAGED CONNECTIONS

Schedule 1, Table 2 applies to Connections, Alterations and disconnections that are Other Connections and Staged Connections.

Item	Connection	Location	Decision Criteria
1	New Connection or the Alteration of an existing Connection for Other Connections and Staged Connections	Water Future Connection Area Sewerage Future Connection Area Outside all Connection Areas (including Restricted Connection Areas) and Future Connection Areas	<p>The application is assessed against these criteria.</p> <p>Unitywater may approve a new Connection or an Alteration of an existing Connection outside a Connection Area (including a Restricted Connection Area) if Unitywater is satisfied that:⁴</p> <ul style="list-style-type: none"> 1.1 the applicant can be conditioned to provide all non-trunk infrastructure necessary to service the Connection or Alteration; 1.2 the capacity of the existing water infrastructure network is sufficient to service the Connection or Alteration, or sufficient water infrastructure network capacity can be provided safely, efficiently, effectively and equitably to service the Connection or Alteration; 1.3 the Connection or Alteration does not utilise existing capacity that been created or allocated for other planned Connections or Alterations; 1.4 the Connection or Alteration will not compromise or make more difficult: <ul style="list-style-type: none"> (a) the efficient and effective planning for water infrastructure; (b) the coordination and integration of water infrastructure planning and land use planning; (c) the sequencing of water infrastructure so as to minimise the lifecycle cost for the water infrastructure; (d) the delivery of water infrastructure in a logical and orderly location, form and sequence; (e) the implementation of current Water Approvals; and

⁴ Section 99BO(1)(f)(iii) requires the Connections Policy to state the circumstances in which Unitywater may approve connection outside a Connection Area.

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Item	Connection	Location	Decision Criteria
	The type of Connection, disconnection or Alteration sought.	Where the land is located.	<p>The application is assessed against these criteria.</p> <p>(f) the operation of water infrastructure and the delivery of water services and wastewater services, for the Connection Area and the Future Connection Area;</p> <p>1.5 the Connection or Alteration will not compromise the financial viability and feasibility of infrastructure provision by Unitywater;</p> <p>1.6 for a Connection or Alteration in the Future Connection Area, the Connection or Alteration is consistent with the provisions in Unitywater's Schedule of Works, including the planning assumptions, the demand assumptions, the desired standards of service and the type, location and timing of planned works;</p> <p>1.7 for a Connection or Alteration outside all Connection Areas and Future Connection Areas, the Connection or Alteration will not compromise or make more difficult compliance with the provisions in Unitywater's Schedule of Works, including the planning assumptions, the demand assumptions, the desired standards of service and the type, location and timing of planned works;</p> <p>1.8 any required trunk infrastructure does not require Unitywater to incur infrastructure costs or if Unitywater is required to incur infrastructure costs, the Adopted Charges that have been or will be levied by Unitywater are sufficient to cover those costs;</p> <p>1.9 the Connection or Alteration complies with the Policy Statement in Section 1 of this Policy; and</p> <p>1.10 the Connection or Alteration satisfactorily addresses the criteria in Schedule 1, Table 2, Items 2 and 3.</p>

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Item	Connection The type of Connection, disconnection or Alteration sought.	Location Where the land is located.	Decision Criteria The application is assessed against these criteria.
2	New Connection or the Alteration of an existing Connection for Other Connections and the First Stage of Staged Connections	Water Connection Area Restricted Water Connection Area Water Future Connection Area Sewerage Connection Area Restricted Sewerage Connection Area Sewerage Future Connection Area Outside all Connection Areas (including Restricted Connection Areas) and Future Connection Areas	An application for a Water Approval must address the following matters to the satisfaction of Unitywater: ⁵ <ol style="list-style-type: none"> 2.1 The availability of relevant infrastructure to service the land; 2.2 For new water Connections or Alterations, the demands generated by the use or the proposed use of the land, including fire flow demands; 2.3 For new sewerage Connections or Alterations, the demands (with respect to both quantity and quality) generated by the use or the proposed use of the land, including the biological/chemical loads; 2.4 The existing and planned capacity available in the relevant network having regard to the demand assumptions for the land stated in Unitywater's Schedule of Works, and the impacts of the demand on the standards of service, including the standards of service stated in Unitywater's Schedule of Works and in the SEQ Design and Construction Code; 2.5 If the land is located in a Restricted Water Connection Area or a Restricted Sewerage Connection Area, the impacts of the Connection on existing and/or planned services and infrastructure in relevant Connection Areas (other than Restricted Connection Areas) or Future Connection Areas, including standards of service impacts; 2.6 If the land is located outside all Connection Areas (including Restricted Connection Areas) and Future Connection Areas, the impacts of the Connection on existing and/or planned services and infrastructure in relevant Connection Areas (including Restricted Connection Areas) and Future Connection Areas, including standards of service impacts;

⁵ Section 99BO(1)(f)(iv) requires the Connections Policy to state Unitywater's criteria for providing connection, with or without conditions, to its water service or wastewater service.

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Item	Connection	Location	Decision Criteria
	The type of Connection, disconnection or Alteration sought.	Where the land is located.	<p>The application is assessed against these criteria.</p> <p>2.7 Any constraints affecting the connection of infrastructure and the provision of the relevant service to the land or the supply of the relevant level of service to other customers; <i>Example of a constraint - a constraint may include an environmental constraint such as the existence of sensitive habitat that may affect the location of new Network Infrastructure on or to the land.</i></p> <p>2.8 If works design plans are included in the application, the technical feasibility of the engineering design and its compliance with relevant standards, including the SEQ Design and Construction Code;</p> <p>2.9 Compliance with the Policy Statement in Section 1 of this Policy;</p> <p>2.10 Any interference with the connection or supply of water services or wastewater services to other customers;</p> <p>2.11 Compliance with the following documents:</p> <ul style="list-style-type: none"> (a) the Act; (b) the total water cycle management plan for the relevant Participating Council; (c) Unitywater's Connections Administration Manual; (d) Unitywater's Accreditation and Certification Manual; (e) the SEQ Design and Construction Code; and (f) the Unitywater Netserv Plan Part A; <p>2.12 The ability for Unitywater to deliver water infrastructure based on the most efficient asset planning and at the least lifecycle cost;</p> <p>2.13 The costs incurred or to be incurred by Unitywater in providing, operating and maintaining the Connection or Alteration;</p>

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Item	Connection The type of Connection, disconnection or Alteration sought.	Location Where the land is located.	Decision Criteria The application is assessed against these criteria.
			<p>2.14 The infrastructure contributions to be provided by the applicant and the potential for future infrastructure contributions to be provided by future applicants;</p> <p>2.15 The potential for other future Connections to any water infrastructure provided for the Connection;</p> <p>2.16 The relationship of the application for a Water Approval with the following applications, approvals and agreements:</p> <ul style="list-style-type: none"> (a) any current development applications or PDA development applications for the land relevant to the application for the Water Approval; (b) any current development applications or PDA development applications for the land surrounding the land relevant to the application for the Water Approval; (c) any current development approvals or PDA development approvals for the land relevant to the application for the Water Approval; (d) any current development approvals or PDA development approvals for the land surrounding the land relevant to the application for the Water Approval; (e) any other current applications for a Water Approval for the land relevant to the application for the Water Approval (f) any current applications for a Water Approval for the land surrounding the land relevant to the application for the Water Approval; (g) any current Water Approvals or water connection aspects of development approvals or PDA development approvals for the land relevant to the application for the Water Approval; (h) any current Water Approvals or water connection aspects of development approvals or PDA development approvals for the land surrounding the land relevant to the application for the Water Approval;

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Item	Connection	Location	Decision Criteria
	The type of Connection, disconnection or Alteration sought.	Where the land is located.	<p>The application is assessed against these criteria.</p> <ul style="list-style-type: none"> (i) any infrastructure agreements or water infrastructure agreements relevant to the land the subject of the application for the Water Approval, to which Unitywater is a party where: <ul style="list-style-type: none"> (i) the owner or applicant is also a party to the infrastructure agreement or water infrastructure agreement; or (ii) the infrastructure agreement or water infrastructure agreement attaches to the land and binds the owner and the owner's successors in title to the land; (j) any infrastructure agreements or water infrastructure agreements to which Unitywater is a party with respect to the land surrounding the land the subject of the application for the Water Approval; <p>2.17 The consistency with any planned increases in the capacity of the infrastructure networks, the areas into which the infrastructure networks are to be extended and the timeframe for any increase in capacity of the infrastructure networks;</p> <p>2.18 The effects of unplanned increases in the capacity of the infrastructure networks;</p> <p>2.19 For the purpose of deciding whether or not an application for a Water Approval will be approved subject to a necessary infrastructure condition:</p> <ul style="list-style-type: none"> (a) the trunk infrastructure necessary to service the land the subject of the Water Approval (subject land); (b) whether adequate trunk infrastructure necessary to service the subject land has been provided; (c) whether the Unitywater Netserv Plan Part A identifies adequate trunk infrastructure to service the subject land;

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Item	Connection	Location	Decision Criteria
	The type of Connection, disconnection or Alteration sought.	Where the land is located.	<p>The application is assessed against these criteria.</p> <ul style="list-style-type: none"> (d) whether the Connection or Alteration is consistent with the assumptions stated in the Unitywater Netserv Plan Part A about the type, scale, location, timing and intensity of future development; (e) whether the trunk infrastructure will service land other than the subject land and if so whether the trunk infrastructure is the most efficient and cost-effective solution for servicing other land in the general area of the subject land; (f) the establishment cost of the trunk infrastructure necessary to service the subject land; and (g) the amount payable by the applicant by applying the Adopted Charge for the Connection or Alteration; <p>2.20 For the purpose of deciding whether or not an application for a Water Approval will be approved subject to an additional payment condition:</p> <ul style="list-style-type: none"> (a) whether the Connection or Alteration will generate infrastructure demand of more than that required to service the type, scale or intensity of future development assumed in the Unitywater Water Netserv Plan Part A; (b) whether the Connection or Alteration will require new trunk infrastructure earlier than when identified in the Unitywater Water Netserv Plan Part A; (c) whether the subject land is completely or partly outside the Connection Area or Future Connection Area; (d) whether the Connection or Alteration would impose additional trunk infrastructure costs on Unitywater and the quantum of those costs; (e) the levied charges for the trunk infrastructure; (f) the trunk infrastructure provided, or to be provided, by the applicant; (g) whether the trunk infrastructure is also intended to service other premises;

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Item	Connection	Location	Decision Criteria
	The type of Connection, disconnection or Alteration sought.	Where the land is located.	<p>The application is assessed against these criteria.</p> <ul style="list-style-type: none"> (h) for a Connection or Alteration completely inside the Connection Area and Future Connection Area: <ul style="list-style-type: none"> (i) the additional establishment cost that would be incurred by Unitywater in providing trunk infrastructure earlier than planned; (ii) the establishment cost of any additional trunk infrastructure made necessary by the Connection or Alteration; (iii) the proportion of the establishment cost of the infrastructure that may be apportioned reasonably to other users of the infrastructure; (iv) the proportion of the establishment cost of the infrastructure that has been, is or is to be, the subject of a levied charge by Unitywater; (i) for a Connection or Alteration completely or partly outside the Connection Area and Future Connection Area: <ul style="list-style-type: none"> (i) the establishment cost of trunk infrastructure that is made necessary by the Connection or Alteration; (ii) the establishment cost of trunk infrastructure that is needed to service the rest of the Connection Area and Future Connection Area; (iii) the establishment cost of any temporary infrastructure required to ensure the safe or efficient operation of infrastructure needed to service the Connection or Alteration; (iv) the establishment cost of any temporary infrastructure made necessary by the Connection or Alteration; (v) any decommissioning, removal and rehabilitation costs of the temporary infrastructure; (vi) the maintenance and operating costs for up to 5 years of the trunk infrastructure and temporary infrastructure;

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Item	Connection The type of Connection, disconnection or Alteration sought.	Location Where the land is located.	Decision Criteria The application is assessed against these criteria.
			<p>2.21 For the purpose of deciding whether or not an application for a Water Approval will be approved subject to the provision of a non-trunk infrastructure:</p> <ul style="list-style-type: none"> (a) the provision by the applicant of non-trunk infrastructure for a network internal to the subject land; (b) the provision by the applicant of non-trunk infrastructure connecting the subject land to the external infrastructure; (c) the provision by the applicant of non-trunk infrastructure to protect or maintain the safety or efficiency of the water infrastructure network of which the non-trunk infrastructure is a component; and (d) the timing of the provision of the non-trunk infrastructure by the applicant.
3	Subsequent Staged Connection	Water Connection Area Restricted Water Connection Area Water Future Connection Area Sewerage Connection Area Restricted Sewerage Connection Area Sewerage Future Connection Area	<p>3.1 As for the first Staged Connection application, to the extent the matter has not already been assessed in the first or a previous Staged Connection application; and</p> <p>3.2 Any matter required to be assessed under a condition imposed on a Water Approval for a previous stage.</p>

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Item	Connection	Location	Decision Criteria
	The type of Connection, disconnection or Alteration sought.	Where the land is located.	The application is assessed against these criteria.
4	New Connection or the Alteration of an existing Connection for Other Connections and Staged Connections	Outside all Connection Areas (including Restricted Connection Areas) and Future Connection Areas Water Connection Area Restricted Water Connection Area Water Future Connection Area Sewerage Connection Area Restricted Sewerage Connection Area Sewerage Future Connection Area Outside all Connection Areas (including Restricted Connection Areas)	4.1 The application for a Water Approval must be assessed against the information contained in the Application Materials.

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Item	Connection	Location	Decision Criteria
	The type of Connection, disconnection or Alteration sought.	Where the land is located.	The application is assessed against these criteria.
5	Disconnections of any existing Connection (other than disconnections of Standard Connections)	and Future Connection Areas Water Connection Area Sewerage Connection Area Restricted Water Connection Area Restricted Sewerage Connection Area Water Future Connection Area Sewerage Future Connection Area Outside all Connection Areas (including Restricted Connection Areas) and Future Connection Areas	5.1 Impacts of the disconnection on existing and/or planned water infrastructure, water services, wastewater services and other Connections in relevant Connection Areas, Restricted Connection Areas and Future Connection Areas, including standards of service impacts; and 5.2 Compliance with the SEQ Design and Construction Code.

SCHEDULE 2: REQUESTS AND APPLICATIONS

General Information about Requests and Applications

The tables in this Schedule outline Unitywater’s requirements for lodging and assessing requests for Standard Connections and applications for Water Approvals.

Table 1 - Standard Connections Application (Request) and Approval Information

All references to a Connection in this Table are to a Property Service Connection only.

All references to a Connection in this Table also apply to an Alteration and a disconnection of a Connection, unless stated otherwise.

All notes in this Table are for the purpose of information only.

Step	Connections Policy Provision
Application (Request)	<p>How do I request a Standard Connection?</p> <ul style="list-style-type: none"> • Where the Connection complies with all of the criteria for the relevant Connection listed in Table 1 - Criteria and Conditions for Standard Connections, the applicant must do all of the following: <ul style="list-style-type: none"> ○ Complete the Unitywater approved application form (available on Unitywater’s website at <i>www.unitywater.com</i>), including supplying the plans and other information specified in the form; ○ Pay the fee stated in Unitywater’s Fees and Charges Schedule; ○ If the applicant is not the owner of the land related to the Connection, provide the land owner’s written consent to the application. <p><i>Note: Payment of these charges (to the extent they apply to the Connection) when the request application is lodged will reduce the time required for Unitywater to complete the Connection and provide services to the land.</i></p>
Assessment	<p>What is the timeframe for deciding the request?</p> <p>Up to 5 business days (or a longer period agreed to by the applicant) after a complete application has been received (<i>Act, s.99BRAU</i>).</p>

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Step	Connections Policy Provision
<p>Decision</p>	<p>What happens when request is granted?</p> <p>Unitywater gives the applicant a Standard Connection notice within 5 business days after the Standard Connection is granted.</p> <p>The notice will include: (Act, s.99BRAU, s.99BRAV, s.99BRCI)</p> <ul style="list-style-type: none"> ○ The Standard Conditions listed in Table 1 - Criteria and Conditions for Standard Connections; and ○ The following charges (to the extent applicable): <ul style="list-style-type: none"> ▪ Charges stated in Unitywater’s Fees and Charges Schedule to the extent applicable for the Connection; ▪ The Connection Charge (Act, s.99BRAV(1)(a)); and ▪ The Property Service Works Charge (Act, s.99BRAV(1)(b)). <p><i>Note 1: Payment of these charges (to the extent they apply to the Connection) when the request application is lodged will reduce the time required for Unitywater to complete the Connection and provide services to the land.</i></p> <p><i>Note 2: Under section 99BRCI(3) of the Act, if an Adopted Charge is to be levied, the infrastructure charges notice for the charge will be given within 10 business days after the Standard Connection notice is given under section 99BRAU(5) of the Act.</i></p>

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Step	Connections Policy Provision
Standard Conditions	<p>What are the Standard Conditions for the Connection?</p> <p>The Standard Conditions that must be complied with for the Connection are as follows: <i>(Act, s99BRAU(7))</i></p> <p>Payment of Charges</p> <ol style="list-style-type: none"> 1. The applicant must pay to Unitywater: <ol style="list-style-type: none"> a. The Connection Charge stated in Unitywater’s Fees and Charges Schedule in force at the time of payment; b. The Property Service Works Charge stated in Unitywater’s Fees and Charges Schedule in force at the time of payment; c. All levied charges under an infrastructure charges notice that apply to the subject land; and d. Any overdue charge for water services or wastewater services to the subject land. <p style="margin-left: 40px;"><i>Timing of compliance:</i></p> <p>Prior to connection.</p> <p>Authority to Enter</p> <ol style="list-style-type: none"> 2. The land owner authorises Unitywater to enter upon the subject land to carry out work associated with the Connection, and read, replace and/or maintain the water meter/s and/or sewerage connection point, and all associated pipes and fittings. <p style="margin-left: 40px;"><i>Timing of compliance</i></p> <p>At all times.</p>

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Step	Connections Policy Provision
	<p>Access and Maintenance</p> <p>3. The water meter/s and the sewerage access chambers, existing on or fronting the subject land must be accessible and clear of any filling, structures or the like.</p> <p><i>Timing of compliance:</i></p> <p>At all times.</p> <p>Connection for Domestic Use Only (not relevant to a disconnection of a Connection)</p> <p>4. The Connection must only be used for domestic purposes on an existing single residential lot for a Dwelling House or Dual Occupancy.</p> <p><i>Timing of compliance:</i></p> <p>At all times.</p> <p><i>Note: If the use is intended to change, the applicant/owner must make a separate application for Alterations to the service to Unitywater.</i></p> <p>When Approval Lapses</p> <p>5. For Connections and Alterations to Connections, this Water Approval lapses if the Connection is not completed within 4 years after the date of this Water Approval.</p> <p>For disconnections of a Connection, this Water Approval lapses if the disconnection is not completed within 12 months after the date of this Water Approval.</p> <p><i>Timing of compliance:</i></p> <p>As stated.</p> <p>Works by Unitywater Only</p> <p>6. The works necessary for the Connection may only be carried out by Unitywater or its authorised representatives.</p> <p><i>Timing of compliance:</i></p> <p>At all times.</p> <p><i>Note: Unitywater will not carry out the Connection works until it is satisfied that all necessary approvals have been obtained.</i></p>

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Table 2 - Staged Connections and Other Connections Application and Approval Information

All references to Connections in this Table also apply to Alterations and Disconnections of Connections, unless stated otherwise.

All notes in this Table are for the purpose of information only.

Step	Connections Policy Provision
<p>Application for: Other Connection or Staged Connection (each stage)</p> <p><i>Note: The steps, requirements and timeframes outlined in this table apply for each stage in a Staged Connection.</i></p>	<p>How do I apply for a Staged Connection or Other Connection?</p> <ul style="list-style-type: none"> • The applicant must do all of the following: <ul style="list-style-type: none"> ○ Complete the Unitywater approved application form (available on Unitywater's website at www.unitywater.com), including supplying the plans and other information specified in the form; ○ Pay the fee stated in Unitywater's Fees and Charges Schedule; ○ If the applicant is not the owner of the land related to the Connection, provide the land owner's written consent to the application. <p><i>Note: This also includes the written consent of land owners related to the Connection e.g. if the nearest suitable sewerage main is located on an adjoining private property and work will need to be carried out to this main to provide the Connection, the written consent of the adjoining land owner is also required to accompany the application.</i></p>

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Step	Connections Policy Provision
<p>Assessment Criteria and timeframes</p>	<p>What will the application be assessed against?</p> <ul style="list-style-type: none"> • The application must be assessed against: <i>(Act, s.99BRAG(3))</i> <ul style="list-style-type: none"> ○ The Decision Criteria listed in Schedule 1, Table 2 – Decision Criteria for Other Connections and Staged Connections of this Policy as applicable to the category of Connection and any other relevant matters identified in this Policy; ○ The SEQ Design and Construction Code; ○ Any other matter Unitywater considers relevant to the connection or supply of its water services or wastewater services. <p>What is the timeframe for deciding the application?</p> <ul style="list-style-type: none"> • Decision timeframe - if no extra information required: <ul style="list-style-type: none"> ○ Total decision timeframe - up to 25 business days (or longer period agreed by the applicant) as follows: ○ Up to 20 business days to assess the application starting on the day after Unitywater receives the complete application; ▪ Up to 5 business days after the decision is made to give the applicant notice of the decision. <ul style="list-style-type: none"> ○ Extended decision timeframe - if extra information is required from the applicant: ○ Up to an extra 25 business days (or longer period agreed to by the applicant) as follows: <p>Up to 20 business days to assess the application starting on the day after Unitywater receives the applicant/s complete response to the request for extra information. The application will be held in abeyance until the applicant's complete response is received;</p> <ul style="list-style-type: none"> ○ Up to 5 business days after the decision is made to give the applicant notice of the decision. ○ Work on publicly-controlled places: ○ The decision timeframes specified above:

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Step	Connections Policy Provision
	<ul style="list-style-type: none"> ▪ Stop if the approval of the relevant public entity (Council or State Government) must be obtained under Chapter 2B, Part 2 of the Act to the carrying out of work on land owned or controlled by the public entity; and ▪ Restart when the public entity approval is obtained. <p><i>Note: The application is taken to have been refused if the applicant is not given a decision notice within the applicable timeframes specified above (s.99BRAI(4)). However, the applicable timeframe does not include the time required (if any) to obtain approval to carry out work on a publicly-controlled place. See Connections Administration Manual for further information about works on publicly-controlled places.</i></p> <ul style="list-style-type: none"> • Lapsing — the application lapses if the applicant has not responded to the request for extra information within 6 months after the request was made and an application for internal review (failure to decide) has not been applied for in accordance with Chapter 4C, Part 4, Division 2 of the Act.
Decision	<p>What happens when request is granted?</p> <ul style="list-style-type: none"> • Unitywater gives the applicant a decision notice within 5 business days after the Staged Connection or Other Connection application is decided. <ul style="list-style-type: none"> ○ The decision notice will include: (Act, s.99BRAI, s.99BRAN, s.99BRCI) ○ any Water Approval conditions imposed; ○ the following charges levied (to the extent applicable): <ul style="list-style-type: none"> ▪ Charges stated in Unitywater's Fees and Charges Schedule to the extent applicable for the Connection; ▪ The Connection Charge (Act, s.99BRAN(1)(a)) ; ▪ The Property Service Works Charge (Act, s.99BRAN(1)(b)); ▪ The Adopted Charge for the Connection.

SCHEDULE 3 – AMENDMENTS OF CONDITIONS OF WATER APPROVALS

Table 1 - Amendments of conditions of Water Approvals

Step	Connections Policy Provision
<p>Amendments of conditions of Water Approvals</p>	<p>How to request an amendment of a condition</p> <ul style="list-style-type: none"> • Do all of the following: <ul style="list-style-type: none"> ○ Complete the Unitywater approved application form (available on Unitywater’s website at www.unitywater.com), including supplying the plans and other information specified in the form; ○ Pay the fee stated in Unitywater’s Fees and Charges Schedule; ○ Provide written confirmation that the change sought does not result in the Water Approval becoming a different category of approval to that which the original application related (e.g. that an Other Connection Water Approval remains an Other Connection Water Approval); ○ If the applicant is not the owner of the land related to the Connection, provide the land owner’s written consent to the application. <p><i>Note: This also includes the written consent of land owners related to the Connection e.g. if the nearest suitable sewerage main is located on an adjoining private property and work will need to be carried out to this main to provide the Connection, the written consent of the adjoining land owner is also required to accompany the application.</i></p> <p>What will the amendment request application be assessed against?</p> <ul style="list-style-type: none"> • The amendment request application will be assessed against the same criteria as applied to the category for the original application, to the extent the criteria are relevant to the request (see Schedule 1: Criteria); • However, to remove any doubt, the amendment request application will be assessed against the criteria in place for the relevant category of Connection at the date when the amendment request application is made. <p>What is the timeframe for deciding the amendment request application?</p> <ul style="list-style-type: none"> • The amendment request application is subject to the same decision timeframes specified in Schedule 2: Requests and Applications as the original application. <p>What happens when the amendment request application is decided? Unitywater gives the applicant an amendment notice before the end of the decision timeframe.</p>