

# Water – Connection, Alteration & Disconnection 2025/2026



## Important Information

The State Government requires all South East Queensland water and sewerage providers to comply with a uniform **SEQ Design and Construction Code** for the design and construction of new water supply and sewerage assets. In order to complete the requested works to the required standards, Redland City Council will need to assess your application.

For all New Developments and Commercial Properties, all water connection applications **MUST** be submitted using council's [online form](#).

## Applicant Details

<input type="checkbox"/> Owner	<input type="checkbox"/> Authorised person
Title: <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss	
Given name(s)	Surname
<input type="text"/>	<input type="text"/>
Company Name	
<input type="text"/>	
Postal address	
<input type="text"/>	
Suburb	Postcode
<input type="text"/>	<input type="text"/>
Phone <input type="checkbox"/> (W) <input type="checkbox"/> (H)	Mobile
<input type="text"/>	<input type="text"/>
Email address	
<input type="text"/>	

## Site Address

Address	
<input type="text"/>	
Suburb	Postcode
<input type="text"/>	<input type="text"/>
Lot	Plan
<input type="text"/>	<input type="text"/>
Date after which works can occur:      /      /	

## State-Controlled Roads

If your works are located on a state-controlled road, RPEQ certified plans are required with this application to submit to the Department of Transport and Main Roads before any works can occur.

☐ I have provided my own RPEQ certified plans

## After Submitting Your Application

Once your application has been received by a Council officer, it will be assessed to determine whether or not a standard or non-standard service will apply.

An invoice will then be issued for the relevant application fee (standard) or the quote preparation fee (non-standard).

## Terms and Conditions

- Survey pegs must be installed before the application can proceed.
- Site to allow clear access free of all obstructions including vegetation and building materials.
- All new water services will be installed to within 500mm of the left or right-hand boundary.
- Council reserves the right to vary the installation location depending on site conditions and asset locations
- All water service and water meter installations are subject to the Plumbing and Drainage Act 2018, the Water Supply (Safety and Reliability) Act 2008, the Plumbing and Drainage Regulation 2019 and the relevant Redland City Council policies, including standard drawings SEQ-WAT-1109-1 and SEQ-WAT-1109-2
- All fees must be received in full prior to scheduling works.
- Council may shut off the supply of water for such period as deemed necessary for repairs, alterations or additions to the water supply system. Prior notice will be provided wherever possible.
- Applications in respect of class 2 to 9 buildings and group housing must be submitted with a plan of the hydraulic reticulation system showing the exact location of service and meter.
- Cultural heritage assessments may be undertaken for the proposed work. If the work is found to be high risk, an additional charge may be applied to manage the cultural heritage risk. If your property is deemed to be requiring an assessment, this cost will be added to the quote.
- The internal pipework may be temporarily reconnected (where possible) to ensure continuity of supply and may not comply with relevant standards.
- Quotes (where applicable) will be issued within 20 days of payment of the application quote fee. They are valid for 12 weeks and all fees must be received in full prior to scheduling works.
- It will be my responsibility to engage a licensed plumber to inspect and rectify any internal pipework altered during the water meter relocation as soon as possible.
- Council may enter the land concerned to effect any necessary alterations to the water service or water meter.
- The owner grants Council permission to enter the property and undertake site inspections to complete requested works as necessary.
- Once installed, Council may enter the land concerned to effect any necessary alterations or repairs to the water service or water meter.
- For applications that lapse or are withdrawn, the application quote fee is non-refundable and a new application will be required.

## Declaration

I declare that:

- The information provided in this application is true and correct; and
- I agree with all of the terms and conditions.

Applicant's Signature	Date
<input type="text"/>	<input type="text"/>

## Office Use Only

AWS #	<input type="text"/>	Date	<input type="text"/>
Receipt #	<input type="text"/>	CSC:	<input type="text"/>

# Further Information

## New Water Connection

Only proceed with this application if you are applying for a connection for a ***Single Residential Property***. All water connection applications for New Developments and Commercial Properties MUST be submitted using council's [online form](#).

Plumbing Application Number: **PD**

**Note:** *Plumbing must be approved before this application can be accepted, as per the Water Supply (Safety and Reliability) Act 2008.*

Is this a new service for a:

- ☐ New dwelling ☐ Dual Occupancy  
☐ Secondary dwelling

What is the preferred location of the new water meter?

- ☐ Left-hand side ☐ Right-hand side

What size connection do you require?

- ☐ 20mm (standard) ☐ Other: \_\_\_\_\_ mm

Is the power supply to the property underground or above ground?

- ☐ Underground ☐ Above ground

**Note:** *If underground, the location of the electrical pillar (green box) will need to be indicated on an attached plan*

What side of the property is the driveway located?

- ☐ Left-hand side ☐ Right-hand side

### Mandatory Attachments:

- ☐ Plumbing Compliance Permit  
☐ Plumbing Approved Plans

## Stolen Water Meter

- ☐ Replace Stolen Residential Water Meter

## Alteration to Existing Connection

Is alteration a request to:

- ☐ Relocate existing meter ☐ Raise/lower meter  
☐ Change connection size

Reason for alteration:

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### Raise / Lower Meter

Existing meter height: \_\_\_\_\_ mm

Proposed meter height: \_\_\_\_\_ mm

**Note:** Council will not lower a water meter below ground level. The general installation height of a water meter is **minimum** 100mm above ground level.

### Change Connection Size

Existing connection size: \_\_\_\_\_ mm

Proposed connection size: \_\_\_\_\_ mm

### Mandatory Attachments:

- ☐ Photo of existing meter (*taken from the road, looking at the house*)

**Relocation ONLY** – Site plan indicating:

- ☐ location of existing meter  
☐ proposed new location of meter  
☐ location of electrical pillar/green box (*underground power only*)

## Disconnection of Existing Service

- ☐ This is a request to Disconnect the Existing Service

Reason for disconnection:

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