

# Our Section 73 response times

We introduced complying S73 applications and improved our response time by up to 60 days

## Our commitment to you

We understand that the time it takes us to respond to developer applications is important. Based on your feedback, we improved the Section 73 process by introducing complying applications\* which has reduced our response time for low risk developments. We also developed new technology, the mobile ozone system, to disinfect new water mains allowing for same day disinfection and connection - saving developers up to six weeks in the process. Recently we introduced Schedule of Rates for estimating our funding requirements. When used developers can save up to 12 weeks in the funding processing time. We're committed to finding more ways that improve our turnaround time to provide a better service to you.

## Our results

We get involved at four stages of the Section 73 process. Other stages are managed by you and your Water Servicing Coordinator. We've set target timeframes for responding at each of these stages. These, as well as our latest results, are shown in the table below.

Development Type		Assess your application	Assess your design	Connecting assets	Finalising	Total
Developments of 5 lots/dwellings or more	Target	20 days	20 days	15 days	20 days	75 days
	Actual	22 days	12 days	15 days	18 days	67 days
Developments less than 5 lots/dwellings	Target	20 days	15 days	15 days	20 days	75 days
	Actual	18 days	11 days	6 days	7 days	42 days
Complying applications*	Target	N/A			5 days	5 days
	Actual	N/A			5 days	5 days

\*Complying applications follow a streamlined process for low risk developments. We only get involved at the finalising stage. To find out our response times for other application types (eg asset adjustment or building plan approval), talk to your Water Servicing Coordinator. To learn more about the Section 73 process, read our [Land Development Guide](#).