

Building and Development Online Services (Developer portal)

User Guide

2025



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Purpose

The Gippsland Water Developer Portal lets users submit and pay for new property connection application online.

This procedure includes:

- How to log in
- How to submit a new connection application
- How to pay my fees
- View previously submitted applications
- How to reset your password
- Guide on obtaining supporting connection application documents (water and sewer asset plans, PIC/VBA consent number and payment receipts).

The Building and Development Online Services Portal (developer portal) can be found

<https://ztyrmpvvsth2r8yr-prd.rhythmllabs.infor.com/>

How to Log in

Open the Developer Portal

If you don't already have a Login and password, follow these steps to register.

Select **Create a Profile**

Login

Email Address *

Password *

☐ Remember Me

LOG IN

[Forgot Password](#)

Would you like to register as a new user?

[Create a Profile](#)

Enter your email > **Continue**

Create a New Profile

Fields with * are required.

Profile Information

Email *
example@example.com

Already have an account? [Log in now](#)

Continue



Select **Company**

Company: Only one account per company is recommended.

Enter your Company **name**

Enter **Address & Phone number**

Continue

Profile Information  [Edit](#) 

Email
infostats@gippswater.com.au

Contact Information

Fields with * are Required.

Enroll as:
☐ Individual ☒ Company

Business Name *
Gippsland Water

Mobile Phone
() -
(123)456-7890


Alternate Phone
() -
(123)456-7890

Continue

Enter your chosen **password**

Continue

Select **I agree to the Terms and Conditions and Privacy Policy** under **Notifications**

Notifications  [Edit](#)

By checking this box, you agree to the [Terms and Conditions](#) and [Privacy Policy](#).

☒ I agree to the terms and conditions and privacy policy.

Create account

The Gippsland Water Terms and Conditions and Privacy Policy can be viewed by clicking the link.

Select **Create account**



Congratulations.

Your account has been successfully created.

Your registration was successful.

[Return to Login](#)

[Gippsland Water Privacy Policy](#)

Select **Return to Login**

Enter your details and **Log In**

Login

Email Address *

infostats@gmail.com

Password *

.....

☐ Remember Me

LOG IN

[Forgot Password](#)

Two-factor Authentication will be required to access the portal.
An email will be sent with the Two-factor Authentication code.



contactus@gippswater.com.au
To



Gippsland
Water

Hello

Here's your authentication code to log in to our online services.

Authentication Code: 120830

If you're having problems or aren't sure why you received this email, please call us on 1800 050 50 between 8am and 5pm Monday to Friday and we'll be happy to help.

Kind regards

Property Services

Gippsland Water



Gippsland
Water



Enter Code and Submit

×

Two-factor Authentication Required

We've sent a message to a*****n@g****l.com. Enter the code to authenticate.

Enter Code *

Please enter the code sent to a*****n@g****l.com.

Didn't receive the code? [Resend Code](#)

Cancel

Submit

You will now be logged in.

Submit a new application

To submit a new connection application,

Select **Submit an Application > Connection Application**



Submit an application

My dashboard

Pay my fees

Submit a new application

Service Requests

Choose a request type to submit.

> Conveyancing portal requests

> Property Services

Applications

Choose the application you want from the list.

Connection application

Complete the required information

Submit a new application

✓ [Save progress](#)

✓ Choose an application

Application information

Attachments

Review

Confirmation

*Fill in the application information. Fields with * are required*

What type of application are you submitting?

Connection application

Title > An easily identifiable name for you application e.g the property address

Work type > Residential or Commercial

Occupancy type > Single Occupancy or Multiple Occupancy

Applicant type > property owner, licensed contact (plumber), other contact (builder)

Capacity > 3rd party, Applicant, Builder, Building consultant, council, Design Consultant, EPA licensed contractor, GW accredited pipelayer, Other, Owner, Payee, Plumber or Surveyor

Title ^①

Work type * ^① Occupancy type * ^①

These fields indicate your responsibility for this application:
Applicant type * Capacity

Enter the **Connection Details**

Water Connection > for water meter installations

Buried Meter Pit > tick if meter pit is required

Service Size > select meter size (single residential 20mm)

Wastewater Connection Options > Alternation, new connection or none

Plumber Name & Licence No > meter name and VBA licence # if applicable

Connection Details ^①

Connection Details

Water Connection Options

☐ Water Connection

Additional Options

☐ Buried Meter Pit

* Additional fee applies.

Service Size (mm) ^①

Wastewater Connection Options

Waste water connection type * ^① Plumber Name & License No (compulsory for waste connection/alter) ^①

Add an **Additional applicant** if necessary

Additional applicants ^① **Add applicant**

There are no additional applicants to display here.

Sites

Click **Add Primary site**

Sites ^① **Add primary site**

Location details

300 characters left

Enter the property address and **Search**

Type in the **street name** (and town) **ONLY**;
You can then scroll down the list of addresses to select the correct street number OR lot number;

Select the address and click **Add Site**

Add primary site
Map

Type ⓘ
☒ Address ☐ Parcel

Flat # ⓘ

House # ⓘ

Street Name

Suffix

City ⓘ

Postal Code ⓘ

[Clear All](#)

The search **Results** will display

Select the correct address and Click **Add Site**

Results

100 records returned, please use search criteria to filter results

- ☐ 1 Hazelwood Rd Traralgon Vic 3844
- ☐ 840999/1 Hazelwood Rd Traralgon Vic 3844
- ☐ 13 Hazelwood Rd Traralgon Vic 3844
- ☐ LOT 2/134531 Hazelwood Rd Traralgon Vic 3844
- ☐ 14 Hazelwood Rd Traralgon Vic 3844

The select address will now show under **Sites**

Sites ⓘ

55 Hazelwood Rd
Traralgon Vic 3844
Address

Click **Save & continue**

Attachments

Connection application will need to include a site plan and copy of title showing current owner.

If your client does not yet own the property, please do not submit your application until settlement is completed.

Click **Add**

Choose an application Application information **Attachments** Review Confirmation

Note: For Connection application - please include a site plan and copy of title showing correct owner.

Attachments 1

You can add files to your submission if you want.

Add

Back Save & continue

Upload attachments and click **Save**

Upload attachments

Note: For Connection applications - please include a site plan and copy of title showing correct owner.

Upload all attachments here.

Drag file here or [Browse](#) to select file.

Cannot exceed 4MB and must be a .doc, .docx, .jpg, .jpeg, .png, .gif, .pdf, or .zip file.

Back Save

Review

Please carefully review the information below. If you need to make any changes, click the edit button.

Click **Submit**

Select **Submit** again

Submit

Are you ready to submit this record?

Request to update information statement

Back Submit

Pay my fees

Application fees can be paid online once the application has been reviewed.

Go to **Pay my fees**
[Submit an application](#)
[My dashboard](#)
[Pay my fees](#)

My account

Pay for your applications and services securely online.
Call us to pay any charges that can't be paid online.

Total amount due	\$0.00
Total amount that can be paid online	\$0.00
Total amount that can't be paid online	\$0.00

Filter

Filter by

Clear

Sort By

Enter location, description, or application #

Location (A to Z)

[Go to Payment history](#)

My account cart

0 items

Total (AUS)


\$0.00

[Pay my fees](#)

New applications will show as 'No charges' with pending task/s

A reviewed application will be updated to show unpaid charges

[View details](#)

Connection application
 [74780](#)


Charges
 Unpaid balance
 \$595.34
[Pay balance](#)
 Minimum due
 \$595.34
[Pay minimum](#)

Select **Pay balance**

Select **Pay my fees**

My account cart
[Clear all](#)

1 item

 74780 - Connection application
 \$595.34

Total (AUS)
 \$595.34

[Pay my fees](#)

You'll be redirected to Westpac's secure payment page to enter your credit card details.

An online receipt will be generated and a copy will be emailed to you.

 Thank you for your payment!

Transaction #: 244208

Date: 29/11/2024 1:43 PM

Amount: \$595.34

Application: [74780](#) (Connection application)


[Print receipt](#)

Charges

Description	ID	Amount due
Pre-tapped connection of 20 mm meter (Installation of 20mm meter to pre-tapped buried water service, includes standpipe and stake)	 ID 74780	\$429.00
Newborough Vic 3825		

Once your payment is received, the Property Connections team will finalise your application

Your dashboard will also now show the application as charges paid and Status **Closed**

View details	Charges	Status
Connection application  74780	Paid	Closed
		Added date 29/11/2024


View my applications

Open **My dashboard**

Select **Filter**

Enter the relevant search criteria and select **Search**

My applications

Filter  1 [Clear All](#)

Search

☐ Open applications
☐ Closed applications

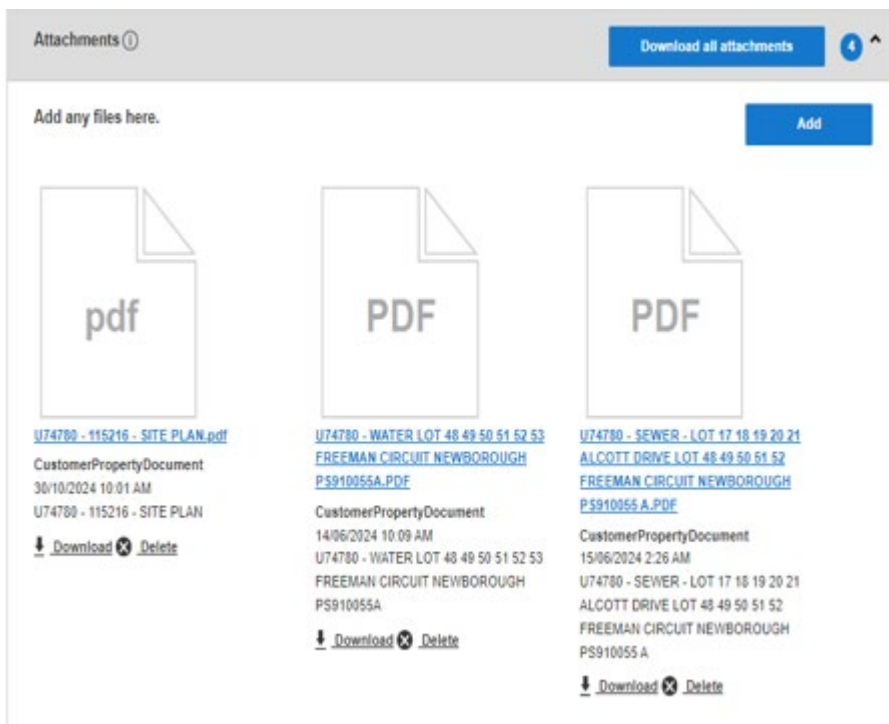
Downloading attachments

Open **My dashboard**

Under **My applications**

Under **Attachments** and click the drop-down arrow.

You can download the attached documents (sewer & water field notes and blank as laid plan for sewer drains)



How to reset your password

Select **Reset password** from the Login screen

Login

Email Address *

infostats@gippswater.com.au

Password *

.....

☐ Remember me

Log in

[Reset password](#)

Would you like to register as a new user?

[Create a profile](#)

Enter your email > **Submit**

✓ Success!

If the supplied email is valid, you should receive an email shortly with a temporary password. If you do not receive an email and still require assistance, please contact support

[Return to Login](#)

An email will be sent with a temporary password

Return to the Login and enter the temporary password

You will then be promoted to set a new password

Password Reset

Your password has been reset. Enter a new password.

New Password *

- Must have at least one lowercase letter.
- Must have at least one uppercase letter.
- Must have at least one number.
- Must have at least one special character.
- Must be between 15 and 65 characters.

Confirm Password *

Submit

Contact

For any issues relating to the Developer Portal, please email propertyconnections@gippswater.com.au

Or call the Property Connections Team directly on (03) 51774648.