



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 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.rhythmlabs.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

Alternate Phone

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



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 > Leave blank. It will not show in your dashboard

Work type > Residential or Commercial

Occupancy type > Single Occupancy or Multiple Occupancy

*Select **Multiple Occupancy** for Subdivisions and Units

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

Capacity > Select either 3rd party, Applicant, Builder, Building consultant, council, Design Consultant, EPA licensed contractor, GW accredited pipelayer, Other, Owner,

Payee, Plumber or Surveyor

Title <small> ⓘ</small>	<input type="text"/>	
Work type <small>* ⓘ</small>	<input type="text"/>	Occupancy type <small>* ⓘ</small>
Applicant type <small>* ⓘ</small>	<input type="text"/>	Capacity
<input type="text"/>	<input type="text"/>	

These fields indicate your responsibility for this application:

Enter the Connection Details

Water Connection > for water meter installations

Buried Meter Pit > tick if placing meter into pit is required (additional cost)

Service Size > select meter size

Wastewater Connection Options > Alteration, new connection or none

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

*Plumber information is required for all sewer connections, disconnection, or alterations

Connection Details

Water Connection Options	<input type="checkbox"/> Water Connection
Additional Options	<input type="checkbox"/> Buried Meter Pit
* Additional fee applies.	
Service Size (mm) <small> ⓘ</small>	<input type="text" value="20"/>
Wastewater Connection Options	<input type="text"/>
Waste water connection type <small>* ⓘ</small>	<input type="text"/>
Plumber Name & License No (compulsory for waste connection/alter) <small> ⓘ</small>	<input type="text"/>

Add Additional applicants

*Include 'Plumber' applicant if PIC is required (sewer connection/alteration)

Additional applicants <small> ⓘ</small>	Add applicant
There are no additional applicants to display here.	

Sites

Click **Add Primary site**

Sites <small> ⓘ</small>	Add primary site
Location details	
<input type="text"/>	
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**

***If address cannot be found in this step, please include information in “Location Details” as below.**

Add primary site Map

Type i
 Address Parcel

Flat # i

House # i

Street Name	Suffix
<input type="text"/>	<input style="border: 1px solid #ccc; padding: 2px 10px; width: 100%;" type="button" value="Select"/>
City <small>i</small> <input type="text"/>	Postal Code <small>i</small> <input type="text"/>

[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

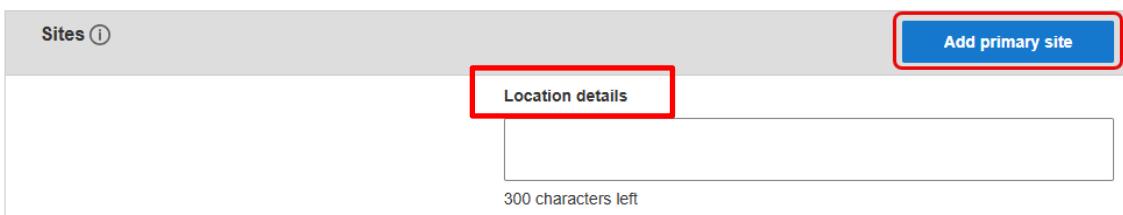
- 1 Hazelwood Rd Traralgon Vic 3844
- 840999/1 Hazelwood Rd Traralgon Vic 3844
- 13 Hazelwood Rd Traralgon Vic 3844
- LOT 2/134531 Hazelwood Rd Traralgon Vic 3844
- 14 Hazelwood Rd Traralgon Vic 3844

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

Sites i

55 Hazelwood Rd
Traralgon Vic 3844
Address

Location details: Add notes ie: include any site information/additional details/comments



Sites ⓘ

Add primary site

Location details

300 characters left

Eg: 2 Unit development, land subdivision, meter into pit, meter relocation or sway, property location etc.

Click **Save & continue**

Save & continue

Attachments

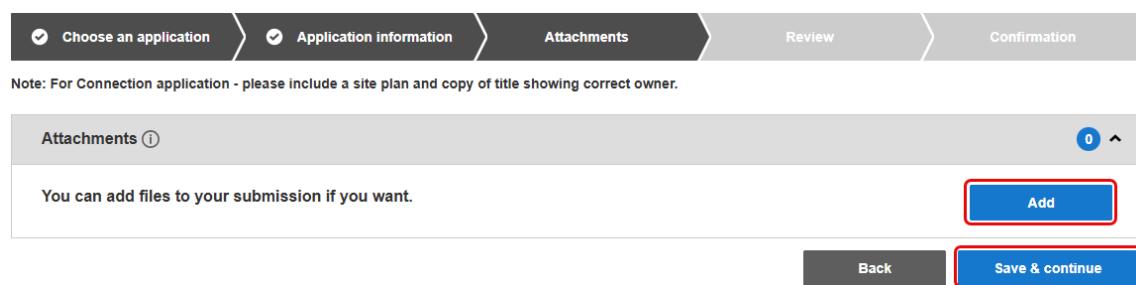
Connection application will need to include a site plan and copy of title showing current owner.

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

Site plan must include:

1. Gippsland Water easements and assets including offsets to boundaries and structures plotted.
2. For any alterations to existing water service location, plot on plan new location with measurements

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 ⓘ

You can add files to your submission if you want.

0 ^

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](#)

Applications will be sent to the Property Connections team to review.

*A confirmation email of receipt of application will not be sent.
The application will be viewable on your dashboard.

Pending Tasks

1 New applications will show as 'No charges' with 1 pending task/s. This pending task is for actions to be completed by the Property Connections team.

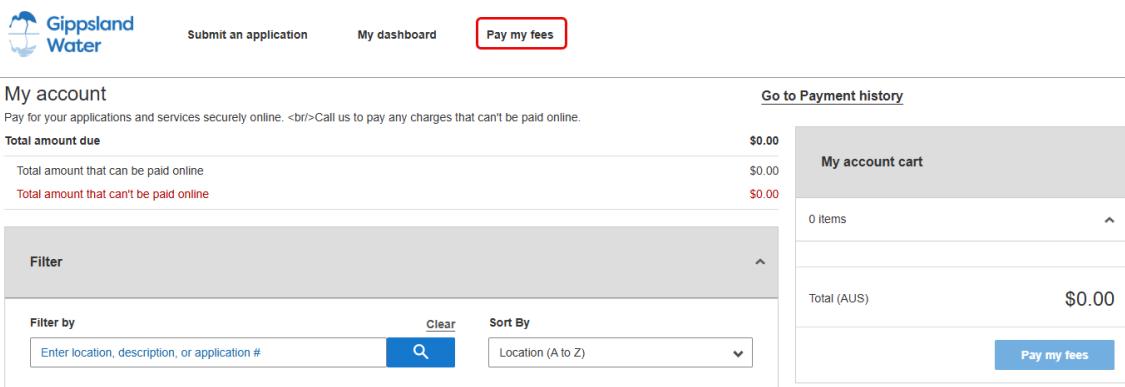
You are not required to complete any tasks at this time.

2 Pending Tasks will indicate that you now have a task to complete. This is likely to be to pay fees.

Pay my fees

Application fees can be paid online once the application has been reviewed and approved by Gippsland Water

Go to **Pay my fees**



Gippsland Water

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

Enter location, description, or application #

Sort By

Location (A to Z)

[Go to Payment history](#)

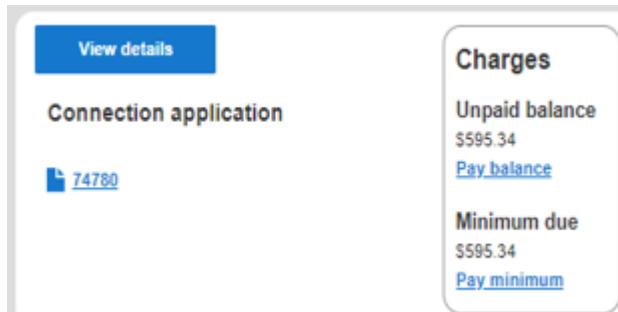
My account cart

0 items

Total (AUS) \$0.00

[Pay my fees](#)

A reviewed application will be updated to show unpaid charges



View details

Connection application

 [74780](#)

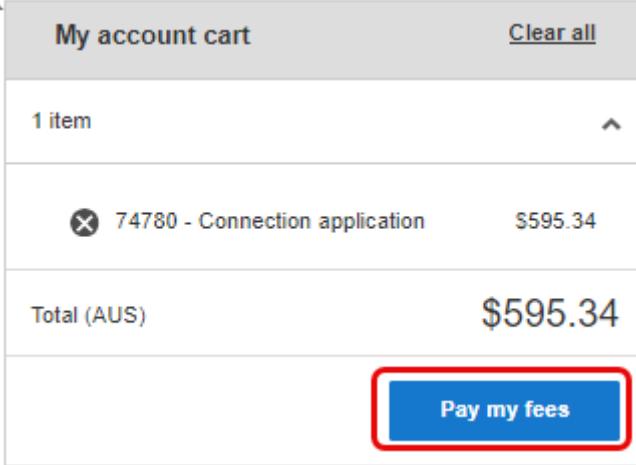
Charges

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.

A receipt will be generated.

Thank you for your payment!

Transaction ID: [REDACTED]
 Date: 29/11/2024 1:43 PM
 Amount: \$595.34
 Application: [74780](#) (Connection application)

[Print receipt](#)

Charges

Description	ID	Amount due
[REDACTED]	ID: 74780	\$429.00
[REDACTED]		

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 Paid	Status Closed
Connection application 74780		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

Application details will include the VBA consent number (PIC) once issued by Gippsland Water.

Located In your application select **Connection Details**

VBA Consent No.

Downloading attachments

Open **My dashboard**

Under **My applications**

Under **Attachments** and click the drop-down arrow.
You can download documents attached by Gippsland Water

Including:

- Receipt
- Blank as laid to be completed by plumber
- Sewer field note
- Water Field note

Attachment	File Type	Created	Actions
U74780 - 115216 - SITE PLAN.pdf	CustomerPropertyDocument	30/10/2024 10:01 AM	Download Delete
U74780 - WATER LOT 48 49 50 51 52 53	CustomerPropertyDocument	14/06/2024 10:09 AM	Download Delete
U74780 - SEWER - LOT 17 18 19 20 21	CustomerPropertyDocument	15/06/2024 2:26 AM	Download Delete

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 prompted 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 *

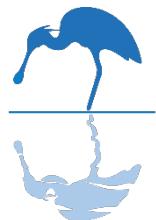
Submit

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.



**Gippsland
Water**

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55 Hazelwood Road
Traralgon VIC 3844

General enquiries 1800 050 500
Faults and emergencies 1800 057 057

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