

# **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.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** > 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 3<sup>rd</sup> party, Applicant, Builder, Building consultant, council, Design Consultant, EPA licensed contractor, GW accredited pipelayer, Other, Owner,

[Gippsland Water – Building and Development Online Services – User Guide](#)

## Payee, Plumber or Surveyor

Title ⓘ

Work type \* ⓘ

Occupancy type \* ⓘ

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 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

#### Connection Details

##### Water Connection Options

☐ Water Connection

##### Additional Options

☐ Buried Meter Pit

\* Additional fee applies.

Service Size (mm) ⓘ

##### Wastewater Connection Options

Waste water connection type \*

Plumber Name & License No (compulsory for waste connection/alter) ⓘ

## Add Additional applicants

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

### Additional applicants ⓘ

Add applicant

There are no additional applicants to display here.

## Sites

Click **Add Primary site**

Sites ⓘ

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**

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

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*

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

Sites ⓘ

Location details

300 characters left

Add primary site

**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 ⓘ

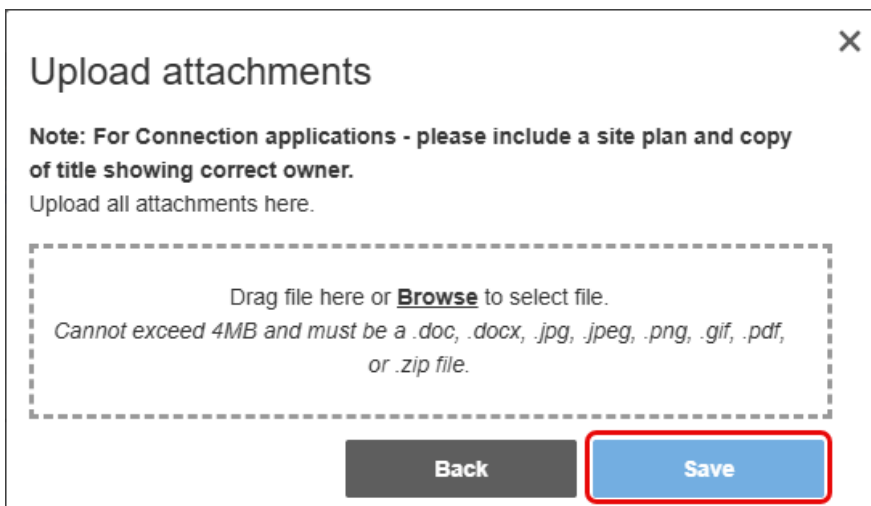
0 ^

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.*

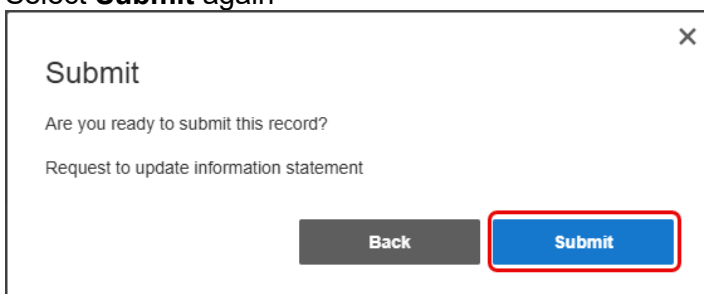
**Back** **Save**

## 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**

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

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**


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

## My account

[Go to Payment history](#)

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

<b>Total amount due</b>	<b>\$0.00</b>
Total amount that can be paid online	\$0.00
Total amount that can't be paid online	\$0.00

Filter

Filter by

Q

Clear

Sort By

Location (A to Z)

My account cart	
0 items	^
Total (AUS)	
\$0.00	
<a href="#">Pay my fees</a>	

A reviewed application will be updated to show unpaid charges

[View details](#)

**Connection application**

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

Print receipt

Charges

Description	ID	Amount due
[REDACTED]	 ID <a href="#">74780</a>	\$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](#)

Connection application  
 [74780](#)

Charges

Paid

Status

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

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

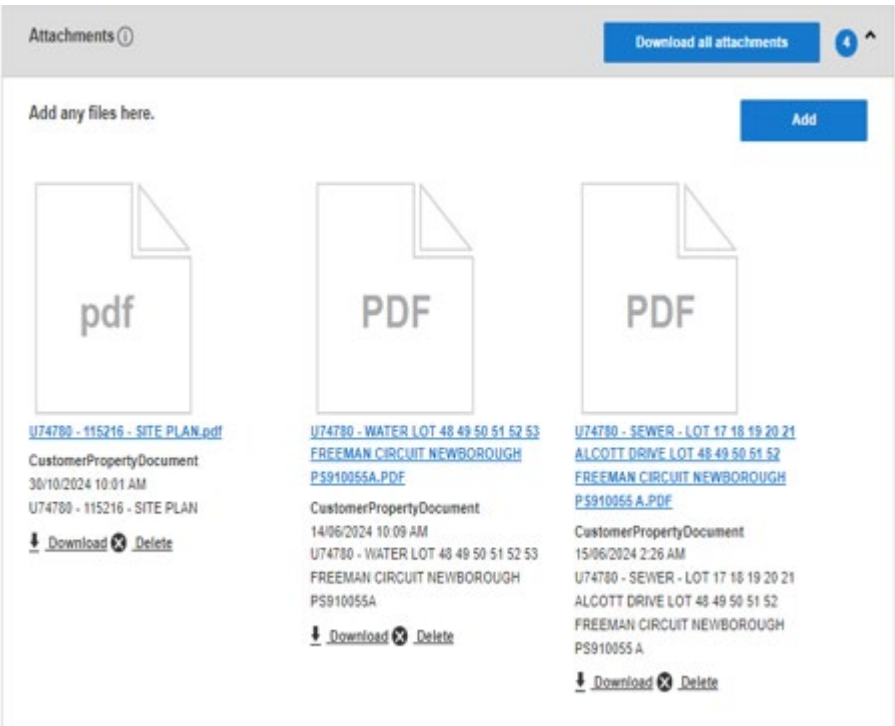
Open **My dashboard**

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



## 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 \*

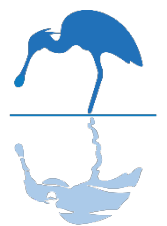
Submit

## Contact

For any issues relating to the Developer Portal, please email

[propertyconnections@gippswater.com.au](mailto:propertyconnections@gippswater.com.au)

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



**Gippsland  
Water**

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Traralgon VIC 3844

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Faults and emergencies 1800 057 057

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