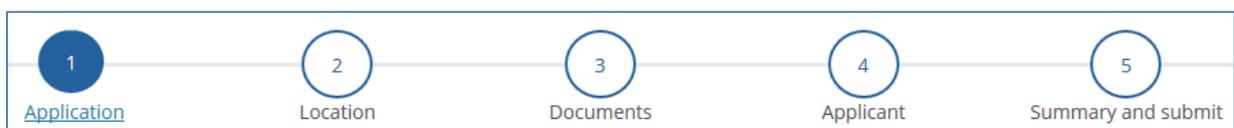


# Lodging a Melbourne Water planning or development application online

## Getting Started

Navigate to 'Apply Online' via the Planning and Building section of the Melbourne Water website. Then select your application type from the list.

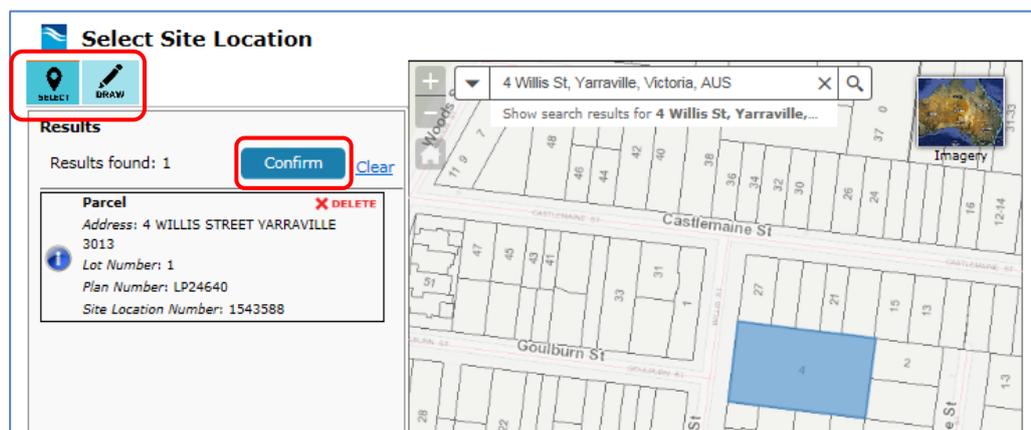
As you progress through your application, you can track your progress through the online form using the circles at the top of each page.



## Completing the online application form

- 1 [Application](#)
- Select the **Applicant type** and **Application purpose** to display the applicable fees and charges for the application.
  - **Describe** your request.
  - If you have one - enter in the **Melbourne Water reference number** for this development from a previous online or ATLAS application. Or enter any **other reference number** you may have from council, SPEAR or elsewhere.

- 2 [Location](#)
- Use the **search box** to locate the site. You can **select** a parcel on the map or **draw** a parcel if it is a new development.
  - Download the **pdf** for full instructions on using the map.
  - **IMPORTANT:** Select the development location and click **Confirm**.
  - **Note:** Once confirmed you are not able to change/edit the location.



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3

[Documents](#)

- **Upload** documents required to support the application.
- Note: the total size of all files can't exceed 20 MB for your initial submission. If your file is larger than 20MB, you can use the following alternate options:
  1. Create and submit an initial application online with documentation under 20MB. Once you have received your reference number (in your confirmation email), open your application and upload additional documentation.
  2. Create an initial application online, upload your reference letter with a link to your planning register so that Melbourne Water can extract the file and add it to your application for you.
  3. Melbourne Water will continue to monitor incoming referrals from council specific channels (such as e-pathway and Greenlight, emails) to ensure these are downloaded and processed.

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4

[Applicant](#)

- Complete the **applicant** details page.
- These are the details Melbourne Water will use to contact you about your application.

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5

[Summary and pay](#)

- **Review** the summary details of your application. Go back using the circles at the top of your application if you need to make amendments.
- If required, make your application **payment** using MasterCard or Visa through our secure Westpac payment facility.

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## What happens next?

- You will see confirmation onscreen that your application was received successfully.
- You will receive an email with the Melbourne Water reference number (e.g. MWA-1234567) for your application. Your confirmation email will include a link that allows you to track the status of your application.
- You will receive a separate email with receipt details, if your application required payment.
- Your application will be assigned to the appropriate Melbourne Water team who will respond to your request based on the Service Level Agreement outlined in our [Developer Charter](#) and [Local Government Charter](#).

## Questions about my open application

Please ensure you place the **Melbourne Water reference number (e.g. MWA-1234567)** in the **subject line** of any emails to us. Correspondance relating to your application must be sent to to [DevConnect@melbournewater.com.au](mailto:DevConnect@melbournewater.com.au)

### Top tips

- *Complete your application in one attempt; it is not possible to save a partially completed application*
- *Use the circles at the top of your application if you need to go back a step. Do not use the back button in your browser.*
- *Set aside up to 15 minutes to complete your application*
- *Have all your documents ready to upload and under 20MB in total*
- *Ensure you save a copy of your confirmation email that contains your Melbourne Water reference number.*

### Troubleshooting

If you are still experiencing difficulties, please contact our Customer Service Centre on 131 722 who will be able to assist you further.