

## Land Under Development – Water Servicing Coordinator Instructions

### 1. Overview

#### 1.1. At a glance

#### What

This instruction assists the Water Servicing Coordinators (WSC) to:

- Facilitate the allocation of new property numbers for all lots under development
- Facilitate the proposed subdivision layer in Hydra.

#### 1.2. Scope

#### Who

This instruction applies to Section 73 Certificate Development Applications where the development requires the creation of new Sydney Water property numbers. The process steps are:

- WSC creates request for SW to issue new property numbers
- Sydney Water(SW) Customer Service Division (CSD) create new property numbers and issue to the SW Asset Data & Information and the WSC
- WSC records the locked & tagged serial numbers and submits the completed LUD form to SW DSO prior to finalising the developer case
- WSC provides the developer with the completed LUD details.

#### 1.3. Objective

#### Why

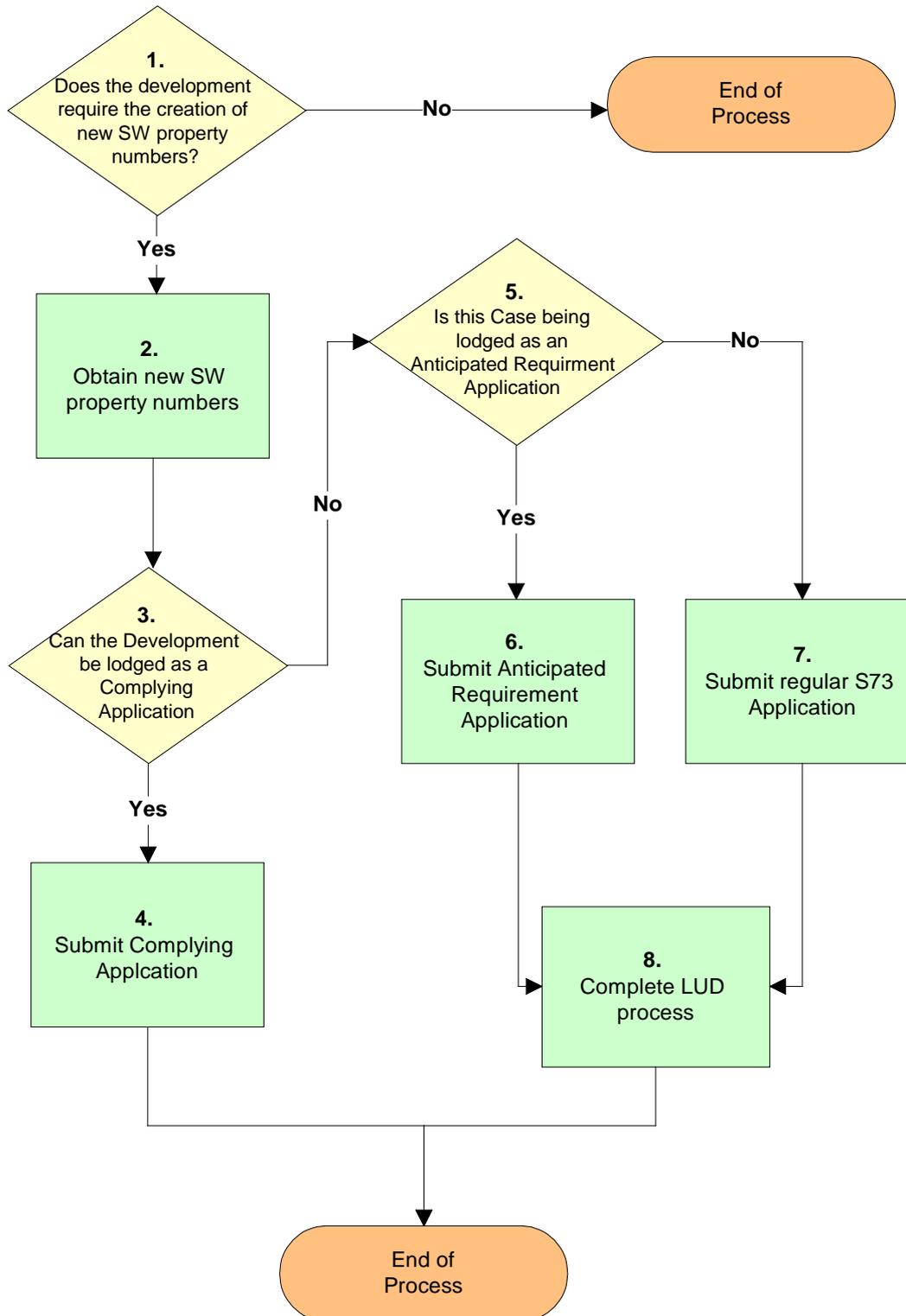
The purpose of this work instruction is to ensure that all proposed lots within a development are allocated new property numbers. This information is then captured in the proposed subdivision layer in Hydra.

This process facilitates:

- Customer applications, approvals and inspections through Sydney Water Tap in™.
- Fitting of meters to locked & tagged water services on proposed lots.

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## 2. Flowchart



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### 3. Work Instruction

Step	Instruction
<div style="border: 1px solid black; width: 100px; height: 100px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">1</div>	<p><b>Does the development require the creation of new Sydney Water Property Numbers?</b></p> <p>Determine if development requires the creation of new Sydney Water Property Numbers. To help you determine this, look at the <b>LUD Column</b> of the LUD, PPN and Main to Meter Development Types Checklist at:</p> <p><a href="http://sydneywater.com.au/plumbing-building-developing/developing/wsc-documents/">sydneywater.com.au/plumbing-building-developing/developing/wsc-documents/</a></p> <p>1.1 If the development requires the creation of new Sydney Water Property Numbers, go to step 2.</p> <p>1.2 If the development does not require the creation of new Sydney Water Property Numbers, go to: <b>End of Process.</b></p>
<div style="border: 1px solid black; width: 100px; height: 100px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">2</div>	<p><b>Obtain new Sydney Water property numbers</b></p> <p>2.1 Tell the Developer that it is a requirement to get new Sydney Water Property Numbers for each lot. You must request this through the LUD form because the developer cannot do this. To get a copy of the LUD form go to:</p> <p><a href="http://sydneywater.com.au/plumbing-building-developing/developing/wsc-documents/">sydneywater.com.au/plumbing-building-developing/developing/wsc-documents/</a></p> <p>2.2 Access the Land Under Development (LUD) form located under Forms in the Provider Information by using the Link menu item in e-Developer.</p> <p>2.3 Open the form. A message box displays.</p> <p>2.4 Click 'Enable Macros' The <i>spread sheet</i> displays.</p> <p>2.5 Using existing information from HYDRA and the S73 application, complete all fields (excluding New Property #) in the form.</p> <p><b>Note:</b> The form is divided in two parts: A. Land Under Development (original lots) B. Lots for Development (new lots to created)</p> <p>2.6 In the <b>Land Under Development section</b> of the form, click and select the number of original lots covered by the development application (e.g. 3). The <i>corresponding number of rows</i> display in the form (e.g. 3 rows display).</p> <p>2.7 Complete the Land Under Development information:  <b>Case #:</b> Type the e-Developer Case Number (e.g. 123456)  <b>LGA:</b> Click and select the relevant LGA from the list (e.g. Liverpool)  <b>Suburb:</b> Type the suburb that the development is located in (e.g. Casula)  <b>Lot:</b> Type the original property lot number (e.g. 100)  <b>DP:</b> Type the original property Deposited Plan (DP) number (e.g. 11105)  <b>Existing Property #:</b> Type the existing Sydney Water property number (e.g. 1141235)</p> <p>2.8 Complete a line for each original property.</p> <p>2.9 In the <b>Lots for Development</b> section of the form, click and select the number of new lots covered by the development application (e.g. 6). The <i>corresponding number of rows</i> display.</p> <p><b>Note:</b> Include all reserves, residue lots etc.</p>

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Step	Instruction
	<p>2.10 Complete the <b>Lots for Development</b> information, do the following:</p> <p><b>Dev. Lot #:</b> Type the new lot number (e.g. 1001)</p> <p><b>Proposed Lot Type:</b> Click and select the relevant lot type from the list (e.g. Residential)</p> <p><b>New Plan Number (PDP/PSP):</b> Type the Pre Allocated Plan Number as shown on the Pre Allocated Plan Number Notice</p> <p><b>Street Name:</b> Type the street name that the new lot is located in (e.g. Greenfield Rd, The Boulevard etc.)</p> <p><b>New Property #:</b> Leave blank</p> <p><b>Remarks:</b> Enter any information that you think will be useful for the Customer Services Representative (CSR) in completing this form. Complete a line for each new lot, in consecutive lot order (e.g. 1, 2, 3, 4 etc.)</p> <p>2.11 You <b>must</b> send your completed LUD form displaying the Pre-Allocated Plan Number(s) (PPN) by email to <a href="mailto:lockedandtagged@sydneywater.com.au">lockedandtagged@sydneywater.com.au</a> (this email address sends the LUD form to Sydney Water’s Customer Services Division (CSD)).</p> <p>Include the following documents in the email:</p> <ul style="list-style-type: none"> <li>Completed LUD form saved as your reference number Version 1. For example: <i>WSC-123LUDV1</i></li> <li>Land &amp; Property Information form detailing the PPN/s</li> <li>Subdivision/Development Plan that meets our requirements. For more information refer to the <i>Section 73 Plan Requirements</i> in the Provider Information on our website.</li> </ul> <p><b>Note:</b> Zip both the subdivision plan and the PPN together in readiness to attach to the Application Entry form in e-Developer</p> <ul style="list-style-type: none"> <li>Development Consent Approval – you do not have to send the whole document; the cover sheet or the page referring to the Development/Subdivision details is enough</li> <li>If this is an anticipated requirement application the PPN will need to be attached with the consent once the consent has been approved.</li> </ul> <p><b>Note 1:</b> In the subject field of the email type the Case number, LGA, WSC, Reference, LUD V1 and temporary case number. For example: <b>114587 Parramatta WSC-123 LUD Version 1 and if Complying Application use temporary case number 8894576553.</b></p> <p><b>Note 2:</b> Incorrect information sent to Sydney Water may result in a CAR.</p> <p>2.12 After processing, Sydney Water’s CSD will email you the LUD form Version 2 showing the new Sydney Water property numbers.</p> <p>2.13 Save the returned LUD form as Version 2. You will need to update date it again later.</p> <p><b>Note:</b> Once the Tag Serial Numbers have been allocated, you must fill in the <i>Tag Serial Number field</i> of the LUD form and save as e.g. <b>114587 Parramatta WSC-123 LUD Version 3.</b></p> <p>Email the LUD V3 to <a href="mailto:lockedandtagged@sydneywater.com.au">lockedandtagged@sydneywater.com.au</a> as soon as the Tag Serial Number has been allocated (for more information refer to step 8).</p>

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Step	Instruction
	2.14 Go to step 3.
<div style="border: 1px solid black; width: 100px; height: 100px; display: flex; align-items: center; justify-content: center; margin: 20px auto;">3</div>	<p><b>Can the development be lodged as a Complying Application?</b></p> <p>3.1 Determine if the development can be lodged as a Complying Application. To help you determine this, look at <i>Processing a Complying Application Package for a Section 73 Certificate Work Instruction</i>.</p> <p>3.2 Do one of the following:</p> <ul style="list-style-type: none"> <li>• If yes, go to step 4.</li> <li>• If no, go to step 5.</li> </ul>
<div style="border: 1px solid black; width: 100px; height: 100px; display: flex; align-items: center; justify-content: center; margin: 20px auto;">4</div>	<p><b>Submit Complying Application</b></p> <p>4.1 Follow the procedure for <i>Processing a Complying Application Package for a Section 73 Certificate Work Instruction</i>.</p> <p><b>Note:</b> Complete the e-Developer Application Checklist (template 17A) in readiness to attach with the Consent document in the <i>attach consent document field</i>.</p> <p>4.2 Go to step 8.</p>
<div style="border: 1px solid black; width: 100px; height: 100px; display: flex; align-items: center; justify-content: center; margin: 20px auto;">5</div>	<p><b>Is this case an Anticipated Requirements Application?</b></p> <p>5.1 Determine if the development can be lodged as an Anticipated Requirements Application. To help you determine this, look at <i>Processing an Application for Anticipated Requirements for a Section 73 Certificate before receipt of Consent Document - Development Services Officers and Water Servicing Coordinators Instructions</i>.</p> <p><b>Notes:</b> If the DA consent has NOT been approved at the time of lodging application, submit the case as an Anticipated Requirement application. The approved DA consent MUST be sent to SW along with the PPN once you have received the Approved Consent.</p> <p>5.2 Do one of the following:</p> <ul style="list-style-type: none"> <li>• If yes, go to step 6.</li> <li>• If no, go to step 7.</li> </ul>
<div style="border: 1px solid black; width: 100px; height: 100px; display: flex; align-items: center; justify-content: center; margin: 20px auto;">6</div>	<p><b>Submit Anticipated Requirement Application</b></p> <p>6.1 Follow the procedure for <i>Processing an Application for Anticipated Requirements for a Section 73 Certificate before receipt of Consent Document - Development Services Officers and Water Servicing Coordinators Instructions</i>.</p> <p><b>Note:</b> Complete the e-Developer Application Checklist (template 17A) in readiness to attach with the Consent document in the <i>attach consent document field</i>.</p> <p>6.2 Go to step 8.</p>

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Step	Instruction
<div style="border: 1px solid black; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 10px auto;">7</div>	<p><b>Submit Regular S73 Application</b></p> <p>7.1 The development does not meet the requirements for either a S73 Complying Application or an Anticipated Requirements application.</p> <p>7.2 Go to e-Developer and submit a standard e-Developer application for Urban Growth to issue a Notice Of Requirements Letter.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Complete the e-Developer Application Checklist (template 17A).</li> <li>• When completing the <i>Application Entry</i> form in e-Developer make sure that any information about future connection requirements is detailed in the <i>Additional Application Information</i> template</li> <li>• Zip the e-Developer Application Checklist, Additional Application Information template together with the Consent document in readiness to attach it to the <b>Attach Consent Document</b> field</li> <li>• Zip and attach the subdivision plan and PPN form (for more information refer to step 2).</li> </ul> <p>7.3 Go to: End of process.</p>
<div style="border: 1px solid black; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 10px auto;">8</div>	<p><b>Complete LUD Process</b></p> <p>8.1 Determine if a pre-laid property service (main to metre) service was required to provide a locked and tagged water service(s) to the development. For more information refer to the <i>Property service (Main to Meter) installations</i> work instruction.</p> <p>8.2 Do one of the following:</p> <ul style="list-style-type: none"> <li>• If no, go to: End of process</li> <li>• If yes, once the Tag Serial Numbers have been allocated, you must fill in the <i>Tag Serial Number field</i> of the LUD form and save as e.g. <b>114587 Parramatta WSC-123 LUD Version 3.</b></li> </ul> <p>8.3 Email the LUD V3 to <a href="mailto:lockedandtagged@sydneywater.com.au">lockedandtagged@sydneywater.com.au</a> as soon as the Tag Serial Number has been allocated.</p>
<div style="border: 1px solid black; border-radius: 15px; width: 40px; height: 20px; margin: 10px auto;"></div>	<p>End of process.</p>

## 4. Definitions

Term	Definition
ACDP	Asset Creation Developer Process, managed by the Urban Growth business unit
CSD	Customer Services Division of Sydney Water
DP	Deposited Plan
DSO	Development Services Officer of the Urban Growth business unit, who manages the ACDP
e-Developer	Sydney Water's web-based software that WSCs use to manage and distribute applications and related documents about Developer activity.
Hydra	Sydney Water's geographical information system
LPI	Land and Property Information division of the Department of Lands
LUD	Land Under Development, existing property that is in the process of subdivision creating new lots
PPN	Pre-Allocated Plan Number, issued by LPI prior to the registration of new lots
Sydney Water Tap in™	Sydney Water application that provides services to for plumbers and builders
SP	Strata Plan
SW	Sydney Water
WSC	The Listed Provider who will manage the application, design and construction of any water, wastewater or stormwater works and asset protection

## 5. Context

### 5.1. Accountabilities

Position	Responsibilities
WSC	Application of the work instruction
Customer Services	Allocation of new property numbers
Manager, Land Development Urban Growth	Authorisation of the Work Instruction
Manager, Assurance Urban Growth	Maintenance of the Work Instruction

### 5.2. Training and Competencies

Name/Business	Level of training
WSC	WSC Forum update and email notification
DSO	Face to face - team briefs
CSD	Awareness – email advice

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### 5.3. References

Document type	Title
<b>Legislation</b>	Sydney Water Act 1994 Sydney Water Corporation Operating Licence 2005-2010 Sydney Water Customer Contract WH&S Act 2011 & Regulation 2011 NSW Protection of the Environment Operations Act 1997, and the Environmental Planning & Assessment Act 1979.
<b>Policies and guidelines</b>	Building over or adjacent to Sydney Water's stormwater assets Policy Connecting to Sydney Water systems Policy Entry onto third party property Policy Property development connection requirements Policy Entry onto third party property guidelines Property development connection applications guidelines Property development connection requirements (water) guidelines Property development connection requirements (wastewater) guidelines Servicing dual occupancy and other two dwelling developments guidelines
<b>Procedures</b>	e-Developer Online Help User Guide Property Service (Main to Meter) Installations - WSC Instructions Processing a Complying Application Package for a Section 73 Certificate – Development Services Officer and Water Servicing Coordinator Instructions.
<b>Forms and checklists</b>	New Property Number / Land under Development (LUD) Form Property Connection (Main to Meter) Certification Form Main to Meter and Land under Development types checklist Additional Application Information template

### 5.4. Attachments

Attachment	Title
1	Example of Pre Allocated Plan Number Notice

## 6. Document control

<b>Title:</b>	Land Under Development Water Servicing Coordinator Work Instruction	
<b>Current review date:</b> 9-11-2015	<b>Review Period:</b> 3 years <b>Risk Rank =</b> Med	<b>Registered file:</b> N/A
<b>BMIS file name:</b>	ACDP0283	
<b>Prepared by:</b>	Bruce Hansard – Senior DSO Urban Growth	
<b>Document owner:</b>	Christian McNally Manager, Urban Growth Land Development	
<b>Approved by:</b>	Tim Golland A/Manager, Assurance Urban Growth	Digitally signed in BMIS

### 6.1. Change History

Version	Date Revised	Author/s	Approved By	Brief description of change
1	November 2009	K Bain	N Schaeper	Initial work instruction
2	March 2013	L Salli	N Schaeper	LCS PAMS update
3	October 2013	K Bain	N Schaeper	WSC to record locked & tagged details on the New Property Number / Land under Development (LUD) Form and submit to CSD.
4	November 2015	B Hansard	T Golland	Update for Sydney Water Tap in <sup>TM</sup> only

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## 7. Attachments

### 7.1. Example of a Pre Allocated Plan Number Notice

**Department of Lands** 

Land and Property Information Division  
1 Prince Albert Road  
Queens Square  
SYDNEY NSW 2000

GPO Box 15  
SYDNEY NSW 2000  
DX17 SYDNEY

T: 61 2 1300LANDS  
F: 61 2 9221 4405  
[www.lands.nsw.gov.au](http://www.lands.nsw.gov.au)

### Notice of Pre Allocated Plan Number issue

**Allocation Date:** 9/5/2007  
**Surveyor Name:** Steve Drury  
**Surveyor Reference:** LHK  
**Pre Allocated Number:** PP DP1112049  
**DA Number:** jk  
**DA Date:** 3/3/2005  
**Plan Purpose:** Subdivision  
**Title References(s):** 6/12345

A copy of this letter must accompany any plan lodged manually for pre-examination and/or registration. The Plan Lodgment Form should be clearly noted (preferably in red) "PPN". Failure to do this may lead to a new plan number being allocated and cause delays in plan processing.

Please direct your inquiries or correspondence via email to: [eplan@lands.nsw.gov.au](mailto:eplan@lands.nsw.gov.au).