

# WSC Instruction - Manage building plans in Sydney Water Tap in

## 1. Purpose

All building plan applications submitted through Tap in™ that have the potential to impact on our assets will be referred to for further assessment.

Customers with referred applications must engage a Water Service Coordinator (WSC) to complete their application.

## 2. Scope

This work instruction helps our WSC's when processing of referred building plan applications through our Sydney Water Tap in™ dashboard.

## 3. Minimum requirements

This work instruction will outline the process:

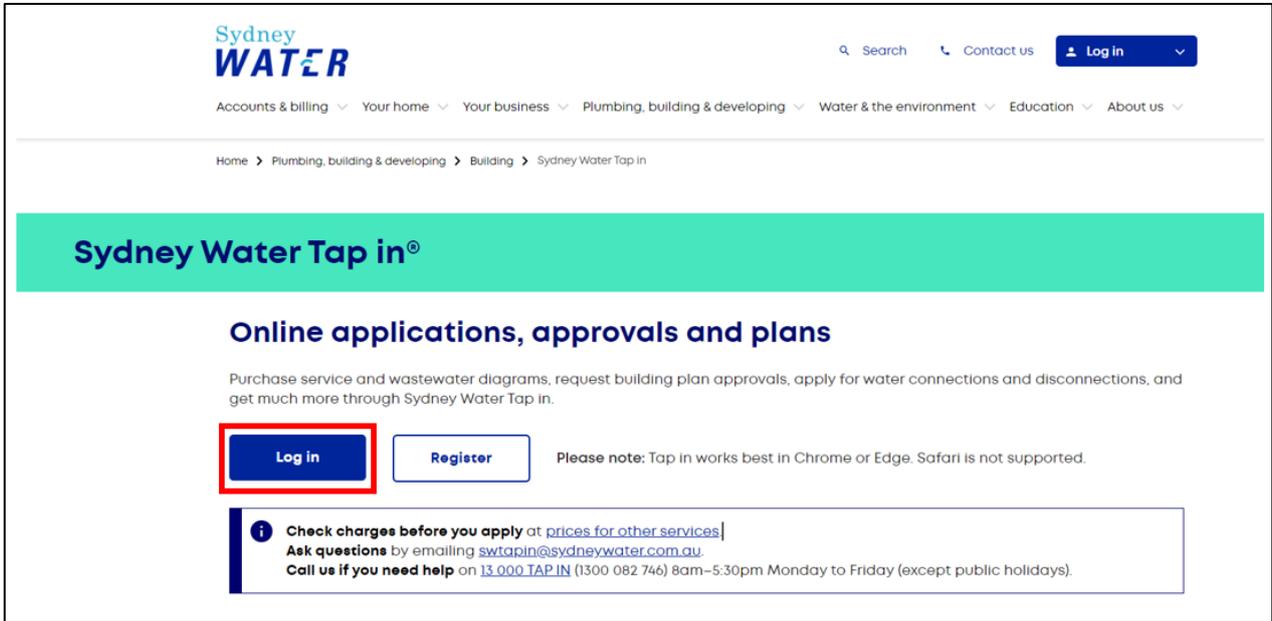
- customer contacts WSC
- WSC logs into Tap in and reviews and provides quote
- Customer receives quote
- WSC accepts and assess application
- WSC completes Application.

The WSC dashboard is linked to your Sydney Water Tap in™ user registration and your 'Authorised Agent Company'. This gives all employees visibility of all accepted applications.

## 4. Procedure in detail

### 4.1 Login into the WSC dashboard

1. Log into Sydney Water Tap in™ at [www.sydneywater.com.au](http://www.sydneywater.com.au).



The screenshot shows the Sydney Water Tap in website. At the top left is the Sydney WATER logo. To the right are search and contact us icons, and a Log in button. Below the logo is a navigation menu with categories: Accounts & billing, Your home, Your business, Plumbing, building & developing, Water & the environment, Education, and About us. A breadcrumb trail reads: Home > Plumbing, building & developing > Building > Sydney Water Tap in. A large teal banner contains the text 'Sydney Water Tap in®'. Below the banner is the heading 'Online applications, approvals and plans' followed by a paragraph: 'Purchase service and wastewater diagrams, request building plan approvals, apply for water connections and disconnections, and get much more through Sydney Water Tap in.' There are two buttons: 'Log in' (highlighted with a red box) and 'Register'. To the right of the buttons is a note: 'Please note: Tap in works best in Chrome or Edge. Safari is not supported.' Below this is an information box with an 'i' icon containing the text: 'Check charges before you apply at [prices for other services](#). Ask questions by emailing [swtapin@sydneywater.com.au](mailto:swtapin@sydneywater.com.au). Call us if you need help on [13 000 TAP IN](tel:1300082746) (1300 082 746) 8am–5:30pm Monday to Friday (except public holidays).'

2. Select the Dashboard button from the menu.

**Sydney WATER Tap in** | [Services](#) | **Dashboard** | [Complete a connection](#) | [Account details](#) | [Help](#) | [Log out](#)

## Services

Select services or apply for a Section 73

- Building plan approvals**  
Eg. Add a swimming pool, build an extension
- Diagrams**  
Eg. Sewer service diagram, service location print etc
- Connection approvals**  
Eg. Drinking water, wastewater etc.
- Section 73 Compliance Certificate**  
We can assist with small to medium developments
- Pressure enquiry**  
Statement of available pressure and flow
- Pressure boosting and pumps**  
Eg. Boost a drinking water service, pump to sewer
- Water meter installations**  
Request a new water meter
- Adjust Sydney Water asset**  
Raise or lower a Sydney Water asset
- Change existing service**  
Downsize/upsized existing drinking/recycled water service
- Disconnect service**  
Eg. Disconnect drinking water, wastewater service etc
- Discharge trade wastewater**  
Discharge trade wastewater into Sydney Water sewer pipes
- Billing record search**  
Search for billing records on a property
- Disuse of Sewer**  
Eg. Remove a section of unrequired Wastewater pipe.
- GIS Asset Data Request**  
e.g. Water supply system diagram

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## 4.2 Review application

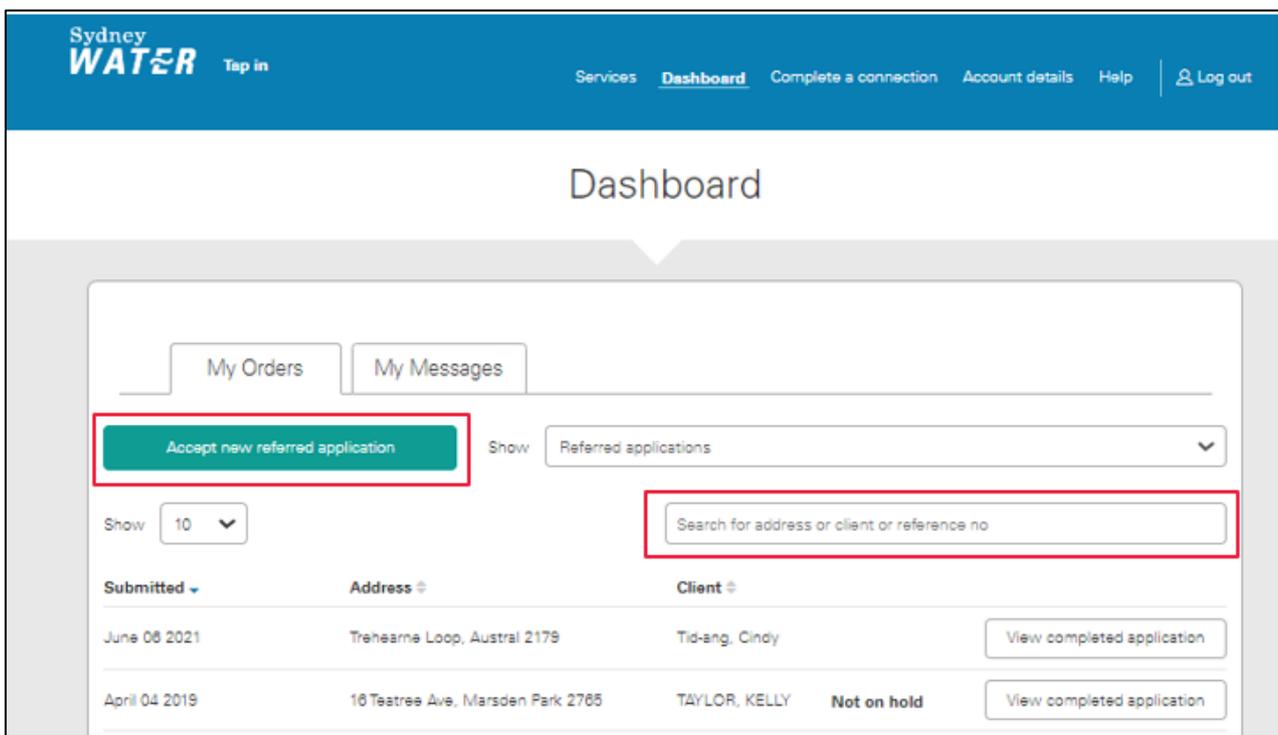
My Dashboard – My Orders - has two views:

- **Lodged and draft applications** – lists submitted or partial applications you've created
- **Referred applications** – is the default view and lists referred applications that have been accepted by any WSC associated with the same WSC company. This view remains empty until a referred application has been accepted.

### Tip:

The Search for address or client or reference no. field is used to search for applications that have already been accepted.

1. To search for or view a new building plan application referral, select the **Accept new referred application** button.



2. The **Application details** window display.
3. Enter the **Reference number** provided by the customer and click **Get application**.

### Tip:

The Sydney Water Tap in™ **Reference number** can be found in the customers Building Plan Approval referral letter.

Sydney WATER Tap in

Services Dashboard Complete a connection Account details Help | Log out

## Application details

Please **answer all questions** unless marked (optional).

1 Please enter the reference number given to you by the client

Get application

4. The **Accept new referred application** window will display the application details.

**Tip:**

New (unaccepted) applications with a status of Not Yet Assessed. If an application has already been accepted the application status will be either started, approve or rejected.

Sydney WATER Tap in

Services Dashboard Complete a connection Account details Help | Log out

7 Stilt Ave, Cranebrook 2749 Plan number: 880808 Lot number: 101

## Accept new referred application

Please review the following details before accepting this application:

1 Please enter the reference number given to you by the client

Get application

Application summary

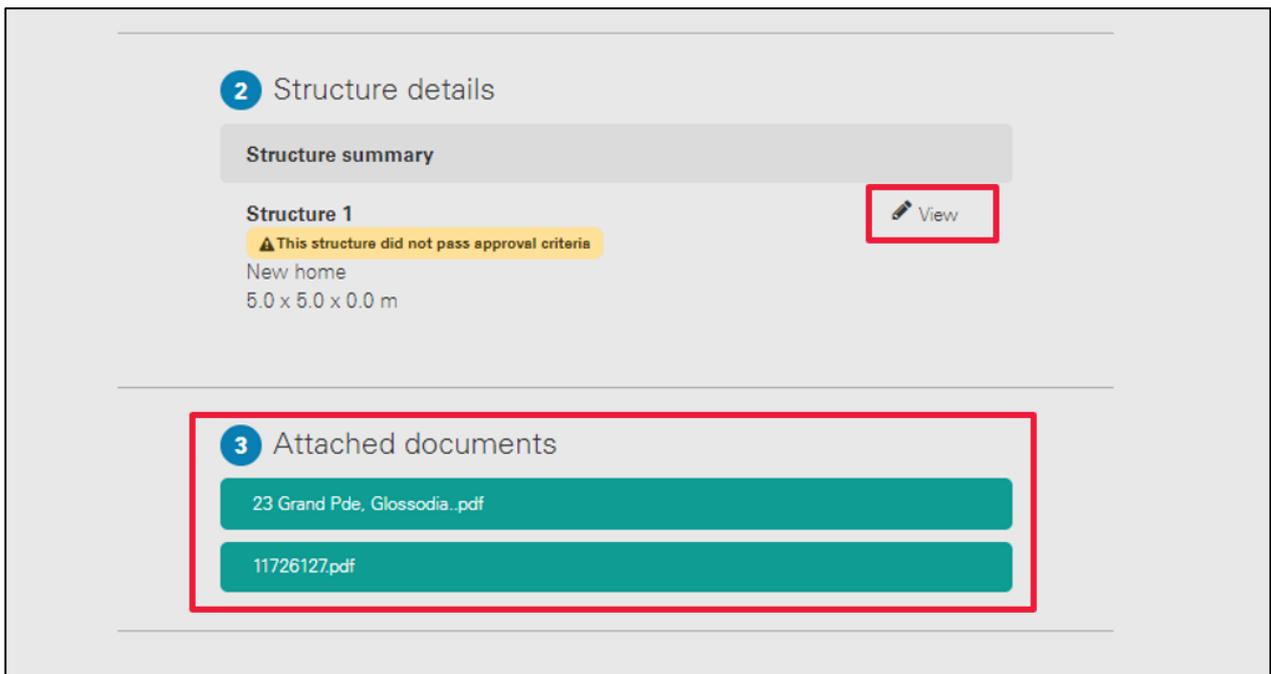
Status: Not Yet Assessed  
Client: Chris Robinson

5. To review the application information:

- In the **Structure summary** section select **View** to display the structure placement
- Click on the attachment link in the **Attached documents** to view the document(s)

**Tip:**

View the application from the **Accept new referred application** screen without accepting the application to help determine a quote for a customer.



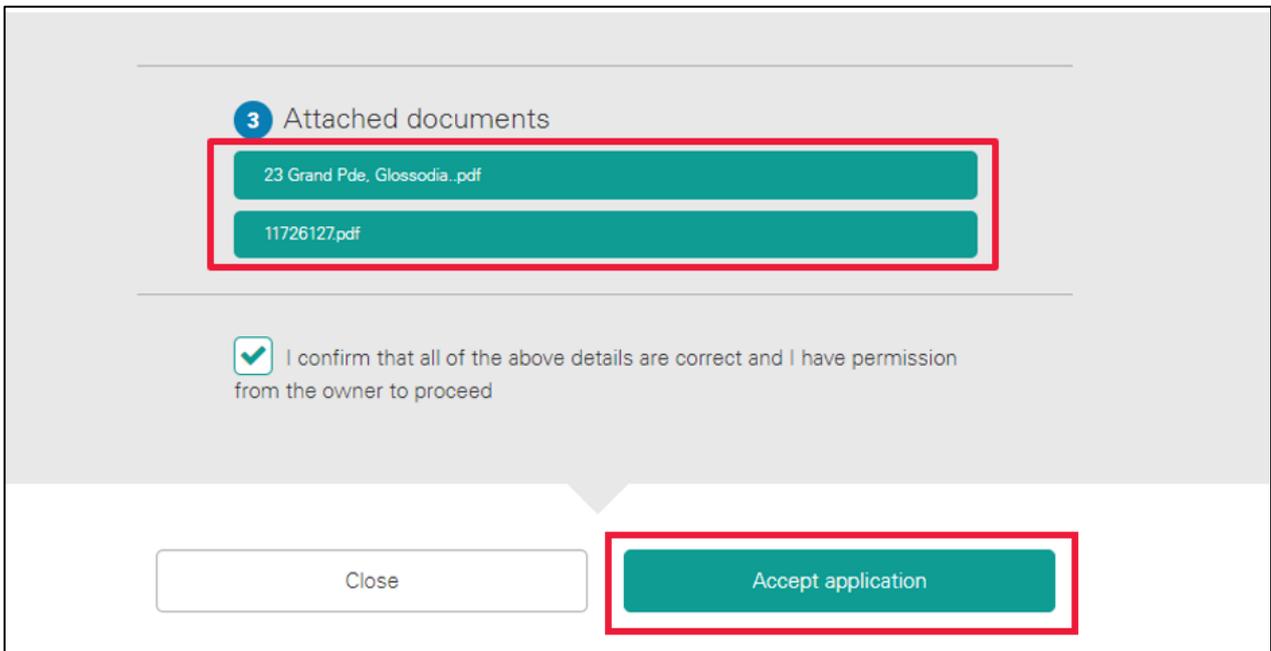
## 4.3 Accept new application

Following a review and quote of the application, the customer agrees to engage a WSC to act on their behalf. Once agreement has been reached the applicant can be accepted in Sydney Water Tap in™.

**Tip:** Accepting the application prevents it from being accepted by another WSC and allows assessment to be processed in Sydney Water Tap in™.

To accept a new application:

1. Search for and open the application.
2. In the **Accept referred application** screen, click on the 'I confirm that all the above details are correct and I have permission from the owner to proceed' checkbox.
3. Select **Accept Application** button.



3 Attached documents

- 23 Grand Pde. Glossodia..pdf
- 11726127.pdf

I confirm that all of the above details are correct and I have permission from the owner to proceed

Close Accept application

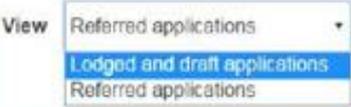
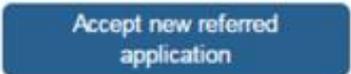
4. Select the **Close** button to return to the **Referred applications** view.

**Tip:**

Applications that have been accepted by any WSC associated with your WSC company in Sydney Water Tap in™ are listed in the **Referred application** view.

## 4.4 View accepted applications

The following options are available in the **Referred applications** view:

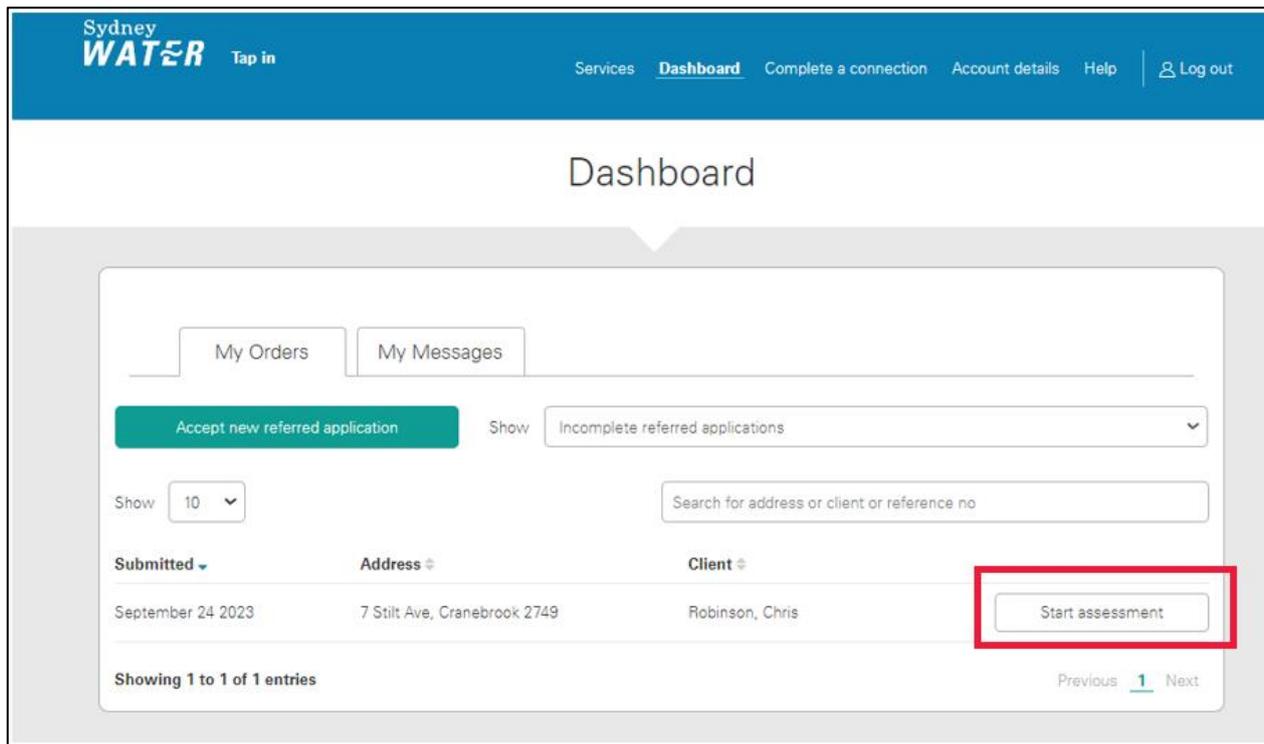
Display Option	Description
<p><b>View</b></p> 	<p><b>Lodged and draft applications</b> – Lists submitted or partial applications you've created.</p> <p><b>Referred applications</b> – is the default view, and lists referred applications that have been accepted by any WSC associated with the same WSC Company. This view remains empty until a referred application has been accepted.</p>
<p><b>Show</b> 10  <b>entries</b></p>	<p>Choose the number of entries displayed per page by clicking on the arrow and selecting an option from the drop down menu.</p>
<p><b>Submitted</b> </p>	<p>Sort the list of applications by submitted date by clicking on the arrow to the right.</p>
<p><b>Property address</b> </p>	<p>Sort the list of applications by suburb by clicking on the arrow to the right.</p>
<p><b>Client</b> </p>	<p>Sort the list of applications by the name of the person who submitted the application by clicking on the arrow to the right.</p>
<p><input checked="" type="checkbox"/> <b>Hide completed applications</b></p>	<p>To hide/unhide all completed applications from the Referred applications view click on the checkbox to the left.</p>
<p><b>Find application</b></p> 	<p>Search for an accepted application in the <b>Find application</b> field by entering one of the following criteria:</p> <ol style="list-style-type: none"> <li>Property address</li> <li>Customer name (surname, first name or both)</li> <li>The 9 digit reference number on the referral letter, eg: REF-123456789</li> </ol>
<p><b>Accept new referred application</b></p> 	<p>Searching for new referred applications using the reference number provided by the Customer.</p>

## 4.5 Assess an accepted application

1. In the **Referred application** view commence an assessment by clicking on the **Start assessment** button.

**Tip:**

If you've already started an assessment and are returning to complete an assessment click on the **Continue Assessment** button.



2. The **Application assessment** view is displayed.
3. To review the application select **Review** to display the structure placement in the **Structure summary** section.

## 1 Approval conditions

Please provide the approval conditions for each structure which did not pass approval criteria

### Structure summary

<b>Structure 1</b>	 Review	 Remove
<b>⚠ This structure did not pass approval criteria</b>		
New home		
5 x 5 x 0 m		

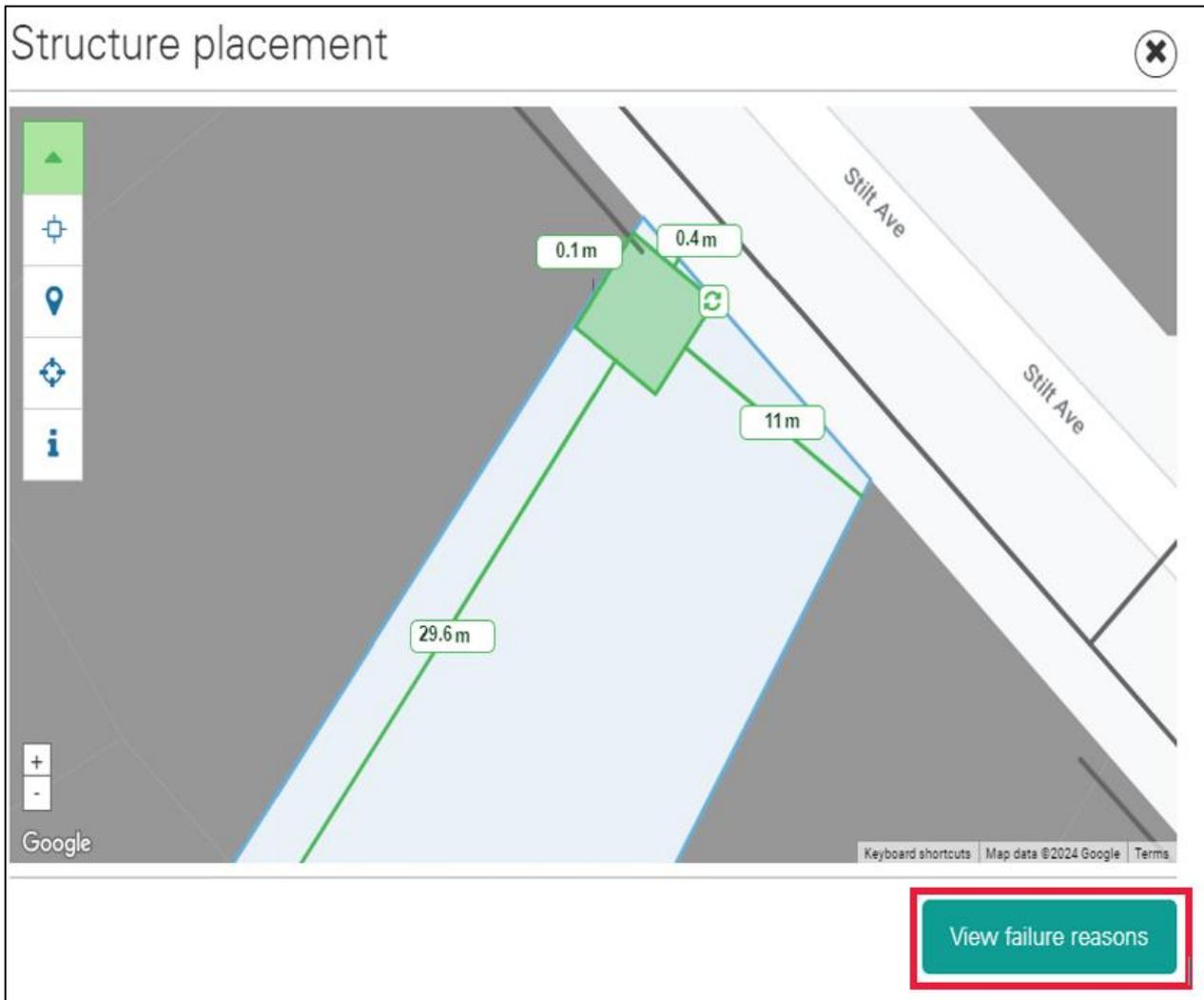
**+ Add a structure**

- The Structure placement window will display the placement of the structure and the location of our Assets.

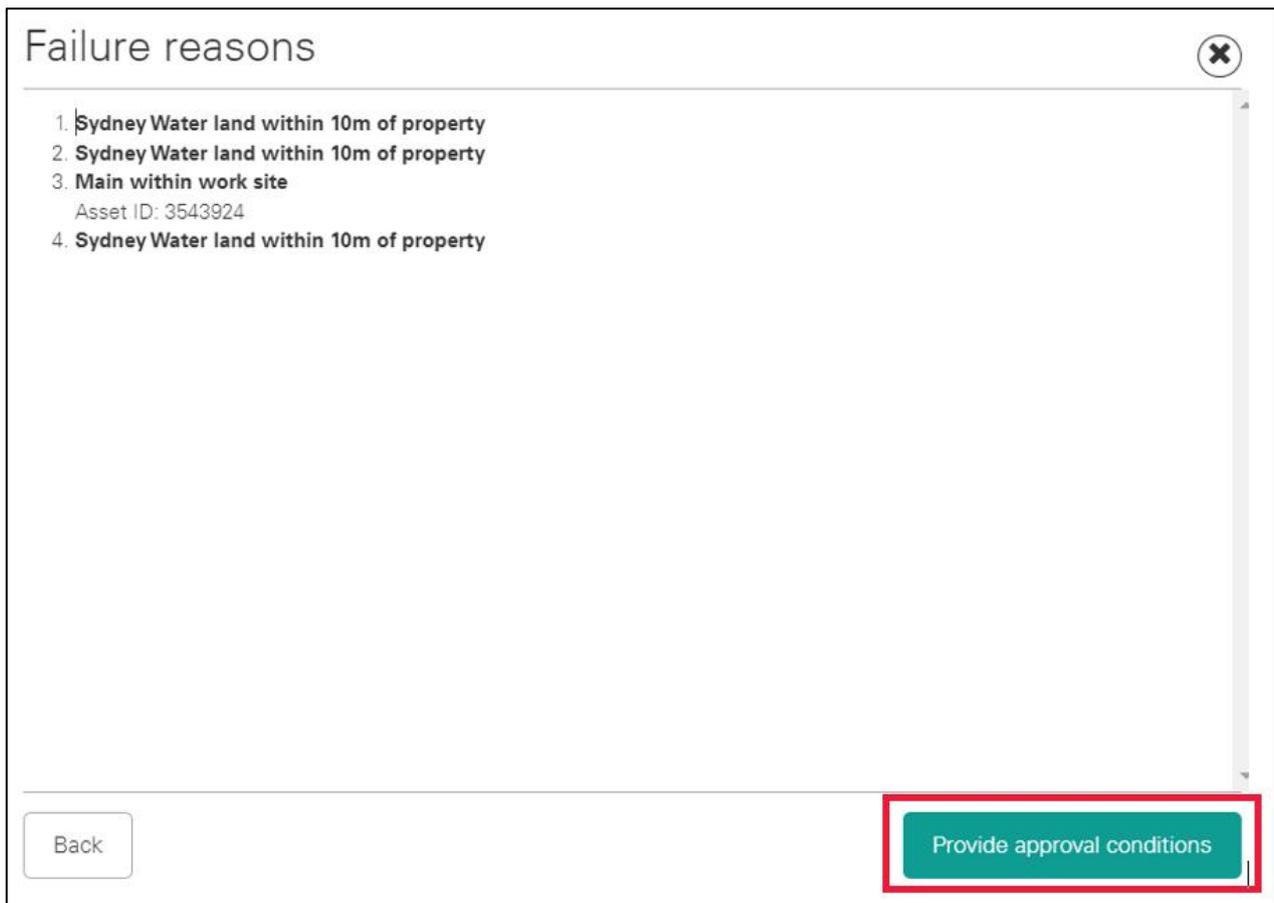
**Tip:**

If the location of the plotted structure doesn't match the site plan or is incorrect edit the structure location before adding the approval conditions.

- To continue click on the **View failure reasons** button. The reason for the failure is displayed.



6. The reason for the referral are displayed in the **Failure reasons** window.
7. To add approval condition(s) click on the **Provide approval conditions** button.



8. The **Provide approval conditions** window is displayed.
9. Enter the minimum pipe clearance required and select all applicable approval conditions checkboxes relevant to approval of the application (refer to the BPA Procedure document for approval condition guidelines).
10. Click the **Done** button to return to the **Application assessment** window.

### Provide approval conditions ✕

Minimum pipe clearance

<b>Horizontal (meters)</b>	<b>Vertical (meters)</b>
<input type="text" value="0.9"/>	<input type="text" value="0.450"/>

- Piers required
- Concrete encasement required
- Junction relocation required
- Indemnity required

11. If the customer has forgotten to include all new structures or if a structure needs to be added or removed:

- Add a new structure by clicking on the **Add a structure** link and plotting the new structure according to the customers plans
- Remove a structure by clicking on the **Remove** link next to the structure to be removed.

#### Structure summary

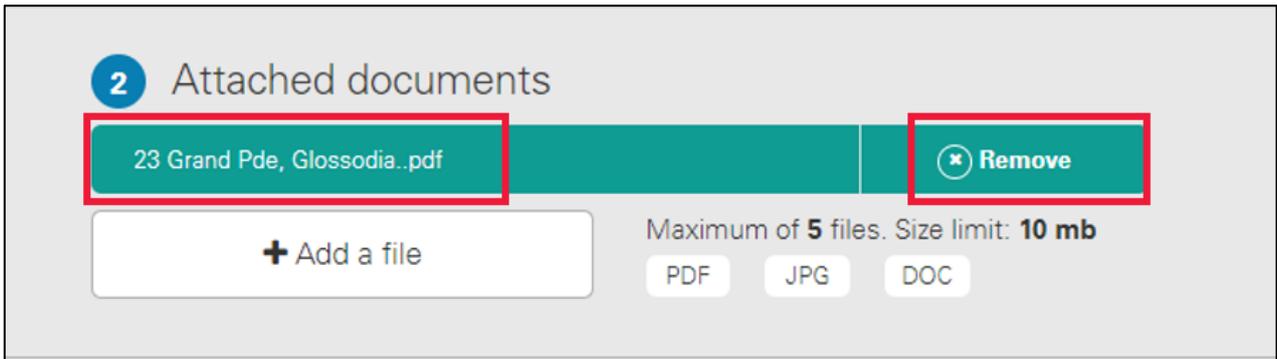
**Structure 1** Review

**⚠ This structure did not pass approval criteria**

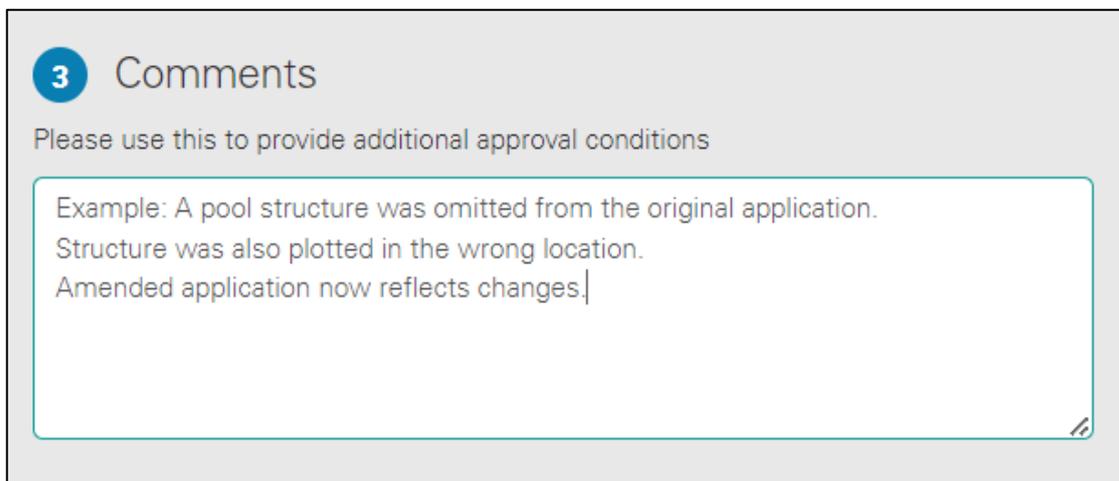
New home  
5 x 5 x 0 m

12. Scroll down to the **Attached documents** section.

13. Click on the **Attachment link** (green tick is displayed to the right) to view attached plans or relevant documents attached to the application.
14. If any new structures have been added or removed or if plans have been changed attach additional supporting documents or remove outdated attachments:
  - Add a new attachment by clicking on the **Add file** button
  - Remove an attachment by clicking on the **Remove** link next to the attachment to be removed.



15. Scroll down to the **Comments** section and enter any comments relevant to the approval or modifications of the structure or plans before approving the application.



16. If required select a status from the **Internal use** dropdown menu. This will be displayed on the referred application screen.
17. If required enter notes in the **Notes** field.

**Tips:**

- Internal use Status can't be deleted or edited after the application has been approved.
- Tip: If the application is partially reviewed and needs to be completed at a later time, click on the **Save** button to save progress to date.

Internal use

On hold

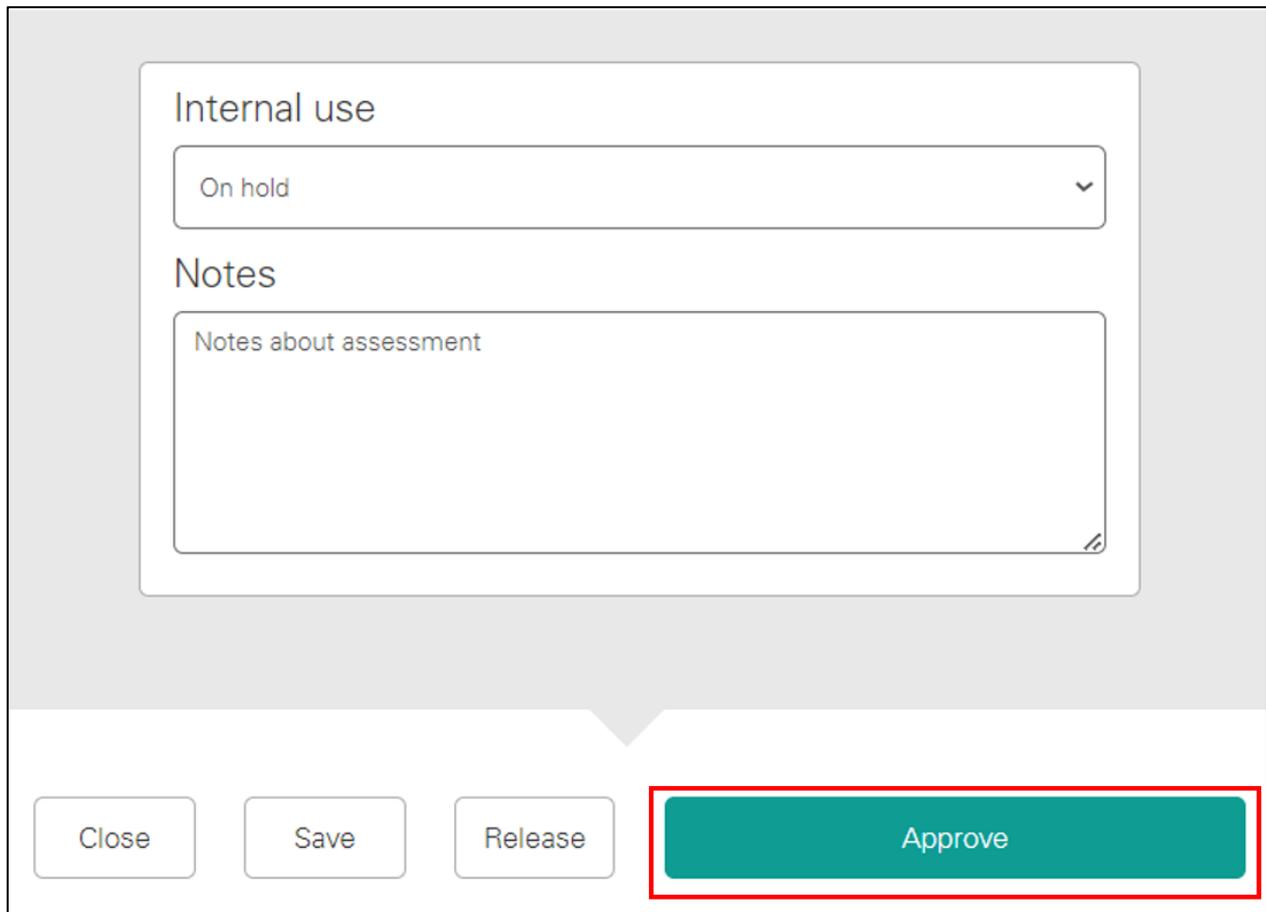
Notes

Notes about assessment |

Close Save Release Approve

## 4.6 Approve application

1. Once the application assessment is completed and you're ready to approve the application click on the **Approve** button.



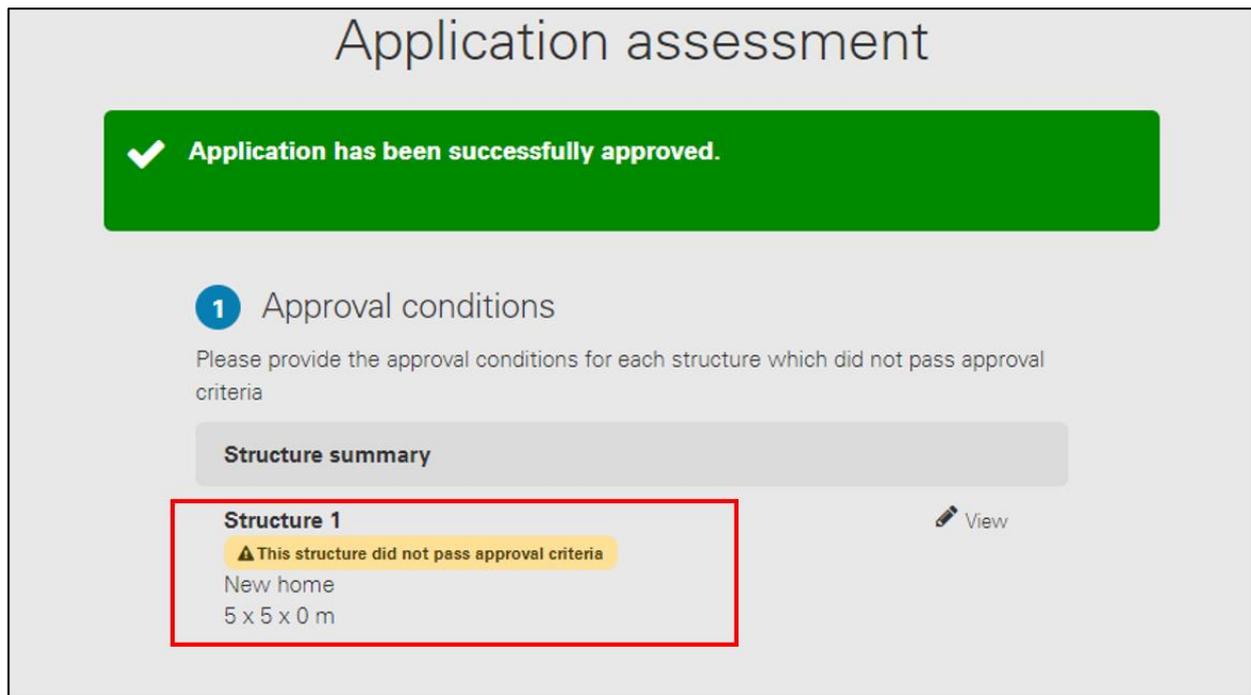
The screenshot shows a web interface for managing building plans. It features a form with the following elements:

- Internal use:** A dropdown menu currently set to "On hold".
- Notes:** A text area containing the text "Notes about assessment".
- Buttons:** A row of four buttons at the bottom: "Close", "Save", "Release", and "Approve". The "Approve" button is highlighted with a red rectangular border.

2. The **Application assessment** window is displayed with a message saying '*Application has been successfully approved*'.

**Tip:**

Once the application has been approved the placement of the structure, approval conditions, attached documents or the internal use comments or status can't be modified.



3. To return to the **My Dashboard** screen click the Save button and then the **Close** button.
4. The approved application will be displayed in the WSC Dashboard with a status of **Complete Application**.

**Tips:**

- **Completion package** documents can be attached after the application has been approved.
- It's ideal to attach a copy of the stamped building plans in the **Completion package** section once you've approved the application.

## 4.7 Complete an application

Its mandatory to add the Completion package (PCP attachments). Refer to the Building Plan approval procedure for details.

**Tip:**

The Project Completion Certification can be used as a checklist for other relevant documentation that must ne attached (refer to Appendix 1) In all cases completion packages must include a copy of the Project Completion Certification and the stamped plans.

1. To attach completion package documents to completed application click on the Add file button in the Completion Package section.

**Tip:**

If you've attached the wrong document you can remove it by clicking on the **Remove** link next to the attachment and reattach a new document.

2. To complete the assessment click on the Complete button and then the Close button.

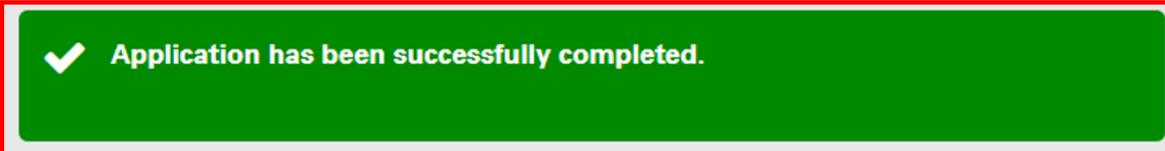
The screenshot shows a web interface for completing an application. It is divided into three main sections:

- 3 Completion package:** This section contains a button labeled "+ Add a file" which is highlighted with a red rectangular box. To the right of this button, there is text indicating "Maximum of 5 files. Size limit: 10 mb" and three filter buttons labeled "PDF", "JPG", and "DOC".
- 4 Comments:** This section has a heading "Comments" and a sub-heading "Please use this to provide additional approval conditions". Below this is a large, empty text input area.
- Internal use:** A dropdown menu is visible with the text "Internal use" and a downward-pointing arrow.

At the bottom of the form, there are three buttons: "Close", "Save", and "Complete". The "Complete" button is highlighted with a red rectangular box.

3. The **Application assessment** window will be displayed with a message saying '*Application has been successfully completed.*'

## Application assessment



✓ **Application has been successfully completed.**

### 1 Approval conditions

Please provide the approval conditions for each structure which did not pass approval criteria

#### Structure summary

##### Structure 1

 **This structure did not pass approval criteria**

New home  
5 x 5 x 0 m

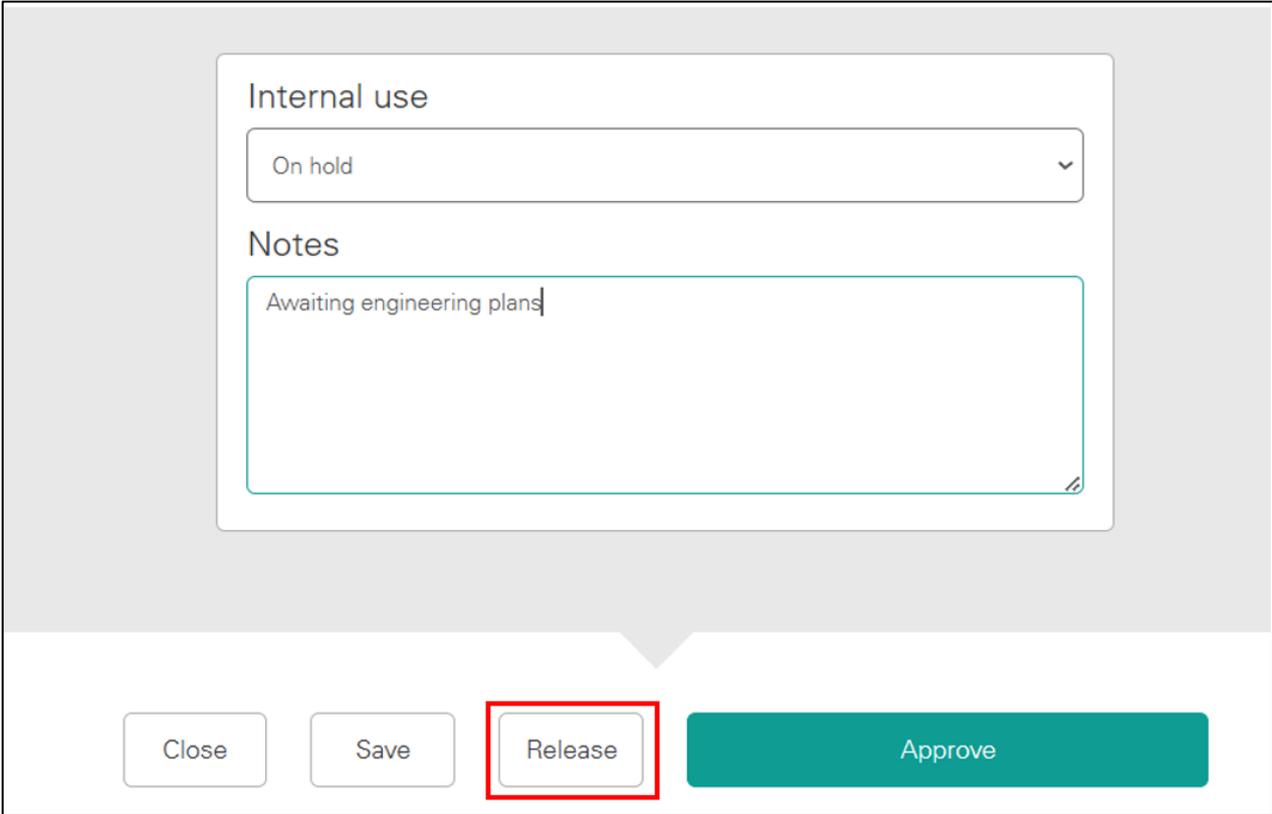
 View

## 4.8 Release an accepted application

If you and your customer decide to mutually terminate your arrangement you can release their application. Once the application is released it can be accepted by another WSC.

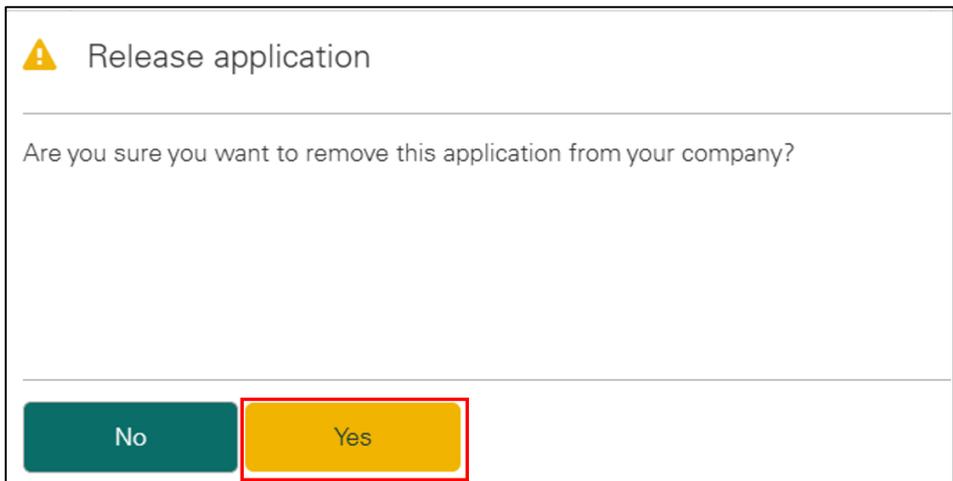
You must inform your customer if you are going to release their application.

1. To release an accepted application, click on the **Release** button at the bottom of the bottom of the **Application assessment** screen.



The screenshot shows a form titled "Internal use" with a dropdown menu set to "On hold". Below this is a "Notes" section with a text area containing "Awaiting engineering plans". At the bottom of the form, there are four buttons: "Close", "Save", "Release", and "Approve". The "Release" button is highlighted with a red border.

2. Select the **Yes** button on the pop up screen asking you to confirm the release of the application



The screenshot shows a confirmation dialog box titled "Release application" with a warning icon. The text inside asks, "Are you sure you want to remove this application from your company?". At the bottom, there are two buttons: "No" and "Yes". The "Yes" button is highlighted with a red border.

## 5. Trouble shooting and frequently asked questions

Issue	Fix
I can login but I can't see the new WSC Dashboard	<ul style="list-style-type: none"> <li>You need to be given a WSC profile by us before you can access the new WSC functionality</li> <li>New WSC will not be set up automatically and will need to contact us and request the WSC profile to be added to their login. Please contact the Provider Services team at <a href="mailto:providerservices@sydneywater.com.au">providerservices@sydneywater.com.au</a> to arrange for your user profile to be updated.</li> </ul>
I have a WSC profile, but I can't see applications accepted by other WSC's in my company	<ul style="list-style-type: none"> <li>If your profile has not linked to your company you won't be able to see applications accepted by other WSC's at your company. Please contact the Provider Services team at <a href="mailto:providerservices@sydneywater.com.au">providerservices@sydneywater.com.au</a> to arrange for your user profile to be updated.</li> </ul>
I can't see a referred application in My Dashboard	<p>Applications may not be visible because:</p> <ul style="list-style-type: none"> <li>application is already completed, and the <b>Hide completed application</b> checkbox is ticked. To see all application s remove the tick from the <b>Hide completed applications</b> checkbox and search for the application using <b>Find application</b> search field</li> <li>the application was viewed but never accepted by a WSC, make sure the application has been accepted</li> <li>the <b>Lodged and draft applications</b> option is selected in the <b>View</b> dropdown, select <b>Referred applications</b> from the <b>View</b> dropdown to display all accepted referred applications.</li> </ul>
The 'Accept a new referred application' function doesn't display the application I'm looking for	<ul style="list-style-type: none"> <li>applications submitted prior to 20 June 2016 will continue to be managed via the old blueform process</li> <li>check the reference number you've entered is correct</li> <li>you may be searching for an application that's not assigned to you yet, check that you're in the <b>Accept new referred application</b> screen.</li> </ul>
I accidentally clicked the approve button	<p>The application will have to be resubmitted at your expense. There is no function to unapproved it. You must let us know about the previous application.</p>

## Appendix 1 Project Completion Certification

PROJECT COMPLETION CERTIFICATE - BPA - SYDNEY WATER TAP IN		
Dolfin No: NOT REQUIRED	Project location: [REDACTED]	
Sydney Water Tap in Ref no: [REDACTED]	Building/structure description: [REDACTED]	
DOCUMENTS	Yes	N/A
Completed Building Plan Approved – Subject to Requirements form is attached	<input type="checkbox"/>	<input type="checkbox"/>
Completed Building Plan Approval Requirements form (Blue Form) is attached	<input type="checkbox"/>	<input type="checkbox"/>
Approved Building Plan (scanned site plan) is attached	<input type="checkbox"/>	<input type="checkbox"/>
Service Protection Report (peg out) / WAC plan is attached	<input type="checkbox"/>	<input type="checkbox"/>
Approved Engineering Plans (eg scanned footings plans and cross sections) are attached	<input type="checkbox"/>	<input type="checkbox"/>
Minor Works Agreement/s is attached	<input type="checkbox"/>	<input type="checkbox"/>
Indemnity Letter is attached	<input type="checkbox"/>	<input type="checkbox"/>
Restoration Clearance Letter is attached	<input type="checkbox"/>	<input type="checkbox"/>
Letter of Approval (LOA) is attached (out of scope applications only)	<input type="checkbox"/>	<input type="checkbox"/>
Minor Works - Work As Constructed report (including sketch) is attached	<input type="checkbox"/>	<input type="checkbox"/>
Any other required documents are attached (eg requirements from LOA, such as CCTV or geotechnical reports)	<input type="checkbox"/>	<input type="checkbox"/>
<b>COMMENTS:</b> [REDACTED]		

<b>WSC FOUNDATION VALIDATION: (complete where applicable)</b>	
I certify that the piers / foundations / footings are in accordance with the engineers plans prepared for the construction of the above described structure, that they comply with Sydney Water's Requirements and that I inspected the piers / foundations / footings prior to pouring of concrete.	
[REDACTED]	[REDACTED]
WSC Company Name	Name of Key Personnel
[REDACTED]	[REDACTED]
Date	Signature of Key Personnel
<b>WSC PROJECT COMPLETION CERTIFICATION:</b>	
I certify that the building plans have been approved and all appropriate works were constructed and supervised in accordance with Sydney Water Requirements, that all documentation submitted complies with the relevant Provider Instructions, the above documentation is included in the Project Completion Package, and all information above is correct.	
[REDACTED]	[REDACTED]
WSC Company Name	Name of Key Personnel
[REDACTED]	[REDACTED]
Date	Signature of Key Personnel