System Process

WSC On-Line Help

Overview

Asset Creation Developer Process Outline

Sydney Water's Asset Creation Developer Process (ACDP) is an integral component of the New South Wales Government's broader Urban Development Process, which is depicted in the Asset Creation Developer Process – Quality System Overview.

The Asset Creation Developer Process (ACDP) constitutes Sydney Water's Development Services process and generally commences when a Developer is referred to Sydney Water through the Local Government development approval process. Alternatively, applications may be submitted from Other Authorities whose proposed works may impact on existing Sydney Water infrastructure.

The following suite of documents, reference materials, manuals and the e-Developer workflow tool are for all internal and external stakeholders involved in the process of asset creation by Developers. Together they form the definitive 'How to' for all aspects of the ACDP and are available from the e-Developer main page. Changes and Improvements to the Asset Creation Developer Process are facilitated by the ACDP Business Improvement protocol.

e-Developer Documentation:

- On Line Help (User Guides and Instructions)
- Work Instructions (WIs)
- Supplementary Procedures

ACDP Procedure Manuals and Reference Materials:

- Supplier Management Process
- Developer Related Field Procedures
- Supplier Instructions
- Asset Protection Manual
- Development Policies web site
- National Water and Sewer Codes
- Easement/Land Operational Guidelines
- ACDP Business Improvement Protocol

The above documents map the process and work practices for management of the acquisition of Developer-funded infrastructure and related property interests, and identifies process interfaces with the following Sydney Water internal and external stakeholders:

Internal Stakeholders:

- Development Services
- Asset Management
- Asset Solutions
- Plumbing and Inspection Services (PIAS)
- Group Property

- Civil Maintenance
- Development Performance
- Development Coordination
- Environmental Services

External Stakeholders:

Suppliers

- Water Servicing Coordinators (WSC)
- Designers,
- Constructors and
- Field Testers

Suppliers to the Developer Process are managed through a separate process of accreditation and monitoring (Refer AC Manual 4).

Sydney Water has compiled a database of accredited Suppliers to the process Lists are available on the SWC web site, to access this information (refer to: **Links** Links Process).

Sydney Water makes no representation as to the suitability of any person, firm or corporation whose name appears on the list. Any person who wishes to engage a Water Servicing Coordinator, Designer, Constructor or Field Tester should make his or her own enquiries about the suitability of any particular Supplier.

The ACDP schematic overview is a representation of the major components and streams within the Sydney Water Corporation e-Developer workflow tool. It also illustrates the break-up of the process into the Define, Design, Acquire and Review phases.

The schematic shows where and why a Development Application is generated, the process itself formally commences only when the application is submitted by the WSC via e-Developer. The Development Services Business manages the overall process within Sydney Water, although substantial interaction takes place between the Development Services Representative (DSR) and suppliers to the process both internal and external to Sydney Water.

Once Sydney Water has received an electronic application an intensive investigation takes place. A Business Response is defined and issued to the WSC. Depending on the contents of the Business Response, the e-Developer workflow progresses the application through a number of alternative streams, which are depicted in the schematic overview.

Project Finalisation and the issue of a Section 73 Certificate (if appropriate) concludes each alternative stream and constitutes the acquisition phase of the ACDP.

The Schematic Overview should not be seen as a formal flowchart or process map, but is meant to stand alone purely as a representation of the major streams within Sydney Water's Developer Process.

About e-Developer

The aim of the e-Developer process is to allow Water Servicing Coordinators (WSC) to electronically submit developer applications for assessment.

The WSC is provided access to the SWC geographic database (Hydra) to download areas for the purpose of creating proposed development layers and design plans which are required to support their application.

The e-Developer process commences with the submission of the application and usually concludes with the issue of the S73 Certificate. A simplified view of the overall process is shown in figure 1.

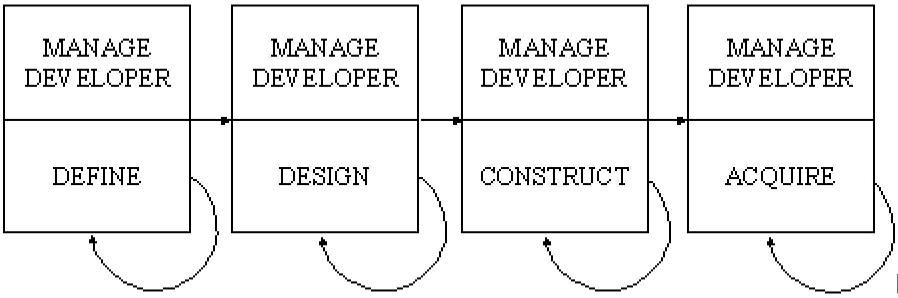


Fig. 1 e-Developer Process Overview

e-Developer is an Internet deployed software application that manages and distributes work items to all users according to pre-defined rules. The work items that you are required to complete are automatically routed to either a specific work group queue or directly to your Inbox.

e-Developer automatically generates e-mail notifications to Team Leaders/managers when work items become overdue. This assists team leaders and managers to manage their team's workloads.

Procedures

The e-Developer online help consists of the following procedures:

- Getting started
- General Tasks
- Mapping
- Enquiries
- Links
- Diary
- Car Management
- Reassign Case
- Definitions

Getting Started

This section describes how to access and use-e-Developer to complete common tasks associated with the e-Developer process

This section consists of the following procedures:

- Access e-Developer
- Use e-Developer
- Use online help

LOG IN TO e-DEVELOPER

Why	Use this procedure to login to e-Developer
Who	WSC, DSR, SWC Auditor
When	You need to complete tasks within the developer process.
Before you start	• You need your Novell LAN user ID and password. • Without a user ID and password, you are unauthorised to access the system.
Password rules	For SWC staff, the password rules associated with your e-Developer password are the same as those for your Windows password. To protect SWC data, always keep your password safe: • Do not tell anyone your password. • Do not use words or names that can be easily guessed. Memorise your password. • Do not write it down. If you forget your password, contact the e-Developer System Administrator.

Worksteps

1. On the desktop, double click the **Internet Explorer** icon.
The *User's home page* displays.

2. Do one of the following:

If	Then ...
You are accessing e-Developer for the first time.	• Type the URL address that was supplied to you when you completed you e-Developer training. https://un032pctx.sw.com.au/edeveloper_prd/login.jsp The *Enter Network Password screen* displays. • For faster access next time, add this screen to Favourites by selecting **Favourites** ▶**Add to** Favourites.
You have added the e-Developer login screen to Favourites	• Select Favourites ▶**Sydney Water e-Developer Login**. The *Enter Network Password screen* displays.

3. Update the following mandatory and optional fields:

Field	Do this ...
User name	If you are SWC staff, type your user NetWare login ID. If you are a WSC, type your e-Developer user name. (SWC will advise you of this.)
Password	If you are SWC staff, type your NetWare password. If you are a WSC, type your e-Developer password. (SWC will advise you of this.)

4. Click OK.
The *e-Developer main screen* displays.

Note:
If you do not perform any e-Developer function for 30 mins you will be automatically logged out of e-Developer and may loose any unsaved data.
When you try to use e-Developer again the log on screen displays and will need to login again. To do this, repeat steps 3-4.

Result	When the main e-Developer screen displays, you may select e-Developer tasks from the Inbox or the e-Developer main menu as required.

LOG OUT OF e-DEVELOPER

Why	Use this procedure to exit e-Developer
Who	All authorised Users
When	You should log off e-Developer when: • you are not going to be using e-Developer for some time • you are finishing work for the day.

Worksteps

1. To log out of e-Developer and close the application, from the Internet Explorer toolbar, select 

Result	The main e-Developer screen closes, the Internet Explorer window closes and you are logged out.

USING e-DEVELOPER

e-Developer is a web-based application which users access to complete work items and other tasks associated with the e-Developer process. This section explains how to use the standard features of e-Developer to access work items and complete certain common tasks.

USE THE MAIN e-DEVELOPER SCREEN

e-Developer is a web-based application displayed within the web browser, Internet Explorer. When you log on successfully to e-Developer, the main e-Developer screen displays. This is the screen from which all e-Developer tasks are begun.

When a WSC starts a development application via e-Developer, the application is automatically assigned a case number. This is a unique number used to identify that application.

When SWC receives the application, an Operations Manager Development Services (OMDS) assigns responsibility for that application to a particular DSR.

To process the application, the assigned DSR, the WSC and SWC auditors complete a series of procedures referred to as work items.

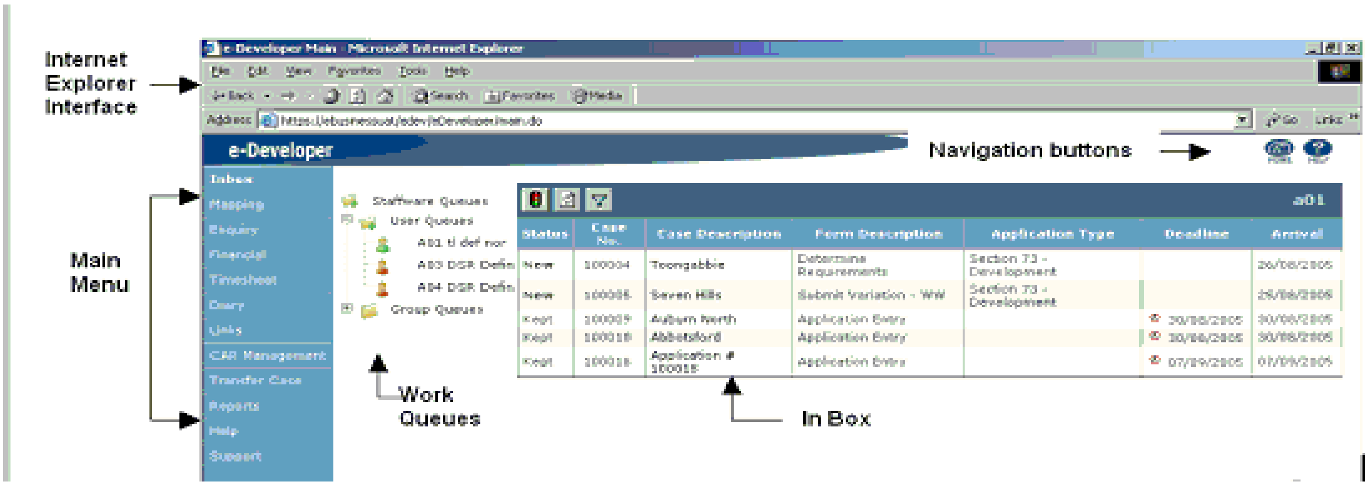
In e-Developer, a work item is an electronic form in which the user provides information about a development application in order to progress that application.

Work items may be assigned to an individual user (such as a DSR or WSC) or to a group (an SWC business area such as Product and Asset Planning). The list of work items assigned to an individual or group is referred to as a work queue.

The main e-Developer screen contains the following main elements:

- Work queues
- Inbox buttons
- Navigation buttons
- Main menu

These elements are described below.



Internet Explorer Interface	e-Developer is displayed within the web browser, Internet Explorer. If you have other e-Developer work items open and have not used them for 30 mins, when you try to access the screens: • the screens will close • any unsaved data will be lost • the e-Developer login screen will display.
Amendments Oct 08	The main menu Diary function added.
Navigation buttons	The main e-Developer screen contains two navigation buttons. Following is a description of these buttons.

1. On the desktop, double click the **Internet Explorer** icon.
The *User's home page* displays.

2. Do one of the following:

Navigation buttons	Name	Use
	**Home**	Click this button to access: • the main e-Developer screen if you are on an e-Developer work item Or • the Sydney water home page if you are on the e-developer main screen
	**Help**	Click this button to access System e-Developer online help
Work queues	In e-Developer , there are two types of work queues: • User queues • Group queues.	

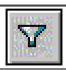
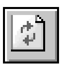
	 Work items are directed either towards: • an individual in which case they are placed in a single user queue (a DSR or WSC) Or • a group in which case they are placed in a group queue (eg Product and Asset Planning) Depending on your role, you will be able to see and access work items in one or more queues: • DSRs and WSCs can only see and access work items in their own user queue. • SWC auditors can only see and access work items in their group queue. • OMDS can see and access work items in their own user queue, their team members' user queues and the Team Leader group queue. • System Administrators can access all individual and group queues.
Accessing your user queue	When you click in the User Queue, your current work items display in the Inbox.
Work queues	When you click in the Group Queue, all work items for your group display in the Inbox.
Inbox	The **Inbox** contains a row for each work item in the selected work queue (if unfiltered, or one row for each work item matching the current filter criteria). You can **sort** the Inbox by selecting the title of a column. When you move the mouse over the column title, the column title displays in bold text. Click the column title. The Inbox sorts and refreshes the information and displays in descending order (by column selected). You can select the column title again and the Inbox will display the information in ascending order. To **access a work item**, move the mouse over the Case Description column. The Case Description displays in blue underlined text. Click this link. The *work item* displays in a new browser window. Whenever you keep or release a work item, the work item closes and the main e-Developer screen redisplays. Once you have released a workitem the status will change to 'Processed'. **Do not** attempt to re-open the work item. To refresh the data in the Inbox, click . **Note:** The Inbox usually refreshes automatically every two minutes. However you can refresh it at any time by clicking .

For each work item, the Inbox shows the following details:

Work item data	Description
Status	The status of a work item may be one of the following: • New – waiting to be actioned • Processed - the work item has been completed and released. Once you click refresh or the auto refresh has occurred, the system will remove the work item from the work queue. • Kept – has been opened, actioned and saved, but has not yet been released • Locked – has been accessed by another user and can not be accessed by other users. This status is applied to those work items in group queues which are being worked on by a member of the group.
Case No.	Shows the number of the case the work item relates to.
Case Description	Shows brief address details of the case that the work item relates to. To access the work item, click the link (blue underlined text). The work item displays in a new browser window.
Form Description	Shows an abbreviated version of the work item name.
Application Type	Shows the Application Type details of the case that the work item relates to.
Deadline	To meet SWC's service level agreements some work items must be completed within an agreed period. In these instances, Deadline shows the date by which the work item must be completed.
Arrival	The date the work item arrived in your work queue.

Inbox buttons

Some buttons are displayed at the top of the Inbox. When you move your mouse over these buttons, a tool tips message pops up and names the button. This is an easy way of finding out why you might use the button. Following is a description of these buttons.

Inbox buttons	Name	Use to...
	Start a new case	Access the Application Entry form. For information on the Application Entry form, refer to: Define Assets ▶Submit a Developer Application
	Filter work queue	Filter the work items in the Inbox according to selected criteria. Refer to Filtering work items below.
	Refresh work queue	Update the Inbox with the latest work items. **Note:** You can manually refresh the inbox when you have kept or released a work item, this will update your work queue.
	Forward	forward selected work items to different DSRs. This function is only available to Team Leaders

Sorting work items	By default, work items are stored in descending date order, ie the last one received is at the bottom of the Inbox. To help you locate particular work items quickly, you can sort them by any of the column headings, eg you can sort by Status, Case No. Form Description. To do so, click the required column heading. The initial click displays work items in ascending

	order, subsequent clicks toggle the order between descending and ascending.
Filtering work items	You can limit the number of work items displayed in your Inbox by specifying filter criteria. This can make it quicker and easier to find and work with the required work items. To filter work items, click . The *Specify Filter Criteria screen* displays. Type or select the required criteria: • Case Number or Case Number range • Form Description or Form Description range • Deadline date or deadline date range • Application Type or Application Type range Independently or in conjunction with the above selections, select the required checkboxes to filter for work items: • with a deadline • whose deadline has expired • which can be forwarded to another user. When you have specified the filter criteria, click Set. The *Inbox redisplays* showing only the relevant work items. To remind you that a filter has been applied, the message **Filter is ON** displays in the Inbox header. To remove a filter and display all work items in your Inbox, click Clear The Specify Filter Criteria screen displays. Click Clear. The criteria clears, the Inbox displays all work items and the Filter is ON message is removed from the Inbox header.
Main menu	The main menu on the main e-Developer screen provides access to a number of functions, which you can use at any time throughout the Developer process.
Main menu items	The main menu items you can see and access when you log on to e-Developer vary according to your role. DSRs see all the menu items listed below. WSCs and SWC auditors see some only. If you move your mouse over a menu item, the item name highlights. Some menu items have sub-items. To access a menu item or its sub items, click the menu item name. A description of each menu item follows.

Menu Item	**Click to ...**
Inbox	Redisplay your inbox when you have accessed another menu item.
Mapping	Access: • Hydra Download

	• Hydra Enquiry For information on each Hydra process, refer to: Mapping About Mapping Process
Enquiry	Access the following enquiry types: • Case enquiry • Case status • Case details • Suppliers • WSCs For information on each enquiry type, refer to **Enquiries** About Enquiries**)**
Diary	Access the Diary menu item to create, update or view a diary entry. For more information refer to: **Diary** Create, view or update a diary entry
Links	Access the following types of documents: • WSC Work Instructions • WSC Forms used in the Developer Process • Supplier Instructions • SWC Policies • Industry papers
CAR Management	Access the CAR Management function. For information on the CAR management process. (Refer to **CAR management** About CAR management)
✕	Logout of e-Developer.

MOVE AROUND A WORK ITEM

Introduction	When you access a work item from your Inbox, the work item displays in a new browser window. You can return to the main e-Developer screen at any time by clicking e-Developer Main - W... on the task bar at the bottom of the screen. Work items include the features described below.
Work item title	The title of the work item displays at the top of the work item
Section title	Most e-Developer work items consist of a number of sections. The section title is displayed in bold text at the top of each section.
Fields	An e-Developer field usually consists of two parts: • the label text, describing the field • the input or display area.

e-Developer work items contain several types of fields described below:

Field	Description
Mandatory Fields	Are pale green. They must be completed before you can release the work item. If you try to release the work item without completing a mandatory field, an error message displays and the field is highlighted in red.
Optional Fields	Are white. They do not need to be completed to release the work item
Display fields	Are grey. You cannot access these fields to change information
Selection fields	Have a down arrow at the end of the field. When you click a list of possible entries displays from which you select the required entry.
Search fields	Have a search button at the end of the field. When you click a window displays to allow you to enter search criteria and then make a selection.
Date fields	Have a calendar button at the end of the field. To enter a date: • Click . The *Calendar window* displays. • Locate and double click the required date. The calendar window closes and the selected date displays in the date field.
Currency fields	Are fields that require you to enter a dollar value. To enter a value, type the amount including cents. Do not type commas or the dollar sign. For example, to record $12,000, type 12000.00.
Check boxes	Indicate if an option is selected or not selected. A selected check box contains a tick, When deselected, the check box is empty. On some forms you can select multiple check boxes.
Radio buttons	Indicate if an option is selected or not selected. A selected radio button contains a dot, . When deselected, a radio button is empty. You can select only one radio button from a group of radio buttons.

Buttons

All work items contain a number of buttons that allow you to complete the work item. Following is a description of these buttons.

Work Item buttons	Name	Use
	Close	This button displays in the top right corner of all work items. Do **NOT** use this button to close the work item. If you do, the work item closes but no data entered is saved. To close a work item without releasing it, click at the bottom of

		the form. Data entered is saved and you can access the work item again later from the Inbox.
	Keep	If you wish to complete a work item later, click this button to close the work item and return it to your Inbox. Its status will change to **Kept** and you will be able to select it later to complete it.
	Release	This button displays on every work item. When you have completed a work item, click this button to release the work item. The work item closes and the next step in the e-Developer process is automatically initiated.
	Retrieve template	This link displays on those work items where you need to create a document for which SWC provides a standard template. Click this link to access the SWC template. Make changes as necessary, save and close your document.
select	Browse and select a document	This button displays on those work items where you need to attach a document. To attach a document: • Click Browse. The *Browse window* displays. • Navigate to and select the required file. • Click Open. The selected document is attached and will be able to be viewed by relevant users.
View	View	This button displays on those work items containing attachments which you can view. To view an attachment, Click View. Refer to **Getting started** Manage attachments View attached documents (if required).

Methods of moving around a work item	Methods to move around a work item include: • **mouse**. Click in the box (the input area) beside a field name. • **scroll bars**. Small arrows at the bottom and right side of the screen indicate that part of the screen continues outside the current window size. Click the arrows to view the rest of the screen. • **Tab**. This keyboard shortcut enables you to move forwards from one field to the next field. • **Shift + Tab**. This keyboard shortcut enables you to move backwards from one field to the previous field.

General Tasks

This section describes how to manage documentation associated with the e-Developer process.

This process consists of the following sub-process and procedures:

- Print
- Managing attachments
- Managing notifications

PRINT

Why	Throughout the e-Developer process, you are required to: • enter data about developer applications on work items • create and attach documents to support those work items. From time to time you may wish to print: • information about a case • timesheet details • the list of work items in your work queue The purpose of this procedure is to enable you to print the work items and other information displayed on e-Developer screens. This procedure does not explain how to print attachments. You print attachments using the Print function within the application the attachment was developed in.
Who	DSR, WSC, Environment Group, Product Delivery Water, Product Delivery Recycled Water, Product Delivery Waste Water, Trade Waste, Backflow, Civil Maintenance, Supplier Management, Group Property, Product and Asset Planning, Product and Asset Planning Storm Water
When	Use this procedure when you want a printed copy of information contained on e-Developer screens.
Before you start	Display the work item or other e-Developer screen you want to print.

Worksteps

1.Right mouse click on the e-Developer screen you wish to print.
Menu options display.

2. Select Print.
The Print dialog box displays on the General tab.

3. In the **Select Printer** panel select the appropriate printer.

4. In the Page Range panel do one of the following:

If	Then ...
You want to print all pages	• Leave the default as All

	• Go to step 5.
You want to print specific pages	• Select the Pages radio button and type the page number • Go to step 5.

5. Do one or more of the following:

If	Then ...
You want to print one copy of the screen	• Leave the default as 1 • Go to step 6.
You want to print multiple copies of the screen	• Type the number of copies you require • Go to step 6.

6. Click Print.

Result	The work item or other e-Developer screen prints on the printer specified in the Print window.

MANAGE ATTACHMENTS

At various stages of the e-Developer process, the user needs to:

- Create and attach documents to work items
- Update documents
- View attached documents.

Use the procedures in this topic to create, save, edit and attach documents to work items and to view attached documents.

CREATE AND ATTACH DOCUMENTS TO WORK ITEMS

Why	Throughout the e-Developer process, you are required to create and attach documents to work items. In many cases, SWC Urban Development maintains standard templates, so you can easily create the document with the required content and in the required format. The purpose of this procedure is to enable you to: • create a document using an SWC Urban Development template • attach documents to work items. **Note:** Where you need to create a document for which there is no SWC template available from the work item, create and save the document using an appropriate application. Follow the procedures below to attach the document to the work item.
Who	DSR, WSC, Environment Group, Product Delivery Water, Product Delivery Recycled Water, Product Delivery Waste Water, Trade Waste, Backflow, Civil Maintenance, Supplier Management, Group Property, Product and Asset Planning, Product and Asset Planning Storm Water
When	Use this procedure when a work item requires you to create and/or attach a document before you can release the form.
Business rules	• You must zip all documents before attaching them to a work item. (See step 6 below). **Note:** **If unzipped files are attached to a work item you will not be able to keep or release the form.** • You **must** rename any zip folder only using alpha/numeric characters. **Do not use** spaces, commas, underscores, dots etc. For example 1234DesignWW.zip • Only attach the document to the work item when you have finalised the document. (If you attach the document before finalising it, you need to reattach the document again when it is finalised). **Saving procedure** As per normal business procedures, save the document regularly as you work on it. **Do not** create file names containing apostrophes. If a document file name contains an apostrophe and is then attached to an e-Developer form, you will not be able to open the attachment. **WSCs:** It is recommended you define suitable saving procedures to allow you to find

	documents quickly and easily when you want to complete them or attach them to a work item.
Amendments 01/06	• 1st Business Rule - all files must be zipped • Updated icons throughout the document

Worksteps

1. To create a new document do one of the following:

If	Then ...
You need to use a SWC template to create a document **Note:** Do not use this function if the template you require contains mail merge fields	• Locate the section of the form where you need to attach the document and click . The *Form/Templates* screen displays • Select the appropriate template. The *File Download* window displays. • Select the Open this file from its current location radio button. • Click OK. The document template displays ready for you to modify it. • Go to step 2.
You need to create a document from another application (for example: word, excel, drawing etc)	• Access the relevant application • Create your document • Go to step 3.

2. Customise the template.

3. As with any document, save the document regularly as you modify it.
Note:
Do not create file names containing apostrophes. If a document file name contains an apostrophe and is then attached to an e-Developer form, you will not be able to open the attachment.

4. When you have completed your document, save it to your local directory.

5. Do one of the following:

If	Then ...
You have finished the document	• Check the document for completeness and accuracy • Make any required changes • Save and close the document • Go to step 6.
You have not completed the document but want to close the form so you can come back to it later	• Save and close the document • Press ALT+TAB to display the form • Click . The *form* closes • To complete the document, refer to: Getting Started Manage

	Attachments ▶ Update Documents

6. Before you attach your completed document to the form, you need to zip the document.
Note:
In some cases you may need to attach more than one document to the one field. To do this you need to zip the documents into the one file.

Do one of the following:

If	Then ...
You need to attach a single document to a single field	To zip the document: • Use Windows Explorer to locate the document. • Using the right mouse button (not the left), click the document name. A *pop-up menu* displays. • Click Add to <document name>.zip. The zipped document displays at the bottom of the same folder as the unzipped document. • You **must** rename the zip folder only using alpha/numeric characters. **Do not use** spaces, commas, underscores, dots etc. For example: 1234DesignWW.zip • Go to step 7.
You want to attach multiple documents to a single field	To zip the documents: • Use Windows Explorer to locate the documents. • Hold down the Ctrl key and click each document name to be zipped. *The selected documents highlight.* • Using the right mouse button (not the left), click one of the highlighted document names. *A pop-up menu displays.* • Click Add to zip. *Winzip opens and the Add window displays.* • In the **Add to archive** field, click at the end of the field and type the name of the file you need to create, eg 2345DesignPW.zip • Click Add. *The selected document names display in the Winzip window.* • Close Winzip. The zipped file containing the selected documents displays at the bottom of the same folder as the unzipped documents. • Go to step 7.

7.To attach the zipped document(s) to the work item, press **Alt +Tab** to display the form.

8. Locate the section of the form where you need to attach the document/s and click select beside the relevant item.
The *Choose File* window displays.

9. Select the zipped file and click Open.
The selected zipped file is attached to the form.

10. Check that you have attached the correct file. If you have kept the form and returned to it later, the name of the selected file displays beneath the attach document field. If you have attached the wrong file, repeat steps 8 to 10.

Result	The document(s) are completed and attached to the form. When you release the form, the form closes and the attached documents are saved to the e-Developer database. **Note:** You can only zip multiple documents when they are to be attached to the one field.

UPDATE DOCUMENTS

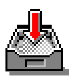
Why	Where a work item requires you to create and attach a document, you can begin the document and complete it later provided you keep the work item. The purpose of this procedure is to update a document that you began in a previous session but did not complete.
Who	DSR, WSC, Environment Group, Product Delivery Water, Product Delivery Recycled Water, Product Delivery Waste Water, Trade Waste, Backflow, Civil Maintenance, Supplier Management, Group Property, Product and Asset Planning, Product and Asset Planning Storm Water.
When	Use this procedure when you wish to update a document you have begun previously.
Business rules	Only attach the document to the work item when you have finalised the document. **Note:** If you update a document, which you have already attached to a form, you must reattach the document to the form. To locate documents you are working on it is important to follow standard saving procedures. You must zip all documents before attaching them to a work item. If unzipped files are attached to a work item you will not be able to keep or release the form.

Worksteps

1.From your work queue, click the work item to which you need to attach a document.
The form displays.

2. Use Windows Explorer to locate the document you began on a previous occasion. Double click the document name.
The document displays ready for you to update it.

3. When you have finished updating the document, do one of the following:

If	Then ...
You have finished the document	• Check the document for completeness and accuracy • Make any required changes • Save and close the document • Go to step 4.
You have not completed the document but want to close the form so you can come back to it later	• Save and close the document • Press ALT+TAB to display the form • Click  . *The form closes* • To finish the document, repeat steps 1 to 3.

4. When you have finished the document, you need to zip the document and attach it to the form.
(Refer to: **General tasks** Manage attachments Create and attach documents to work items).

Result	You have updated your document and if it is finalised it is ready for you to zip and attach to the work item.

VIEW ATTACHED DOCUMENTS

Why	Some work item forms contain attachments that provide information you need to view in order to complete the form. Use this procedure to view documents attached to work items.
Who	DSR, WSC, SWC Auditor
When	Use this procedure when you wish to view a document within e-Developer

Worksteps

1.To view a document, click View.
The *File download screen* displays.

2. Select the **Open this file from its current location** radio button and click OK.
The *WinZip application opens with the document name* displayed.

3. Double click the document name. If the file is an application document, the document displays in a separate window in the relevant application, eg Word, AutoVue. If the file is a scanned document, the document displays in the browser window.

4. Read the document.

5. When you have finished with the document, do one of the following:

If	Then ...
The document displayed in a separate application window	Close the document and the application. The e-Developer screen from which you selected the document redisplays
The document displayed in the browser window	Click Back in the browser tool bar. The *e-Developer screen from which you selected the document* redisplays. **Note:** If you use the ☒ button, the original work item closes and the main e-Developer screen displays.

6. If you wish to view another document, repat steps 1 to 5.

Note: Each time you click View, the document you wish to view displays in the Winzip window (replacing documents previously displayed).

Result	You have viewed and closed the attached document within e-Developer.

VIEW AND ANNOTATE PLANS

Why	Work items within e-Developer enable you to view plans which are based on the SWC Geographic Information System – Hydra. Use this procedure to view and annotate these plans using Auto View. **Note:** You can also view and annotate plans using AutoCAD.
Who	All internal and external e-Developer users
When	Use this procedure when you need to view or annotate plans with the file extension **.dwg**
Before you start	All internal e-Developer users must have Auto View installed on your PC
Business rules	You must zip all documents before attaching them to a work item. (Refer to **Getting started** ▶ Create and attach documents to work items). **Only** attach the document to the work item when you have finalised the document. (If you attach the document before finalising it, you need to reattach the document again when it is finalised). **Printing from Auto View** The key to printing in Auto View to always ensure the page size and orientation is correct in the 'Page Setup', 'Print' and 'Properties' screens. You **must** 'Print Preview' before printing. **Saving procedure** As per normal business procedures, save the document regularly as you work on it. **WSCs**: It is recommended you define suitable saving procedures to allow you to find documents quickly and easily when you want to complete or attach them to a work item.

Worksteps

1. To view a plan attached to a work item, locate the section of the form where the plan is attached and click View.
The *File download screen displays.*

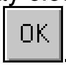
2. Select the **Open this file from its current location** radio button and click OK.
The document displays in a separate window in Auto View™

Note: Auto View has many additional functions and may be slower to open files, so please be patient.

3. Do one or more of the following:

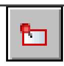
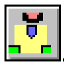
If	Then ...
You want to zoom in or out of the plan	• Click . The mouse pointer changes into a magnifying glass. • Click anywhere in the plan. • To zoom in, press Page up.

	• To zoom out, press Page down.
You want to pan around the plan in any direction	• Click . *The mouse pointer changes into a hand.* • Click and drag the plan in any direction.
You want to measure between two points	• From the left hand menu, click . *The cursor will now be armed as a ruler.* • Right mouse click on the first point you wish to measure from, then move your curser to the next point and right mouse click. Auto View will show the distance between the two points. **Note:** You can cancel the measurement function by clicking Esc on your keyboard. Auto View bases the distances on the plan scale, you should verify its accuracy by measuring a known distance on the plan.
You want to measure between multiple points	• From the left hand menu, click . *The cursor will now be armed as a ruler.* • Right mouse click on the first point you wish to measure from, then move your curser to the next point and right mouse click. Continue until you have completed selected all required points. Auto View will show the distance between the selected points. **Note:** You can cancel the measurement function by clicking Esc on your keyboard. Auto View bases the distances on the plan scale, you should verify its accuracy by measuring a known distance on the plan.
You want to measure an area	• From the left hand menu, click . *The cursor will now be armed as a ruler.* • Right mouse click on the first point where you are measuring from and move your curser to the next point and right mouse click. Continue until you have highlighted the required area. Auto View will show the area between the selected points. **Note:** You can cancel the measurement function by clicking on your keyboard.
You want to print the plan	• Click . *The Print Window displays* • Click OK. *The plan prints on the printer specified in the Print Window.*
You want to view or print the plan in black and white	From the top menu, select **View** ▶**Black on White**. A tick appears next to **Black on White** and the plan changes to black and white.
You want to change the plan from black and white to colour	Select **View** ▶**Black on White**. The tick next to **Black on White** disappears and the plan changes to colour.
You want to view the plan in shades of grey	Select **View** ▶**ClearScale**

You want to change the background colour	• From the top menu, select **Tools** ▶ **Options** ▶ **Colours.** • In the **Colour** section, click in 'Background page' *The Colour Selection box displays.* • Select the required background colour **Note:** If you choose a black background, all yellow writing and yellow lines will display clearly. • Click . *The plan displays with the new background colour.*

4.To annotate or mark-up a plan, first save a copy of the original design plan to the case number folder in the shared directory. This will enable you to make the necessary comparison when an amended plan is received.

5. Do one or more of the following:

If	Then ...
You want add a note to the plan	• From the left hand menu, click . This allows you to place a post-it note type comment on the plan. • Left mouse click on your preferred placement point on the plan, then a second later left mouse click again. The note will appear in the following format . • To write inside the note start typing when the green boxes are present. • When you have completed your note, right mouse click else-where on the plan.
You want to draw on the plan	• Click . *The mouse pointer changes into a hand.* • Click and drag the mouse within the plan • Draw and format the required information.
You want to delete your drawing from the plan	• **Select Edit** ▶ **Undo Add Sketch**
You want to save the plan as a .DWG file	• Auto Viewhas the functionality to save the plan in its original DWG format. • Select 'FILE' from the top menu (left hand corner) • Select 'SAVE'. The first time you save you will be prompted for the file name, location and to confirm that you are saving a .DWG file. **Note**: The file can only be saved once you have amended the plan.

6. When printing a plan, do one of the following:

If	Then ...
To print in A4	Go to step 7
To print in A3	Go to step 8
To exit the plan	Go to step 9

7. Auto View should be automatically set up to your default printer. Do the following:

If	Then ...
To review the page and setup orientation	• From the top menu, select **File** ▶ **Page Setup** • Select A4 paper size • Select the required orientation (portrait or landscape) • Click OK
Print preview details	• From the top menu, click . • From the top menu, click **File** ▶ **Print** • Review the Page setup and Orientation defaults are correct If incorrect, from the top menu select **View** ▶ **Refit** • Click OK.

8. To print the plan in A3 size, do the following:

If	Then ...
To review the page and setup orientation	• From the top menu, select **File** ▶ **Page Setup** • Select A3 paper size • Select the required orientation (portrait or landscape) • Click OK
To select printer	• From the top menu, select **File** ▶ **Print** • From the list select the relevant A3 printer. • Click Properties • Select the "PAPER" tab • Change the 'Form Size:' and 'fit To:' fields to A3 • Click OK the Print Menu displays (Do not print yet) • Click Close
To print	• From the top menu, select **View** ▶ **Refit** • Your print will be resized to fit an A3 page. • Note: You may also change the plan to Black and White from this menu. • From the top menu, select **File** ▶ **Print** • Select the required orientation (portrait or landscape) • Click . • Check the view of the plan • Click **Print**

9. To exit Auto select **File** ▶ **Exit**

Result	When you close Auto View you return to your original e-Developer form.

MANAGE NOTIFICATIONS

Why	A notification is a message that is automatically sent to the recipient advising them of various relevant information required supporting processing of a developer application. Notifications are sent out, for example, to advise that: • A bond request or a design variation has been approved or rejected • An agreement has been executed • A bond request is about to expire or be called up While you may have to act on the information received, you do not have to do anything with the notification itself. The way you receive notifications depends on the system you have access to. If you have access to: • e-Developer, you will receive notifications in the form of work items in your e-Developer work queue If you don’t have access to either of these systems, you will receive notifications in the form of Groupwise e-mails. Notifications are important messages which must be read as soon as possible after they appear in your work queue or Groupwise inbox.
Who	DSR, OMDS Leader, Urban Development Business Manager, WSC, Environmental Services Group, Backflow, Waste Water Source Control, Civil Maintenance, Product Delivery, Supplier Management
When	Use this procedure to access and manage all e-Developer notifications.

Worksteps

1. From your work queue, click the Notification, or from your Groupwise inbox double click the Notification.
The *Notification* displays.

2. Read the advice in the notification and decide whether you want to:

- Keep the notification to remind you to act on it or
- Remove the notification from your work queue or inbox because you no longer need it.

3. To keep the notification, click  .
The notification closes but remains in your work queue or inbox so you can refer to it later.

4. To remove the notification, click  .
The form closes and the notification is removed from your work queue or inbox.

Result	A Notification is a one-way communication only. No further action is automatically triggered by your releasing or keeping a notification.

Mapping

The Mapping process enables WSCs and SWC Officers access to SWC's Geographic Information System (GIS) - Hydra to perform enquiries related to developer projects. Access is made available via the e-Developer main menu.

The Hydra process enables WSCs and DSRs to:

- Identify existing land parcels and reticulation mains for all service types, identify proposed developments and view the proposed subdivision layouts for submitted development applications
- Capture an Urban Development border around a subject subdivision or development, allocate a case number to it, then download the geographic data to compile application or design plan submission(s).

Capture an Urban Development border around reticulation mains (for all service types), allocate a case number to it, and then download the geographic data to compile application or design plan submission(s).

This process consists of the following sub-process and procedures:

- Hydra Download for Development applications
- Hydra Download for Adjustment applications
- Hydra Enquiry

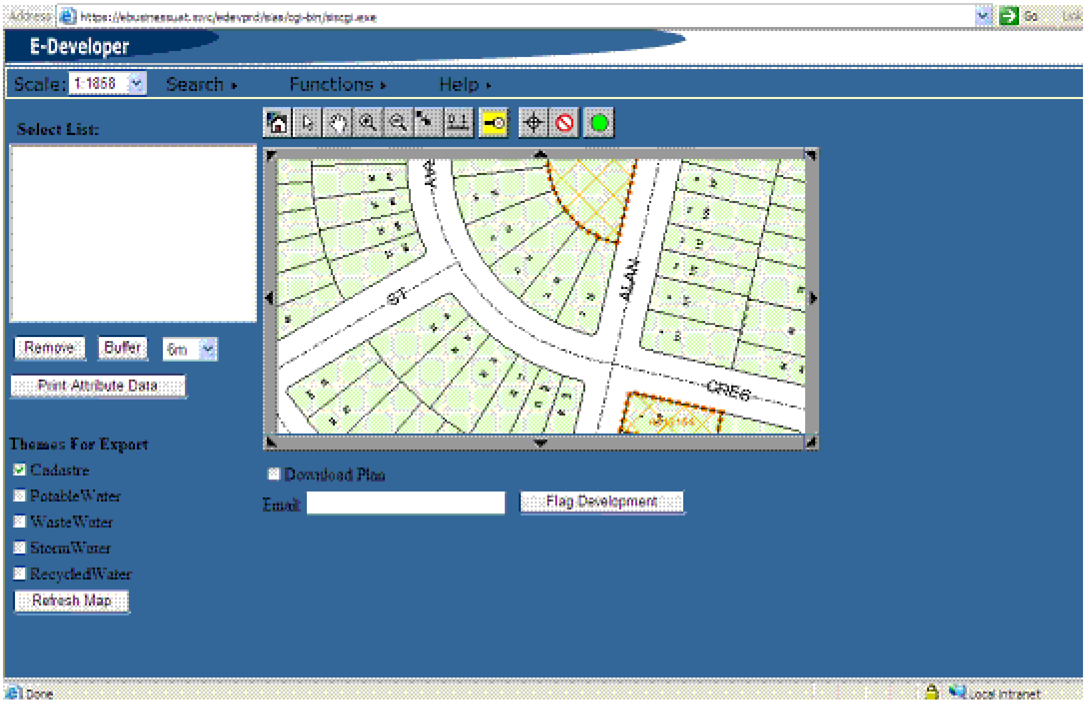
HYDRA DOWNLOAD FOR DEVELOPMENT APPLICATIONS

Why	Before a WSC or DSR can create and submit a development application via e-Developer, they need to access the Sydney Water (SWC) Geographic Information System (GIS) to identify the lots impacted by the application. This procedure can be used for the following application types: S73 Development S73 Dual Occupancy Feasibility Building Plan Approval (BOS/BAS). The purpose of this procedure is to enable the WSC or DSR access to the SWC GIS to: Capture a map showing the required land parcel(s), identify those lots with a border and enable the e-Developer system to allocate a temporary case number to the proposed development. The geographic information is then downloaded to a SWC server. The WSC or DSR is notified of the file location via an e-mail. **Notes:** If the download is sent to the WSC, the WSC (via a listed designer with the appropriate capability) is enabled to customise the development plan and/or create and overlay the subdivision plan onto the Hydra GIS base. These drawing files are then attached to the development application. If the download is sent to the DSR, the DSR arranges for the hardcopy development or subdivision plan to be digitised onto the Hydra GIS base. Print the selected map to scale. This will enable accurate investigation and analysis of

	Building Plans. View and print all asset attribute data.
Who	WSC, DSR
When	Use this procedure when: A developer (or applicant) wishes to submit a development application. You need to plot and print a map to scale and/or print attribute data.
Before you start	You will need to have the relevant information available to identify the specific land or asset information.
Business rules	Any number of WSCs or DSRs are able to download a Hydra map (or alternatively its coordinates) for a proposed development location Once a WSC or DSR has submitted an application into e-Developer they are allocated the case and the Hydra land parcel(s). All other proposed developments and associated temporary case numbers are deleted from Hydra and the nominated WSCs or DSRs are notified by e-mail Once an application has been submitted into e-Developer and the Hydra land parcel assigned to a particular WSC, additional cases can be created or submitted for the same land parcel(s) enabling staged development applications to proceed at the same time. **Each additional development application requires a new hydra download. Previous downloads must not be attached to a new submission.** Hydra prints and asset attribute data may not be distributed or sold.
Amendments July 06	New functionality to print map to scale (refer to steps 13-21). New functionality to print all asset attribute data (refer to steps 22-25).

Worksteps

1. From the e-Developer main menu, select **Mapping** ▶ **Hydra Download**.
The *Hydra Download screen* displays.



Note:
This is the Hydra Download Map default screen.

Hint:
If you wish to enlarge the screen, maximise the Hydra Download screen and double click on the map.
The map redraws and is enlarged for easier use.
To enable you to perform an enquiry and identify the relevant property(s), the Hydra Download screen consists of three main parts:

A menu function

A toolbar

Export section

In the **Menu function**, if you move your mouse over a menu item, the item name highlights. A description of how to use each menu item follows.

Field	Do this ...
Scale	The Scale menu allows you to select the scale of the map you want to view, for example 1:500 or 1:2000. To do this, click and select the required scale. *The map redraws to the selected scale.*
Search	The Search menu allows you to choose your preferred search type criteria. To do this, click and select the required search type.
Functions	The Functions menu enables you to: trace, select and download services (water, recycled water, waste water and stormwater), assets, objects and the centre line of roads. To use this function, refer to: **Mapping process** Hydra Download for Adjustment applications

	print selected map to scale. To use this function refer to step 19.
Help	The help menu gives a brief description of the menu function & tool bar buttons. To use Help, do the following: From the menu, move the cursor over Help >. The *Help text box* displays in red text. Click on the Help Text box. The *Hydra Help Page* displays. When you are finished using the Help page, click ✕ to close the window.

The **toolbar** contains buttons that allow you to move around the map. A description of how to use each button follows.

Field	Do this ...
Home	Click to reset the map image and display the starting screen.
Select Item	Click the relevant object on the Hydra map. The name of the object displays in the **Select List:** table
Pan	Click and drag the map to a new position within the screen. When released the map will redraw.
Zoom Out	Click on the map. The point clicked becomes the new centre. The map will redraw and reduce to the relevant scale.
Zoom In	Click on the map. The point clicked becomes the new centre. The map will redraw and magnify to the relevant scale.
New Centre	Click on the map. The point clicked becomes the new centre.
Measure	The measure tool enables you to make measurements between points on the map. To do this, click the measure icon, then click on the relevant points on the map. Once you have completed the the measurement, the details display in a text box in the top left hand corner of the map. **Hint:** The measurement tool displays to 2 decimal places and makes measurements in metres. To ensure greater accuracy of the measurement details, ensure that you: - zoom in as close as possible while still being able to view all points to be measured within the map. - correctly position the mouse over the object/point
Search	Click and the *Search Type screen* displays. Refer to step 3.
Add Trail Co-ordination	Click on the map to set trail points. Trail points are used to identify the area you wish to view.

Clear Trail Co-ordination	Click and all selected trail points are cleared.
Start Trace	The Start Trace button enables you to trace and download services (potable water, recycled water, wastewater and stormwater), assets, objects and the centre line of roads. To use this functionality, refer to: **Mapping process** Hydra Download for Adjustment applications

2. To identify the relevant land parcel(s) select one of the following search types:

If	Then ...
You wish to search using the menu function	From the menu, move the cursor over Search. The *Search Function Box* displays. Click on the Search Function Box. The *Search Type screen* displays. Go to step 3.
You wish to search using the toolbar buttons	From the toolbar, click . The *Search Type screen* displays. Go to step 3.

3. To select the relevant search type, click and select an item from the list. Do one of the following:

If	Then ...
You selected search by UBD Grid Reference	The *UBD section* displays. This refers to the edition of the Sydney UBD. Click and select the relevant information. *The list automatically defaults to the latest edition.* Go to step 4.
You selected search by Street Address	The *Street Address section* displays. Go to step 5.
You selected search by Street Corner	The *Street corner section* displays. Go to step 6.
You selected search by Lot and Plan Number	The *Lot/DP details section* displays. Go to step 7.
You selected search by Case Number	The *Case Number section* displays. Do the following: Type the relevant case number Go to step 8.

4. In the **UBD** section, update the following mandatory and optional fields, then go to step 8.

Field	Do this ...
Edition	This refers to the edition of the Sydney UBD. Click and select the relevant information. *The list automatically defaults to the latest edition.*
Map Number	Type the map number as it appears in your selected UBD edition. For example, for UBD Edition 41, map number 323 you would type 323.
Grid Reference	Type the grid reference as it appears in your selected UBD edition. For example, for UBD Edition 41 grid reference A7, you would type A7 (the letter first, this can be in lower case or upper case and followed by the number).

5. In the **Address** section, update the following **mandatory** and optional fields, then go to step 8.

Field	Do this ...
Street Number **Or** Lot Number	You must complete one of these fields to enable the search by address function. Type the relevant information.
Street Name	Type the street name. The road name qualifier is not mandatory. For example: Rd, Ave, St etc.
Suburb **Or** Municipality	Do one of the following: Type the suburb name Or Click and type the first letter of the municipality name (this will shorten the available list) and scroll to select the relevant municipality

6. In the **Street Corner** details, update the following information, then go to step 8.

In the **Details for Road A** section, update the following **mandatory** and optional fields:

Field	Do this ...
Road Name	Type the relevant information
Qualifier 1	Click and select the relevant information
Qualifier 2	Click and select the relevant information

In the **Details for Road B** section, update the following **mandatory** and optional fields:

Field	Do this ...
Road Name	Type the relevant information
Qualifier 1	Click and select the relevant information
Qualifier 2	Click and select the relevant information

Sydney WATER

7. In the **Lot/DP Details** section, update the following **mandatory** and optional fields, then go to step 8.

Field	Do this ...
Lot / Portion Number	Type the relevant information
Section Number	Type the relevant information
Plan Type	Click ▼ and select the relevant information
Plan Number	Type the relevant information

8. Click Search, and then do one of the following:

If	Then ...
You searched by Case number, Street Address or Lot/DP	A list of properties that match the search description display in the **Select List:** section. Go to step 9.
You searched by Street Corner or UBD	The *Hydra Download Map* displays Identify the required land parcel Click Select Parcel. Click on the required property within the Hydra map. The property will be added to the **Select List:** section. Go to step 9.

9. In the **Select List**: section, select the property you wish to view.
10. In the **Themes For Export** section, select the Hydra layers:

- you wish to view in conjunction with the identified property
- you wish to have available to compile the development or subdivision plan.

Those themes (land and service types) with an existing record will display when the Hydra map is generated. The Cadastre layer (land) is selected by default and should be included in each download.

11. Click Refresh Map.
The map displays in the Hydra screen. The map will display all selected information and highlight the selected property.

12. Do one or more of the following:

If	Then ...
You need to include additional properties or objects descriptions to the Select List: table (this may include a main or a non-contiguous lot)	Click on the relevant property or object within the Hydra Download map. *The screen will refresh and the property or object details will be added to the Select List: table, and:* *All properties and/or objects are highlighted within the Hydra Download map.* To add further properties or objects repeat this step.

	Go to step 13.
The property displayed in the hydra screen is incorrect and you need to select another property	Click on the property description displayed in the **Select List:** table. Click Remove. *The property description is deleted from the list* Repeat these steps to delete each description that is no longer required Repeat steps 2 to 12.
You wish to change the selected themes	In the **Themes For Export** section, select the Hydra layers you wish to view or, alternatively click on the themes that are no longer required. Click Refresh Map. *The map will display all selected information (including the required themes) and highlight the selected property.* Go to step 13.

13. Review the Hydra map to ensure you will have selected all the necessary geographic information that is required to either compile the development or subdivision plan, print your map to scale and/or print the selected attribute data.

14. Do one of the following:

If	Then ...
You need to complete the download procedure	Go to step 15.
You need to print the selected map to scale	Go to step 19.
You need to print the selected asset attribute data	Go to step 22.

15. The SWC hydra system defaults to download plans by coordinates, this enables you to receive a temporary case number (mandatory to submit a development application) without SWCs cadastre layers. To download a plan, do one of the following:

If	Then ...
You need to download the land cadastre and/or Potable Water, Waste Water, Storm Water, Recycled Water files	Click ☐ Download Plan. Go to step 15
You only require the coordinates and do not need to download the land cadastre and/or Potable Water, Waste Water, Storm Water, Recycled Water files	**Do not** click ☐ Download Plan. Leave blank. Go to step 15

16. When you are satisfied that the Hydra map (or its coordinates) is ready to download, do the following:

- Type your e-mail address in the **e-mail Address** field.
- Click Flag Development.
  A *message* displays, confirming the temporary download number.

- Record the temporary download number for future reference (you will need it to complete the Application Entry procedure).
  Note: The temporary case number will only be valid for one week.
- The *Hydra map screen* will refresh.
  A border is placed around the selected properties and a temporary Case Number is assigned to the development location.
- **Note:**
  When the property boundaries are irregular, the flag development boundaries may not align with the actual property. You need to ensure that the boundaries are manually adjusted in Hydra editor to correctly cover the property boundaries. To do this, please contact the e-Developer Technical Support area.
- If you have completed the download procedure and the area is incorrect, you need to ensure that the boundaries are manually adjusted in Hydra editor to correctly cover the property boundaries. To do this, please contact the e-Developer Technical Support area.
- This example displays a download for two non-contiguous lots. Note that an orange border has been placed around both lots and the temporary case number is also assigned to both lots:

17. The Hydra map is extracted and zipped as a drawing file. When this procedure has been completed you will receive an e-mail which advises the location of the file.

18. To access the Hydra map files, type the file location into your web browser address field.
The *Winzip File Download screen* displays. Follow the on-screen instructions to save the drawing file to your local drive.

19. To print your map to scale, from the menu select **Functions** Plot the *Map Plot Panel* displays.

20. In the **Map Plot Panel** section, update the following **mandatory** and optional fields:

Field	Do this ...
Paper Format:	The paper format and paper size automatically displays from the printer you are connected to (printer default). To change the paper format, click and select the relevant information. You can choose from the following templates: A4 Portrait Plot

	A4 Landscape Plot A3 Portrait Plot A3 Landscape Plot.
Width:	This information automatically displays when you have selected the Paper Format.
Height:	This information automatically displays when you have selected the Paper Format.
Title 1	This is the Primary Plot Name. Type the relevant information if required.
Title 2	This is the Secondary Plot Name. Type the relevant information if required.
Page No.	This is the page number of the plot. Type the relevant information if required.
View Scale 1:	The scale automatically displays from your previous selection in step 1. If you wish to print the plot to a different scale overtype the displayed information.
Plot Format:	To print the plot to scale you **must** select **pdf** from the dropdown list. If you wish to print the plot in an alternative format, click and select the relevant information.

21. Do one of the following:

If	Then ...
You wish to **print** the map plot	Click **Plot.** *An Internet Explorer window displays the plot in the selected format (pdf).* *Do either of the following:* From the toolbar, select the **Print** icon. Or From the Internet Explorer menu, select File **Print**. Then follow the required printing procedures. You have now printed a plot to scale.
You wish to **cancel**	Click **Cancel.** *The Internet Explorer window closes and the Hydra Download screen displays.* *Do either of the following:* If you wish to start again, go to step 1; If you wish to exit, go to 25.
You need additional **help**	From the menu, move the cursor over Help >. The *Help text box* displays in red text. Click on the Help Text box. The *Hydra Help Page* displays.

	Review the relevant information. When you are finished using the Help page, click to close the window.

22. To print the Asset attributes you selected in step 12, do the following:

Below the **Select List:** section, further menu buttons display. Click Print Attribute Data
The Internet Explorer window displays the selected objects attributes in a table.

23. From the Print Attribute Table menu, click File Print.

24. Follow the required printing procedures.
You have now printed the attributes of a selected object/asset.

25. To exit Hydra Download, from the Internet Explorer window click
The Hydra Download screen closes and the e-Developer main screen displays.

Result	When you have completed the Hydra Download procedure(s), the following tasks have been completed: The WSC or DSR has identified a proposed development within Hydra A temporary case number has been allocated to the proposed development The Hydra map (with SWC cadastre layers if required) is now available to be customised by a listed designer with the proposed development or subdivision information Or Co-ordinate information has been supplied. Or A map has been printed to scale The selected attributes of an object/asset has been printed. The WSC or DSR can begin the Application Entry procedure. Refer to: Define Assets Complete the application for an S73 Development, S73 Dual Occupancy, Minor Extension or Feasibility **Or** Define Assets Complete the application for Adjustment and Deviation or Road Closure

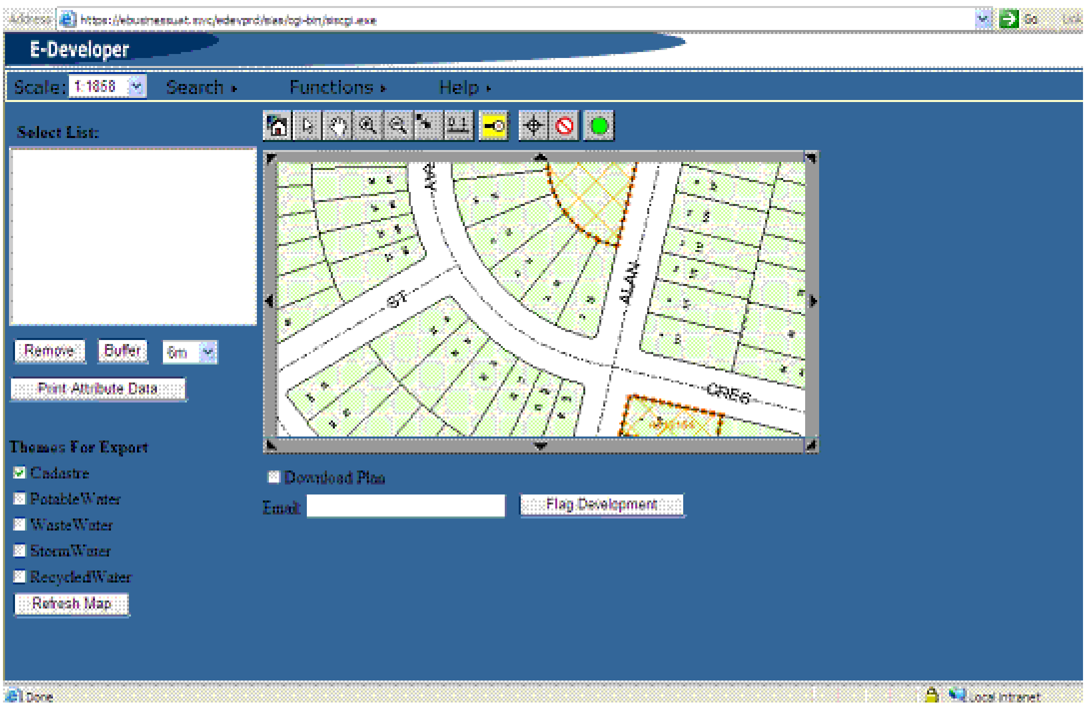
HYDRA DOWNLOAD FOR ADJUSTMENT DEVIATION APPLICATIONS

Why	Before a WSC or DSR can create and submit a development application via e-Developer, they need to access the Sydney Water (SWC) Geographic Information System (GIS) to identify the area and or services impacted by the application. This procedure can be used for the following application types: Adjustment/Deviation Minor Extension Road Closure Building Plan Approval (BOS/BAS). The purpose of this procedure is to enable the WSC or DSR access to the SWC GIS to: Capture a map showing the required service(s), assets and roads, identify these with a border and enable the e-Developer system to allocate a temporary case number to the proposed non-S73 development. The geographic information is then downloaded to a SWC server. The WSC or DSR is notified of the file location via e-mail. Notes: If the download is sent to the WSC, the WSC (via a listed designer with the appropriate capability) is enabled to customise the relevant plan and/or create and overlay plan onto the Hydra GIS base. These drawing files are then attached to the development application. If the download is sent to the DSR, the DSR arranges for the hardcopy plan to be digitised onto the Hydra GIS base. Print the selected plot (map) to scale. This will enable accurate investigation and analysis of Building plans. View and print all asset attribute data.
Who	WSC, DSR
When	Use this procedure when: a developer (or applicant) wishes to submit a development application for an Adjustment/Deviation, Minor Extension or Road Closure; you need to view and/or print the attributes of an object/asset; you need to print a plot (map) to scale and/or print attribute data.
Before you start	You will need to have the relevant information available to identify the specific land, services or asset information.
Business rules	Any number of WSCs or DSRs are able to download a Hydra map (or alternatively its coordinates) for a proposed development location Once a WSC or DSR has submitted an application into e-Developer they are allocated the case and the Hydra land parcel(s). All other proposed developments and

	associated temporary case numbers are deleted from Hydra and the nominated WSCs or DSRs are notified by e-mail Once an application has been submitted into e-Developer and the Hydra parcel assigned to a particular WSC, additional cases can be created or submitted for the same parcel(s) enabling staged development applications to proceed at the same time. **Note:** Each additional development application requires a new hydra download. Previous downloads must not be attached to a new submission. Hydra prints and asset attribute data may not be distributed or sold.
Amendments July 06	Steps 2, 15, 16, 24-26, 27-30 modified. New functionality to print map to scale (refer to steps 24-26) New functionality to print all attribute data (refer to steps 27-30) Result table modified.

Worksteps

1. From the e-Developer main menu, select **Mapping** ▶**Hydra Download**. The *Hydra Download screen* displays.
Note:
This is the Hydra Download Map default screen.



Hint:
If you wish to enlarge the *Hydra Download* screen, maximise the window and double click on the map. The map redraws and is enlarged for easier use.

- To enable you to perform an enquiry and identify the relevant service(s), assets and/or roadways, the Hydra Download screen consists of three main parts:
- A menu function

- A toolbar
- Export section
- In the **Menu function**, if you move your mouse over a menu item, the item name highlights. A description of how to use each menu item follows.

Field	Do this ...
Scale	The Scale menu allows you to select the scale of the map you want to view, for example 1:500 or 1:2000. To do this, click and select the required scale. *The map redraws to the selected scale.*
Search	The Search menu allows you to choose your preferred search type criteria. To do this, click and select the required search type.
Functions	The Functions menu enables you to trace, select and download services (water, recycled water, waste water and stormwater) and roads.
Help	The help menu gives a brief description of the menu function & tool bar items. To use the Hydra Download Help, do the following: From the menu, move the cursor over Help >. The *Help text box* displays in red text. Click on the Help Text box. The *Hydra Help Page* displays. When you are finished using the Help page, click to close the window.

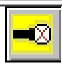
The **toolbar** contains buttons that allow you to move around the map. A description of how to use each button follows.

Field	Do this ...
Home	Click to reset the map image and display the starting screen.
Select Item	Click the relevant object on the Hydra map. The name of the object displays in the **Select List:** table
Pan	Click and drag the map to a new position within the screen. When released the map will redraw.
Zoom Out	Click on the map. The point clicked becomes the new centre. The map will redraw and reduce to the relevant scale.
Zoom In	Click on the map. The point clicked becomes the new centre. The map will redraw and magnify to the relevant scale.
New Centre	Click on the map. The point clicked becomes the new centre.
Measure	The measure tool enables you to make measurements between points on the map. To do this, click the measure icon, and then click on the relevant points on the map. Once you have completed the measurement, the details display in a text box in the top left hand corner of the map.

	Hint: The measurement tool displays to 2 decimal places and makes measurements in metres. To ensure greater accuracy of the measurement details, ensure that you: - zoom in as close as possible while still being able to view all points to be measured within the map. - correctly position the mouse over the object/point
Search	Click and the *Search Type screen* displays. Refer to step 3.
Add Trail Co-ordination	Trail points are used to identify the area you wish to view and or download. You can click on the map to set a trail point and the screen will display the length of the section for the selected main. To use this function you need to set the Trace Manifold first. Do the following: From the Menu Functions select **Set Trace Manifold** *The Manifold page opens* From the **Service Type List**, click the required asset type radio button (for example: Water Mains, Sewer, Storm Water, Road Centreline or Cadastral Line) Click OK. To set the distance between two points, do the following: To select the first trail point, left mouse button click on the required main. To select the end trail point, left mouse button click on the required main. The Network Tracer highlights the distance between the selected trail points in red If you wish to clear a trail point(s), click . If you wish to highlight the section of main associated with your trail points, refer to **Start Trace.**
Clear Trail Co-ordination	Click and all selected trail points are cleared.
Start Trace	The Start Trace button enables you to **trace and download sections** of services (potable water, recycled water, wastewater and stormwater) and the centre line of roads. You need to have followed the steps in **Add Trail Co-ordination** as detailed above. To start the trace for the selected main, click .

	The whole length of main selected will display with a red line The main/asset details are added to the **Select List:** table **Note:** If the trace point is not placed on the main or is within an allowable tolerance, a text box will display an error message. If you wish to download the section of main you need to create a buffer. To do this, go to step 16. To clear the trace results do the following: Move the cursor over the **Menu function** and select **Functions** Select **Clear Trace Results** from the menu items list. The Trace results will be removed from the map.

2. To identify and view the relevant service(s), assets or roadways, select one of the following search types:

If	Then ...
You wish to search using the menu function	From the menu, move the cursor over Search. The *Search Function Box* displays. Click on the Search Function Box. The *Search Type screen* displays. Go to step 3.
You wish to search using the toolbar	From the toolbar, click . The *Search Type screen* displays. Go to step 3.

3. To select the relevant search type, click ▼ and select an item from the list. Do one of the following:

If	Then ...
You selected search by UBD Grid Reference	The *UBD Section* displays. This refers to the edition of the Sydney UBD. Click ▼ and select the relevant information. *The list automatically defaults to the latest edition.* Go to step 4.
You selected search by Street Address	The *Street Address section* displays. Go to step 5.
You selected search by Street Corner	The *Street corner section* displays. Go to step 6.
You selected search by Lot and Plan Number	The *Lot/DP details section* displays. Go to step 7.
You selected search by Case Number	The *Case Number section* displays. Do the following: Type the relevant case number Go to step 8.

4. In the **UBD** section, update the following **mandatory** and optional fields, then go to step 8.

Field	Do this ...
Edition	This refers to the edition of the Sydney UBD. Click ▼ and select the relevant information. *The list automatically defaults to the latest edition.*
Map Number	Type the map number as it appears in your selected UBD edition. For example, for UBD Edition 41, map number 323 you would type 323.
Grid Reference	Type the grid reference as it appears in your selected UBD edition. For example, for UBD Edition 41 grid reference A7, you would type A7 (the letter first, this can be in lower case or upper case and followed by the number).

5. In the **Address** section, update the following **mandatory** and optional fields, then go to step 8.

Field	Do this ...
Street Number **Or** Lot Number	You must complete one of these fields to enable the search by address function. Type the relevant information.
Street Name	Type the street name. The road name qualifier is not mandatory. For example: Rd, Ave, St etc.
Suburb **Or** Municipality	Do one of the following: Type the suburb name Or Click ▼ and type the first letter of the municipality name (this will shorten the available list) and scroll to select the relevant municipality

6. In the **Street Corner** details, update the following information, then go to step 8. In the **Details for Road A** section, update the following **mandatory** and optional fields:

Field	Do this ...
Road Name	Type the relevant information
Qualifier 1	Click and select the relevant information
Qualifier 2	Click and select the relevant information

In the **Details for Road B** section, update the following **mandatory** and optional fields:

Field	Do this ...
Road Name	Type the relevant information
Qualifier 1	Click and select the relevant information
Qualifier 2	Click and select the relevant information

7. In the **Lot/DP Details** section, update the following **mandatory** and optional fields then go to step 8.

Field	Do this ...
Lot / Portion Number	Type the relevant information
Section Number	Type the relevant information
Plan Type	Click and select the relevant information
Plan Number	Type the relevant information

8. Click Search, and then do one of the following:

If	Then ...
You searched by Case number, Street Address or Lot/DP	A list of properties that match the search description display in the **Select List:** section. Go to step 9.
You searched by Street Corner or UBD	The *Hydra Download Map* displays Identify the required land parcel, service type, asset, object or road centre line Click on the required item(s) within the Hydra map. *The selected item(s) will be added to the **Select List:** section.* Go to step 9.

9. From the toolbar menu item, click ▼ and select the required scale (for example: 1:500, 1:1000).

10. In the **Select List**: section, select the property or relevant service information you wish to view.

11. Click Goto.
The *Hydra Download Map* displays.

12. In the **Themes For Export** section, select the Hydra layers:

- you wish to view in conjunction with the identified property
- you wish to have available to compile the relevant plan.
- those themes (land and service types) with an existing record will display when the Hydra map is generated. The Cadastre layer (land) is selected by default and must be included in each property related download.

13. Click Refresh Map.
The map displays in the Hydra screen. The map will display all selected information and highlight the selected service or object.

14. Do one or more of the following:

If	Then ...
You searched by address or Lot/DP and the property information is not needed for your download (you only need asset or objects)	Click on the description that is not needed in the Select List: table. Click Remove. The selected item description is deleted from the list Go to step 15.
You need to add additional services, objects or land parcel	Click on the relevant service or object within the Hydra Download map. *The screen will refresh and the service or object details will be added to the Select List: table, and:* *All services and/or objects are highlighted within the Hydra Download map.* To add further services or objects repeat this step. Go to step 15.
The area displayed in the hydra screen is incorrect and you need to select another area, service type or object	Click on the description displayed in the **Select List:** table. Click Remove. *The selected item description is deleted from the list* Repeat these steps to delete each description that is no longer required Repeat steps 2 to 13.
You wish to change the selected themes	In the **Themes For Export** section, select the Hydra layers you wish to view or, alternatively click on the themes that are no longer required. Click Refresh Map. *The map will display and highlight all selected information (including the required*

	themes). Go to step 15.

15. Review the Hydra map to ensure you will have selected all the necessary geographic information that is required to either:

- compile the development or subdivision plan;
- compile an adjustment/deviation plan:
- compile a plot to enable 'print to scale'.

16. Do one of the following:

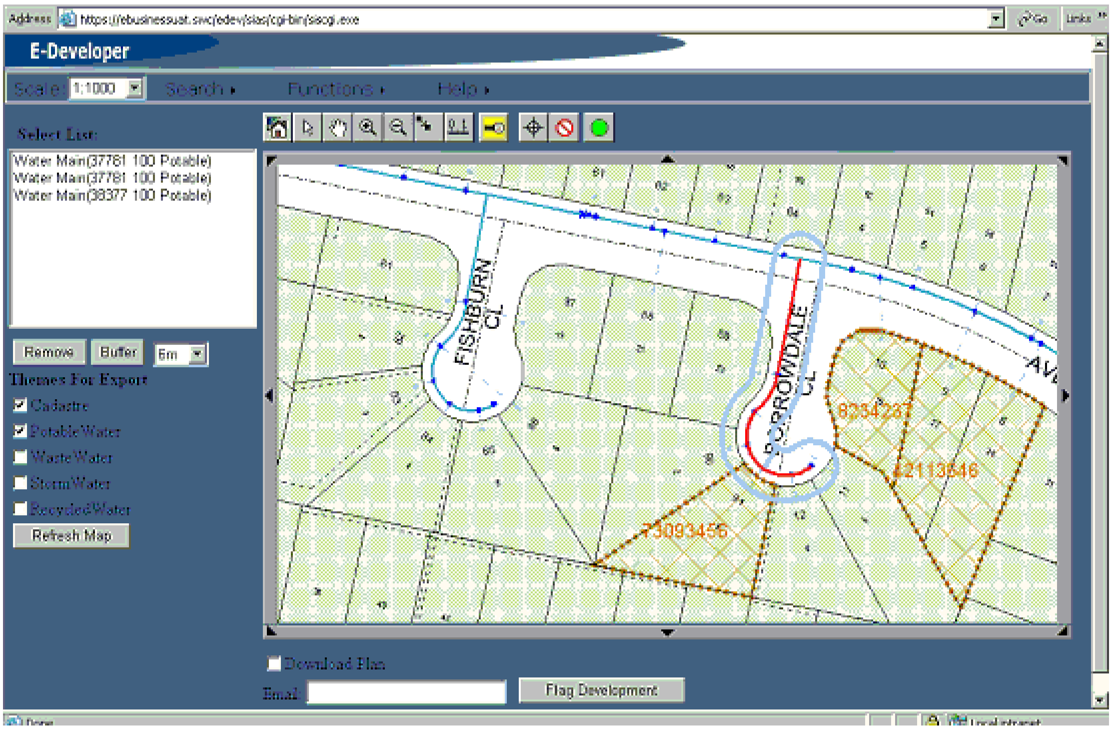
If	Then ...
You wish to download asset, object or centre line of a road (create a buffer)	Go to step 17.
You wish to download property information	Go to step 20.
You wish to print a plot to scale	Go to step 25.
You wish to print asset/object attribute data	Go to step 27.

17. To **create a buffer** around the selected asset, object, service type, or centre line of a road do the following:

Click on the required service type (potable water, wastewater, stormwater or recycled water), object or centre line of the road.
The selected item displays in red. Continue selecting assets until you have captured all of the relevant information ensure the details for the selected asset displays in the **Select List** window

18. You need to **set the buffer** area. To do this, click and select the required meterage (for example: 10m).

- Click Buffer.
  The selected asset displays in a blue border.
- Review the map to ensure that you created a buffer around the correct area.
- **Note:**
  If you have selected multiple items and they are non-contiguous or not continuous, individual buffers will be placed around each separate item.
- This example shows a proposed buffer area:



19. Do one of the following:

If	Then ...
You created a buffer around the correct area	Go to step 20.
You created a buffer around an incorrect correct area	Click on the description displayed in the **Select List:** table. Click Remove. *The item description is deleted from the list* Repeat these two steps until you have removed all items from the **Select List:** table Click Refresh Map. The *Hydra Download Map* redisplays. Repeat steps 12 - 17 to select the relevant items and reset the buffer. Go to step 20.

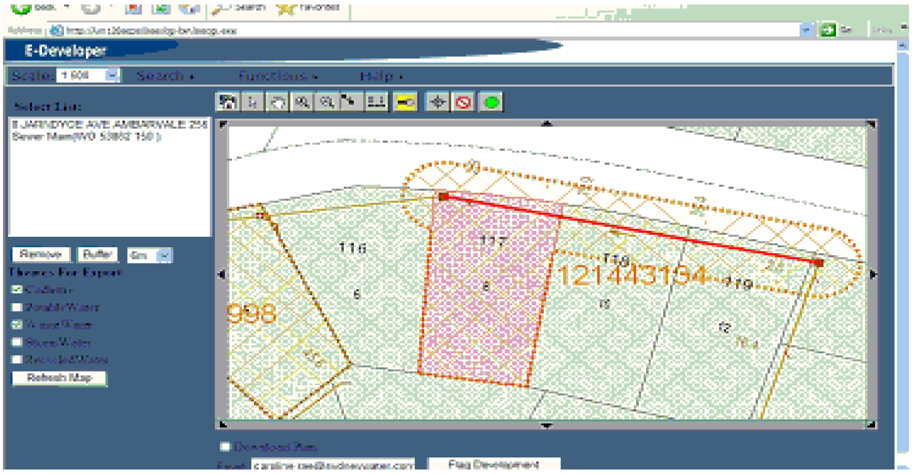
20. The SWC hydra system defaults to download plans by coordinates, this enables you to receive a temporary case number (mandatory to submit a development application) without SWCs cadastre layers. To download a plan, do one of the following:

If	Then ...
You need to download the land cadastre and/or Potable Water, Waste Water, Storm Water, Recycled Water files	Click ☐ Download Plan. Go to step 21.

You only require the coordinates and do not need to download the land cadastre and/or Potable Water, Waste Water, Storm Water, Recycled Water files	Leave blank. **Do not** click Download Plan. Go to step 21.

21. When you are satisfied that the Hydra map (or its coordinates) is ready to download, do the following: Type your e-mail address in the **e-mail Address** field.

- Click Flag Development.
  A *message* displays, advising the temporary download number.
- Record the temporary download number for future reference (**you will need it to complete the Application Entry procedure**).
  Note: The temporary case number will only be valid for one week.
- The *Hydra map screen* will refresh.
  The buffer border changes colour from light blue to orange and a temporary Case Number is assigned to the buffer area(s).
- This example shows the combination of a selected property and a wastewater asset for the download procedure.



Notes: When property boundaries are irregular, the flagged development boundaries may not align with the actual property. You need to ensure that the boundaries are manually adjusted in Hydra to correctly cover the property boundaries. To do this, please contact the e-Developer Technical Support area If you have created a buffer and completed the download procedure and the area is incorrect you need to ensure that the boundaries are manually adjusted in Hydra. To do this, please contact the e-Developer Technical Support area.

22. The Hydra map is extracted and zipped as a drawing file. When this procedure has been completed you will receive an e-mail which advises the location of the file.

23. To access the Hydra map files, type the file location into your web browser address field.
The *Winzip File Download screen* displays.
Follow the on-screen instructions to save the drawing file to your local drive.

24. To print your map to scale, from the menu select **Functions** Plot.
The *Map Plot Panel* displays.

25. In the **Map Plot Panel** section, update the following mandatory and optional fields:

Field	Do this ...
Paper Format:	The paper format and paper size automatically displays from the printer you are connected to (printer default). To change the paper format, click and select the relevant information. You can choose from the following templates: A4 Portrait Plot A4 Landscape Plot A3 Portrait Plot A3 Landscape Plot.
Width:	This information automatically displays when you have selected the Paper Format.
Height:	This information automatically displays when you have selected the Paper Format.
Title 1	This is the Primary Plot Name. Type the relevant information if required.
Title 2	This is the Secondary Plot Name. Type the relevant information if required.
Page No.	This is the page number of the plot. Type the relevant information if required.
View Scale 1:	The scale automatically displays from your previous selection in step 1. If you wish to print the plot to a different scale overtype the displayed information.
Plot Format:	To print the plot to scale you **must** select **pdf** from the dropdown list. If you wish to print the plot in an alternative format, click and select the relevant information.

26. Do one of the following:

If	Then ...
You wish to **print** the map plot	Click **Plot.** *An Internet Explorer window displays the plot in the selected format (pdf).* *Do either of the following:* From the toolbar, select the **Print** icon. Or From the Internet Explorer menu, select File **Print**. Then follow the required printing procedures. You have now printed a plot to scale.
You wish to **cancel**	Click **Cancel.** *The Internet Explorer window closes and the Hydra Download screen displays.* *Do either of the following:*

	If you wish to start again, go to step 1; If you wish to exit, go to step 31.
You need additional **help**	From the menu, move the cursor over Help >. The *Help text box* displays in red text. Click on the Help Text box. The *Hydra Help Page* displays. Review the relevant information. When you are finished using the Help page, click ☒ to close the window.

27. To print the Asset Attributes you selected in step 12, below the **Select List:** section, further menu buttons display.

28. Click Print Attribute Data.
The Internet Explorer window displays the selected objects attributes in a table.

29. From the **Print Attribute Table** menu, click File ▶Print.

30. Follow the required printing procedures.
You have now printed the attributes of a selected object/asset.

31. To exit the download screen, click ☒ .
The *Hydra Download screen* closes and the *e-Developer main screen* displays.

Result	When the download procedure has been completed: The WSC or DSR has identified a proposed development and/or proposed Adjustment/Deviation within Hydra; A temporary case number has been allocated to the proposed site area; The Hydra map (with SWC cadastre layers if required) is now available to be customised by a listed designer with the proposed development or subdivision information; or Co-ordinate information has been supplied. Or, A map plot has been printed to scale; The selected attributes of an object/asset has been printed. The WSC or DSR can begin the Application Entry procedure. To do this, refer to: Define Assets ▶Complete the application for an S73 Development, S73 Dual Occupancy, Minor Extension or Feasibility **Or** Define Assets ▶Complete the application for Adjustment and Deviation or Road Closure

HYDRA ENQUIRY PROCESS

Why	The Hydra enquiry procedure enables the WSC or DSR to access the SWC GIS system to perform general enquiries. You are able to review the following: Access the SWC GIS to perform general enquiries to determine the following: Property location of a proposed development Lot parcels impacted by a proposed development Existing services (potable water, wastewater, stormwater, recycled water and easements) that are available to service a proposed development Proposed services (potable water, wastewater, stormwater, recycled water and easements) that are available to service a proposed development Save selected views of the Hydra map for retrieval at a later date.
Who	WSC, DSR, SWC Auditors
When	Use this procedure when you need to identify a parcel of land in the GIS
Before you start	You will need to have the relevant information available to identify the specific land information.
Business rules	WSCs, DSRs and SWC Auditors are only able to save, restore and delete their own views (maps) that are listed in the Local View section Only a System Administrator can create and modify the Global Views.

Worksteps

1. From the e-Developer main menu, select **Mapping** ▶ **Hydra Enquiry**.
The *Hydra Enquiry screen* displays.

2. To enable you to perform an enquiry and save the resulting view if required, the Hydra Enquiry screen consists of three main parts:

A Scale field
A toolbar
A menu bar

3. The Scale field allows you to select the scale of the map you want to view, 1:500 or 1:2000. To do this, To do this, click ▾ and select the required scale.
The map redraws to the selected scale.

4. The toolbar contains buttons that allow you to move around the map. If you move your mouse over a toolbar button, the button name highlights. A description of how to use each button follows.

Toolbar button	Click on the toolbar button and then ...
Select item	Click the relevant object on the Hydra map. The following happens: The name of the object displays in the **Objects Selected** table The relevant information for the selected object displays in the **Attribute** and **Value** table
Pan	Click and drag the map to a new position within the screen. When released the map will redraw.
Zoom in box	Click and drag to draw a box within the map. When released the map will redraw to the relevant scale, displaying the boxed area.
Zoom in	Click on the map. The point clicked becomes the new centre. The map will redraw and magnify to the relevant scale.
Zoom out	Click on the map. The point clicked becomes the new centre. The map will redraw and reduce to the relevant scale.
New centre	Click on the map. The point clicked becomes the new centre.
Add Trail Coordination	Click on the map to set trail points. Trail points are used to identify the area you wish to view.
Clear Trail Coordination	All selected trail points are cleared.
? Distance between trail points	Identify the distance between selected trail points. The distance is displayed in a message box.

5. The menu bar displays at the top right hand side of the toolbar. The items on the menu bar enable you to define the area and the layers you wish to view. If you move your mouse over a menu item, the menu name highlights. To access a menu item, click the menu item name. A description of each menu item follows.

Menu Name	Description
Select	Enables you to: specify the area you wish to view using trail points clear selected trail points. To do either, go to step 6.
Search	Enables you to specify search criteria to locate the area you wish to view. To do this, follow steps 7 to 15.
Themes	Enables you to specify layers you wish to view on the map. To do this, go to step 16.
Views	Enables you to save a selected view, delete and display saved views. To do this, follow steps 17 to 18.
Legends	Enables you to access a description of the symbols used on the map. To do this, select **Legends** ▶ **View Legends** The Legends screen displays showing a description of each symbol.

6. To specify the area you wish to view using trail points, do one of the following:

If	Then ...
You wish to view an area around a selected trail point on the map	Set two trail points (refer to step 4). The first trail point selected becomes the centre point of the redrawn map Click **Select** ▶ **By Radius**. The map redraws the selected area.
You wish to view an area determined by 3 trail points on the map	Set three trail points (refer to step 4). Click **Select** ▶ **By Polygon**. The map redraws the area bounded by those trail points.
You wish to remove selected trail points	Click **Select** ▶ **Clear Selection**. The selected trail points are removed.

7. To specify search criteria, select **Search** ▶ **Search Functions**.
The Hydra Enquiry Search Panel displays.

8. In the Search Type field, click ▼ and select the required search type.
Additional fields display.

9. Do one of the following:

If	Then ...
You selected Street Address	Go to step 10
You selected Case Number	Go to step 11
You selected Cross Street	Go to step 12
You selected Title/DP Number	Go to step 13

10. To identify a property in Hydra Enquiry by **street address**, update the following **mandatory** and optional fields, and then go to step 14.

Field	Do this ...
Street Number Or Lot Number	You must complete one of these fields to enable the search by address function. Type the relevant information.
Street Name	Type the street name. The road name qualifier is not mandatory (for example: Rd, Ave, St etc.).
Suburb Or Municipality	Do one of the following: Type the suburb name **Or** Click ▼ and type the first letter of the municipality name (this will shorten the available list) and scroll to select the relevant municipality.

11. To identify a property in Hydra Enquiry by case number, in the **Case Number** field: Type the relevant case number

Go to step 14.

12. To identify a property in Hydra Enquiry by **cross street**, update the following **mandatory** and optional fields and then go to step 14.

Field	Do this ...
Details for Road A: **Road Name**	Type the relevant road name.
Qualifier 1: **Or** Qualifier 2:	Based on the information you have available about the property details click and select the most appropriate option for the road qualifier type.
Details for Road B: **Road Name**	Type the relevant road name.
Qualifier 1: **Or** Qualifier 2:	Based on the information you have available about the property details click and select the most appropriate option for the road type.

13. To identify a property in Hydra Enquiry by **Title/DP Number**, update the following mandatory and optional fields:

Field	Do this ...
Lot Number	Type the relevant lot number.
Section Number	Type the relevant section number.
Plan Type	Click and select the plan type.
Plan Number	Type the relevant plan number.

14. Click Search.
Any matching records will display in the **Description** panel at the bottom of the screen.

15. Do one or more of the following:

If	Then ...
A matching record has been found	Click the relevant line item Click Goto. The map draws the selected area Click Close Window.
A matching record has not been identified	A message box displays Click Clear. The fields are cleared ready for you to retype the search information Go to step 8.

16. To specify the **additional layers** you want to see on the map: Select **Themes** ▶**Get Themes**
The **Map Themes** section displays
Select or deselect the checkbox beside the relevant layers.

Click Refresh Map.
The map redraws displaying the selected layers

17. To save, delete or restore your view of the map, select **Views**.
The **User Views** section displays.

18. Do one of the following:

If	Then ...
You wish to save your view	Select **Views** ▶**Save/Restore/Delete** Type a name for the view in the **Name** field Click Save. *The map redraws the required view and saves the view name in the Local Views panel*
You wish to delete your view	Select **Views** ▶**Save/Restore/Delete** Select the relevant view name in the Local Views panel Click Delete. *The map redraws displaying the default map in the Hydra Enquiry screen.*
You wish to redisplay a view you have saved	Select **Views** ▶**Save/Restore/Delete** Select the relevant view name in the Local Views panel Click Restore**.** *The selected view displays*
You wish to display a global view	Select **Views** ▶**Save/Restore/Delete** Select the relevant view name in the Global Views panel The view name displays in the **Name** field Click Restore**.** *The selected view displays*

19. Use the toolbar and menu bar functionality described in steps 3 to 16 to complete your Hydra enquiry or customise your map view.

20. Save your map view if required. (Refer to steps 17 and 18).
Tip: If you move off the Hydra Enquiry screen without saving your view (eg you select another menu item from the e-Developer main menu), and you wish to return to that view, you can: Select **Mapping** ▶ **Hydra Enquiry**.
'The Hydra Enquiry screen displays showing the default map'
Click the right mouse button. *A pop-up menu displays.*

Select **Back.**
Your last selected view displays.

Result	The WSC, DSR or SWC Auditor has completed a Hydra Enquiry within the SWC GIS**.**

Enquiry

The enquiries process allows a Water Servicing Coordinator (WSC) or SWC staff direct access to SWC's works and geographic databases for performing both general and specific enquiries on the developer process.

The Case Status process enables the WSC and DSR to track the progress of developer applications from submission to completion of the project(s).

The Case List Summary enables the Operations Manager Development Services (OMDS) and the WSC to view their own list of current and cancelled cases or the list of a particular team member(s). The DSR can view their list of current and cancelled cases.

The Workflow Trail enquiry process enables the WSC and DSR to review the workflow steps for specific information relative to the application. Using this information, the DSR can determine which step within the process the application has progressed to and which business area is responsible.

The Supplier Enquiry process enables the WSC to select accredited supplier(s) by accessing the current Supplier listings. Listed Suppliers are required for the coordination of the design, construct and acquire phases of the developer process.

The Agent Enquiry process enables the WSC, DSR or SWC Auditor access to the current Water Servicing Coordinator (WSC) listing for developer works. The listing includes the WSC contact details and their capabilities to perform categories of work

This process consists of the following sub-processes:

- Case status enquiry
- Case details enquiry
- Case List enquiry
- Workflow trail enquiry
- Supplier enquiry
- Supplier web enquiry
- Agent enquiry

CASE STATUS ENQUIRY

Why	The purpose of this procedure is to identify an existing developer application and review the current status of the project.
Who	WSC, DSR, SWC Auditor(s)
When	When a WSC or a DSR requires information about the status of an existing developer application.
Business rules	WSCs can only view their own submitted developer applications DSRs can view all developer applications.
Amendments June 09	New search function search with CAR number. New search function search with FMIS number. New search function search with WSC reference number.

Worksteps

1. From the e-Developer main menu select Enquiries ▸ **Case Status**.
The *CASE SEARCH screen* displays.

2. In the CASE STATUS SEARCH section, click ▼ and select the required search type.

3. To enable the search function, do one of the following:

If	**Then ...**
You selected the **Case Number** as the search type	Type the case number of the relevant development application **Note:** As you enter the case number, all other fields are greyed out and not available for you to type details. Go to step 4.
You selected the **Street Name** as the search type	Type the Street name of the development location **Note:** As you enter the Street Name, the Case Number field is greyed out and not available for you to type details. Go to step 4.
You selected the **Suburb** as a search type	Click ▼ and select the suburb for the development application. **Note:** When you have selected the Suburb name, the Case Number field is greyed out and not available for you to type details. Go to step 4.
You selected the **Stage Name** of the developments the search type	Type the stage name for the development property location **Note:** When you type the Stage name the Case Number field is greyed out and not

	available for you to type details. Go to step 4.
You selected the **Developer Name** as the search type	Type the developer name who is responsible for the development application. **Note:** When you type the Developers name, the Case Number field is greyed out and not available for you to type details. Go to step 4.
Car Number:	Type the car number of the relevant development application. **Note:** As you enter the car number, all other fields are greyed out and not available for you to type details. Go to step 4.
You wish to search by FMIS Invoice Number	Type the FMIS invoice number of the relevant development application. **Note:** As you enter the FMIS invoice number, all other fields are greyed out and not available for you to type details. Go to step 4.
You wish to search by WSC reference number	Type the WSC Reference number of the relevant development application. **Note:** As you enter the WSC reference number, all other fields are greyed out and not available for you to type details. Go to step 4.

4. To view the results matching the criteria selected, click .
The *CASE STATUS screen* displays.

5. The Case Status screen provides an overview of the current phase the project is at.

In the **Case Information** section, the following information displays:

Case number
Developer Name
Development Location
Case DSR's (all DSR's associated with the selected case).

In the **Case Status** section, the following information displays:

Service Type (all service streams associated with the selected case).
Definition phase
Design phase
Construction phase
Finalisation phase

6. Do one of the following:

If	Then ...
A record matching your search criteria has been identified and more information is required	Completed steps are identified by this icon Yes Rejected steps are identified by this icon In the **service type** field, click the **Service Type** link. The *Case Status Details screen* displays. Go to step 7.
No record matches your development application details	Click to go back to the previous page Repeat steps 2 to 4 to search again. Or Continue to click to exit the Case Status Enquiry screen.

7. The *Case Status Details* screen automatically displays the milestones (or key work steps) of the service type you have selected, in the e-Developer process.

If	Then ...
A workstep has been completed	The second column will display Yes
A work step is incomplete	The second column will display
A work step has been rejected	The second column will display

8. Do one of the following:

If	Then ...
You wish to view the status of CARs raised against the case	Click CAR Management. The *CAR Management Summary screen* displays for the selected case. Review the relevant information To return to the Case Status Details screen, click Go to step 9.
You wish to view the status of another case	Click to go back to the previous page Repeat steps 2 to 4 to search again. Or Continue to click to exit the Case Status Enquiry screen.

9. To exit the *Case Status Enquiry* screen, click

Result	The search results will display the following in relation to the selected development application: The overview status of a selected case The milestones status of a selected case. The CAR Management Summary of a selected case.

CASE DETAILS ENQUIRY

Why	The purpose of this procedure is to enable the WSC to retrieve and view any documentation and data about a development application that has been saved.
Who	WSC
When	Use this procedure when you need to view an attachment or need to review specific data that has been saved in relation to a development application. The development application can be a current or closed project. You can access the Case Details Enquiry to respond to any type of enquiry. For example counter, written, legal, and ministerial or phone enquiries.
Before you start	You must have the Case Number, Street details or description of the relevant development application prior to commencing the Case Details enquiry.
Business Rule	A WSC can only access and view the Case Enquiry Details for cases where they are the WSC, or for WSC's that work within the same company (group queue) as themselves.
Amendment June 09	New search function search with CAR number. New search function search with FMIS number. New search function search with WSC reference number.

Worksteps

1. From the e-Developer main menu, select: 

Case Enquiry
The *Case Enquiry screen* displays.

2. Do one of the following:

If	Then ...
You wish to search by Case Number	Type the case number of the development application Click . The *Case Enquiry Results screen* displays showing the required information Go to step 4.
You wish to search by Street Details	Type the street name of the development application Click . The *Case Enquiry Results screen* returns a Case List of any matching records. Go to step 3
You wish to search by Description (suburb)	Type the suburb name of the development application Click . The *Case Enquiry Results screen* returns a Case List containing any matching records. Go to step 3.
You selected the Plan Type and Number as a search type	Type the plan type and number. **Note:** Plan Type is not mandatory. For example, DP is not required. Go to step 4.
Car Number:	Type the car number of the relevant development application. **Note:** As you enter the car number, all other fields are greyed out and not available for you to type details. Go to step 4.
You wish to search by FMIS Invoice Number	Type the FMIS invoice number of the relevant development application. **Note:** As you enter the FMIS invoice number, all other fields are greyed out and not available for you to type details. Go to step 4.
You wish to search by WSC reference number	Type the WSC reference number of the relevant development application. **Note:** As you enter the WSC reference number, all other fields are greyed out and not available for you to type details. Go to step 4.

3. Review the Case list. When you have identified the required case, click the link on the Case Number. The *Case Enquiry Results screen* displays.

4. The Case Enquiry Results screen displays a series of tabs which represent the milestones of the Asset Creation (Developer) Process.

Each tab automatically displays the relevant information that has been saved for the specific phase of the e-Developer case.
Note: This information is read-only and cannot be modified.

5. Review the following icons:

If	**Then ...**
No information has been saved for a particular screen	A message displays "No further information has been requested".
A Yes / No response is required	A checkbox displays: ☐ Indicates a **No** response has been received for this item, Or ☑ Indicates a **Yes** response has been received for this item
Date fields required	Date field formats have been set to date/month/year. For example: 10/10/2005
Comment field required	Are generally identified in a Comments table below the relevant section of the screen.
To print a screen	Click which is located at the top right hand corner of the Case enquiry results screen
To search for another case number	Click which is located at the top right hand corner of the Case Enquiry Results screen. Enter your search criteria Go to step 6.

6. To view the relevant details click on the required tab.

Field	Details
General	The General screen display's the application entry details and a finalisation summary for a specific case, identifying the following information: Development location and application type WSC WSC's Reference Case accepted and assigned on date All DSR's associated with a case by phase (eg: define, design & construct, finalisation) Subdivision indicator Council Consent details Hydra details Lot details - Proposed lots, residue parcels and dwelling details Section 73 Certificate issued indicator.
Hydraulic	The Hydraulic screen displays the projected flow details for a proposed development
NOR / Agreement	The NOR /Agreement screen display's the Notice of Requirements (NOR/Notice) and subsequent Agreement details for a specific case. ☑ Check boxes and date fields indicate activities associated or completed for each response type. A table displays any relevant comments that have been saved by either the DSR or WSC.
Design	The Design screen display's the following information for each service stream associated with a specific case: **Audit Details** Includes design package submission, nominated suppliers, DSR and other Internal Stakeholder audit results, CAR raised indicator, Shutdown and connection costs and design approval date **Easement Details** Includes easement information for existing mains, private house service line, relinquishing or reinstating and existing easement requirements, new easement's), community title, internal stakeholder responses, approval and/or resubmission requirements **Variation Details** Includes DSR and/or internal stakeholder audit and/or approval information and any associated comments.
Bonding	The Bonding screen display's the following information for each service stream associated with a specific case: Request Details

	Rejection Details Approval Details Agreement Details Extension Details Call-up Details
Construction	The Construction screen display's the following information for each service stream associated with a specific case: Commencement details Internal Stakeholder audit details Scheduled Disinfection (water) and Connection details CAR details
Acquire	The Acquire screen display's the following information for each service stream associated with a specific case: PCP details Transfer of ownership details Project Costs Asset Capitalisation details Bond Release details
Assets	The Assets screen display's the following information for each service stream associated with a specific case: Asset as constructed details Recovery details
Documents	The *Document screen* displays. The **Document Types** section displays a list of all documents that have been saved to the selected case. Do the following: From the Document Types list, select the required document. *A list of matching documents displays in the **Available Documents** section.* The Available Documents section displays the following information for each matching document: - File name - Stream (Potable Water, Recycled Water, Wastewater or Stormwater) - Date (date and time that the relevant document was saved) To view a document, click the file name.

	The *File Download message box* displays. Click Open The *Winzip message box* displays. Double click the document name. The document displays for you to review. (Refer to Getting started View attached documents). When you have completed reviewing the document close the window. The *Case Enquiry Result Document screen* displays. If you wish to view additional documents repeat the above steps.

7. When you have completed your *Case Details Document* enquiry, click to return to the main e-Developer screen.

Result	The selected attachments and information fields have been displayed in response to the specific case details enquiry.

Sydney WATER

CASE LIST SUMMARY ENQUIRY

Why	The purpose of this procedure is to enable the Operations Manager Development Services (OMDS), the DSR and the Water Servicing Co-ordinator (WSC) to view their own list of current and cancelled cases or the list of a particular team member(s). This procedure may assist the OMDS and WSC to manage the allocation of new cases among team members. The display will also enable a DSR to track the status of all current cases, which may not display a work item in their work queue.
Who	OMDS, DSR and WSC
When	Use this procedure when you need to determine what cases (open and cancelled) have been allocated to you or a member of your team.
Business rules	A WSC can only access and view the Case List Summary for cases where they are the WSC, or for WSC's that work within the same company (group queue) as themselves A DSR can only access and view the Case List Summary for cases where they are the Assigned DSR and/or NOR Drafter An OMDS (Team Leader) can access and view the Case List Summary for members of their work team (group queue) and their own individual cases that are assigned to them.

Worksteps

1. From the e-Developer main menu select Enquiry **Case List**
The *Search Case List screen* appears.

2. To enable the Case List Summary function, do one of the following:

If	Then ...
You are a Team Leader or WSC (with a Team Leader role)	To search for an individual team members Case List Summary, do the following: Select the relevant User from the displayed list. **Note:** You cannot select multiple Users from the list. Go to step 3.
You are an individual user	Select your name from the displayed list Go to step 3.

3. Determine which types of cases you need to display in the Case List summary. Do one of the following:

If	Then ...
You need to view cancelled cases	Select the Yes radio button Go to step 4
You do not need to view cancelled cases	Leave the default as No Go to step 4

4. Do one of the following:

If	Then ...
You wish to proceed with the selected criteria	Click The *Case List Summary screen* displays Review the relevant information.
You wish to change the selected criteria	Click The Case Number and selected User Ids are reset and no longer selected Repeat step 2 to enter new search type information.

5. Do one of the following:

If	Then ...
You wish to exit the Case List summary screen	Click The *Case List Summary screen* closes and the *e-Developer main menu* displays.
You wish to generate another Case List Summary	Click the right mouse button and select Back The *Case List Summary screen* displays Repeat steps 2 to 4.

Result	The Case List summary provides a complete job list and status report of cases that have been assigned to an individual.

WORKFLOW TRAIL ENQUIRY

Why	The purpose of this procedure is to enable authorised e-Developer users to view all the workflow actions for a specific case.
Who	DSR, OMDs, SWC Auditor, SWC
When	Use this procedure when you need to: Review the actions relevant to a work step, Determine which precise work step a project is at Or Determine which business area or person is responsible for completing the outstanding action.
Business rules	A WSC can only access and view the Case Workflow Trail for cases where they are the WSC, or for WSC's that work within the same company (group queue) as themselves.
Amendments June 09	New search function search with CAR number. New search function search with FMIS number. New search function search with WSC reference number.

Worksteps

1. From the e-Developer main screen, select Enquiries ▸**Workflow Trail**
The *Case workflow Trail screen* appears.

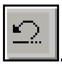
2. To search for the workflow trail report for a specific case, update one of the following optional fields.

Field	Do This ...
Case No	Type the case number of the developer application **Note:** As you enter the case number, all other fields are greyed out and not available for you to type details. Go to step 3
Street Name:	Type the Street name of the development location **Note:** As you enter the Street Name, the Case Number field is greyed out and not available for you to type details. Go to step 3
Suburb:	Click ▾ and select the relevant suburb from the list. **Note:** When you have selected the Suburb name, the Case Number field is greyed out and not available for you to type details. Go to step 3

Stage Name:	Type the stage name of the development application. **Note:** When you type the Stage name, the Case Number field is greyed out and not available for you to type details. Go to step 3
Developer Name:	Type the developer name who is responsible for the development application. **Note:** When you type the Developers name, the Case Number field is greyed out and not available for you to type details. Go to step 3
Car Number:	Type the car number of the relevant development application. **Note:** As you enter the car number, all other fields are greyed out and not available for you to type details. Go to step 3.
You wish to search by FMIS Invoice Number	Type the FMIS invoice number of the relevant development application. **Note:** As you enter the FMIS invoice number, all other fields are greyed out and not available for you to type details. Go to step 3.
You wish to search by WSC reference Number	Type the WSC reference number of the relevant development application. **Note:** As you enter the WSC reference number, all other fields are greyed out and not available for you to type details. Go to step 3.

3. Click .

4. Do one of the following:

If	**Then ...**
The search criteria is valid and you are authorised to access the workflow trail report	Go to step 5
The search criteria is not valid or you are not authorised to access the workflow trail report	An error message displays. For example: No cases match the search criteria entered. Click . The field reset so that you can set the search criteria again Repeat steps 2 and 3. **Or** You are not authorised to look at this case.

	Click ☒ The Workflow Trail screen closes and the *e-Developer Main screen* displays

5 The Case workflow Trail displays the following information:

Workflow trail field	**Workflow trail action**
Timestamp	The date and time that a workstep has been actioned within the e-Developer system.
Workflow step	The name of the workflow step that has been actioned within the e-Developer system.
Action	The description of a particular workstep action. For example, but not limited to the following: **Processed to**: the workitem for a case has progressed to the next workstep in the e-Developer process, usually from one Users Inbox to another Users Inbox **Released by**: the workitem for a case has been completed and released by the specified User **Deadline withdrawal** / **Deadline expiry**: the system notifications for a case where a workitem has not been released within a specified timeframe.
User	The system identification of the User or Work Group that a workitem has been processed to and/or released by.

6. Do one of the following:

If	**Then ...**
You wish to exit the Workflow Trail screen	Click ☒ The Workflow Trail screen closes and the *e-Developer Main screen* displays
You wish to view the Workflow Trail for another case	Click the right mouse button and select Back. The *Case Workflow Trail screen* displays. **Note:** The case number you used for the previous search automatically displays in the Case Number field. In the **Case Number** field you can either: delete the previous case number then type the new case number **or** overtype the previous case number with the new case number Repeat steps 2 to 6.
Result	The Case Workflow Trail Report will have displayed all steps (date, time and work item) in relation to a specific Case Number. This information will include the following: Work items processed to either a SWC user, WSC user or a system procedure Work items released by a SWC user, WSC user or a system procedure.

SUPPLIER ENQUIRY

Why	The purpose of this procedure is to enable the WSC, DSR or SWC Auditor access to the current Supplier listing for developer works. The listing includes the supplier contact details and their capabilities to perform categories of work. The types of suppliers included in the list are: Designer (Firm or Individual) Project Manager (Firm or Individual) Constructor (Firm or Individual) Field Testing (Officer of Tester).
Who	WSC, DSR, Supplier Management
When	A WSC or DSR receives a request for supplier details from the developer, or supplier Management requires access to the current listing.

Worksteps

1.From the e-Developer main screen, select Enquiries **Suppliers**
The *Search Suppliers screen* displays.

2. To search for a particular supplier type and category of developer works, complete the following **mandatory** fields.

Field	**Do This ...**
Supplier Type	Click and select the appropriate supplier type from the list.
Supplier Capability	Click and select the relevant supplier capability from the list.

3. Click .
The *Supplier screen* displays.

4. Do one of the following:

If	**Then ...**
You wish to continue with the selected supplier type	Go to step 5
You wish to change the selected supplier type	Click Repeat steps 2 and 3 to reselect the supplier type Go to step 5.

5. The Suppliers details matching the search criteria is automatically displayed.

6. When you have identified the required Supplier and their details, click ☒ to close the window.
The e-Developer main screen displays.

Result	The WSC, DSR or SWC Auditor has identified the contact details of the selected supplier from the current SWC Supplier Listing.

SUPPLIER (WEB) ENQUIRY

Why	The purpose of this procedure is to provide WSC direct access to the supplier information that is available on the Sydney Water web page, which includes the following: Supplier Information section List of Accredited Suppliers section
Who	WSC
When	Use this procedure when: You receive a request for supplier details from the developer, or additional information or documentation is required for the preparation of documentation to be submitted to Sydney Water
Amendments Jan 06	New functionality and procedure documented.

Worksteps

1.From the e-Developer main screen, select Enquiries **Suppliers (web)**
The *Sydney Water Developing & building screen* displays.

2. The **Supplier Information** displays in the centre of the screen.

Review the list to identify the relevant information.

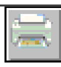
3. Move your cursor over the list and the pointer changes to a hand, then do the following:

If	Then ...
You wish to access the **Approved Products** information	Click the link to the Approved Products information. *The screen refreshes and displays further information at the bottom of the screen.* Scroll down the page, and click the link to either of the following: **Approved Products - Sewer** **Approved Products - Water** *The selected information displays in a new window* Review the information Go to step 4.
You wish to access the **Codes Order Form**	Click the link to the Codes Order Form. *A new window opens displaying the* **WSAA National Codes and/or Sydney Water Supplements Order form** Go to step 4.
You wish to access the **Easement/Land Form**	Click the link to the Easement/Land Form. *The screen refreshes and displays the* **Easement/Land forms** *at the bottom of the*

	screen. Scroll down the page, and click the link to the relevant form. *The selected form displays in a new window* Go to step 4.
You wish to access the **Easement/Land Guidelines**	Click the link to the Easement/Land Guidelines *The screen refreshes and displays the* **Easement/Land Guidelines** *at the bottom of the screen.* Scroll down the page, and click the link to the relevant guideline information and/or documentation. *The selected form displays in a new window.* Go to step 4.
You wish to access **the List of Accredited Suppliers**	Click the link to the List of Accredited Suppliers *The screen refreshes and the* **List of Accredited Suppliers** *display at the bottom of the page.* Click the link to the relevant supplier type. *A list matching the supplier type displays in a new window.* Review the list to ensure that the nominated supplier and accredited and listed by Sydney Water. Go to step 4.
You wish to access the **Protective Coating Specifications**	Click the link to the Protective Coating Specifications *The screen refreshes and the* **Protective Coating Specifications** *display at the bottom of the page.* You can access information on the any of the following: **General and Environmental Requirements** **Specifications** **Links** Click the relevant link. *A selected information displays in a new window.* Go to step 4.
You wish to access the **Supplier Forms/templates used in the developer process**	Click the link to Supplier Forms *The screen refreshes and the* **list of Supplier Forms** *display at the bottom of the page.* Click the relevant form name link. *A new window opens and displays the selected form.* Go to step 4.
You wish to access the **Supplier Instructions**	Click the link to Supplier Instructions *The screen refreshes and the* **Supplier Instructions** *display at the bottom of the page.* You can access information on the any of the following: **Instructions** **Supplementary Information**

	Review the information to determine which information you require. Click the relevant link. *A selected information displays in a new window.* Go to step 4.
You wish to access the **Ventshaft Guidelines and Technical Requirements**	Click the link to Ventshaft Guidelines and Technical Requirements *A new window opens displaying the* **Sydney Water Ventshaft Guidelines and Technical Requirements** Go to step 4.
You wish to access the **WBS Reference Drawings**	Click the link to the WBS Reference Drawings. *The screen refreshes and the* **WBS Reference Drawings** *links display at the bottom of the page.* You can access information on the any of the following: **General** **Water** **Sewer** Click the relevant link. *A selected information displays in a new window.* Go to step 4.

4. Do one of the following:

If	Then ...
You wish to **save** the documentation	From the Internet toolbar, click  . The *Internet* ***Save as*** *window* displays. Navigate to your local directory and follow your normal saving procedures. Go to step 5.
You wish to **print** the documentation	From the Internet toolbar, click . The *Internet* ***Print*** *window* displays. Select the relevant printer from the list Select any additional print requirements displayed within the Print window. Click  . The selected documentation has been printed. Go to step 5.

5. To exit the new Internet Explorer window, click ☒
The window closes and you return to the Sydney Water Building Developing and Plumbing screen.

6. Do one of the following:

If	**Then ...**
You wish to **search** for additional information and/or documentation	Repeat steps 2 -5.
You wish to **exit the** *Sydney Water Building Developing and Plumbing* screen	Click ☒ *The window closes and you return to the e-Developer main screen .*

5. When you have finished with the relevant Supplier information, click ☒ to close the window.
The *e-Developer main screen* displays.

Result	The WSC has identified the selected supplier information from the Sydney Water web site.

AGENT ENQUIRY

Why	The purpose of this procedure is to enable the WSC, DSR or SWC Auditor access to the current Water Servicing Coordinator (WSC) listing for developer works. The list includes the WSC contact details and their capabilities to perform categories of work.
Who	WSC, DSR, SWC Auditor, SWC Supplier Management
When	You need to review WSC contact details from the current listing.

Worksteps

1. From the e-Developer main screen, select Enquiries ▶ **Agents**
The *List of Accredited Suppliers - Water Servicing Co-ordinator* displays.

2. Review the list to identify the relevant WSC details.

Note:
You can also sort the list by Suburb. To do this, click the link **Reorder this list by suburb** located above the listing.

3. Review and note the correct details if required, or alternatively click the link for the WSC web page (if available).

4. You can also review the following additional information by clicking on the relevant link:

Further Supplier Listings
Supplier Application Packages
Printing Instructions
Printer Version

5. To exit the form, click ☒

Result	The current supplier listing contact details for Water Servicing coordinators has been reviewed.

DIARY PROCESS

Diary entry is a task that WSC's do as part of the Developer process, which may be done at any time from the e-Developer main menu. A diary entry may result from an enquiry or a work item procedure in relation to a development application that has been submitted. The status of the development application can be active or closed.

The Diary process enables the WSC to use the Diary function in e-Developer to record case details and comments relating to all contacts with the DSR, Developer, Supplier or other personnel.

Alternatively, the system may automatically create a date stamp in the diary as a result of specific work item action and/or release (for example: Reassign Case).

CREATE, VIEW and UPDATE a DIARY ENTRY

Why	The purpose of this procedure is to create, update or view a diary entry for a particular case. The intention of this function is to create a complete history of the case with all issues clearly documented so that any WSC can use this information to answer detailed queries about the case. The diary should be used to record: • All contacts with the DSR, Developer, Supplier or other personnel • How the contact was made (eg phone, e-mail, face to face) • All issues raised.
Who	WSC
When	Use this procedure when the need for a diary entry arises.
Business Rule	A WSC can only access and view the Case Diary for cases where they are the WSC, or for WSC's that work within the same company (group queue) as themselves.
Amendments June 09	• New search function search with CAR number. • New search function search with FMIS number. • New search function search with WSC reference number.

Worksteps

1. From the e-Developer main menu, select 

.
The *Diary Entry Search screen* displays.

2. The search function allows you to search by:

- Case number, Street name or suburb name only

  Or
- Combining both Street Name and suburb.

3. Click and select the required search type. Do one of the following:

If	Then ...
You selected the **Case Number** as the search type	• Type the case number of the relevant development application • Go to step 4.
You selected the **Developer Name** as the search type	• Type the developer's first name And/Or • Type the developers last name • Go to step 4.
You selected the **Stage Name** of the development as the search type	• Type the stage name for the development property location • Go to step 4.
You selected the **Suburb** as a search type	• Type the suburb name. • Go to step 4.
Car Number:	• Type the car number of the relevant development application. **Note:** As you enter the car number, all other fields are greyed out and not available for you to type details. • Go to step 4.
You wish to search by **FMIS** Invoice Number	• Type the FMIS invoice number of the relevant development application. **Note:** As you enter the FMIS invoice number, all other fields are greyed out and not available for you to type details. • Go to step 4.
You wish to search by **WSC reference** Number	• Type the WSC reference number of the relevant development application. **Note:** As you enter the WSC reference number, all other fields are greyed out and not available for you to type details. • Go to step 4.

4. Click .

5. Do one of the following:

If	Then ...
There is no match to your search criteria	A text message displays the following - "No cases match the search criteria entered". • If you wish to search again, click . • Repeat steps 2 to 4. Or,

	• If you wish to exit the Diary search screen, click ☒ The *e-Developer main screen* displays.
You need to view previous diary entries	• Read the entries in the **Comment History** field. • Click the **Comment History** scroll bar to scroll through the entries.
You need to create a new diary entry	• Click in the **Additional Comments** field and type your comments to create a diary entry. **Note**: To change an unsaved diary entry, overtype as required.

6. To save and close the diary entry click .
The form closes and the *Diary Entry* screen displays.

Note:
The next time you access the *Diary Entry* screen for the same case, your most recent entry is displayed at the bottom of the **Comments History** field. The system automatically records your User name (from the logon procedure) and the date of the entry.

7. Do one of the following:

If	Then ...
You need to view the entry you just saved.	• Go to step 2
You need to change a diary entry after it has been saved	• You must create a new diary entry to explain the change. • Go to step 2
You wish to exit the **Diary Entry** screen	• Click ☒ The *e-Developer main screen* displays.

Result	When the *Diary Entry* form is closed, A WSC can only access and view the Case Diary for cases where they are the WSC, or for WSC's that work within the same company (group queue) as themselves.

LINKS

Why	The purpose of this procedure is to enable the SWC Development Services Representative (DSR) and Auditors to access the supporting documentation and information available on both the Sydney Water web site and Connect-net.
Who	DSR, SWC Auditor
When	Use this procedure when you need access additional information and/or documentation that are not available within e-Developer Online Help. You can access the following: SWC Policies DSR Work Instructions Developer Procedures Supplier Listings Supplier Instructions Forms and Templates used in the Developer process
Amendments Jan 06	This functionality has been re-re-activated and the new procedure documented.

Worksteps

1. From the e-Developer main menu, select Links.
The *Internet Security Alert text box* displays.

2. Click Yes.
The *Sydney Water Building Developing and Plumbing screen* displays.

3. Do one of the following:

If	Then ...
You wish to access the **WSC Work Instructions**	The **Water Servicing Coordinators - Work Instructions** automatically display in the centre of the screen. Move your cursor over the list. The *cursor changes to a hand.* Click on the link to the required work instruction. The *selected work instructions* displays in a new window. Go to step 4.
You wish to access **SWC Policies**	From the right hand menu, select **Developing Your Land** The ***Developing Your Land Through e-Developer*** *screen* displays in the centre of the page. Move your cursor over the list.

	The *cursor changes to a hand.* Click on the link to **Publications and Policies**. The ***Publications and Policies** screen* displays in the centre of the page. Move your cursor over the list. The *cursor changes to a hand.* Click on the link to the required policy or guideline document. The *selected Policy or Guideline document* displays in a new window. Go to step 4.
You wish to access the **SWC Supplier Listing**	From the right hand menu, select **Supplier Information** The *Supplier Information screen* displays in the centre of the page. From the **Supplier Listing** section, move your cursor over the list. The *cursor changes to a hand.* Click on the link to the required supplier listing category item. The *selected Supplier Listing* displays in a new window. Go to step 4.
You wish to access the **SWC Supplier Instructions**	From the right hand menu, select **Supplier Information** The *Supplier Information section* displays in the centre of the page. From the **Supplier Information** section, move your cursor over the list. The *cursor changes to a hand.* Click on the link to **Supplier Instructions**. The *Instruction and Supplementary Information* sections display below within the same window. Click on the link to the required Instruction or Supplementary Information item. The *selected information* displays in a new window. Go to step 4.
You wish to access the **SWC Forms and Templates** used in the Developer process	From the right hand menu, select **Supplier Information** The *Supplier Information section* displays in the centre of the page. From the **Supplier Information** section, move your cursor over the list. The *cursor changes to a hand.* Click on the link to **Supplier Forms**. The *Supplier Forms* section displays below within the same window. Move your cursor over the list. The *cursor changes to a hand.* Click on the link to the required form. The *selected form* displays in a new window. Go to step 4.

4. Do one of the following:

If	Then ...
You wish to **save** the documentation	From the Internet toolbar, click . The *Internet **Save as** window* displays. Navigate to your local directory and follow your normal saving procedures. Go to step 5.
You wish to **print** the documentation	From the Internet toolbar, click . The *Internet **Print** window* displays. Select the relevant printer from the list Select any additional print requirements displayed within the Print window. Click OK. The selected documentation has been printed. Go to step 5.

5. To exit the new Internet Explorer window, click

The window closes and you return to the Sydney Water Building Developing and Plumbing screen .

6. Do one of the following:

If	Then ...
You wish to **search** for additional information and/or documentation	Repeat steps 2 -5.
You wish to **exit the** *Sydney Water Building Developing and Plumbing* screen	Click *The window closes and you return to the e-Developer main screen .*

Result	When the Links procedure has been completed, the DSR or SWC Auditor has been able to search for, print and/or save additional information or documentation in relation to the developer process.

CAR Management

Throughout the course of a developer project a Sydney Water (SWC) auditor may come across problems, faults and non-conformance in the manner in which products, services and documentation are being prepared by supplier(s).

The Corrective Action Report (CAR) enables a Development Services Representative (DSR) to advise a WSC that a fault or non-conformance to SWC's Asset Creation Quality Management System, process, design and/or construction standard has occurred. Each CAR will be allocated a unique number from the e-Developer system.
The CAR process will also provide the necessary data to enable SWC to assess and monitor the capability and performance of its suppliers.

VIEW AND UPDATE A CAR

Why	The purpose of this procedure is to enable: • A WSC to provide details of the proposed resolution for an existing CAR. • A DSR to review a WSC's proposed resolution and document follow-up activity. • DSRs, WSCs and SWC auditors to view the details of existing open and closed CARs.
Who	WSC, DSR, Supplier Management, Product Delivery, Product and Asset Planning and Wastewater Source Control.
When	Use this procedure when you need to view an open or closed CAR, or to update an open CAR.
Business rules	A WSC, DSR or officers from Supplier Management, Product Delivery, Product and Asset Planning may view a CAR. Only a WSC or DSR may update the fields within a CAR. A WSC may update the following fields: • Status – (Default type is Open and can be updated to Actioning or Fixed. • Resolution Description & Planned Completion Date. • Prevention Description and Planned Completion Date. A WSC must email the relevant DSR immediately when you have provided the "Resolution Description'/'Prevention Description' and selected 'Fixed' to complete your action on a CAR. A DSR may update the following fields: • Status • Follow up Description and Proposed Follow Up Date.
Policy and other references	Supplier Instructions Work Manual 4.
Amendments June 09 and Sep 2010	• New search function search with CAR number. • New search function search with FMIS number. • New search function search with WSC reference number. • Added Business Rule last WSC point • Added new name to step 6 'Root Cause and Resolution Description'

Worksteps

1. From the e-Developer main menu, click CAR Management.
The *CAR Management* form displays.

2. To search for the details of an existing CAR, update the following **mandatory** and/or optional fields:

Field	Do this ...
Case Number:	• Type the case number of the relevant development application **Note:** As you enter the case number, all other fields are greyed out and not available for you to type details. • Go to step 3.
Street Name:	• Type the Street name of the development location **Note:** As you enter the Street Name, the Case Number field is greyed out and not available for you to type details. • Go to step 3.
Suburb:	• Click and select the suburb for the development application. **Note:** When you have selected the Suburb name, the Case Number field is greyed out and not available for you to type details. • Go to step 3.
Stage Name:	• Type the stage name for the development property location **Note:** When you type the Stage name, the Case Number field is greyed out and not available for you to type details. • Go to step 3.
Developer Name:	• Type the developer name who is responsible for the development application. **Note:** When you type the Developers name, the Case Number field is greyed out and not available for you to type details. • Go to step 3.
Car Number:	• Type the car number of the relevant development application. **Note:** As you enter the car number, all other fields are greyed out and not available for you to type details. • Go to step 3.
You wish to search by FMIS Invoice Number:	• Type the FMIS invoice number of the relevant development application. **Note:** As you enter the FMIS invoice number, all other fields are greyed out and not available for you to type details. • Go to step 3.
You wish to search by WSC reference	• Type the WSC reference number of the relevant development application. **Note:**

Number:	As you enter the WSC reference number, all other fields are greyed out and not available for you to type details. • Go to step 3.

3. Click .
The **Case Information** and **Corrective Action Requests** sections display on the *CAR Management* form.

4. In the **Corrective Action Requests** section, do one of the following:

If	Then ...
There have been no CARs raised for the selected case	• In the **Corrective Action Requests** section, a message returns: "There are no CAR's associated with this case". • Go to step 8.
There have been CARs raised for the selected case	• In the **Corrective Action Requests** section, a list of open and closed CARS that have been raised on the case display (which are sorted by service type). • Go to step 5.

5. Review the list. Do one of the following:

If	Then ...
You wish to view the details of a closed CAR.	• Click the CAR ID link. The *View CAR form* displays to allow you to review all CAR details to date. • Go to step 8.
You wish to view and update the details of an open CAR.	• Click the CAR ID link. The *Update Corrective Action Request form* displays to allow you to review all CAR details to date. You can also edit and update the CAR details. • Go to step 6.

6. To update a CAR, do one of the following:

If	Then ...
You are a WSC	The status of the CAR automatically displays as Open. **Note:** You can change the status of the CAR to "Actioning" to indicate that you are progressing any actions that may be required prior to completing this form. • In the **Root Cause and Resolution Description** field, type the remedial action that was carried out to resolve the fault. Also type the planned completion date. • In the **Prevention Description** field, type a description of what action will be taken to ensure that the non-conformance will not occur again in future. Also type the planned completion date.
You are a DSR	• In the **Follow Up Description field**, type what follow-up action, if any, will be necessary in this instance. Also type the proposed follow-up date.

7. Review your CAR for completeness and accuracy, updating the CAR as required.

8. Do one of the following:

If	Then ...
You have finished viewing the CAR details	• Click Cancel. The *Update Corrective Action Request* form closes and the *CAR Management* form displays.
You need action the CAR or have partially completed the CAR details and wish to return to it later	• In the **Corrective Action Request Details** section, to change the status click and select **Actioning**. • Click Save. The CAR updates are saved, the *Update Corrective Action Request* form closes and the *CAR Management form* displays.
You are a DSR	• Review the CAR details for accuracy and completeness • In the **Status** field, click and select the relevant status type (if required) **Note:** You can select from the following: - Open - Closed - Rescinded (the WSC may have appealed and the CAR is withdrawn) - Reviewing (the DSR may need to schedule an audit, or consult with other SWC business area's for advice). • Click Save. The CAR updates are saved, the *Update Corrective Action Request* form closes and the *CAR Management form* displays.
You are a WSC and have finished updating the CAR	• In the **Corrective Action Request Details** section, to change the status click and select **Fixed**. • Click Save. The *Update Corrective Action Request* form closes saving the CAR details and the *CAR Management form* displays. **Note:** You must email the relevant DSR immediately when you have provided the "Resolution Description'/'Prevention Description' and selected 'Fixed' to complete your action on a CAR.

9. To close the CAR Management form, click

10. Do one of the following:

If	Then ...
You are a WSC	• Notify the DSR that you have actioned the outstanding CAR. *The DSR will review and close the CAR if the auditor is satisfied with the WSC actions/details.*
You are a DSR	• Notify the WSC that you have actioned or closed the outstanding CAR.

Result	When you have updated and saved the *Update Corrective Action Request* form, the DSRs and other SWC auditors may view the updated details from the e-Developer main menu. **Note:** WSCs can only view their own CARs

RE-ASSIGN CASE

Why	The purpose of this procedure is to enable the Operations Manager Development Services (OMDS) and the Water Servicing Co-ordinator (WSC) to transfer e-Developer cases that have already been assigned from one team member within their group to another within the same group. When a case has been re-assigned to another team member within your group, the case and all subsequent work items will be transferred to the newly assigned team member and remains with them for the life of the case, or until the case is re-assigned again.
Who	WSC
When	Use this procedure when you need to re-assign a development application from one team member to another within the same group. You may need to re-assign cases for the following reasons: • Personnel on sick leave • Personnel on recreation leave • Personnel no longer in your employ • Personnel transferred to another team group.
Before you start	You must have the Case Number of the relevant development application prior to commencing the Re-assign case function.
Business Rules	• A WSC can only re-assign cases between members of their own group • An OMDS can re-assign cases for both DSR's and NOR drafter's within their own group. If the OMDS needs to re-assign to a member of another group then he will need to contact the appropriate OMDS and have him re-assign that case to a member of his team. This may be required in instances where the case was wrongly allocated in the first instance from the OMDS group queue. • The case must be active (not terminated or closed) • The case must have been previously assigned to a member of your group queue.

Worksteps

1. From the e-Developer main menu, select Reassign Case.
The *Search Case Re-Assignment screen* displays.

2. In the CASE SEARCH section, click and select the required search type.

3.To enable the search function, do one of the following:

If	Then ...
You selected the **Case Number** as the search type	• Type the case number of the relevant development application **Note:** As you enter the case number, all other fields are greyed out and not available for you to type details.

	• Go to step 4.
You selected the **Street Name** as the search type	• Type the Street name of the development location **Note:** As you enter the Street Name, the Case Number field is greyed out and not available for you to type details. • Go to step 4.
You selected the **Suburb** as a search type	• Click and select the suburb for the development application. **Note:** When you have selected the Suburb name, the Case Number field is greyed out and not available for you to type details. • Go to step 4.
You selected the **Stage Name** of the developments the search type	• Type the stage name for the development property location **Note:** When you type the Stage name, the Case Number field is greyed out and not available for you to type details. • Go to step 4.
You selected the **Developer Name** as the search type	• Type the developer name that is responsible for the development application. **Note:** When you type the Developers name, the Case Number field is greyed out and not available for you to type details. • Go to step 4.

4. Click **Search**.

5. Do one of the following:

If	Then ...
The search details are correct	The existing Case Information displays. • Review the information • Go to step 6.
Your search details are incorrect	An error message displays, advising that the case number cannot be found • Repeat steps 2-4.

6. In the **Case Reassignment** section, update the following **mandatory** fields:

Field	Do this ...
Re-assign Agent	The previously assigned WSC name displays. Click and select the name of the team member to whom you wish to assign the case.

Reason / Detail of change:	• Type the reason why you are re-assigning the case • Go to step 6.

6. Review the form for completeness and accuracy and update as required.

7. To exit the form without saving changes, click Cancel.

8. When the form is complete and accurate, click Save.
The *Case Re-assignment screen* displays.

A confirmation message displays confirming that the case information has been updated. The message may also identify any work items that have not been forwarded from the original assignee.

The Case number field has been reset enabling you to re-assign another case.

Result	When the *Re-assign Case form* is saved the: • Case has been transferred to another team member within your group • The *Case Workflow Trail* is updated with the new tem members ID.

Sydney WATER

Define Requirements

Overview

The Urban Growth business manages the extension of Sydney Water's (SWC's) water and wastewater systems to service new development and redevelopment. It also manages the protection of these systems when development takes place within built up areas.

A WSC planning to undertake a development or subdivision may need to obtain SWC's connection requirements, or a Section 73 Certificate to meet a condition of the council consent issued to the developer.

Once the WSC has submitted a developer application, a SWC Notice of Requirements letter (which may include an agreement for the design and construction of works) is generally issued within 21 days.

Procedures

The *Submit a developer application process* consists of the following procedures:

- Complete the application for a S73 Complying Development
- Complete the application for a S73 Dual Occupancy
- Complete the application for a Minor Extension
- Complete the application for a Feasibility
- Complete the application for a Adjustment/Deviation
- Complete the application for a Road Closure
- Investigate Requirements
- Submit Additional Information
- Resubmit Consent
- Issue Requirements
- View Dual Occupancy Letter
- View Requirements
- Accept Homestead Bonds

COMPLETE THE APPLICATION FOR S73, DUAL OCCUPANCY, MINOR EXTENSION OR FEASIBILITY

Why	The purpose of this procedure is to capture the initial details of a new developer application for: • Section 73 Development (including all subdivisions) • Section 73 Dual Occupancy • Minor Extension • Feasibility
Who	WSC, DSO
When	Use this procedure when a developer requires a Section 73 Certificate for development consent or advice on Sydney Water's connection and/or extension of existing main requirements.
Before you start	• Create a digital copy of the development plan, compatible with Sydney Water technology at a scale of 1:500 or 1:1000, showing the area of each lot, the total gross area and total net area to be developed, Or • Receive a subdivision plan created in AutoCAD Map, co-ordinated to MGA (Map Grid of Australia), at a scale of 1:500 or 1:1000, showing the area of each lot, the total gross area and total net area to be developed, existing lot number and deposited plan number and the Pre-allocated Plan Number (PPN) as issued by Land and Property Management Authority (LPMA). • Record the temporary case number that was generated when you downloaded the Sydney Water geographic base information • Determine if the development requires a Section 73 Certificate. If yes, a valid Council Consent must be available. The Developer can apply for 'Anticipated requirements' while their development application is being considered by Council – refer to Work Instruction - Processing a Section 73 Anticipated Requirement Application - DSR and WSC Instructions • Determine if the development is commercial or industrial. If yes, a digital engineering plan and additional hydraulic information must be available • If the development requires a Section 73 Certificate and is a dual occupancy, you need to determine subdivision requirements (if it is to be subdivided now, in the future, or not at all). **Note:** If the Dual Occupancy development is to be subdivided now, a valid Council Consent must be available. If the Dual Occupancy development is to be subdivided in the future ie that is Subdivisional approval is not granted at this point in time, you need to determine the type of subdivision title (for example, Strata or Torrens etc) and if the developer wishes to meet the future subdivision requirements now rather than later (to possibly save costs). If the future Dual Occupancy subdivision title is Strata, Stratum or Community Title, determine whether a single point is or separate points of sewer connection are required.

	If Dual Occupancy subdivision is not required at all, determine if two separate points of water and/ or sewer connection are required. If you have a proposed dual occupancy with approved Subdivision for either Torrens Title or Strata Subdivision or an existing dual occupancy that is being subdivided now, then select the application type "Section 73 Development" in e-Developer. Refer to example 1. If you have a dual occupancy development (un-subdivided) that is being subdivided in the future, then select the application type "Section 73 Dual Occupancy" in e-Developer. Refer to example 2. If you have a dual occupancy development without subdivision and there is no intended subdivision in the future, then select the application type "Section 73 Dual Occupancy" in e-Developer. Refer to example 3. **For example:** 1. A Council Consent is granted for a Dual Occupancy Torrens Title Subdivision. The application type is a Section 73 Development and the **development sub type** is a Development. 2. A Council Consent is granted for a Dual Occupancy Only, however the client would like to prepare for Future Torrens Title. In this case the application type is a Section 73 Dual Occ and the **development sub type** is a Future Torrens Title Subdivision. 3. A Council Consent is granted for a Dual Occupancy Only (unsubdivided). In this case the application type is a Section 73 Dual Occ and the **development sub type** is a Unsubdivided Dual Occupancy.
Business rules	You must zip all documents before attaching them to a work item. (Refer to: **General tasks** ▶ Create and attach documents to work items.) The temporary download number is only valid for one week. If your application is not released to Sydney Water within that week you will be required to do another download.
Note	There are 2 buttons on the base of the form: • **Keep** If you have not completed the application form but wish to stop working on it and return to it later, click this button to save the data you have entered. The form closes. To access it later, select it from your work queue. • **Release** If you have completed the application form, click this button to release the work item. The form closes, the work item is removed from your work queue and the next stop in the procedure is triggered.
Policy and other references	• Community Title Subdivisions Policy • Connection to Sewage System Policy • Property Development Connection Applications Guideline

	• Property Development Connection Requirements Policy • Property Development Connection Requirements Water and Sewer Guidelines • Rural Water Supply Policy • Servicing Dual Occupancy and Other Two-Dwelling Developments Guideline
Amendments May 12	• DSR to DSO and other term updates • New Developer Works Deed • Processing a Section 73 Anticipated Requirement Application - DSR and WSC Instructions

Worksteps

1. To start a new case, click .
A dialog box displays with the assigned case number.

2. Record the assigned case number; you may need to refer to this later.

3. Click OK.
The dialogue box closes and the e-Developer main screen displays.

4. Click .
The *assigned case number displays* in the inbox.

5. Select the assigned case number.
The *Application Entry form* displays.

6. To complete the **Case Information** section, update the following **mandatory** and optional fields:

Field	Do this ...
Application type	Click and select one of the following: • S73 Development **Note:** This also includes Existing Dual Occupancy to be subdivided or Proposed Dual Occupancy with the Consent approved Subdivision for either Torrens Title or Strata Subdivision. • S73 Dual Occupancy For a dual occupancy being subdivided in the future select Section 73 Dual Occupancy, as a subdivision approval is not part of the current Consent. **Note**: For an existing dual occupancy that is being subdivided now select **Section 73 Development**. • Minor Extension Or • Feasibility **Note:** The following text displays- *This is not a formal application. Sydney Water will issue an advice letter "Feasibility Letter" in due course. The advice is provided as a guide only, is*

	current at the date of issue and may be subject to change". You are required to advise the Developer of the above statement.
Associated cases	Type the previous associated application number(s) if applicable. If there are no associated case number(s), leave blank. **Note:** This field only appears after the Auto-Populate refer to step 22.
Agent contact	This information is automatically updated from the logon procedure.
Phone	This information is automatically updated from the logon procedure.
Agent reference	Type the appropriate reference number. (if required) **Note:** This field only appears after the Auto-Populate refer to step 22.

You need to confirm the developer details.
Note:
The definition of the 'Developer' is:

A person to whom a subdivision or development approval (from the relevant consent authority) has been given.

If the Consent has been issued to an applicant acting on behalf of the developer, or the property has been on-sold, then the 'Developer' is the owner of the development site and/or a person(s) or company whose activity will make a demand on Sydney Water's system, being responsible for paying of prescribed charges and signing an agreement (with their providers) to construct works in accordance with the Notice of Requirements (Notice) and Agreement.

To complete the **Applicant/Developer Information**, click ▼ and select the required search type.
Fields display to allow you to specify search criteria.

Note:
You can search for a specific applicant/developer by typing the first letter, part of name or full name in any mandatory field.

7. In the **Developer the same as the Applicant?** section, do one of the following:

Note:
Where there is an Applicant acting for the developer you are required to enter both the **Applicant Details** and the **Developer Details**.

If	Then ...
The Developer is the same as the applicant	• Click the Yes radio button.
The Developer is not the same as the applicant	• Leave the default to No. **Note**: You search for the applicant

8. To search for an existing **Applicant** and or a existing **Developer** do one of the following:

If	Then ...
You selected Applicant/Developer name	Go to step 9.
You selected Company name	Go to step 10.
You selected ABN	Go to step 11.

9. To search for an existing **Applicant/Developer name** record, update the following **mandatory** and optional fields and then go to step 12.

Field	Do this ...
First Name	Type the first name of the developer from the consent notice.
Middle Name	Type the middle name of the developer from the consent notice.
Last Name	Type the last name of the developer from the consent notice.

10. To search for an existing **Applicant/Developer** record by **company name**, update the following **mandatory** field.

Field	Do this ...
Company Name	• Type the company name of the developer from the consent notice. • Go to step 12.

11. To search for an existing customer record by **ABN**, update the following **mandatory** field.

Field	Do this ...
ABN	• Type the company ABN number. • Go to step 12.

12. Review the information for correctness and accuracy.

13. Do one of the following:

Field	Do this ...
The information is incorrect	• Click . The fields clear ready for you to perform another search. • Repeat step 8 to 11.
The information is correct	• Click . The *search results* display • Go to step 14

14. Do one of the following:

If	Then ...
A matching customer record could not be found.	Do one of the following: • If you wish to create a new Applicant record, click New Applicant. The *New Developer Details screen* displays with additional address fields. • If you wish to create a new Developer record, click New Developer. The *New Developer Details screen* displays with additional address fields. • Go to step 15. Or • If you do not wish to create a new record, click ☒ The *Application Entry* form re-displays.
Multiple records are found.	Select the required customer record, click the relevant link. The information displays in the *Application Entry* form.

15. To create the **New Applicant/New Developer Details** you need to update the following sections of the form. Please complete as many fields as possible.

Note:
The standard formatting required for these fields are: use capital letters, use full names (where these details are known), do not type full stops, commas, etc. The only exception is e-mail address eg: j.smith@bigpond.com.au

Do one of the following:

- If you need to create a Developer Name, go to step 16.
- If you need to create a Company name, go to step 17.

16. To enter the details of a new developer by **name**, update the following **mandatory** and optional fields, then complete steps 18 and 19.

Field	Do this ...
Type	The list defaults to organisation. Click ▼ and select Individual.
Name	Leave blank. As you complete the rest of the name fields, the information will be formatted and automatically display in this field.
Salutation	Type the relevant information (eg: MR, MRS, Ms etc).
First Name	Type the relevant information (eg: S or STEVEN)
Middle Name	Type the relevant information, if unknown or not required leave blank.
Last Name	Type the relevant information (eg: SMITH or O'SULLIVAN).

E-mail Address	Type the relevant e-mail address.
Legal Status	This information defaults to Sole Trader. • Review the information for accuracy • If the information is not correct, click and select the relevant information. The list contains the following items: - Co-Operative - Company/Govt - Incorporated - Joint Venture - Partnership - Sole Trader - Trust

17. To enter the details of a new developer by **company**, update the following **mandatory** and optional fields, then complete steps 18 and 19.

Field	**Do this ...**
Type	The list defaults to Organisation. Leave default.
Name	Do one of the following: • If you have selected organisation type the developers company name. **Note:** The preferred standard is the full company name however the following abbreviations are acceptable: - Propriety Limited: PTY LTD - Corporation: CORP or • If you have selected individual type the developers full name.
E-mail Address	Type the relevant e-mail address.
Legal Status	This list defaults to Sole Trader. • Review the information for accuracy • If the information is not correct, click and select the relevant information. The list contains the following items: - Co-Operative - Company/Govt - Incorporated - Joint Venture - Partnership - Sole Trader - Trust
ABN	Type the companies ABN number.
Website	Type the companies website address. If unknown leave blank.

18. In the **Address** section, update the following **mandatory** and optional fields:

Field	Do this ...
Prefix/Mailing Address	You can enter the following types of information if required (otherwise leave blank): • PO BOX 22 • SUITE 5 LEVEL 1 • LOCKED BAG 42 • FLAT 2
Street No.	Type the street number of the developer's address (eg: 12, 101 etc).
Street	Type the street name of the developers address (eg: Moore Street, Centennial Avenue etc).
Suburb	The suburb list contains all existing suburbs within Sydney Water's area of operations. To search for a suburb do the following: • Click and review the list. • If the relevant suburb is listed, select the suburb name. • If the relevant suburb is not listed, go to the **Suburb (unlisted)** field.
Suburb (unlisted)	Type the relevant suburb name. Review the spelling to ensure the information is correct. **Note:** If this is a new suburb within Sydney Water's area of operations and is unlisted please contact your Sydney Water System Support and request the list be updated.
State	Click and select the relevant state.
Postcode	Type the postcode of the developer address.

19. In the **Phone** section, update the following optional fields:

Field	Do this ...
Phone type	Click and select the relevant phone type. The list contains the following items: - After Hours - Emergency/Incident Number - Fax - Mobile - Work hours
Phone	Type the developers contact phone number. **Note:** You can only enter numeric characters and spaces (no brackets, dashes etc/ eg: 98345678). The information will be formatted and automatically display in this field.

20. Review the information for completeness and accuracy.

When complete, click Save Applicant and or Save Developer.
The new applicant/developer details are saved and the *Application Entry form* redisplays.
The *new applicant/developer details* display within the form.

21. To complete the **Hydra Data Auto Population** section, do the following:

Field	Do this ...
Hydra Download Number	• Type the temporary case number that was generated when you downloaded the SYDNEY WATER geographic base information. • Click the Auto-Populate. • Go to step 22.

22. Do one of the following:

If	Then ...
The temporary case number is valid	The following fields will be populated: • Agent contact • Agent Phone Number • LGA • UBD Edition, UBD Map number and UBD Reference number - • Address details. • Associated Cases. Type the previous associated application number(s) if applicable. If there are no associated case number(s), leave blank. • Agent reference. Type the appropriate reference number. (if required) **Note:** Where there were multiple properties included in the download the address field is blank, go to step 24.
The temporary case number is invalid	• You will be required to obtain another temporary case number that is generated when you download the SW geographic base information in Hydra Download then repeat step 21. **Note:** If your download number has expired you will be required to obtain another temporary download number. The original information that was Auto-Populated will be lost when you enter the valid download number. Repeat step 21.

23. To edit the **Lead Address** section, do the following:

Note:
Where there are multiple address's the Lead Address field is blank, you are required to select a Lead Address, go to step 24. If you download more than 20 properties only the first 20 will be auto-populated.

Field	Do this ...
Section Number	This information automatically displays. • Review for correctness.

	• If incorrect type the required Section number.
Street Number	This information automatically displays. • Review for correctness. • If incorrect type the required Street number.
Street Name	This information automatically displays. • Review for correctness. • If incorrect type the required Street name. • If the Street name has been corrected a comment is required in the comment field.
Suburb	This information automatically displays. • Review for correctness. • If incorrect Click and select the relevant Suburb. • If the Suburb has been corrected a comment is required in the comment field.
Cross Street	This information automatically displays. • Review for correctness. • If incorrect type the required cross Street name.
LGA	This information automatically displays. • Review for correctness. • If incorrect Click and select the relevant LGA. • If the LGA has been corrected a comment is required in the comment field.
UBD Edition	This information automatically displays. • Review for correctness. • If incorrect type the required UBD edition.
UBD Map	This information automatically displays. • Review for correctness. • If incorrect type the required UBD map.
UBD Reference	This information is automatically displays. • Review for correctness. • If incorrect type the required UBD Reference.
Plan Number(s)	This information automatically displays.

	• Review for correctness. • If incorrect type the required Plan number.
Lot Number(s)	This information automatically displays. • Review for correctness. • If incorrect type the required lot number.
Total Calculated Area (Sq M)	This information automatically displays. • Review for correctness. • If incorrect type the required Total Calculated Area (Sq M).
Total Number of Lot/Portion Nos flagged for Development	This information automatically displays. • Review for correctness. • If incorrect type the required Total Number of Lot/Portion Nos flagged for Development.

24. To complete the **Development Locations** section, do the following:

Field	Do this ...
Development Locations	This information automatically displays. To select a Lead Address do the following: • Click the button. The selected address will display the Lead Address field. **Note:** If the property details displayed are not correct, edit the information see step 23.

25. To complete the **Property Use** section, update the following optional fields:

Field	Do this ...
Lot status	Click and select the response to indicate the current status of the property. The list contains the following items: • Developed • Vacant
Current Property Type	This information automatically displays. • Review for correctness. • If incorrect click and select the correct Current Property Type. • Once you have selected the correct Current Property Type click Add Current Property Type.

Describe current and proposed development	Type only the Consent description details in the memo field.

26. To complete the **Proposed Development** section, update the following optional fields:

Field	**Do this ...**
Development Type	Click and select the applicable Development Type.
Development Sub Type	Click and select the applicable Development Subtype.
Stage Number	Click and select the applicable stage number of the current developer application (eg 1)
Of	Click and select the applicable number to indicate the total number of stages for the overall development (eg 10).
Stage Name	Type the stage name of the current developer application (Gardens Estate, The Ponds etc).

27. Do one of the following:

If	**Then ...**
Subdivision is required	• Select the Yes radio button • Go to step 28.
Subdivision is not required	• Leave the default as No • Go to step 29.

28. To complete the proposed subdivision details, update the following **mandatory** and optional fields and then go to step 30.

Field	**Do this ...**
Total Dwellings	Type the total number of dwellings for the proposed subdivision, eg: • For a subdivision creating ten new lots, you would type 0 (dwellings), or • For a dual occupancy development, you would type 2 (dwellings).
Total Lots	Type the total number of lots for the proposed subdivision, eg: • For ten lot subdivision, you would type 10 (lots), or • For a dual occupancy development and subdivision you would type 2 (lots).
Total Residue Lots	Type the total number of residue lots for the proposed subdivision.
Attach Subdivision Plan	• Zip together the subdivision plan and the Notice of Pre Allocated Plan Number Issue (PPN) as issued by LPMA. • To attach the Subdivision Plan to the Application Entry form, click select The *Choose File window* displays.

	• Select the document and click Open. The selected document is attached to the form.
Attach Development Plan	• To attach the Development Plan to the Application Entry form, click select The *Choose File window* displays. • Select the document and click Open. The selected document is attached to the form. **Notes:** Use this field to attach any additional details that may need to be considered by the DSO when they are determining the requirements for this development application. For example: • advice on future dual occupancy subdivision • whether an unsubdivided dual occupancy requires separate connections • if an existing dwelling is to remain or be demolished, etc. For applications located in a Priority Sewer Program you must type the following information: 'This application is located in a Priority Sewer Area and needs a connection to the Pressure Sewer System'.

29. To complete the **Proposed Development** section when subdivision is not required, update the following **mandatory** and optional fields. Then:

Field	Do this ...
Total Dwellings	Type the total number of dwellings for the proposed subdivision, eg: • for a subdivision creating ten new lots, type nil (dwellings) • for a dual occupancy development, type two (dwellings).
Attach Development Plan	• To attach the Development Plan to the Application Entry form, click select The *Choose File window* displays. • Select the document and click Open. The selected document is attached to the form.

30. To complete the **Consent Information** section, update the following **mandatory** and optional fields for the S73 Development/S73 Dual Occupancy, or the optional fields for Feasibility.

Field	Do this ...
Consent Authority	• Click and select the consent authority name.
Development Consent Number	• Type the consent number from the consent notice.

Attach Consent document	• Select the consent date to correspond with the consent notice. • To attach the consent document to the Application Entry form, click select. The *Choose File window* displays. • Select the document and click Open. *The selected document is attached to the form*.
Attach Stormwater analysis	• To attach the Stormwater Analysis document to the Application Entry form, click select. The *Choose File window* displays. • Select the document and click Open. The selected document is attached to the form.
Development Type	Click ▾ and select the required development type.

31. Do one of the following:

If	Then ...
Development type is Commercial, Industrial, Multi Unit, Community or Special Uses	• Go to step 32.
Development type is Residential or Rural	• Go to step 46.

32. Click ▾ and select the required development sub type in the **Commercial, Industrial, Multi Unit Community** and **Special Uses** section.

Do one of the following:

If	Then ...
Development sub type is a **club, bar or restaurant**	• Go to step 33.
Development sub type is a **hotel or motel**	• Go to step 34.
Development sub type is a **hospital**	• Go to step 35.
Development sub type is a **school or childcare facility**	• Go to step 36.
Development sub type is a **religious assembly or recreational facility**	• Go to step 37.
Development type is **other than listed**	• Go to step 38.

33. To complete the **Clubs/Bars Restaurants** section, update the following optional fields and then go to step 39.

Field	Do this ...
Maximum number of patrons per day	Type the relevant information

Average number of patrons per day	Type the relevant information
Maximum number of staff per day	Type the relevant information
Average number of staff per day	Type the relevant information
Weekly period of peak patronage	Type the relevant information

34. To complete the **Hotels/motels** section, update the following optional fields and then go to step 37.

Field	**Do this ...**
Number of beds	Type the relevant information
Peak occupancy rate percentage	Type the relevant information
Average occupancy rate percentage	Type the relevant information
Maximum number of staff per day	Type the relevant information
Average number of staff per day	Type the relevant information

35. To complete the **Hospitals** section, update the following optional field and then go to step 39.

Field	**Do this ...**
Number of beds	Type the relevant information

36. To complete the **Schools/childcare** section, update the following optional fields and then go to step 39.

Field	**Do this ...**
Number of pupils	Type the relevant information
Number of staff	Type the relevant information

37. To complete the **Religious Assemblies/Recreational Facilities** section, update the following optional fields and then go to step 39.

Field	**Do this ...**
Maximum number of patrons per day	Type the relevant information
Average number of patrons per day	Type the relevant information
Weekly pattern of usage and peak period of patronage	Type the relevant information

38. To complete the **Other Development** type section, update the following optional field and then go to step 39.

Field	**Do this ...**
Please describe	Type the relevant information

39. The provision of hydraulic information in the following steps will assist SW to:

- assess requirements on a demand basis
- calculate DSP charges on a demand basis
- review proposed requirements (main sizing) against design standards.

To complete the **Expected Water requirements for the Proposed Development** section, update the following **mandatory** and optional fields.

Field	Do this ...
Maximum demand kilolitres per day	Type the relevant information
Average demand kilolitres per day	Type the relevant information
Peak demand litres per second	Type the relevant information

40. To complete the **Expected Wastewater** requirements for the Proposed Development section, update the following **mandatory** and optional fields.

Field	Do this ...
Maximum discharge kilolitres per day	Type the relevant information
Average discharge kilolitres per day	Type the relevant information
Peak discharge litres per second	Type the relevant information

41. To complete the **Expected Irrigation Systems requirements for the Proposed Development** section, update the following optional fields.

Field	Do this ...
Maximum demand litres per day	Type the relevant information
Average demand litres per day	Type the relevant information
Peak demand litres per second	Type the relevant information
Automatic timer	If automatic timer is not required leave blank, or if automatic timer is required, select checkbox
Proposed pattern of usage:	Type a description in the memo field

42. To complete the **Process Water** section, update the following **mandatory** and optional fields.

Field	Do this ...
Maximum demand litres per day	Type the relevant information
Average demand litres per day	Type the relevant information
Peak demands litres per second	Type the relevant information
Proposed pattern of usage:	Type the relevant information

43. To complete the **Other Requirements** section, update the following optional fields.

Field	Do this ...
Air-conditioning make-up water litres per second	Type the relevant information
Proposed meter size (mm)	Type the relevant information **Note:** Any additional meter information must be recorded in the Other relevant information memo field below.
Any other relevant information affecting usage:	Type the relevant information

	Note • You may also provide a value for the Maximum and Peak Demand but must, in those cases provide a description of how the values were derived in this text box. • Where it is considered inappropriate to use the guide, then the WSC must still provide the required values but also provide the specific calculation

44. To complete the **Fire Fighting Requirements** section, update the following optional fields.

Field	Do this ...
Fire Hose Reel number	Type the relevant information
Fire Hydrant litres per second	Type the relevant information
Fire sprinkler litres per second	Type the relevant information
Wall drencher litres per second	Type the relevant information

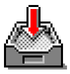
45. To complete the **Estimated Demand** section, update the following fields.

Field	Do this ...
Estimated water demand KL/Day	Type the relevant information **Note:** This is only applicable to Minor Extension Application Types.
Estimated sewer demand KL/Day	Type the relevant information **Note:** This is only applicable to Minor Extension Application Types.

46. To complete the **Services** section, select the checkbox to indicate which service type (water, wastewater, recycled water or stormwater) is applicable for this developer application (select at least one service).

Note:
This is only applicable to Minor Extension Application Types.

47. Review the form for completeness and accuracy and update as required.

48. To keep the *Application Entry* form, click  .
The form closes but the work item remains in your work queue to allow you to finish it later.

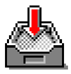
49. When the form is complete and accurate, click  to release the *Application Entry* form.

Result	When the Application Entry form for a S73 Development, S73 Dual Occupancy, Minor Extension or Feasibility is released, the Accept Application and Assign Case form is sent to the SW. Also, when the *Application Entry* form is received a notification is sent to the WSC advising: • the case number that has been associated with their application • the date the application was lodged with SW, and • the application fee at the current rate has been raised to their account.

If	Then ...
The DSO has determined that the details submitted are satisfactory	You receive a *View S73 requirements* work item in your work queue. (Refer to: Define Assets ▶Issue Requirements ▶View Requirements).
The OMDS or DSO has determined that the details submitted are unsatisfactory	You receive another *Application Entry* work item in your queue. **Note:** • When you re-open the Application entry form, a text box displays identifying the reason why the application has been rejected. • Review this information and amend the form as required.
The DSO has determined that additional documentation or information is required, or the details submitted are not satisfactory	You receive a *Submit Engineering Information* work item in your work queue. (Refer to: Define Assets ▶Investigate Requirements ▶Submit Additional Information).
The council consent was not submitted, or the DSO has determined that the consent submitted is invalid or not complete	You receive a *Resubmit Consent* work item in your work queue. (Refer to: Define Assets ▶Investigate Requirements ▶Resubmit Consent).

Complete the application for Adjustment and Deviation Road Closure

Why	The purpose of this procedure is to capture the initial details of a new developer application for: • Adjustment and Deviation • Road Closure
Who	WSC, DSO
When	Use this procedure when a developer requires advice on Sydney Water's connection and/or adjustment of existing main requirements.
Before you start	• If the application is for an Adjustment and Deviation, depending upon the complexity of the specific project, the following documentation may need to be submitted when completing the *Application Entry* form: - Development plan/Roads plan showing the location of existing services (including sections where possible) - Pre-design of adjustment works - Project Concept (ie: what the project entails/scope of works) - Project timetable - Project issues - If project requires temporary pipe work, a design of BOTH the temporary pipe work PLUS the deviation / adjustment must be

	submitted together so that SW can properly assess whether the whole request is feasible. • Determine if the adjustment and deviation may be impacted upon by a commercial or industrial development (proposed or existing). If yes, a digital engineering plan must be available. • Determine if the adjustment and deviation is stormwater. If yes, digital hydraulic analysis information must be available. • If the application is for a Road Closure then a pre-application may have been issued by mail from the relevant authority to SW. This information and any responses should be digitised and zipped together with your subdivision or development plan. Refer to Work Instruction - Road Closures - Water Servicing Coordinator (WSC)
Business rules	• You must zip all documents before attaching them to a work item. (Refer to General tasks ▶Create and attach documents to work items.) • You must select each service type in your download for the Services to be automatically updated. For example, where you require an Adjustment on a water main and a sewer main you must select both mains in the hydra download. • The temporary download number is only valid for one week. If your application is not released to Sydney Water within that week you will be required to do another download.
Note	There are 2 buttons on the base of the form:  • **Keep** If you have not completed the application form but wish to stop working on it and return to it later, click this button to save the data you have entered. The form closes. To access it later, select it from your work queue.  • **Release** If you have completed the application form, click this button to release the work item. The form closes, the work item is removed from your work queue and the next stop in the procedure is triggered.
Policies and other references	• Property Development Connection Applications Guideline • Property Development Connection Requirements Policy • Property Development Connection Requirements Water and Sewer Guidelines • Work Instructions: Road Closures • Bonding of Works Policy and Guideline
Amendments May 12	• DSR to DSO and other term updates • New Developer Works Deed

Worksteps

1. To start a new case, click .
A dialog box displays with the assigned case number.

2. Record the assigned case number, you may need to refer to this later

3. Click OK.
The dialogue box closes and the e-Developer main screen displays.

4. Click .
The assigned case number displays in the inbox.

5. Select the assigned case number.
The *Application Entry form* displays.

6. To complete the **Case Information** section, update the following **mandatory** and optional fields:

Field	Do this ...
Application type	Click and select one of the following: • Adjustment and Deviation, or • Road Closure
Associated cases	Type the previous associated application number(s) if applicable. If there are no associated case number(s), leave blank. **Note:** This field only appears after the Auto-Populate refer to step 22.
Agent contact	This information is automatically updated from the logon procedure.
Phone	This information is automatically updated from the logon procedure.
Agent reference	Type the appropriate reference number. (if required) **Note:** This field only appears after the Auto-Populate refer to step 22.

You need to confirm the developer details.
Note:
The definition of the 'Developer' is:

A person to whom a subdivision or development approval (from the relevant consent authority) has been given.

If the Consent has been issued to an applicant acting on behalf of the developer, or the property has been on-sold, then the 'Developer' is the owner of the development site and/or a person(s) or company whose activity will make a demand on Sydney Water's system, being responsible for paying of prescribed charges and signing an agreement (with their providers) to construct works in accordance with the Notice of Requirements (Notice) and Agreement.

To complete the **Applicant/Developer Information**, click and select the required search type.
Fields display to allow you to specify search criteria.

Note:
You can search for a specific applicant/developer by typing the first letter, part of name or full name in any mandatory field.

7. In the **Developer the same as the Applicant?** section, do one of the following:

Note:
Where there is an Applicant acting for the developer you are required to enter both the **Applicant Details** and the **Developer Details**.

If	Then ...
The Developer is the same as the applicant	• Click the Yes radio button.
The Developer is not the same as the applicant	• Leave the default to No. **Note**: You search for the applicant

8. To search for an existing **Applicant** and or an existing **Developer** do one of the following:

If	Then ...
You selected Applicant/Developer name	Go to step 9.
You selected Company name	Go to step 10.
You selected ABN	Go to step 11.

9. To search for an existing **Applicant/Developer name** record, update the following **mandatory** and optional fields and then go to step 12.

Field	Do this ...
First Name	Type the first name of the developer from the consent notice.
Middle Name	Type the middle name of the developer from the consent notice.
Last Name	Type the last name of the developer from the consent notice.

10. To search for an existing **Applicant/Developer** record by **company name**, update the following **mandatory** field.

Field	Do this ...
Company Name	• Type the company name of the developer from the consent notice. • Go to step 12.

11. To search for an existing customer record by **ABN**, update the following **mandatory** field.

Field	Do this ...
ABN	• Type the company ABN number. • Go to step 12.

12. Review the information for correctness and accuracy.

13. Do one of the following:

Field	Do this ...
The information is incorrect	• Click . The fields clear ready for you to perform another search. • Repeat step 8 to 11.
The information is correct	• Click . The *search results* display • Go to step 14

14. Do one of the following:

If	Then ...
A matching customer record could not be found.	Do one of the following: • If you wish to create a new Applicant record, click New Applicant . The *New Developer Details screen* displays with additional address fields. • If you wish to create a new Developer record, click New Developer . The *New Developer Details screen* displays with additional address fields. • Go to step 15. Or • If you do not wish to create a new record, click The *Application Entry* form re-displays.
Multiple records are found.	Select the required customer record, click the relevant link. The information displays in the *Application Entry* form.

15. To create the **New Applicant/New Developer Details** you need to update the following sections of the form. Please complete as many fields as possible.

Note:
The standard formatting required for these fields are: use capital letters, use full names (where these details are known), do not type full stops, commas, etc. The only exception is e-mail address eg j.smith@bigpond.com.au

Do one of the following:

- If you need to create a Developer Name, go to step 16.
- If you need to create a Company name, go to step 17.

16. To enter the details of a new developer by **name**, update the following **mandatory** and optional fields, then complete steps 18 and 19.

Field	Do this ...
Type	The list defaults to Organisation. Click ▼ and select Individual.
Name	Leave blank. As you complete the rest of the name fields, the information will be formatted and automatically display in this field.
Salutation	Type the relevant information (eg: MR, MRS, Ms etc).
First Name	Type the relevant information (eg: S or STEVEN)
Middle Name	Type the relevant information, if unknown or not required leave blank.
Last Name	Type the relevant information (eg: SMITH or O'SULLIVAN).
E-mail Address	Type the relevant e-mail address.
Legal Status	This information defaults to Sole Trader. • Review the information for accuracy • If the information is not correct, click ▼ and select the relevant information. The list contains the following items: - Co-Operative - Company/Govt - Incorporated - Joint Venture - Partnership - Sole Trader - Trust

17. To enter the details of a new developer by **company**, update the following **mandatory** and optional fields, then complete steps 18 and 19.

Field	Do this ...
Type	The list defaults to Organisation. Leave the default.
Name	Type the developer's company name. **Note:** The preferred standard is the full company name however the following abbreviations are acceptable: - Propriety Limited: PTY LTD - Corporation: CORP
E-mail Address	Type the relevant e-mail address.

Legal Status	This information defaults to Incorporated. • Review the information for accuracy • If the information is not correct, click ▼ and select the relevant information. The list contains the following items: - Co-Operative - Company/Govt - Incorporated - Joint Venture - Partnership - Sole Trader - Trust
ABN	Type the company's ABN number.
Website	Type the company's website address. If unknown leave blank.

18. In the **Address** section, update the following **mandatory** and optional fields:

Field	**Do this ...**
Prefix/Mailing Address	You can enter the following types of information if required (otherwise leave blank): • PO BOX 22 • SUITE 5 LEVEL 1 • LOCKED BAG 42 • FLAT 2
Street No.	Type the street number of the developer's address (eg 12, 101 etc)
Street	Type the street name of the developers address (eg: Moore Street, Centennial Avenue etc).
Suburb	The suburb list contains all existing suburbs within Sydney Water's area of operations. To search for a suburb do the following: • Click ▼ and review the list. • If the relevant suburb is listed, select the suburb name. • If the relevant suburb is not listed, go to the **Suburb (unlisted)** field.
Suburb (unlisted)	Type the relevant suburb name. Review the spelling to ensure the information is correct. **Note:** If this is a new suburb within Sydney Water's area of operations and is unlisted please contact your Sydney Water System Support and request the list be updated.
State	Click ▼ and select the relevant state.
Postcode	Type the postcode of the developer address.

19. In the **Phone** section, update the following optional fields:

Field	Do this ...
Phone type	Click ▼ and select the relevant phone type. The list contains the following items: - After Hours - Emergency/Incident Number - Fax - Mobile - Work hours
Phone	Type the developers contact phone number. **Note:** You can only enter numeric characters and spaces (no brackets, dashes etc/ eg: 9834 5678 etc). The information will be formatted and automatically display in this field.

20. Review the information for completeness and accuracy.

When complete, click [Save Developer].
The new developer details are saved and the *Application Entry form* redisplays.
The *new developer details* display within the form.

21. To complete the **Hydra Data Auto Population** section, do the following:

Field	Do this ...
Hydra Download Number	• Type the temporary case number that was generated when you downloaded the SW geographic base information. • Click the [Auto-Populate]. • Go to step 22.

22. Do one of the following:

If	Then ...
The temporary case number is valid	The following fields will be populated: • Agent contact • Agent Phone Number • LGA • UBD Edition, UBD Map number and UBD Reference number - • Address details. **Note:** The Address details will only Auto Populate when a property was included in the download.
The temporary case number is invalid	• You will be required to obtain another temporary case number that is generated when you download the SW geographic base information in Hydra Download then repeat step 21. **Note:** If your download number has expired you will be required to obtain another temporary download number. The original information that was Auto-Populated will be lost when you enter the valid download number. Repeat

	step 21.

23. To complete the **Primary Asset Location** section, update the following **mandatory** and optional fields:
Note:
There is no provision for DX addresses within the e-Developer system.

Field	Do this ...
Section Number	This information automatically displays if a property was included in the download. Type Section number (if required).
Street Number	Type the street number (if required) (eg 12, 101 etc).
Street Name	This information automatically displays if a property was included in the download. • Review for correctness. • If incorrect type the required Street name. • If the Street name has been corrected a comment is required in the comment field.
Suburb	This information automatically displays. • Review for correctness. • If incorrect Click and select the relevant Suburb. • If the Suburb has been corrected a comment is required in the comment field.
Cross Street	This information automatically displays if a property was included in the download. Type the name of the nearest cross street (if required).
LGA	This information automatically displays. • Review for correctness. If incorrect Click and select the relevant LGA. • If the LGA has been corrected a comment is required in the comment field.
UBD Edition	This information automatically displays. • Review for correctness. • If incorrect type the required UBD edition.
UBD Map	This information automatically displays. • Review for correctness. • If incorrect type the required UBD map.
UBD Reference	This information automatically displays. • Review for correctness. • If incorrect type the required UBD Reference.

DP Number(s)	This information automatically displays if a property was included in the download. For each lot number the corresponding DP must be entered (and repeated if necessary for multiple lots within the DP) followed by a comma. For example, Lots 1 & 4 DP 1568 and Lot A DP 3057, the DP number would be typed 1568,1568,3057
Lot Number(s)	This information automatically displays if a property was included in the download. Each lot number (for every DP) must be entered followed by a comma. For example, Lots 1 & 4 DP 1568 and Lot A DP 3057, the lot numbers would be typed 1,4,A

24. To complete the **Property Use** section, update the following optional fields:

Field	Do this ...
Lot status	Click and select the response to indicate the current status of the property. The list contains the following items: • Developed • Vacant
Current Property Type	This information automatically displays. • Review for correctness. • If incorrect click and select the correct Current Property Type. • Once you have selected the correct Current Property Type click Add Current Property Type .
Describe current development	Type all relevant details in the memo field. **Notes:** Use this field to record any additional details that may need to be considered by the DSO when they are determining the requirements for this development application. For example: • Advice on the asset being adjusted/deviated • Details of assets affected in Road Closure For applications located in a Priority Sewer Program you must type the following information: 'This application is located in a Priority Sewer Area and needs a connection to the Pressure Sewer System'.

25. To complete the **Proposed Development** section, update the following optional fields:

Field	Do this ...
Stage Number	Click and select the applicable stage number of the current developer application (eg 1).
Of	Click and select the applicable number to indicate the total number of stages for the overall development (eg 10).

Stage Name	Type the stage name of the current developer application (Gardens Estate, The Ponds etc).

26. Do one of the following:

If	Then ...
Subdivision is required	• Select the Yes radio button • Go to step 27.
Subdivision is not required	• Select the No radio button • Go to step 28.

27. To complete the proposed subdivision details, update the following **mandatory** and optional fields and then go to step 29.

Field	Do this ...
Total Lots	Type the total number of lots to be created in the proposed subdivision.
Total Dwellings	Type the total number of dwellings for the proposed subdivision.
Total Residue Lots	Type the total number of residue lots for the proposed subdivision.
Attach Subdivision Plan	• To attach the Subdivision Plan to the Application Entry form, click select . The *Choose File window* displays. • Select the document and click Open. The selected document is attached to the form.
Attach Development Plan	• To attach the Development Plan to the Application Entry form, click select . The *Choose File window* displays. • Select the document and click Open. The selected document is attached to the form.
Work description	Type in a description of the proposed development and associated works.

28. To complete the **Proposed Development** details update the following **mandatory** and optional fields and then go to step 29.

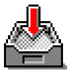
Field	Do this ...
Total Dwellings	Type the total number of dwellings for the proposed development, For example a dual occupancy development you would type two (dwellings).
Attach Development Plan	• To attach the Development Plan to the Application Entry form, click select . The *Choose File window* displays. • Select the document and click Open. The selected document is attached to the form.

Work description	Type in a description of the proposed development and associated works.

29. The **Services** section information automatically updated from the asset download in ▶ Hydra Download for Adjustment applications, which indicates which service type (water, wastewater, recycled water or stormwater) is applicable for this developer application.

Note: You must select each service type in your download for the services to be automatically updated. For example, where you require an Adjustment on a water main and a sewer main you must select both mains in the hydra download.

30. Review the form for completeness and accuracy as required.

31. To keep the Application Entry form, click  .
The form closes but the work item remains in your work queue to allow you to finish it later.

32. When the form is complete and accurate, click  to release the *Application Entry* form.

Result	When the Application Entry form for a S73 Development, S73 Dual Occupancy or Feasibility is released, the Accept Application and Assign Case form is sent to the SW. Also, when the *Application Entry* form is received a notification is sent to the WSC advising: • the case number that has been associated with their application • the date the application was lodged with SW, and • the application fee at the current rate has been raised to their account.

If	Then ...
The DSO has determined that the details submitted are satisfactory	You receive a *View S73 requirements* work item in your work queue. (Refer to: Define Assets ▶Issue Requirements ▶View Requirements).
The OMDS or DSO has determined that the details submitted are unsatisfactory	You receive another *Application Entry* work item in your queue. **Note:** • When you re-open the Application entry form, a text box displays identifying the reason why the application has been rejected. • Review this information and amend the form as required.
The DSO has determined that additional documentation or information is required, or the details submitted are not satisfactory	You receive a *Submit Engineering Information* work item in your work queue. (Refer to: Define Assets ▶Investigate Requirements ▶Submit Additional Information).
The council consent was	You receive a *Resubmit Consent* work item in your work queue.

not submitted, or the DSO has determined that the consent submitted is invalid or not complete	(Refer to: Define Assets ▶Investigate Requirements ▶Resubmit Consent).

Investigate Requirements

Why	The Investigate Requirements process determines the potential impact of a proposed development connection and whether: • existing SW water and wastewater systems will continue to meet supply demands • the protection of the existing water and wastewater hydraulic systems is required • the extension of, or augmentation to, existing SW infrastructure is designed and constructed to SW standards and will meet the future supply demand.
Procedures	The investigation procedure enables the DSO to review available information and obtain relevant advice from all stakeholders in the process, which ensures all SW requirements are determined. The Investigate Requirements process consists of the following WSC procedures: • Submit Additional Information • Resubmit Consent

Submit Additional Information

Why	When a development is proposed, SW needs to ensure that its existing services will be protected and that future demand on its services can be met. For this reason, SW reviews and validates the relevant documentation and plan(s) initially submitted by the WSC. The purpose of this procedure is to enable the WSC to resubmit documentation and additional information that has been requested by the DSO. This is required prior to commencement of the investigation of servicing requirements and the subsequent issue of a Notice of Requirements or other formal response.
Who	WSC
When	Use this procedure when you receive the *Submit Additional Info* work item in your work queue. **Note:** This procedure replaces the "*Submit Engineering Info"* work item.
Before you start	Create a digital copy of any plans (eg, development, subdivision, engineering) that have been requested. (Refer to step 3).
Business Rules	• You must zip all documents before attaching them to a work item. (Refer to: General Tasks ▶Create and attach documents to work items). • You are required to release the Submit Additional Info work item within 5 days of receiving it.
Policy and other References	• Property Development Connection Applications Guideline

	• Property Development Connection requirements Policy and Guidelines • Servicing Dual Occupancy and Other Two Dwelling Developments Policy
Amendments May 12	• DSR to DSO and other term updates

Worksteps

1. From your work queue, click the *Submit Additional Info* work item.
The *Submit Additional Information form* displays.

2. The **Case Information** automatically displays.

3. The **Additional details required: memo field** automatically displays.
Review the comments from the DSO to identify any additional items that have been requested.

4. Using the requirements listed in the memo field; review the relevant documents that were initially submitted with the *Application Entry* form.

Do one of the following:

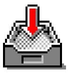
If	Then ...
If the document was previously submitted	You need to review the initial document. • To do this, click View beside the required document. (Refer to: General Tasks ▶ Manage attachments ▶ View attached documents). • Make any amendments to the original document, save it with the new version number and close it. • Go to step 5.
A document was not previously submitted	A text message displays – File does not exist in database. • Go to step 5.

5. To provide the additional information requested you need to attach the required plan(s) and/or other documents to the *Submit Additional Information* form.

6. To attach the civil engineering plan or other documents, click select ▶ beside the relevant item.
The *Browse window* displays.

7. Select the modified or new document and click Open.
The *selected document is attached* to the form.

8. Review the form for completeness and accuracy and update as required.

9. To keep the *Submit Additional Information* form, click .
The form closes but the work item remains in your work queue to allow you to finish it later.

10. To release the *Submit Additional Information* form, click .
The form closes and the work item is removed from your work queue.

Result	When the *Submit Additional Information form* is released, the Review Additional Info work item is sent to the DSO's work queue. The Review Additional Information form includes the modified and/or additional information submitted to SW for review.

Resubmit Consent

Why	The purpose of this procedure is to enable the WSC to submit to SW a valid Development Consent (DA) Notice.
Who	WSC
When	Use this procedure when the *Resubmit Consent work item* is received in your work queue. The DSO will have reviewed the original document and determined that the consent notice is invalid.
Before you start	Ensure you have a valid development consent notice for the development application previously submitted.
Business Rules	A valid Development Consent Notice must be submitted to SW prior to the release of the Section 73 Certificate. You must zip all documents before attaching them to a work item. (Refer to: General tasks ▶Create and attach documents to work items).

Worksteps

1. From your work queue, click the *Resubmit Consent* work item.
The *Resubmit Consent form* displays.

2. The **Case Information** section automatically displays. Review this information to identify the specific development application.

3. In the **Submit Consent** section, review the comment field. The comment field will provide the explanation why the original consent document was invalid.

4. To submit the valid consent notice, update the following **mandatory** fields:

If	Then ...
Development Consent Number	Type the consent number from the consent notice

Consent Date	Click and select the date to correspond with the consent notice approval date
Attach Council Consent	• To attach the consent document to the *Resubmit Consent* form, click select . The *Browse window* displays. • Select the required document and click Open. The *selected document* is attached to the form.

5. Review the form for completeness and accuracy and update as required.

6. To keep the *Resubmit Consent* form, click
The form closes but the work item remains in your work queue to allow you to finish it later.

7. To release the *Resubmit Consent* form, click
The form closes and the work item is removed from your work queue.

Result	When the *Resubmit Consent* form is released, and all requirements for the development has been met, the *Review Consent* work item is sent to the DSO's work queue.

If	Then ...
The DSO has determined that the details submitted are satisfactory	The workflow continues.
The DSO has determined that additional details are required, or the details submitted are not satisfactory	You will receive another *Resubmit Consent work item* in your work queue.

Issue Requirements

Overview	The Issue Requirements process enables the DSO to compile a formal response to a developer application once the investigation phase is completed. The response can be issued in the form of: • An advice letter • A notice of requirements letter, which may include a developer agreement, or • A Section 73 Certificate, which can be issued without the need for the preparation of a notice letter, if there are no requirements to be met. The formal response details the requirements for a submitted developer application and is generally issued within 21 days.

Procedures	This process consists of the following WSC procedures: • View dual occupancy advice letter • View requirements • Accept homestead bond agreement

View Dual Occupancy Advice Letter

Why	The purpose of this procedure is to enable the WSC to view an Advice Letter, which details possible future subdivision requirements, in response to a Dual Occupancy development application.
Who	WSC
When	Use this procedure when a *View dual Occ Notice* work item has been received in your work queue.
Policies and other references	Servicing Dual Occupancy and Other Two-Dwelling Developments Policy

Worksteps

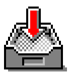
1. From your work queue, click the *View Dual Occ Notice* work item.
The *View Dual Occupancy Notice/Advice Letter form* displays.

2. To view the Dual Occupancy Notice/Advice Letter, click View.
(Refer to: General tasks Manage attachments View attached documents).

3. Review the Dual Occupancy Notice/Advice Letter. The document will include potential subdivision requirements that may need to be satisfied if the developer wishes to subdivide the Dual Occupancy development in the future.

4. Prior to closing the Dual Occupancy Notice/Advice Letter and releasing the work item, create a permanent record of the Dual Occupancy Notice/Advice Letter by saving the file, following your own file naming conventions. Then close the document.

5. Review the form for completeness and accuracy and update as required.

6. To keep the *View Dual Occupancy Notice/Advice Letter* form, click 
The form closes and the work item is returned to your work queue to allow you to finish it later.

7. To release the *View Dual Occupancy Notice/Advice Letter* form, click 
The form closes and the work item is removed from your work queue.

Result	When the View Dual Occupancy Notice/Advice Letter form is released it closes and the work item is removed from the WSC's work queue.

If	Then ...
The developer has made no indication in the application, that they wish to construct works	You will receive a View Certificate work item in your queue (Refer to: Process A Section 73 Certificate ▶View Certificate).
The developer has indicated that they wish to construct works	You receive a: • *Submit Minor Works agreement* work item, if the requirement is for minor works (Refer to: Process Minor Works ▶ Submit Minor Works agreement) Or, • *Submit Major Works Agreement* work item, if the requirement is for major works (Refer to: Design Major Works ▶Process a Major Agreement ▶Submit Major Works Agreement)

View Requirements

Why	The purpose of this procedure is to enable the WSC to view the initial or amended SW's Notice of Requirements or Advice Letter and attached agreement (if required), which has been issued in response to a developer application. Use this procedure to view the issued: • Notice of Requirements (Notice/NOR) • Advice Letter (Advice) • Developer Works Deed or Homestead Bond Agreement (Agreement). The WSC can indicate if they wish to negotiate any requirements contained within the documentation.
Who	WSC
When	Use this procedure when the *View S73 Requirements work item* is received in your work queue.
Policies and other references	• Bonding of Works - Policy & Guideline • Community Title Subdivisions Policy • Connections: Developer Responsibility for Provision of Reticulation Mains Policy • Developer Charges Policy & Guidelines • Development Servicing Plan Consultation and Dispute Resolution • Rural Water Supply Policy • Work Instruction: Processing the Expiry of a Notice of Requirements (NOR) in e-Developer • Work Instruction: Managing agreements for complex, major and minor works • Work Instruction: Processing a Section 73 Anticipated Requirement Application - DSO and WSC Instructions
Business rules	• You are required to release the *View S73 Requirements* work item within

	12 months of receiving it. • If you have not released the work item within **12** months, the *Determine Requirements* work item is sent to the DSO/Drafters work queue. (Refer to Work Instruction: Processing the Expiry of a Notice of Requirements (NOR) in e-Developer)
Amendments May 12	• DSR to DSO and other term updates • New Developer Works Deed • Anticipated requirements process

Worksteps

1. From your work queue, click the *View S73 Requirements* work item.
The *View Requirements form* displays.

2. To view the Notice or Advice, in the **View Requirements** section click View beside the required document. (Refer to: General Tasks ▶Manage attachments ▶View attached documents).

When you have read the Notice or Advice, and prior to closing the form or releasing the work item, create a permanent record of the
Notice or Advice document by saving the file.

Print a copy for the developer customer, then close the document.

3. Repeat step 2 to view the attached Agreement if required. The Agreement may be one of the following:

- Developer Works Deed
- Complex Works Agreement
- Homestead Bonding Agreement.

4. Do one of the following:

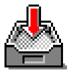
If	Then ...
You are viewing the requirements for the fist time	• Go to step 5.
You have previously negotiated the requirements	• View the comments in the **Modifications to the Notice of Requirements** memo field. The DSO will have provided the results of the investigation and indicate if the original Notice of Requirements has been amended. • Go to step 5

5. In the **Negotiate Requirements** section, do one for the following:

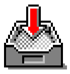
If	Then ...
You agree with the requirements specified in the initial or amended Notice document.	• Leave the default as Yes. **Note:** If the case involves a Pressure Sewer System in a Priority Sewer area, you must be accredited with Pressure Sewer (PS) capabilities to manage the design, construction and finalisation phases of the project.

	Do one of the following: • If you are not accredited with PS, go to step 6. Or • If you are accredited with PS, go to step 7.
You do not agree with the requirements specified in the initial or amended Notice document.	• Select the No radio button *The comments field displays* • Type your reasons for your objection to the requirements specified in the Notice. • Go to step 7.

6. You must advise the developer that another WSC that is accredited with PS needs to be engaged to manage the case from this point forward.

- Do not release this work item, click  .
  The form closes but the work item remains in your work queue.
- Follow the procedure for the case to be transferred. Refer to: Systems Access Licence for Water Servicing Coordinator's, S-05 Transfer of Information.
- End of procedure.

7. Review the form for completeness and accuracy and update as required.

8. To keep the *View Requirements* form, click 
The form closes but the work item remains in your work queue to allow you to finish it later.

9. To release the *View Requirements* form, click 
The form closes and the work item is removed from your work queue.

10. When the *View Requirements* workitem has not been released and 11 months has passed, the following notify **NOR Expire in a Month** will appear in the inbox and asks the question 'Terminate Case?'

Do one of the following from the **Case Terminate** section:

If	Then ...
The Development will proceed.	• Select the No radio button to the question Terminate Case? **Note:** By selecting No, the WSC will have 1 month to except and release the View Requirements workitem and at the 12 month expiry date and a new application fee will automatically be invoiced.
You do not agree with the requirements specified in the initial or amended Notice document.	• Select the Yes radio button to the question Terminate Case? **Note:** By selecting Yes, the case will automatically terminate at the 12-month expiry date.

Result	When you release the *View Requirements* form, you will have viewed and saved the initial or amended Notice of Requirements and any attached agreements.

If	**Then ...**
The developer agrees with the Guidance Letter issued in response to a Feasibility application	The development application process has been completed and no further work items are sent to your work queue. The case ends.
The developer only has financial requirements to meet (DSP, Upsizing and/or Recovery charges)	The DSP charges have been paid; you will receive a *View S73 Certificate* work item in your queue. (Refer to: Process a Section 73 certificate ▶View Certificate).
The developer is not required to construct works but the development requires a private line easement	Receive a Submit private easement work item in your queue. (Refer to: Process Private Line Easements ▶Submit Easement Documents).
The developer is required to construct minor works	Receive a Submit minor agreement work item in your queue. (Refer to: Process minor works ▶Submit Minor Works Agreement).
The developer is required to construct major works	Receive a Submit major agreement work item in your queue (Refer to: Design major works ▶Submit Major Works Agreement).
The developer is required to enter into a homestead bond agreement	Receive an Accept homestead bond work item in your queue. (Refer to: Define assets ▶Accept Homestead Bond Agreement).
The developer wishes to negotiate the requirements of the notice letter	DSO receives a new *Determine requirements* work item in which your comments are shown. The DSO then reassesses SWs requirements and you receive a new *View Requirements* work item.
The developer wishes to engage another WSC for the remainder of the case (eg PS accredited to manage a Pressure Sewer System case in a Priority sewer area),	Once you have followed the steps in the Systems Access Licence for Water Servicing Coordinator's, S-05 Transfer of Information, the case will be transferred (and the NOR) the newly nominated PS accredited WSC.
If	**Then ...**
The DSO has determined that the details submitted are satisfactory	You receive the *View Requirements work item* in your work queue (Refer to: Define Assets ▶Issue Requirements ▶View Requirements).
The DSO has determined that additional details are required, or the details submitted are not satisfactory.	You again receive a Submit Additional Information work item in your work queue. (Refer to: Define Assets ▶Investigate Requirements ▶Submit Additional Information).

Accept Homestead Bonds

Why	The purpose of this procedure is to enable the WSC to: • Agree to the requirements and conditions issued in the Sydney Water Corporation (SW) Homestead Bond Agreement. • Submit the bond amount to Sydney Water to defer the construction of required services. The lodgement of the security bond will enable SW to: • Ensure that funds are available for the future extension of the required works • Issue the S73 certificate prior to construction of the works.
Who	WSC
When	Use this procedure when the *Accept Homestead Bond* work item is received in your work queue.
Business Rules	The extension to serve the homestead lot must be provided within 24 months.
Policies and other references	• Bonding of Works Policy and Guideline • Work Instruction: Managing agreements for complex, major and minor works
Amendments May 12	• DSR to DSO and other term updates • New Developer Works Deed

Worksteps

1. From your work queue, click the *Accept Homestead Bond* work item.
The *Accept Homestead Bond Agreement form* displays.

2. You need to review the Bonding of Works policy document. To do this, click the **Bonding Policy** link.
The *policy document displays* in a separate window.

3. When you have completed reviewing the Bonding of works policy, close the window.

4. Do one of the following:

If	Then ...
You require further information on SW bonding guidelines	• Click the **Bonding Guidelines** link. The *Bonding Guidelines document* displays in a separate window. When you have finished viewing the Bonding Guidelines, close the window. • Go to step 5.
You do not require further information on SW bonding guidelines	• Go to step 5

5. Ensure that the developer has signed the Homestead Bond Agreement and forwards the signed Agreement, together with the bond payment, to the DSO.

6. Review the form for completeness and accuracy and update as required.

7. To keep the *Accept Homestead Bond Agreement* form, click
The form closes but the work item remains in your work queue to allow you to finish it later.

8. To release the *Accept Homestead Bond Agreement* form, click
The form closes and the work item is removed from your work queue.

Result	When you release the *Accept Homestead Bond Agreement* form, you have advised SW that you have: • Accepted the conditions of the Homestead Bond Agreement. And • The Execute Homestead Bond work item is sent to the DSOs work queue. Once the DSO receives the hardcopy agreement and bond (ie cash, cheque or bank guarantee), they review it for completeness and accuracy.

If	Then ...
A valid consent has not been submitted	• You receive a *Resubmit Consent work item* in your queue. (Refer to: Define assets Investigate requirements Resubmit consent).
The DSO is able to execute the agreement	• You receive a *View S73 certificate work item* in your queue. (Refer to: Process a section 73 Certificate View Certificate).
The DSO cannot execute the homestead bond	• You receive a phone call from the DSO advising of what action is required, to enable the agreement to be executed (ie agreement signed by developer is not complete).

Process Minor Works

WSC On-Line Help

Overview

The Minor Works process enables the WSC to project manage the construction of less complex developer projects, which may include:

- Sewer reticulation mains, without a formal design review process
- Concrete encasement of an existing sewer reticulation main, without a formal design review process.

A listed provider with the required capabilities must be engaged to construct the works. The Construction Company may be listed under the following categories:

- Constructor of Minor Works (Wastewater)
- Constructor (S1) accredited for Minor Works (Wastewater).

The Minor Works process concludes when the WSC submits a Project Completion Package, which includes the digitised Work-As-Constructed (WAC) plan of the works.

Sub-processes

This *Minor Works process* consists of the following sub-processes:

- Process project completion package (PCP) – minor works
- Acquire Minor Assets

Process Minor Works

Overview

The *Minor works process* enables:

- The WSC to submit a Work-As-Constructed (WAC) package for the construction of a completed minor sewer project.
- The DSO to review a Project Completion Package – Minor, for compliance to the National Code and Sydney Water requirements.
- The DSO to advise the WSC of any outstanding and/or applicable charges and requirements that must be satisfied prior to the issue of the Section 73 certificate.
- Sydney Water to list the minor works on the asset database for maintenance and accounting procedures.
- Sydney Water geographic database is automatically updated with the Work-As-Constructed (WAC) plan. Enable Sydney Water to monitor the performance of the various providers.

Procedures

The *Minor Works process* consists of the following procedures:

- Submit Minor Works Agreement
- Submit project completion package - minor works
- View Transfer of Ownership notice - Minor Works

Submit Minor Works Agreement

Why	The purpose of this procedure is to enable the WSC to submit a Developer Works Deed (and Permission to Enter form if required) to Sydney Water. This documentation needs to be reviewed and executed prior to the construction of the required works. Prior to the construction of minor works, the Developer and accredited providers must enter into an agreement with Sydney Water to ensure that: • The Developer has engaged a provider who is listed with the required capabilities for the category of work • The WSC provides Sydney Water assets that have been constructed in accordance with the National Code and Sydney Water supplement.
Who	WSC
When	Use this procedure when the *Submit Minor Agreement* work item is received in your work queue.
Before you start	Prior to the construction of Minor Works, the WSC will coordinate the requirements of the Notice of Requirements and facilitate the engagement of a Sydney Water Accredited Constructor of Minor Works (Sewer) / Sewer Constructor. • The WSC provides Sydney Water assets that have been constructed in accordance with the National Code and Sydney Water supplement. • You must ensure 2 full working days notice is given before the proposed construction commencement date • You must ensure that you have Permission to enter onto adjoining property (if required), and compiled the relevant Permission to Enter documentation, prior to submitting the Developer Works Deed.
Policy and other references	• Entry Onto Third Party Property by Developers Policy and Guideline • Work Instructions - Minor Works (Sewer) Process within e-Developer for Water Servicing Coordinators; Managing agreements for minor, major and complex works.
Business rules	• The Criteria to be met for Minor Works construction, is specified in the WSC Provider Instructions Minor Works (Sewer). • A listed Constructor of Minor Works (Sewer) or, a Sewer Constructor (S1) accredited for Minor Works (Sewer) must be engaged to construct the works. • You must zip all documents before attaching them to a work item. (Refer to: General Tasks ▶ Manage attachments ▶ Create and attach documents to work items).

Amendments May 12	• DSR to DSO • New Developer Works Deed

Worksteps

1. From your work queue, click the *Submit Minor Works Agreement* work item.
The *Submit Minor Works Agreement form* displays.

2. In the **Constructor Details** section, update the following **mandatory** fields:

Field	Do this...
Capability	Click and select the required Construction Category. All companies accredited with the selected construction category will be automatically populated in the Minor Works constructor list
Minor Works Constructor	Click and select the Minor Works Constructors Company name from the list.
Key Personnel	Click and select the Minor Works Constructors name from the list.

3. To prepare the Developer Works Deed you will need to retrieve your archived document that was issued to you with the Notice Letter.

4. Complete the information required in the Developer Works Deed document.

5. Print two (2) hard copies of the Developer Works Deed. When you have completed your document, save and close it.

6. Ensure the developer and accredited provider parties have signed both copies of the Developer Works Deed. Forward both hardcopy signed Developer Works Deeds and the Permission to Enter document (if required) to the DSO.

7. You need to supply the Minor Works Constructor with the following:

- Hydra Plot
- Work-As-Constructed Report template
- Construction Commencement Notice (CCN)
- Permission to Enter document (if required).

8. The Minor Works Constructor must fax a copy of the relevant CCN to the Civil Maintenance (Developer Works Inspection team) field representative.

9. To attach your document(s) to the *Submit Minor Works Agreement* form, click select
The *Browse window* displays.

10. Select the document and click Open.
The *selected document is attached* to the form.

11. Review the form for completeness and accuracy and update as required.

12. To **keep** the *Review and Execute Minor Works Agreement form*, click
The form closes but the work item remains in your work queue to allow you to finish it later.

13. To **release** the *Review and Execute Minor Works Agreement form*, click
The form closes and the work item is removed from your work queue.

Result	When you release the *Submit Minor Works Agreement* work item: • The DSO receives a Review Minor Works Agreement work item • The DSO reviews the hard copies of the Developer Works Deed and associated documentation for accuracy and completeness.

If	**Then ...**
The DSO is satisfied with the information submitted and releases the Review works agreement work item	• The DSO will return an executed hard copy of the Deed to you. An original will be retained by Sydney Water • The IPART Determination fee (not GST inclusive) will have been raised for the case and is payable by the WSC. The fee covers one (1) inspection by the Civil Maintenance Field Representative • You receive a *Submit PCP minor works work item* in your queue. (Refer to: Process Minor Works Process a project completion package Submit project completion package - minor works).
The DSO is not satisfied with the information submitted	• You receive another *Submit Minor Works Agreement work item* in your queue. **Note:** When you re-open the *Submit Minor Works Agreement* form again, a text box displays identifying the reason why the Developer Works Deed and/or supporting information has been rejected. Review this information and amend the form as required.

Submit Project Completion Package (PCP) Minor Works

Why	The purpose of this procedure is to enable the WSC to submit, or resubmit a Project Completion Package - Minor Works to Sydney Water for review.
Who	WSC
When	Use this procedure when: • All minor sewer construction works have been completed, and the Work-As-Constructed (WAC) Project Completion Package is ready for submission to Sydney Water. **Or** • The Project Completion Package – Minor, needs to be re-submitted as a result of Sydney Water having raised a CAR on the initial review.
Before you start	Review the CAR Management status to ensure all raised CARs have a status of closed or rescinded. (Refer to Business Rules.) Access Hydra Mapping from the e-Developer main menu and do the following:

	• Prepare the digitised Work-As-Constructed plan • Identify the required asset information for all existing wastewater mains that has been disconnected • Ensure you have received the following documentation from the Minor Works Constructor (ready to be zipped and attached to the *Submit Project Completion Package – Minor* form): - Work As Executed Report - Ancillary Design Plan(s) (if required) - Connection Report if inspection was carried out by Civil Delivery's Developer Works Inspectors team. - Restoration Clearance Letter (if required) - Design/Project Management/Construction Costs.
Business rules	• You must zip all documents before attaching them to a work item. (Refer to **General tasks** ▶Manage attachments ▶Create and attach documents to work items). • Prior to releasing and submitting this work item to Sydney Water, you must review and action the Car Management details for this specific case. (Refer to **CAR Management** ▶View and update a CAR). **Note:** All CARs must have a status of closed or rescinded.
Amendments May 12	• DSR to DSO • New Developer Works Deed

Worksteps

1. From your work queue, click the *Submit PCP Minor Works* work item.
The *Submit Project Completion Package - Minor Works* form displays.

2. Do one of the following:

If	Then ...
Your PCP is to be submitted for the first time	• Go to step 3
Your PCP has previously been submitted and returned.	A CAR may have been raised on the Project Completion Package - Minor. • Click the **CAR Management** link. The *Correction Advice form* displays • To complete the CAR procedures refer to: CAR Management ▶Process CARS. • Go to step 3.

3. In the **Project Completion Package** section, you need to attach several Work-As-Constructed design documents of the Project Completion Package.

4. To attach the documents, click select ▶ .
The *Choose File window* displays.

5. Select the required file and click Open.
The selected file is attached to the form.

6. Repeat steps 4 and 5 for each additional document to be attached to the form.

7. In the **Financial Details** section, you are required to provide to Sydney Water the total project costs, which includes all costs associated with digitising the WAC design plan, construction costs and WSC fees.

8. Update the following **mandatory** fields.

Field	Do this ...
Total Project Costs (includes refundable GST on Component Parts and any Sydney Water Contribution)	Type the total cost of the major works project in dollars and cents. For example 3500.00 (Do not include dollar signs or commas). Refer to notes in step 7.
Refundable GST on Component Parts	This field auto populates when you enter the **Total Project Costs**.
I have checked and confirmed that the value of assets are correct and are reflected in the source documents that I have submitted with the Project Completion Package	Do one of the following: • If you have checked and reviewed the value of assets click Yes • If you have not checked and reviewed the value of assets click No. **Note:** If you do not check and confirm these details the DSO may reject the PCP-Major Works work item.

View Transfer of Ownership – Minor Works

Why	The purpose of this procedure is to ensure Sydney Water effects the transfer of ownership of the works, from the developer to Sydney Water, in accordance with the conditions of the agreement. This procedure enables the WSC to view and act on any outstanding charges and requirements that need to be met prior to the issue of the Section 73 certificate.
Who	WSC
When	Use this procedure when the *View Transfer Minor Assets* work item has been received in your work queue.
Before you start	• From your own files review the Notice of Requirements to confirm any additional requirements. • Ensure that you have received e-mail from the DSO which will contains a soft copy Sydney Water tax invoice for all unpaid items, for example: outstanding DSP, Upsizing and Recovery charges.
Policies and other references	• Policy - Developer Charge Consultation and Dispute Resolution • Provider instructions
Business rules	• Do not release the '*View Transfer of Ownership – Major/Minor works' work item* until all outstanding charges for this service stream have been paid.

	• You must zip all documents before attaching them to a work item. (Refer to: General Tasks ▶Create and attach documents to work items).

Worksteps

1. From your work queue, click the *Transfer Minor Assets* work item.
The *View Transfer of Ownership Notice – Minor Works* form displays.

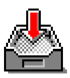
2. In the **Outstanding Charges** section, view the charges that need to be paid. These charges must be paid prior to the issue of the Section 73 certificate.

3. The **Additional Requirements** section automatically displays. Do one of the following:

If	Then ...
The Additional Requirements section does not display	• Go to step 4.
The Additional Requirements section displays	You are required to meet additional requirements, to do this: • View the comments identifying the additional requirements in the memo field • If the minor works solution included the creation of a private line easement, you need to attach the Section 88B Instrument and plan. • To attach multiple files follow the standard procedures for operating WinZip. (Refer to: General Tasks ▶Create and attach documents to work items). • To attach a requested document, click select ▸ . The *Select File window* displays. • Select the required document and click Open. The *selected document is attached* to the form. • Go to step 4.

4. Make your payment (if hardcopy, together with a copy of the relevant tax invoice) to Sydney Water Shared Services. (Contact and address details are contained on the tax invoice).

5. Do not release this work item until **all** outstanding charges for this service stream have been paid. (Refer to step 2).

6. To **keep** the *View Transfer of Ownership - Minor Works form*, click 
The form closes but the work item remains in your work queue to allow you to finish it later.

Note:
When you return to the form any documents that have previously been attached will remain attached however, the Browse field is reset blank and the saved document file name is listed directly beneath the Browse field.

7. Review the form for completeness and accuracy.

8. When you are satisfied that the form is complete (all charges paid and outstanding requirements have been met), click

The form closes and the work item is removed from your work queue.

Result	When you release the *Transfer Minor Assets* work item, the system determines if there are any outstanding requirements to be met.
If	**Then ...**
There are no outstanding requirements to be met by the Developer	• The DSO will capitalise the works, prepare and release the Section 73 Certificate. • You will receive a *View Certificate work item* in your queue. (Refer to: Process a Section 73 Certificate View Certificate).
The Council Consent was not submitted, or the DSO has determined that the submitted consent is invalid or not complete	• You will receive a *Submit Consent work item* in your queue. (Refer to: Process minor works (Refer to: Process a Section 73 Certificate Resubmit Consent).
There are outstanding requirements to be met by the developer	• You will again receive the *Transfer Minor Assets work item* in your queue.

Process Major Works

WSC On-Line Help

Overview

The process begins with the submission of a Developer Works Deed by a WSC on behalf of the developer (or the applicant). The WSC submits the agreement(s) following the issue of the Notice by Sydney Water.

The WSC has been advised in the *Notice* that their development application will require a major extension to, or augmentation of, Sydney Water's existing infrastructure.

During this procedure a Bond may be processed to facilitate the early release of a Section 73 certificate.

The purpose of the process is to receive and execute a Developer Works Deed and to review the components of a design package.

The outputs of this process are:

- A valid agreement that has been executed and the WSC notified
- The design package has been reviewed and the WSC notified
- The WSC has received the early issue of a Section 73 certificate, if appropriate.

Note: In accordance with the Service Level Agreement (SLA) between Sydney Water and the WSC, Sydney Water has a total of 21 days (from the receipt of the design package) to review the design package and issue the Job Specific Schedule Letter to the WSC.

Sub-processes

This process consists of the following sub-processes:

- Process a Developer Works Deed
- Process proposed easements
- Process bonds
- Process project variations

Procedure

- Submit design package
- View job specific letter
- Submit ITP

Process a Developer Works Deed

The developer and listed provider parties enter into a Developer Works Deed with Sydney Water when the existing Sydney Water infrastructure requires major works for either an extension or augmentation of the hydraulic system(s).

The agreement binds the developer, providers and Sydney Water to the requirements of the Notice and details the conditions under which the work will be designed, constructed and ownership transferred.

The WSC will forward an electronic and paper copy of the Notice/Agreement, which is reviewed and executed by the DSO.

Note: If Sydney Water has been acting as the WSC up to this point, an external WSC must be specified when the Agreement is submitted.

Process a Design Package

Overview

The purpose of this procedure is to enable the WSC to submit a Design Package(s) to Sydney Water. The Design Package is submitted in response to the requirements issued with the Notice, Advice Letter or Letter of Approval (Notice) and executed in the Developer Works Deed (Agreement).

The process begins when the WSC submits the Developer Works Deed for review and execution by Sydney Water. Only when Sydney Water executes the Developer Works Deed can the WSC submit the relevant Design Package(s).

The Design Package incorporates the proposed design and construction methods for the project. The Process a Design Package work item will be repeated for each service type, where asset creation is required. These work items can be processed in parallel.

Sydney Water will review the design package for compliance to:

- The National Code and Sydney Water Supplement specifications
- Sydney Water operational requirements
- Provider Listing and capabilities
- Provider Instructions.

Process Proposed Easements

When a developer needs to design and construct asset(s) within a private access way, within other private property or within a Community Title development, they will be directed within the Notice of Requirements to submit easement documents to Sydney Water for approval.

The WSC will submit these documents for Liveable City Solutions or Asset Planning (Stormwater) to review. If satisfactory, the easement document(s) will be sent to Sydney Water Group Property who will directly negotiate Sydney Water's real property requirements with the WSC. When negotiations are complete, Sydney Water will issue a letter of clearance to the WSC.

Process Bonds

A WSC may request to bond required works to allow the early release of a Section 73 Certificate.

Process Project Variation

The purpose of this procedure is to enable the WSC to submit a project variation request that may be required after the Design Package(s) has been released for the construction phase of the works.

The process begins when the WSC submits the Project Variation Request for review and approval by Sydney Water. Only when the Project Variation approval is given by Sydney Water can the WSC vary the proposed works.

The Submit Project Variation work item may be repeated for each service type, where asset creation is required. These work items can be processed in parallel.

Sydney Water will review the project variation request for compliance to:

- The National Code and Sydney Water Supplement specifications
- Sydney Water operational requirements
- Provider Listing and capabilities
- Provider Instructions.

The process concludes when all project design and/or construction requirements have been met. The Project Variation Approval or Rejection notification is released to the WSC for completion of the works.

Submit a Design Package

Why	The purpose of this procedure is to enable the WSC to submit a design package to Sydney Water for review. The design package covers all asset creation and protection works and is submitted once the developer (or the applicant) and providers has entered into a Developer Works Deed (Agreement). This process will be repeated, and can be processed in parallel, for each service type where an extension or augmentation of the Sydney Water hydraulic system is required. The unique identification number for each design package (including the design plan) must be formatted as Case Number/service type extension, eg: • Case No 12345PW • Case No 12345RW • Case No 12345SW • Case No 12345WW Sydney Water will review the design package for compliance to: • The National Code and Sydney Water Supplement specifications • Sydney Water operational requirements • Provider Listing and capabilities • Provider Instructions • Sydney Water Technical Requirements - Property Service (Main to Meter) This step may also be used to resubmit a design package if a Corrective Action Request (CAR) was raised against any component of the initial design package previously submitted for

	review.
Who	WSC
When	Use this procedure when the *Submit Design Package* work item is received in your work queue.
Before you start	You will need to have prepared the components of your design package for attachment to this form. In particular: • You need to ensure you have updated the Plan Preparation Software Template (Plan form) • If the development requires a connection to a critical main, a water main ≥ 250mm, or sewer main ≥ 300mm, you need to have prepared a Flow Management Plan (FMP) • Determine if the development will have a significant environmental or heritage impact. If so, then you will need to have prepared a project specific Review of Environmental Factors (REF) and an Environmental Management Plan (EMP). • Determine if Sydney Water contribution towards the costs of works associated with upsizing, amplification, adjustment or deviation or main depth variance, will be requested. If so, you will need to attach 3 quotations for the proposed works. Each quote must be in the Schedule of Rates format. In addition, the WSC project costs (where applicable) will need to be attached. Refer to Procurement Guidelines. • If you intend to request an Early Connection of the works (wastewater or stormwater) you will need to prepare a word document. If an early connection is approved (generally by exception) you will need to supply a modified package including: 1. The Design Plan 2. Ancillary Design and/or Flow Management Plan 3. ITP 4. Design Package Certificate 5. Design Package Checklist 6. Construction Quotes for Sydney Water contribution of funds (if required) 7. Permission To Enter (if required) 8. Project Specific Safe Work Plan (Sydney Water) 9. Project Specific EMP. **Notes:** • If you are requesting permission for early connection, you must zip and attach the project specific Safe Work Plan and Environment Management Plan together with your request. (Refer to steps 15 to 17). • If the case needs a connection to a Pressure Sewer System within a Priority Sewer Area and a design has not been requested by the DSO, you need to do the following: o Attach a memo in place of the design package components o Advise the DSO to have the case progressed through the design phase of e-Developer. The DSO will organise for the case to be progressed in e-Developer to the *Submit Construction Commencement Notice* work item. • If the case needs a connection to a Pressure Sewer System within a Priority Sewer Area and a design has been requested by the DSO, you need to complete all e-Developer work items.
Business rules	You must lodge the required Design Package(s) within 12 months from the Notice issue date. When submitting a complete design package, you must indicate the project management, design and construction category and nominate the constructor, including the company and

	key personnel from the current Sydney Water accreditation listing. (Refer to step 15 below) A Partial Design Package may be submitted, however you must provide a reason. A Partial Design Package must be submitted if the Constructor has not already signed the Developer Works Deed. Otherwise, the only exclusion of the Design Package components may be the Inspection and Test Plan (ITP). In these two instances the Design Package is not complete, or available for construction purposes until the (1) Deed Poll is signed by the Constructor and (2) Submit ITP work item has been reviewed and released by the DSO. If Permission To Enter onto an adjoining property is required, this must be obtained prior to lodging your wastewater and/or stormwater Design Package(s). If you need Sydney Water to assist with a Notice of Entry procedure you will need to contact the DSO. You must zip all documents before attaching them to a work item. (Refer to: General Tasks ▶ Create and attach documents to work items.)
Policies and other references	• Connection to Sewerage System Policy (formerly Early Connection) • Entry Onto Third Party Property Policy and Guideline • Flow Management Procedures • Procedure - Pressure Sewer Process for Developer Works in Priority Sewer Areas • Work Instruction – Managing agreements for minor, major and complex works • Procurement Guidelines
Amendments May 12	• DSR to DSO • New Developer Works Deed

Worksteps

1. From your work queue click the *Submit Design Package* work item.
The *Submit Design Package form* displays.

2. The **Case Information** section automatically displays. This information identifies the service type and location applicable to your design package.

3. In the **Project Manager Details** section, update the following **mandatory** fields:
Note:
To progress a case that requires connection to a Pressure sewer System in a Priority Sewer Area you need to be listed and accredited with Pressure Sewer (PS) capabilities. If you are not appropriately accredited you need to advise the Developer and assist in having the case transferred to the new WSC.

Field	Do this ...
Enter Project Management Category	Click ▼ and select the required Project Management category
Company	Click ▼ and select the relevant Project Management Company Name
Key Personnel	Click ▼ and select the Name of the nominated key personnel of the project management company.

4. In the **Designer Details** section, update the following **mandatory** fields:
Note:
To progress a case that requires connection to a Pressure Sewer System in a Priority Sewer Area you need to ensure that the Designer is listed and accredited with Low Pressure Sewer (LP) capabilities. If the designer is not appropriately

accredited you need to advise the Developer that the case cannot progress until an appropriately accredited designer (LP) is engaged.

Field	Do this ...
Enter Design Category	Click and select the required design category
Company	Click and select the relevant Design Company Name
Key Personnel	Click and select the Name of the nominated key personnel of the design company.

5. In the **Constructor Details** section, update the following **mandatory** fields:
Note:
To progress a case that requires connection to a Pressure Sewer System in a Priority Sewer Area you need to ensure that the Constructor is listed and accredited with Low Pressure Sewer (LP) capabilities. If the constructor is not appropriately accredited you need to advise the Developer that the case cannot progress until an appropriately accredited constructor is engaged.

Field	Do this ...
Enter Construction Category	Click and select the required construction category **Note:** If the design package is a partial package select N/A
Company	Click and select the relevant Construction Company Name **Note:** N/A will automatically default if you have selected N/A in the **Enter Construction Category** field.
Key Personnel	Click and select the Name of the nominated key personnel of the project management company **Note:** N/A will automatically default if you have selected N/A in the **Enter Construction Category** field.

6. In the **Design Package** section you need to attach the **mandatory** and optional components of the Design package.

Field	Do this ...
Attach Design Plan	• You must attach the design plan. The design plan must be in a **.dwg** format. **Notes:** - If an Under Pressure Cut-in connection is required the details must be shown on the design plan - If a connection to a Pressure Sewer System in a Priority Sewer Area is required, a design may not be required. in this instance you need to attach a memo advising the DSO. • To attach the plan refer to step 7.
Attach Ancillary Design	You may use this field to attach additional plans (ie: engineering plans etc) that you need to submit in addition to the design plan. These plans must also be in a .dwg format. To attach these plans refer to step 7. **Note:** You need to zip and attach the Flow Management Plan to this field (if required).
Attach ITP	• If this is a complete design package you need to attach the completed Inspection and Test Plan (ITP) and associated checklists. To zip and attach multiple documents refer to step 7.

	Or • If this is a partial package as the constructor details are unknown at this stage, you may leave the field blank. When the audit design package procedure has been completed by Sydney Water and the design package meets Sydney Water requirements, you will receive a Submit ITP work item (refer to the results table). **Note:** You cannot submit a Construction Commencement Notice until the Submit ITP procedures have been completed.
Attach Design Package Certificate	You must attach the completed Design Package Certification. To do this refer to step 7.
Attach Check List	You must attach the completed Design Development Checklist (DDC). To do this refer to step 7.
Attach Construction Quotes	If the developer is required to provide works that cater for future development (ie: upsizing/amplification, depth variance and/or adjustment deviation), you may request Sydney Water funding for that portion of the works. You need to zip and attach three (3) detailed quotations and apportionments of costs. Refer to Procurement Guidelines. To zip and attach multiple documents refer to step 7.
Attach Permission To Enter document	If entry onto third party property is required, you need to attach the completed Permission to enter form. To attach the documentation refer to step 7.

7. Do one of the following:

If	**Then...**
You need to view a document that has been returned from the initial Submit Design Package	Refer to: General Tasks ▶ Manage attachments ▶ View attached documents
You need to attach a single document	Refer to: General Tasks ▶ Manage attachments ▶ Create and attach documents
You need to attach a more than one document	Refer to: General Tasks ▶ Manage attachments ▶ Create and attach documents

8. Repeat step 7 to attach each **mandatory** and optional component of the Design Package.

9. You need to indicate if the development will have an environmental or heritage impact. Do one of the following:

If	**Then ...**
The development does have significant environmental or heritage impact	• Select the Yes radio button. • You are required to provide the project specific Review of Environmental Factors (REF) and Environmental Management Plan (EMP) documents. • Go to step 11.
The development does not have significant environmental or heritage impact	• Leave the default as No • Go to step 12.

11. To attach each document, repeat step 7.

12. You need to indicate if the package is complete. Do one of the following;

If	Then ...
The Design Package is complete	• Leave the default as Yes. • Go to step 13.
The design Package is incomplete	• Select the No radio button. *A memo field* displays**.** • You must type the reason why the construction component (ITP) of the design package is incomplete. • Go to step 13.

13. If an early connection is required for a wastewater and stormwater project or, an Under Pressure Cut-in Connection rather than a standard shutdown is required for a water project, do one of the following:

If	Then ...
An early connection is required	• Select the Yes radio button. The **Attach Early Connection Request** field displays. • You need to attach a written application for the request. To attach the written request refer to step 7. • Go to step 14.
An early connection is not required	• Leave the default as No. • Go to step 14.

14. In the **Easement Requirements** section, do one or more of the following:

If	Then ...
An existing easement needs to be modified	• Select the Yes radio button.. The **Attach Easement/Land document** field displays. • To attach the Easement document, refer to step 7.
An existing easement does not need to be modified.	• Leave the default as No.
A new easement needs to be created.	• Select the Yes radio button. **Note:** You will receive a *Submit easement documents* work item in your work queue when you have released this form. • Go to step 15.
A new easement is not required.	• Leave the default as No. • Go to step 15.

15. If the developer is required to provide works that cater for future development (ie: upsizing/amplification, depth variance and/or adjustment deviation), you may request Sydney Water funding for that portion of the works. You have already attached the three (3) detailed quotations in the Design Package Section.

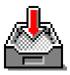
In the **Funding Details** section, do one of the following:

If	Then ...
Funding is required	• Select the Yes radio button. The **Funding Type** section displays. **Note:** If a Sydney Water Contribution applies, and you do not select this button the DSO will reject this work item. • Go to step 16.
Funding is not required	• Leave the default as No. • Go to step 17.

16. In the **Funding Type** section, update the following optional fields. Review the detailed quotations and apportionments to determine the funding type.
Note: You **must** enter the relevant financial information in one or more fields to ensure that the Funding procedure can be completed.

Field	Do this ...
Upsizing/ Amplification	Type the amount (in dollars and cents) which represents the portion you request Sydney Water to contribute to the additional project costs associated with upsizing/amplification of the reticulation mains. For example $1500 would be typed 1500.00 Do not type the dollar sign or commas.
Main Depth Variance	Type the amount (in dollars and cents) which represents the portion you request Sydney Water to contribute to the additional project costs associated with varying the reticulation main depth. For example $2000 would be typed 2000.00 Do not type the dollar sign or commas.
Adjustment/Deviation	Type the amount (in dollars and cents) which represents the portion you request Sydney Water to contribute to the additional project costs associated with adjustment/deviation of the reticulation mains. For example $15000 would be typed 15000.00 Do not type the dollar sign or commas.

17. Review the form for completeness and accuracy and update as required. In particular, if funding has been requested ensure that you have attached the relevant quotes (refer to step 6) and completed the required financial details in step 16. Failure to complete these steps ends the Funding procedure.

18. To keep the *Submit Design Package* form, click 
The form closes but the work item remains in your work queue to allow you to finish it later.

19. To release the *Submit Design Package* form, click 
The form closes and the work item is removed from your work queue.

Result	When you release the *Submit Design Package* form: The *Review Design Package form* is sent to the Sydney Water Team Leader queue. The Team Leader will assign a DSO who is responsible for managing the Design and Construct phase of the case for Sydney Water. The DSO reviews the design package to check for its completeness, accuracy and conformance to the National Code and Specifications. The DSO refers the design package to Product Delivery and Civil Maintenance divisions to determine operational requirements and

	associated costs.
If	**Then...**
The incomplete Design Package (partial package submitted) is satisfactory and the operational requirements have been determined	You receive *View Job Specific Letter work item* in your queue. (Refer to: Design Major Works ▶View Job Specific Letter). When you release the *View Job Specific Letter work item* you will receive a Submit ITP work item in your queue. This will enable you to nominate the constructor for the developer works and attach the completed Inspection and Test Plan and Deed Poll signed by the Constructor. (Refer to: Design Major Works ▶Submit ITP).
The Design Package is complete, but the design requires amendments, Or the Design Package is not satisfactory	You receive another *Submit Design Package* work item in your queue. You need to review the Car Management details of the case to identify if the DSO has raised a CAR. (Refer to: CAR Management ▶View and update a CAR). **Notes:** • If the design requires amendments, the DSO will have attached a marked-up plan. The mark-up plan includes notations and/or comments for your information. • If the design identifies that connection is to a critical main, the DSO will have returned the design package requesting that you prepare and submit a Flow Management Plan.
The Design Package is satisfactory and Sydney Water Operational Requirements have been determined	You receive a *View Job Specific Letter work item* in your queue. (Refer to: Design Major Works ▶Process a Design Package ▶View Job Specific Letter).
The Design Package is satisfactory and Sydney Water Operational Requirements have been determined and you have indicated a Funding request	You receive a *View Job Specific Letter work item* in your queue. (Refer to: Design Major Works ▶Process a Design Package ▶View Job Specific Letter). The DSO receives a *Funding Approval* work item. Generally the Funding approval procedure is completed manually in pararell with the completion of the project. Upon receipt of the Sydney Water refund cheque the DSO will complete a written advice and together with the refund cheque forward to you on behalf of the Developer. Refer to Procurement Guidelines.
A Corrective Action Request (CAR) has been raised	You need to view and update the CAR with the proposed resolution. (Refer to: Car Management ▶View and update a CAR).

View Job Specific Letter

Why	The purpose of this procedure is to allow the WSC to view the Job Specific Letter
Who	WSC
When	Use this procedure when a *View Job Specific work item* has been sent to your work queue.

Worksteps

1. From your work queue, click the *Create Job Specific* work item.
The *Create Job Specific form* displays.

2. In the **Case Information** section review the case details specific for this work item.

3. To view the ITP and Job specific letter documents, click View beside the required document.
(Refer to: General tasks ▶Manage attachments ▶View attached documents).

4. When you have completed reviewing a document, save a copy to your local directory for future reference.

You may need to print a copy for the Developer.

When finished, close the document window.

5. If the case needs a connection to a Pressure Sewer System (PSS) in a Priority Sewer area, the DSO will have provided you with a PSS Job Specific Letter. You need to review the document for additional information and/or requirements.

6. To keep the *Create Job Specific form* so you can finish the work item later, click
The form closes.

7. To release the *Create Job Specific form*, click
The form closes and the work item is removed from your work queue.
Note: If a Bond is required you cannot Release the Job Specific Letter workitem until the Bond has been executed.

Result	When you release the *View Job Specific Letter work item* one of the following occurs*:*
If	**Then...**
The design package was complete	You receive a *Submit Commencement notice* work item in your queue. (Refer to: Construct Major Works ▶Process commencement notices ▶Submit commencement notice).
The design package was incomplete (partial package)	You receive a *Submit ITP* work item in your queue. (Refer to: Design Major Works ▶Process a Design Package ▶Submit ITP).

Submit ITP

Why	The purpose of this procedure is to allow a WSC to submit an ITP and Deed Poll signed by the Constructor when a design package is incomplete. The form may be resubmitted when additional ITP requirements have been requested.

Who	WSC
When	Use this procedure when you have received the Submit ITP work item in your work queue because you have previously submitted an incomplete design package.
Business rules	You must zip all documents before attaching them to a work item. (Refer to: General tasks ▶ Manage attachments ▶ Create and attach documents to work items).
Policies and other references	• Connection to Sewerage System Policy (formerly Early Connection) • Entry Onto Third Party Property by Developers Policy • Procurement Guidelines • Work Instruction – Managing agreements for minor, major and complex works
Amendments May 12	• DSR to DSO • New Developer Works Deed • New Procurement Guidelines

Worksteps

1. From your work queue, click the *Submit ITP* work item.
The *Submit ITP form* displays.

2. Do one of the following:

If	Then ...
This is a resubmission of the ITP	The **Resubmission Required** section displays with a memo field describing the required amendments. • Review the resubmission requirements and amend the ITP appropriately. • Go to step 3.
This is the initial submission of the ITP	• Go to step 3

3. Update the following **mandatory** fields:

Field	Do this ...
Please indicate construction category required	Click ▼ and select the construction category
Company	Click ▼ and select the company
Key Personnel	Click ▼ and select the name of the key personnel. (Name consists of both the first and last names)

4. In the **Design Package** section you will need to attach the ITP. If a Sydney Water contribution applies, you will need to zip the ITP and three quotes together then attach to this form. To zip and attach multiple documents, refer to: **General tasks** ▶ Manage attachments ▶ Create and attach documents to work items.

5. To attach the ITP to the submit ITP form, click select ▶
The *browse window* displays.

6. Select the document and click Open.
The selected document is attached to the form.

7. Review the form for completeness and accuracy and update as required.

8. To keep the *Submit ITP* form so you can finish the work item later, click
The form closes.

9. To release the *Submit ITP* form, click
The form closes and the work item is removed from your work queue.

Result	When the *Submit ITP* form is released, the *Review ITP* work item is sent to the DSOs work queue. The DSO reviews the (1) ITP for accuracy and completeness and to ensure it meets Sydney Water requirements and (2) the signed Deed Poll.
If	**Then...**
The ITP meets Sydney Water requirements	You receive a *Submit Commencement notice* work item in your queue. (Refer to: Construct Major Works ▶Process commencement notices ▶Submit commencement notice).
The ITP does not meet Sydney Water requirements	You receive the *Submit ITP* work item in your queue again.

Submit Major Works Agreement

Why	The purpose of this procedure is to enable the WSC to submit the Developer Works Deed, on behalf of the Developer and listed providers, to Sydney Water for review.
Who	WSC
When	Use this procedure when the *Submit Major Agreement work* item has been received in your work queue.
Before you start	Prior to submitting the *Submit Major Works Agreement* form, you must ensure the developer has signed and witnessed two copies of the Developer Works Deed.
Business Rules	• You are required to release the *Submit Major Agreement work item* within **12** months of receiving it. • If you have not released the work item within **6** months, you will be sent an automatic reminder. • If you have not released the work item within **12** months, your application will be cancelled. To proceed with the development you will need to submit a new application.
Policies and other references	• System Access Licence for Water Servicing Coordinator's • Procedure - Pressure Sewer Process for Developer Works in Priority Sewer areas

	• Work Instruction – Managing agreements for minor, major and complex works.
Amendments May 12	• DSR to DSO • Step 4 amended to reflect signing procedure for Developer Works Deeds.

Worksteps

1. From your work queue, click the *Submit Major Agreement* work item.
The *Submit Major Works Agreement form* displays.

2. To view the Developer Works Deed document before submission to Sydney Water, click View.
(Refer to: General Tasks Manage attachments View attached documents).

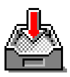
When you have finished viewing the document, print two (2) copies and close the window.

3. Review the instructions displayed on the *Submit Major Works Agreement* form.
Note:
If the case needs a connection to a Pressure Sewer system in a Priority sewer area and you are not accredited with Pressure sewer (PS) capabilities, you cannot enter into the Developer Works Deed. Do one of the following:

If	Then ...
You are appropriately accredited to manage the case	• go to step 4.
You are not appropriately accredited to manage the case	• Advise the developer that a new WSC will need to be engaged to manage the case from this point forward. • The case will need to be transferred to the new WSC. To do this, refer to: Systems Access Licence for Water Servicing Coordinator's, S-05 Transfer of Information. • Do not release the work item. • Go to step 6.

4. Ensure the Developer and accredited providers have signed both copies of the Developer Works Deed. Forward both hardcopies of the signed Developer Works Deed to the DSO.

5. Review the form for completeness and accuracy and update as required.

6. To **keep** the *Submit Major Works Agreement* form, click 
The form closes but the work item remains in your work queue to allow you to finish it later.

7. To **release** the *Submit Major Works Agreement* form, click 
The form closes and the work item is removed from your work queue.

Result	When the *Submit Major Works Agreement* form is released: • You have indicated to Sydney Water that you have accepted the conditions of the Developer Works Deed on behalf of the Developer. • The DSO receives an *Execute Agreement* work item in their queue, and reviews both hard copy Developer Works Deed and associated documentation for accuracy and completeness.

If	Then...
The DSO is satisfied with the information submitted	You receive an *Agreement execution notifier* in your queue. When you release the notifier, you receive a: • Submit design package work item in your queue. (Refer to: Design major works ▶ Process a design package ▶Submit design package) and • Submit bond request work item in your queue. (Refer to: Design major works ▶ Process bonds ▶Submit bond request).
The DSO is not satisfied with the information submitted	You receive a phone call from the DSO advising you of what is required to rectify the problem.

Submit Easement Documents

Why	The purpose of this procedure is to enable you to submit the following: • Firstly, Easement/Land document • Secondly, an 88B and plan. Firstly, the Easement/Land Requirements documents will be attached enabling operational review by Sydney Water Asset Management and Group Property. Group Property will then issue to you their requirements letter. You can then incorporate Group Property's requirements into your 88B Instrument and plan. After Sydney Water operational requirements are satisfied you need to resubmit the 88B Instrument and plan for review by Group Property until a clearance letter can be issued. There will be a separate *Submit New Easement* work item for each service type where a new easement is proposed when extending and/or adjusting the existing Sydney Water hydraulic system. As these work items are directed to different business units they can be processed in parallel.
Who	WSC
When	Use this procedure when the *Submit New Easement* work item is received in your work queue
Business rules	You must zip all documents before attaching them to a work item. (Refer to: General tasks ▶ Manage attachments ▶Create and attach documents to work items).

Policies and other references	Sydney Water Easements/Land Operational Guidelines (Refer to: Provider Information Easement Land Guidelines).

Worksteps

1. From your work queue, click the *Submit New Easement* work item.
The *Submit New Easement form* displays.

2. You need to submit the required easement documents, do one of the following:

If	Then ...
You are submitting easement document(s) for the first time	• You need to attach the relevant easement document(s) to the form. • Go to step 3.
You are submitting amended easement document(s)	A memo field displays. • Sydney Water Asset Management, Asset Planning (Stormwater) and/or Group Property comments will identify the areas of documentation requiring amendment. • You need to view the relevant documents (refer to: General Tasks Manage attachments View attached documents). • You need to save these documents to your local directory for future reference. • Review and customise your initial easement documents as required. • You now need to re-attach the amended document(s), to do this go to step 3.

3. Update the following **mandatory** fields:

Field	Do this ...
Attach Easement/Land Document	You need to attach the relevant customised Easement/Land Requirement document (ie: W1, W2, S, SW, ME, L, N1). To do this, refer to: General Tasks Manage attachments Create and attach documents).
Attach 88B/Plan	If you have a draft 88B Instrument and plan for submission at this stage, then attach these documents. If not, you will need to attach a document advising that the Section 88B Instrument and plan will be attached upon receipt of Sydneyrequirements. To do this refer to: General Tasks Manage attachments Create and attach documents).

4. Review the form for completeness and accuracy and update as required.

5. To **keep** the *Submit Easement Documents* form, click 

The form closes but the work item remains in your work queue to allow you to finish it later.

6. To **release** the *Submit Easement Documents* form, click 

View Easement Clearance Letter

Why	The purpose of this procedure is to notify you of the approval of new easement documents and provide the Easement Clearance Letter by Sydney Water Group Property. The approved easement documents may be associated with a developer application, which includes proposed services within a private road, right of carriageway or other private property. There will be a separate Easement Clearance work item for each service type where a new easement is proposed. These work items can be processed in parallel.
Who	WSC
When	Use this procedure when the *Easement Clearance* work item is received in your work queue.
Business rules	The Easement Clearance Letter must be submitted to Sydney Water as a component of the Project Completion Package.
Policies and other references	Sydney Water Easements/Land Operational Guidelines (refer to: Provider Information ▶ Easement Land Guidelines).

Worksteps

1. From your work queue click the *Easement Clearance* work item.
The *View Easement Clearance Letter form* displays.

2. To view the Easement Clearance Letter, click View. (Refer to General tasks ▶Manage attachments ▶View attached documents).

3. Review the easement clearance letter, when you have finished, save the easement clearance letter (to create a permanent record) and then close it.

4. To **keep** the View Easement Clearance Letter form, click
The form closes but the work item remains in your work queue to allow you to finish it later.

5. To **release** the View Easement Clearance Letter form, click
The form closes and the work item is removed from your work queue.

Result	When the *View Easement Clearance Letter* form is released and all Work-As-Constructed records have been completed, the *Submit PCP - Major Works* work item is sent to the WSC's queue. (Refer to: Construct Major Works ▶Submit PCP - Major Works).

Submit Bond Request

Why	The purpose of this procedure is to enable the WSC to lodge a bond request when the release of the S73 certificate is required prior to the construction of works. This procedure may also be re-used when the form has been released and a copy of a quote

	and/or additional information has been requested by the DSO.
Who	WSC
When	Use this procedure after a Developer Works Deed has been executed and the developer has requested to lodge a bond.
Before you start	Determine if the criteria for an early release of S73 can be satisfied.
Policies and other references	• Policy - Bonding of works • Guidelines - Bonding of works
Business rules	The bonding facility is only allowed where the request for the bond complies with the criteria within the policy document. You must zip all documents before attaching them to a work item. (Refer to: General tasks ▶Create and attach documents to work items).

Worksteps

1. From your work queue, click the *Submit Bond Request* work item.
The *Submit Bond Request form* displays.

2. Do one of the following:

If	Then ...
This is a resubmission of the bond request	Go to step 3.
This is the initial submission of the bond request	Go to step 4.

3. In the Additional Requirements section, a memo field displays. Review the DSO's request for additional information.

4. To allow Sydney Water to process your bond request you will need to the relevant quotation documents to the Submit Bond Request form.

5. In the Construction Quotes section, you need to attach separate quotations for each service type that is related to the project (ie water, wastewater, stormwater, recycled water). To attach the documents, refer to: General Tasks ▶ Manage attachments ▶Create and attach documents to work items).

6. Repeat steps 5 for each additional quotation document.

7. In the **Bond Details** section you will need to select and detail the services to be bonded. Update the following optional fields. This step can be repeated for each service type.

Field	Do this ...
Quotation	Type the quote amount. The contingency factor and the sub total will display.
Construction Time (weeks)	Type construction time frame in weeks.

When you have finished selecting and detailing the services to be bonded, the **Total requested bond amount** (for all services) automatically displays.

8. Repeat step 7 for each service type.

9. Do one of the following:

If	Then ...
The funds are to be allocated from an existing blanket guarantee?	• Select the Yes radio button • Go to step 10.
The funds are not to be allocated from an existing blanket guarantee	• Leave the default as No • Go to step 10.

10. In the memo field **reason for bond request** provide your reasons for the bonding request.

11. Review the form for completeness and accuracy and update as required.

12. To **keep** the *Submit Bond Request form* so you can finish the work item later, click 
The form closes.

13. To **release** the *Submit Bond Request form*, click 
The form closes and the work item is removed from your work queue.

Result	When the *Submit Bond Request form* is released, the *Review Bond Request work item* is sent to the DSOs work queue. The DSO reviews the submitted documentation for accuracy, completeness and conformance with Sydney Water's Bonding Policy.

If	Then...
The request is complete but does not meet Sydney's Bonding Policy	You receive a *Failed bond request notification* in your queue. (Refer to: Design Major Works ▶Process Bonds ▶Bond Rejection Notice).
The request is complete and meets Sydney Water's Bonding Policy	You receive a *View Bond Agreement* work item in your queue. (Refer to: Design Major Works ▶Process Bonds ▶Bond Acceptance Notice).
The request is incomplete, more information is needed, or information needs to be clarified	You receive the *Submit Bond Request* work item in your queue again. The form will now include a memo field, which will indicate the information needed.

Bond Acceptance Notice

Why	The purpose of this procedure is to advise the WSC. • The bond request has been accepted • To view the Bonding Agreement.
Who	WSC
When	Use this procedure when a *View Bond agreement* form is received in your work queue.
Before you start	If DSP charges are unpaid you need to keep this work item in your work queue until the outstanding charges have been paid and return to complete it later.
Business rules	The Bonding agreement will not be executed until the following occurs: • Outstanding DSP charges are paid; and • A hard copy of the Bond Agreement has been signed by the developer and returned to the DSO along with the Bank Guarantee or cash bond.
Policies and other references	• Policy - Bonding of works • Guidelines - Bonding of works

Worksteps

1. From your work queue, click the *View Bond agreement* work item.
The *Bond Acceptance Notice form* displays.

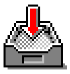
2. You need to view any outstanding DSP charges.

Field	Do this ...
DSP, Upsizing and recoveries charges are unpaid.	The total will display in the form. Outstanding charges will need to be paid prior to the execution of the bonding agreement. • Go to step 3.
DSP, Upsizing and recoveries charges are paid.	A total of $0.00 outstanding charges will display in the form. • Go to step 3.

3. To view the bonding agreement, refer to General tasks ▶Manage attachments ▶View attached documents).
Review the Bonding Agreement and attached Tax Invoice for outstanding charges (if applicable).

4. Print a copy of the Bond Agreement document and Tax Invoice (if applicable). The hard copy of the Bond Agreement must be signed by the developer and returned to Sydney Water. The payment and tax invoice for outstanding DSP charges must be forwarded to Sydney Water Shared Services.

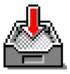
5. When you have finished using the document close the window.

6. Click 
The form will close saving the current information.
You can return to it later.

7. When the Developer has paid all outstanding DSP charges and you have returned to the form, in the **Acceptance of the Bonding Agreement** section, do one of the following:

If	Then ...
If you accept the Bonding Agreement	• Select the Yes radio button. • Go to step 8.
If you do not accept the Bonding agreement	• Leave the default as No The Bond Process ends. • Go to step 8.

8. Review the form for completeness and accuracy and update as required.

9. To keep the *Process Bond Request* form, click 
The form closes but the work item remains in your work queue to allow you to finish it later.

10. To release the *Process Bond Request* form, click 
The form closes and the work item is removed from your work queue.

Result	When the *Bond Acceptance Notice* form is released then: • If you do not accept the Bond Agreement then negotiations will not continue beyond this point. **Or** • If you accept the Bond Agreement then the *Execute Bond Agreement* work item is sent to the DSO's work queue.

If	Then...
The DSO executes the Bond Agreement	They receive a *Create S73 Certificate* work item in their queue. When they release this form, you receive a *View S73 Certificate* work item in your queue. (Refer to: Process a Section 73 Certificate View Certificate).
The DSO cannot execute the Bond Agreement	You receive a phone call from the DSO advising you of what is required so that the agreement can be executed.

View Section 73 Certificate – Early Release

Why	The purpose of this procedure is to view the S73 certificate, which has been issued in lieu of a bond.
Who	WSC
When	Use this procedure after the Bonding agreement has been executed.
Business rules	• The Developer is required to complete construction within the time frame detailed in the Bond Agreement. • An automatic reminder will be issued two weeks prior to the expiry of the time frame.
Policies and other procedures	• Policy - Bonding of Works • Guidelines - Bonding of Works

Worksteps

1. From your work queue, click the *View S73 Certificate* work item.
The *View S73 Certificate form* displays.

2. In the **Case Documentation** section you can view the S73 Certificate. To do this, refer to: General Tasks ▶ Managing attachments ▶ View attached documents.

3. Review the S73 certificate document. When you have finished, save the S73 certificate document (to create a permanent record) and close the document.

4. Review the form for completeness and accuracy and update as required.

5. To **keep** the View Certificate form, click 
The form closes but the work item remains in your work queue to allow you to finish it later.

6. To **release** the View Certificate form, click 
The form closes and the work item is removed from your work queue.

Result	When you release the View Certificate form, initially no further Bonding work items are sent to your queue. If you have not submitted a Project Completion Package 2 weeks prior to the expiry of the Bond Agreement, then a notification will be sent to the WSC's work queue. You may then negotiate a bond extension if required.

If	Then...
The works were bonded and you have not submitted the PCP two (2) weeks prior to the expiry of the Bond Agreement	You receive a *Warning - Bond Expiry* work item in your queue. You need to review and action this work item immediately. Refer to: Design Major Works ▶ Process Bonds ▶ Bond Warning.

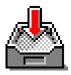
Bond Rejection notice

Why	The purpose of this procedure is to advise the WSC that the bond request has been rejected.
Who	WSC
When	Use this procedure when you receive a Failed Bond Request.
Policies and other references	• Policy - Bonding of works • Guidelines - Bonding of works

Worksteps

1. From your work queue, click the *Failed Bond Request* item in your work queue.
The *Bond Rejection Notice* form displays.

2. In the **Rejection Advice section** a memo field displays the reasons why the Bond request has been rejected.

3. To keep the *Submit Bond Request form* so you can return to the work item later, click 
The form closes.

4. To release the *Submit Bond Request form*, click 
The form closes and the work item is removed from your work queue.

Result	When the Bond Rejection Notice form is released, no further Bond action will follow. You need to construct the works as requested before you will receive the Section 73 Certificate.

Bond Warning

Why	The purpose of this procedure is to: • Notify the WSC that the agreed Bond period will expire in 2 weeks • Allow the WSC to apply for an extension to the Bond period.
Who	WSC
When	Use this procedure when the *Warning - Bond Expiry* work item is received in your work queue.

Policies and other references	• Policy - Bonding of works • Guidelines - Bonding of works
Business rules	• The construction work will need to be completed within two weeks of receiving this notice. • If the construction work cannot be completed within 2 weeks, you will need to renegotiate the Bond Agreement. • If the Bond period expires and it has not been renegotiated, the **Process Bond Call-Up notification** will be issued.

Worksteps

1. From your work queue, click the *Warning - Bond Expiry* work item.
The *Warning - Bond Expiry form* displays.

2. The current Bond Agreement period is displayed in weeks. This notification is to advise you that your Bond Agreement will expire in two weeks.

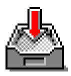
3. Do one of the following:

If	Then ...
You wish to apply for an extension	• Select the Yes radio button • Go to step 4
You do not wish to apply for an extension	• Leave the default as No • Go to step 6

4. Update the **requested extension period** field with the number of weeks by which you wish to extend the bond period.

5. In the **Please provide your reason** memo field, type your explanation for the requested extension of the bond period.

6. Review the form for completeness and accuracy and update as required.

7. To keep the *Warning - Bond Expiry form* so you can finish the work item later, click 
The form closes.

8. To release the Warning - Bond Expiry form, click 
The form closes and the work item is removed from your work queue.

Result	When you release the *Warning - Bond Expiry* form, the *Negotiate Bond Extension* work item is sent to the DSOs work queue. The DSO reviews the information to determine if an extension of the bond period has been requested and if it's appropriate.

If	Then...
You do not request an extension of the bond period	You need to complete the works within 2 weeks.
The DSO accepts the extension request	You receive a *View Bond Agreement* work item in your queue. (Refer to: Design Major Works ▶Process Bonds ▶Bond Acceptance Notice).
The DSO rejects the extension period	You receive a *Failed Bond Extension notification* in your queue. You must complete the works within 2 weeks, or Sydney Water may Call-up the Bond.

Bond Expiry Warning

Why	The purpose of this procedure is to: • Notify the WSC that the agreed Bond period has expired • Allow the WSC to apply for an extension to the Bond period.
Who	WSC
When	Use this procedure when the *Expiry - Bond Agreement* work item is received in your work queue.
Policies and other references????	• Policy - Bonding of works by lodgement of Guarantee. • Guidelines - Bonding of works by lodgement of Guarantee.
Business rules	If renegotiation has not been entered into with Sydney Water within 30 days of the *Notify Bond Expiry* being issued, the Process Bond Call-Up notification will be issued. This will enable Sydney Water to call up the security (Bank Guarantee or cash bond) without additional notice.

Worksteps

1. From your work queue, click the *Expiry - Bond Agreement* work item.
The *Expiry - Bond Agreement form* displays.

2. The current Bond Agreement period is displayed in weeks. This notification is to advise you that your Bond Agreement has expired.

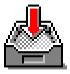
3. Do one of the following:

If	Then ...
You wish to apply for an extension	• Select the Yes radio button • Go to step 4
You do not wish to apply for an extension	• Leave the default as No • Go to step 6

4. Update the **requested extension period** field with the number of weeks by which you wish to extend the bond period.

5. In the **Please provide your reason** memo field; type your explanation for the requested extension of the bond period.

6. Review the form for completeness and accuracy and update as required.

7. To keep the *Expiry - Bond Agreement* form so you can finish the work item later, click 
The form closes.

8. To release the *Expiry - Bond Agreement* form, click 
The form closes and the work item is removed from your work queue.

Result	When you release the *Bond Expiry Notification* form, the DSO reviews the information to determine if an extension of the bond period is appropriate.

If	Then...
The DSO accepts the extension request	You receive a *View Bond Agreement work item* in your queue. (Refer to: Design Major Works ▶Process Bonds ▶Bond Acceptance Notice).
The DSO rejects the extension request	You receive a *Failed bond request notification* in your queue. If, Thirty (30) days after the expiry of the bond period the works have not been completed, Sydney Water may call up the bond without notification.

Submit Project Variation Request

Why	The purpose of this procedure is to: • The WSC to request a variation to the design plan previously released for the construction phase of the project. • The WSC to notify Sydney Water of the construction commencement date (deferred or restart). This will allow Sydney Water to review and reschedule the necessary audits. • The WSC to notify Sydney Water of the change of the Constructors details. • Sydney Water to approve the variation of a project. • Sydney Water geographic database to update, thereby reducing the adverse impacts of design variations on building approvals. There will be a separate Submit Project Variation work item for each service type. As these work items are directed to different business units they can be processed in parallel.

Who	WSC
When	Use this procedure when a variation to the existing design package is required.
Before you start	You will need to have prepared the components of your amended design package for attachment to this form. In particular, a digital sketch of the proposed change will need to be available to attach to the *Submit project variation* form. Determine if, due to the project variation, the development: • Will have a significant environmental or heritage impact. If so you will need to have prepared - a project specific Review of Environmental Factors (REF) and - a project specific Environmental Management Plan (EMP). • Will impact on a previous funding approval for Sydney Water contribution to the project costs. If so, you will need to submit revised construction quotes for the funding approval amount. Sydney Water may need to adjust the funding approval.
Business rules	The WSC must ensure that written approval for the design variation has been obtained from the owner and/or prospective purchasers. You must zip all documents before attaching them to a work item. (Refer to: General Tasks ▶ Create and attach documents to work items).
Amendments February 2010	Added step 3. Variations can be submitted concurrent through the main menu functionality

Worksteps

1. From the e-Developer main menu, select: Submit Variation ▶ **Submit Variation**
   The *Submit Project Variation form* displays.

2. Do one of the following:

If	Then ...
You wish to search by Case Number	• Type the case number of the development application • Click **.** The *Case Enquiry Results screen* displays showing the required information • Go to step 4.
You wish to search by Street Details	• Type the street name of the development application • Click **.** The *Case Enquiry Results screen* returns a Case List of any matching records. • Go to step 3
You wish to search by Description (suburb)	• Type the suburb name of the development application • Click **.** The *Case Enquiry Results screen* returns a Case List containing any matching records.

	• Go to step 3.
You selected the Plan Type and Number as a search type	• Type the plan type and number. **Note:** Plan Type is not mandatory. For example, DP is not required. • Go to step 4.
Car Number:	• Type the car number of the relevant development application. **Note:** As you enter the car number, all other fields are greyed out and not available for you to type details. • Go to step 4.
You wish to search by FMIS Invoice Number	• Type the FMIS invoice number of the relevant development application. **Note:** As you enter the FMIS invoice number, all other fields are greyed out and not available for you to type details. • Go to step 4.
You wish to search by WSC reference number	• Type the WSC reference number of the relevant development application. **Note:** As you enter the WSC reference number, all other fields are greyed out and not available for you to type details. • Go to step 4.

3. In the Service Stream Details section update the following mandatory fields:

Field	**Do this ...**
Service Type	• Click ▾ and select the required service in the Service type Note: Only services applicable to the case will display.
Funding Required	• This will display automatically if Funding is required.

4. Do one of the following:

If	**Then ...**
The project variation involves a deferred or restart construction commencement notification	• The **Constructor Details** section displays • Go to step 5.
The project requires a design package variation	• The **Design Package** section displays • Go to step 6.
The project requires Flow Management Asset Isolation	• You are required to attach Form A and associated documentation • Go to step 7.

5. In the **Constructor Details** section update the following **mandatory** fields:

Field	Do this ...
Capability	Click and select the required construction category
Major Works Constructor	Click and select the relevant Major works category
Key Personnel	Click and select the name of the nominated key personnel or the Design Company from the drop down list

6. You may need to attach the following in the Design Package section:

- Design Plan
- Ancillary Design Plan
- ITP and Associated Checklist
- Design development Checklist
- Construction Quotes
- Permission to Enter
- Easement/Land Documents
- Construction Commencement Notice
- Design Sketch, EMP and REF

  Note:

  Note:

  To attach documents follow the standard procedures for operating WinZip. (Refer to: **General tasks** Manage attachments Create and attach documents to work items).

  Go to step 8.

7. You need to attach the Form A and associated documents in the Design Package section in the **Ancillary Design Plan** field.

   Go to step 8.

8. To attach the documents, click select beside the relevant item.
The *Choose file window* displays.

9. Select the document and click Open.
The selected document is attached to the form.
10. Repeat steps 6, 8 and 9 for each additional document to be attached to the form.
11. In the **Please describe the proposed changes to the design package** memo field; you must type a description and explanation for, the proposed changes to the design package.

   Note:

   If the project variation is for submission of Form A, you must type the following standard text in the mandatory '*Please describe the proposed changes*' memo field:

   Please review the form A (Request for Isolation/Flow Management of an Asset).

12. Review the form for completeness and accuracy and update as required.

13. To **release** the *Submit Project Variation* form, click Save.
A message will appear *Variation has been submitted successfully. On clicking OK this window will close automatically.*

Process Easements

WSC On-Line Help

Processing Sydney Water Easements

Overview

Define phase

A requirement to change an existing SWC easement, or create a new SWC easement may result from an investigation of an application in e-Developer. The DSR will have obtained the relevant advice from SWC Product Delivery and Group Property business groups.

The easement requirement(s) will be incorporated into the Notice of Requirements (NOR).

The creation of a Private Line Easement progresses through a separate work flow stream in e-Developer. They do not progress through the Design and Construct phases of e-Developer. (Refer to: Process Private Line Easements)

Design Phase

New SWC easement required: If the Notice/Agreement requires creation of a new easement, then the WSC will need to - from his ***'Submit Design Package'*** *work* item select the 'Yes' radio button at the question 'Does a new easement need to be created?'

e-Developer will generate a work item to enable the WSC to submit the 88B instrument and plan for review and negotiation by Product Delivery and Group Property.

The DSR will ultimately receive the easement Clearance letter when the WSC attaches it to the ***'Submit PCP- Major Works'*** work item.

Existing SWC easement modification**:** If the Notice/Agreement requires modifications to existing easements then the WSC will need to - from his ***'Submit Design Package'*** work item - select the 'Yes' radio button at the question 'Does an existing easement need modification?'

He will then attach the documentation with the proposed modifications to his ***'Submit Design Package'*** work item. This can be reviewed by the DSR and will be forwarded by the system to Product Delivery and Group property as part of the design review.

The DSR will include the advice and instructions from these business areas in the Job Specific Letter.

Processing private line easements

Overview

Private Line Easements are occasionally required as servicing options in lieu of extensions to, or the adjustment of, existing water and sewer mains. Private Line Easements include:

- Easement over an existing line of pipes
- Easement over a new line of pipes located in a private road.

A WSC submits the relevant easement documentation to Sydney Water Corporation (SWC) for review. SWC reviews the easement documentation for compliance to SWC requirements and specifications, ensuring SWC legal interests are noted, and advises the WSC whether or not the easement documents are acceptable. If the documents are not acceptable, reasons are provided as to why and the WSC may resubmit amended documents.
The documentation that a WSC must submit varies depending on the type of private line easement involved. If the easement involves a Private House Service Line, then the WSC must submit an 88B Instrument and plan.

If the easement involves a Community Title then the WSC must submit a Community Title Management Statement and plan.

Procedures

The Easement process consists of the following procedure:

- Submit easement documents

Sydney WATER

Submit Easement document

Why	The purpose of this procedure is to enable the WSC to submit the initial or amended Private Line Easement documents. If the easement involves a Private House Service Line, you need to submit the 88B Instrument and plan (Draft). If the easement involves a Community Title, you need to submit the Community Title Management Statement and plan (Draft).
Who	WSC
When	Use this procedure when the *Submit Easement Document* work item is received in your work queue.
Business rules	The appropriate clauses as noted in the Notice of Requirements must be inserted in the easement documents to ensure Sydney Waterinterests are noted. You must zip all documents before attaching them to a work item. (Refer to: General Tasks ▶Create and attach documents to work items).
Policies and other references	• Documentation of Standards for Easement Over Private Service Lines - Guidelines & Policy • Encroaching Private Service Lines Policy • Community Title Subdivisions Policy

Worksteps

1. From your work queue, click the *Submit Private Easement* work item.
The *Submit Easement Documents* form displays.

2. You need to attach the required easement documents to the Submit Easement Document form.

- If the easement involves a Private House Service Line, you need to attach the 88B Instrument and plan.
- If the easement involves a Community Title, you need to attach the Community Title Management Statement and plan.

3. Do one of the following:

If	Then ...
You are submitting the initial easement documents	• Go to step 4
You are submitting amended easement documents	• In the **Resubmit Reason** section, review the DSR's comments. (The DSR's comments will have identified the areas of documentation requiring amendment.) • Go to step 4.

4. To attach the required easement document(s) to the *Submit Easement Documents* form, click select
The *Browse window* displays.

Select the document and click Open.
The selected document is attached to the form.
Repeat this step for each document to be attached to the form.
5. Review the form for completeness and accuracy and update as required.

6 To keep the *Submit Easement Documents* form, click
The form closes but the work item remains in your work queue to allow you to finish it later.

7. To release the *Submit Easement Documents* form, click
The form closes and the work item is removed from your work queue.

Result	When the *Submit Easements Documents form* is released, the Review Private Easement work item is sent to the DSRs work queue. The DSR will review the Easement documentation to Sydney Water requirements.

If	Then ...
Sydney Water requirements have been met	• You receive a View certificate work item in your queue. (Refer to: Process a Section 73-certificate View certificate).
Sydney Water easement requirements have been met	• You again receive the *Submit Easement Documents work item* in your queue.
If Sydney Water's requirements have been met, but the council consent was not submitted, is invalid or incomplete	• You will receive a *Resubmit Consent* work item in your work queue. (Refer to: Define assets Investigate requirements Resubmit consent).

Construct Major Works

WSC On-Line Help

Overview

This process begins with a WSC submitting a Construction Commencement Notice to Sydney Water.

The outputs of this process will include:

- Civil Maintenance being advised of the commencement date for a construction project.
- Selecting other business areas to perform audits for the construction process.
- The processing of construction audits by the DSO who will be able to raise a Corrective Action Request (CAR) if a non-conformance has been identified.
- The submission and approval of a Project Completion Package with Work- As-Constructed (WAC) documentation.

This process will ensure that:

- Satisfactory products are supplied by Sydney Water Accredited Providers in accordance with accepted quality systems.
- Sydney Water has an accurate record of new infrastructure for future operational purposes.

Sub-processes

This process consists of the following WSC procedures:

- Process commencement notices
- Submit connection request
- Process a project completion package – major works.

Process Commencement Notice

Overview

This process begins with the WSC submitting a Construction Commencement Notice to Sydney Water. Civil Delivery will verify the construction starting date and allocate a Field Co-ordinator to the project. The Construction Commencement Notice is then returned to the WSC.

Submit Connection Request

Overview

The purpose of this notification is to enable the WSC to organise connection/inspection of the works with the Civil Delivery Field Co-ordinator.

The inspection is performed at the end of the construction process for (Developer funded) reticulation projects. You will need to organise the connection/inspection procedure for each service type applicable to your project (ie: potable water, recycled water, wastewater and stormwater).

If the works and connection are satisfactory, the Civil Delivery Field Co-ordinator will send a Connection/Inspection report to the DSO.

Note: If the works were for potable water service type, then you will receive a Submit Disinfection notification in your queue. This is to remind you to organise the disinfection testing procedure.

If the works and connection are unsatisfactory, the Civil Delivery Field Co-ordinator will send a Connection/Inspection report-identifying non-conformance to the DSO. The DSO will raise a Corrective Action Request (CAR), which you will need to respond to.

When you have released this notification and the connection procedure has been completed satisfactorily, you will receive a *Submit Project Completion Package - Major Works* work item in your work queue.).

Process Project Completion Package

Overview

The purpose of this process is to enable:

- The WSC to submit a Project Completion Package for newly constructed reticulation infrastructure.
- The package is reviewed to ensure the WSC has complied with Sydney Water (Sydney Water) operational requirements, the National Code standards and Quality Systems.

Procedures

This process consists of the following WSC procedures:

- Submit project completion package – major works

Submit Project Completion Package – Major Works

Why	The purpose of this procedure is to enable the WSC to submit, or resubmit a *Project Completion Package – Major Works (PCP)* to Sydney Water for review. The DSO will review the components of the package and, if necessary, raise a CAR for any non-conformance.
Who	WSC
When	Use this procedure when: • All Major construction works have been completed, and the Work-As-Constructed (WAC) Project Completion Package is ready for submission to Sydney Water. Or • The Project Completion Package – Major, needs to be re-submitted as a result of Sydney Water having raised a CAR on the initial review.
Before you start	Review CAR Management status to ensure all raised CARs have a status of closed or rescinded. (Refer to Business Rules). Access Hydra Mapping from the e-Developer main menu and do the following: 1.1 Prepare the digitised Work-As-Constructed (WAC) plan 1.2 Identify the required asset information for all existing service mains that has been disconnected. You will also need to have, depending on the service type constructed, prepared the following package components: • Project Validation Certificate • Certified Design Development Checklist • ITP and associated checklist • Field Test Results. For example: Disinfection Notice, Pressure Test Results, Deflection Test Results, Chemical Analysis. • Certified Asset Isolation Flow Management Plan (if required) • Connection Report • Restoration Clearance • Easement/Land confirmation clearance • Total Project Cost (including refundable GST on Component Parts and any Sydney Water Contribution) • Refundable GST on component parts • Copy of original Tax Invoice for any Sydney Water Contribution. **Notes:** The WAC design for drinking water and recycled water must include the installation of the property connection (drilling) and property (main to meter) service installations. • The location of the property service/s must include chainage (beginning

	at the start of the line 00). The relevant design note must be updated in the WAC plan. • The Inspection and Test Plan must include the details of the Accredited Driller and Licensed Plumber • The plumber's original Licensee Certificate of Compliance for Plumbing and Drainage Work owner's copy form must be forwarded to the developer if the plumber has not already done so.
Business Rules	• You must zip all documents before attaching them to a work item. (Refer to: General tasks ▶ Create and attach documents to work items). • Prior to releasing and submitting this work item to Sydney Water, you must review and action the Car Management details for this specific case. (Refer to: CAR Management ▶ View and update a CAR.) **Note:** All CARs must have a status of closed or rescinded.
Policies and other references	• Procurement Guidelines • Provider Instructions: Instructions to Water Servicing Coordinators (Major Works) • Procedure - Pressure Sewer Process for Developer Works in Priority Sewer Areas • Water Meter Fit Policy • Technical Requirements Property Service (Main to Meter) Installations • The National Code and Sydney Water Supplement specifications
Amendments May 12	• DSR to DSO, Supplier to Provider and other term updates • New Developer Works Deed and Procurement Guidelines

Worksteps

1. From your work queue, click the *Submit PCP Major* work item.
The *Submit Project Completion Package - Major Works form* displays.

2. Do one of the following:

If	Then ...
Your PCP is to be submitted for the first time	• Go to step 3
Your PCP has previously been submitted and returned.	A CAR may have been raised on the Project Completion Package - Minor. • Click the **CAR Management** link. The *Correction Advice form* displays • To complete the CAR procedures refer to: CAR Management ▶ Process CARS. • Go to step 3.

3. In the **Project Completion Package** section, you need to attach the Work-As-Constructed (WAC) design documents to the Project Completion Package.

4. To attach the zipped documents, click select .
The *Choose File window* displays.

5. Select the required file and click Open.
The selected file is attached to the form.

6. Repeat steps 4 and 5 for each additional document to be attached to the form.

Notes:

- Ensure that you zip and attach the Certified Asset Isolation Flow Management Plan to the *Attach Ancillary Design Plan(s)* field (if required).
- You need to have zipped together both the Connection Report and Project Validation Certificate. You can then attach the zipped document to the **Attach Connection Report** field.
- If the case involved the construction of a dwelling and connection to a Pressure Sewer System within a Priority Sewer area, ensure that you have zipped and attached the following:
- Notification of Electrical Work form and Hydraulic Test Results of the Discharge Line
- WAC drawing is required following completion of all on-property works.

- If the case involved the creation of a vacant lot and connection to a pressure sewer system within a priority sewer area, the WAC drawing must be submitted following completion of the boundary valve assembly.
- If there is a Sydney Water Contribution, you must attach a copy of the Tax Invoice for that amount (and post the original to the DSO receiving this work item)
- If the water/recycled water project included the installation of a property connection (drilling) and property service (main to meter) installation the ITP must include the Accredited Drillers and Licensed Plumber's details.

7. In the **Financial Details** section, you are required to provide to Sydney Water the total project costs, which includes:

- All costs associated with digitising the WAC design plan, construction costs and WSC fees
  Note:
  For drinking water/recycled water projects exclude the costs of the property connection (drilling) and property (main to meter) service installations as this portion of the work does not transfer ownership to Sydney Water.

8. Update the following **mandatory** fields.

Field	Do this ...
Total Project Costs (includes refundable GST on Component Parts and any Sydney Water Contribution)	Type the total cost of the major works project in dollars and cents. For example 3500.00 (Do not include dollar signs or commas). Refer to notes in step 7.
Refundable GST on Component Parts	This field auto populates when you enter the **Total Project Costs**.
I have checked and confirmed that the value of assets are correct and are reflected in the source documents that I have submitted with the Project Completion Package	Do one of the following: • If you have checked and reviewed the value of assets click Yes • If you have not checked and reviewed the value of assets click No. **Note:** If you do not check and confirm these details the DSO may reject the PCP-Major Works work item.
Complex Works?	Do one of the following: • If the case is complex works click Yes.

	• Go to step 9. or • If the case is not complex works click No. • Go to step 9.

9. You are required to provide the relevant Asset Information for the Major Works project (including any works that has a Sydney Water Contribution). The additional asset(s) and disconnected asset information will be incorporated onto the Sydney Water Asset Database.

10. In the **Installed Information** section, update the **mandatory Installation** Data fields:

Note:
- Each different pipe type, length and diameter will need to be entered individually.
- Do not include the property service (main to meter) information.

Field	Do this ...
Type	Click and select the relevant pipe type from the drop down list
Material	Click and select the relevant material type from the drop down list
Asset Number	Type the Asset Number
Length (m)	Type the length of mains from the Work-As-Constructed plan
Diameter (mm)	Type the pipe diameter from the Work-As-Constructed plan.

11. You are required to provide the itemised **Costs**, do the following:

Note:
- Each different pipe type, length and diameter will need to have the individual Project Management, Design and Construction costs itemised below.
- Exclude the costs associated with property service (main to meter).

Field	Do this ...
Project Management	Type the Project Management cost/ type the amount (in dollars and cents). For example $1500 would be typed 1500.00 Do not type the dollar sign or commas.
Design	Type the Design costs/ type the amount (in dollars and cents). For example $2000 would be typed 2000.00 Do not type the dollar sign or commas.
Construction	Type the Construction cost/ type the amount (in dollars and cents). For example $15000 would be typed 15000.00 Do not type the dollar sign or commas.
Total ex GST	The total ex GST will automatically update
GST	Type the GST costs/ type the amount (in dollars and cents). For example $170.50 would be typed 170.50 Do not type the dollar sign or commas.
Total	The total ex GST will automatically update

12. Do one of the following:

If	Then ...

You do not need to add or remove a record of installed assets	• Go to step 13.
You need to add or remove a record of installed assets	• To add an additional line, click Add Asset. An additional row displays. • Repeat steps 10 to 11. Or • To remove an existing line, click - at the end of the row you wish to delete. The row is deleted. • Go to step 13.

13. Do one of the following:

If	Then ...
You need to update disconnection data.	• Go to step 14.
You do not need to update disconnection data.	• Go to step 16.

14. Update the following **mandatory Disconnection** data fields:

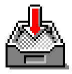
Field	Do this ...
Service	Click ▼ and select the relevant service type from the drop down list.
Type	Click ▼ and select the relevant main type from the drop down list.
Material	Click ▼ and select the relevant material type from the drop down list.
Length (m)	Type the length of mains from the Work-As-Constructed plan.
Diameter (mm)	Type the diameter of pipe from the Work-As-Constructed plan.
Asset Number	Type the Sydney Water asset number of the disconnected pipe.
Year Laid	Type the date in years that the disconnected pipe was laid (for example: 1963).

15. Do one of the following:

If	Then ...
You do not need to add or remove a record of disconnected assets	• Go to step 16
You need to add or remove a record of disconnected assets	Do one of the following: • To add an additional line, click Add Asset. An additional row displays. • Repeat step 14. Or

	• To remove an existing line, click  beside the line you wish to delete. The row is deleted. • Go to step 16.

16. Review the work item for completeness and accuracy and update as required.

17. To **keep** the *Submit Project Completion Package - Major Works* form, click  .
The form closes but the item remains in your work queue to allow you to finish it later.

18.. To **release** the *Submit Project Completion Package - Major Works* form, click  .
The form closes and the item is released from your work queue.

Result	When you release the *Submit Project Completion Package - Major Works* form, the *Review PCP Major* work item is sent to the Team Leaders work queue. The Team Leader will assign a DSO to manage the Finalisation phase of the project. The DSO reviews the package for completeness, accuracy and conformance with the National Code and Sydney Water requirements.

If	**Then...**
PCP - Major Works meets Sydney Water requirements and standards	The DSO reviews costs and identifies if there are any outstanding requirements. You receive a *Transfer Ownership - major Works* work item in your work queue. Refer to: Acquire Major Works View Transfer of Ownership - Major Works.
The PCP - Major Works does not meet Sydney Water requirements and standards	You again receive the *Submit PCP Major work item*, and any associated *CAR Notification* in your queue.

Submit Commencement Notice

Why	The purpose of this procedure is to enable the WSC to submit a Construction Commencement Notice advising Sydney Water of the proposed construction commencement date. This step also enables Sydney Water to schedule construction audits from other business areas. The e-Developer system will automatically check the nominated commencement date and advise if it meets the 2 working day notice standard. If you have not given sufficient notice prior to construction of works an error message will appear.
Who	WSC
When	Use this procedure when you receive a *Submit Commencement* work item in your queue.
Business Rules	• The nominated commencement date must allow at least 2 working days notice **Note:** If you wish to submit additional Construction Commencement Notice(s) then you will need to use the *Submit Project Variation* form, (for example: construction commencement of reticulation mains, which follows the initial construction commencement notice for stubmain construction). • The Constructor's details must be the same as those nominated on the approved ITP. • If the case is an Adjustment/Deviation, the Bond Agreement and security payment must be received prior to the commencement of work. • If you wish to vary the Constructor you will need to use the Submit Project Variation form. • You must zip all documents before attaching them to a work item. (Refer to: General tasks ▶ Create and attach documents to work items).
Before you start	Review the Job Specific Schedule Letter previously issued to you by the DSO. There may be additional actions that you need to do in order to process the Construction Commencement Notice.
Policies and other references	• Bonding of Works Policy and Guideline • Provider Instructions
Amendments May 12	• DSR to DSO

Worksteps

1. From your work queue, click the *Submit commencement* workitem.
The *Submit Construction Commencement Notice form* displays.

2. Review the application type. Do one of the following:

If	Then ...
The application type is an Adjustment/Deviation	Go to step 3.
The application type is not an	Go to step 4.

Adjustment/Deviation	

3. You need to confirm that the Bond Agreement and security payment has been received by the DSO. Do one of the following:

If	Then ...
The bond requirements are in place	Go to step 4.
The bond requirements are not in place	Click . The form closes and you can return to it when the bond requirements are in place.

4. In the **Commencement Details** section update the following **mandatory** fields:

Field	Do this ...
It is proposed that works will commence on the above site on	Click and select the commencement date.
The estimated time to complete the work is	Type the number of weeks required to complete the construction.

5. You need to create a Construction Commencement Notice. To do this, click the **Retrieve Template** link.
The *Construction Commencement Notice document* displays ready for you to customise it as required.

Note:
If the case is a connection to a **Pressure Sewer System (PSS)** within a Sydney Water Priority Sewer area, refer to Work Instruction - Connection to Existing Pressure Sewer - Water Servicing Coordinators (WSC) Instruction

6. Complete the Construction Commencement Notice document then save and close it.

7. To attach your document to the *Submit Construction Commencement Notice* form, click select
The *Browse window* displays.

8. Select the document and click Open.
The selected document is attached to the form.

9. Review the form for completeness and accuracy and update as required.

10. To **keep** the *Submit Construction Commencement Notice* form, click
The form closes but the work item remains in your work queue to allow you to finish it later.

11. To **release** the *Submit Construction Commencement Notice* form, click
The form closes and the work item is removed from your work queue.

12. Do one of the following:

If	Then ...
The case needs a connection to a Pressure Sewer System (PSS) within a Sydney Water Priority Sewer area	Do the following: • Refer to Work Instruction - Connection to Existing Pressure Sewer - Water Servicing Coordinators (WSC) Instruction • Civil Delivery
The case is not a Pressure Sewer System (PSS) within a Sydney Water Priority Sewer area,	Go to the Results table.

Result	When you release the *Submit Construction Commencement Notice* form: • A *Review Commencement* work item is sent to the Civil Delivery Field Coordinator's work queue. The Field Co-ordinator reviews the ITP for completeness and accuracy, as well as reviewing the construction commencement start date. Once the Field Co-ordinator releases the work item, you receive a *View Commencement Notice* work item in your queue. (Refer to: Construct Major Works ▶ Process Commencement Notice ▶ View Commencement Notice). The Field Co-ordinator may change the nominated commencement date or add/change details on the ITP, so you will need to review and save these items before releasing the work item.

View Commencement Notice

Why	The purpose of this procedure is to confirm to the WSC: • The Field Coordinator details • The starting date for construction works • Any changes to the ITP and Construction Commencement Notice.
Who	WSC
When	Use this procedure when you have received the *View Construction Commencement Notice* work item in your work queue.
Policies and other references	Provider Instructions

Worksteps

1. From your work queue, click the *View Commencement* work item.
The *View Construction Commencement Notice form* displays.

2. In the **Case Documentation** section you may view the ITP and Construction Commencement Notice.

3. To view a document, click View beside the required document.
(Refer to General tasks ▶ Manage attachments ▶ View attached documents).

4. When you have finished using the document, save the document (to create a permanent record) and close it.

5. In the **Construction Details** section you may view the confirmed Sydney Water Field Coordinator's name, Field Coordinator's telephone details and the Acknowledged Starting Date.

6. To **keep** the *View Construction Commencement Notice* form, click
The form closes but the work item remains in your work queue to allow you to finish it later.

7. To **release** the *View Construction Commencement Notice* form click
The form closes and the work item is removed from your work queue.

Result	When you release the *View Construction Commencement Notice* form, Civil Delivery receive a *Construct Audit CM* work item in their work queue. Civil Delivery carry out a field audit of the works to determine conformance with construction standards.

If	Then...
The works are not satisfactory and a CAR has been raised	You receive a *Notify CAR* form in your work queue. This is to notify you that a CAR has been raised and that you need to respond. (Refer to: Car Management ▶ View and update a CAR).

The works are satisfactory	You receive a *Submit Connection notification* in your queue. This is to remind you that you need to contact Civil Delivery to arrange for the connection/inspection. (Refer to: Construct Major Works ▶Process Connection Reports ▶Submit Connection Report). **Note:** If the works are for Potable Water service type, then you will also receive a Submit Disinfection notification in your work queue. This is to remind you to organise the disinfection testing procedures. Once the Connection/Inspection has taken place, and if: • The connection/inspection is satisfactory and no CARs have been raised by Civil Delivery, you receive a Submit PCP Major work item in your work queue. (Refer to: Construct Major Works ▶Process a Project Completion Package ▶Submit Project Completion Package - Major Works). • The connection/inspection is not satisfactory and a CAR has been raised, you receive a Notify CAR notification form in your work queue. (Refer to: Car Management ▶View and update a CAR). When the CAR has been closed off, you again need to contact Civil Delivery to arrange for another connection/inspection.

Acquire Major Works

WSC On-Line-Help

Overview

The Acquire major asset process enables the legal transfer of ownership of Major Works from the Developer to Sydney Water (Sydney Water), as a result:

- Sydney Water is able to list the major works on the asset database for maintenance and accounting procedures

Sydney Water geographic database is automatically updated with the Work-As-Constructed (WAC) plan.

Sub-processes

This process consists of the following WSC sub-process:

- Outstanding Conditions

Procedures

This process consists of the following WSC procedure:

- View transfer of ownership notice – major works

View Transfer of Ownership Notice – Major Works

Why	The purpose of this procedure is to ensure Sydney Water effects the transfer of ownership of the works, from the developer to Sydney Water, in accordance with the conditions of the agreement. This procedure enables the WSC to view and act on any outstanding charges and requirements that need to be met prior to the issue of the Section 73 certificate. This procedure will be repeated for each service type relevant to the development application. Development applications that require the design and construction of multiple service streams must have completed all *Transfer Ownership* work items prior to the issue of the Section 73 Certificate.
Who	WSC
When	Use this procedure when the *View Transfer Major Assets* work item has been received in your work queue.

Before you start	• From your own files review the Notice of Requirements to confirm any additional requirements. • Ensure that you have received e-mail from the DSR which will contain a soft copy Sydney Water tax invoice for all unpaid items, for example: outstanding DSP, Upsizing and Recovery charges. • Ensure that you have received e-mail from Sydney Water Shared Services which will contain a soft copy Sydney Water tax invoice for all outstanding Operation Area charges, Contract Administration fees, stormwater fees and Additional Investigation fees.
Policies and other references	• Work instruction - Process and issue of tax invoices for e-Developer projects
Business rules	• Do not release the '*View Transfer of Ownership – Major/Minor works' work item* until all outstanding charges for this service stream have been paid. • You must zip all documents before attaching them to a work item. (Refer to: General Tasks ▶Create and attach documents to work items).

Worksteps

1. From your work queue, click the *Transfer Ownership* work item.
The *View Transfer of Ownership Notice – Major Works form* displays.

2. In the **Outstanding Charges** section, view the charges that need to be paid. You need to ensure that these charges have been paid prior to releasing this work item.

3. The **Additional Requirements** section automatically displays if there outstanding requirements to be met. Do one of the following:

If	Then ...
The Additional Requirements section does not display	• Go to step 4.
The Additional Requirements section displays	You are required to meet additional requirements, to do this: • View the comments identifying the additional requirements in the memo field • If the minor works solution included the creation of a private line easement, you need to attach the 88b and plan. • To attach multiple files follow the standard procedures for operating WinZip (refer to: General Tasks ▶Manage attachments ▶Create and attach documents to work items). The *selected document is attached* to the form. • Go to step 4.

4. Create a hard copy of the tax invoices.

Forward your payment together with a copy of the relevant tax invoice to either the assigned DSR or Sydney Water Shared Services. (Contact and address details are contained on the tax invoice).

5. Do not release this work item until **all** outstanding charges for this service stream have been paid. (Refer to step 3).

6. To **keep** the *View Transfer of Ownership - Minor Works form*, click
The form closes but the work item remains in your work queue to allow you to finish it later.

Note:

- When you return to the form any documents that have previously been attached will remain attached however, the Browse field is reset blank and the saved document file name is listed directly beneath the Browse field.
- When the charges have been paid and you return to this form, the **Outstanding Charges** section will display a Nil Balance Outstanding.

7. Review the form for completeness and accuracy.
8. When you are satisfied that the form is complete (all charges paid and outstanding requirements have been met), click
The form closes and the work item is removed from your work queue.

Result	When you release the *Transfer of Ownership - Major Works* work item one of the following occurs:

If	Then...
There were no outstanding charges or requirements	You receive *View S73 Certificate* work item in your queue. (Refer to Process a Section 73 Certificate View Certificate).
There were outstanding charges or requirements and the DSR is satisfied with the information supplied	You receive *View S73 Certificate* work item in your queue. (Refer to Process a Section 73 Certificate View Certificate).
There were outstanding charges or requirements and the DSR is not satisfied with the information supplied	You again receive the *Transfer Ownership - Major Works* work item in your queue. The memo field indicates what information is required to be submitted/resubmitted.

Outstanding Conditions

Why	The purpose of this procedure is to advise of any outstanding requirements or charges of a development application, the WSC will need to manage any outstanding requirements and charges, which must be finalised before Sydney Water will issue the Section 73 Certificate.
Who	WSC
When	Use this procedure when a *Outstanding Conditions work item* has been received in your work queue.

Business Rule	The *Outstanding Conditions* work item should not be released when there are outstanding requirements or charges.

Worksteps

1. From your work queue, click the *Outstanding Conditions* work item.
   The *Outstanding Conditions* form displays.

2. In the outstanding Requirements section the DSR has advised you of any outstanding requirements for this case.
   Review the following:

- Requirements in the NOR Letter
- Case enquiry Financial summary of the case

3. Review the list and complete all outstanding conditions.
   Note: Do not release this work item until all conditions have been completed.

4. In the WSC Comments section, provide a response advising the DSR of the outstanding conditions completed

5. Note: This is a mandatory field.
   In the **Additional Document** section, do one of the following:

If	Then ...
If the DSR has provided Additional Documents	• To view Documentation from the DSR, click View beside the required document. (Refer to: **General tasks** ▶ Manage attachments ▶ View attached documents). • Go to step 6.
If you need to attach additional documents	• Zip all documents before attaching them to a work item. • To attach your document click select (Refer to: General tasks ▶ Create and attach documents to work items). • Go to step 6.
If you don't need to attach additional documents	Go to step 6.

6. To **keep** the *Review NOR Requirements form*, click .
   The form closes but the work item remains in your work queue to allow you to finish it later.

7. To **release** the *Review NOR Requirements form*, click .
   The form closes and the work item is removed from your work queue.
   Note: The *Outstanding Conditions* workitem should not be released when there are outstanding requirements or charges.

Result	When the *Outstanding Conditions* work item is released, the DSR will receive the *Review NOR Requirements* workitem one of the following will happen: • If requirements or charges have been met the DSR will progress the case to Create the Section 73 Certificate. Or • If any requirements or charges are still outstanding the DSR will send you *Outstanding Conditions* work item again. This will continue until all Outstanding Conditions have been met.

Process Section 73 Certificate

WSC On-Line Help

Overview

The issuing of a Section 73 Certificate is the final step within the developer process which confirms that a developer has completed (or will complete in the case of a bonding arrangement) their specific Sydney Water (Sydney Water) servicing requirements.

Sub-processes

This process consists of the following:

- Resubmit consent

Procedures

This process consists of the following procedure:

- View Section 73 Certificate

View Section 73 Certificate

Why	The purpose of this procedure is to view and create a record of the Section 73 Certificate.
Who	WSC
When	Use this procedure when you receive the *View S73 Certificate* work item in your work queue.
Policies and other references	Nil
Amendments May 12	Delete Certificate Issue Guideline (no longer needed/ used) DSR to DSO

Worksteps

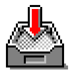
1. From your work queue, click the *View S73 Certificate* work item.
The *View Certificate form* displays.

2. In the **Case Documentation** section, to view the S73 certificate, click 

.
The document displays in a separate window.

3. Review the S73 certificate document. When you have finished, save it (to create a permanent electronic record) and close the document.

4. Sydney Water will have sent the signed hardcopy Section 73 Certificate to you. You need to photocopy this for your own records and forward the original to the developer.

5. To keep the *View Certificate* form, click  .

The form closes but the work item remains in your work queue to allow you to finish it later.

6. To release the *View Certificate* form, click  .
The form closes and the work item is removed from your work queue.

Result	When you release the View Certificate form, (unless the works were bonded to enable the early release of the S73 Certificate), the development application process has been completed and no further work items are sent to your work queue.

Resubmit Consent

Why	The purpose of this procedure is to enable the WSC to resubmit to Sydney Water a valid Development Consent (DA) Notice prior to the issue of the Section 73 Certificate.
Who	WSC
When	Use this procedure when the *Resubmit Consent* work item is received in your work queue.
Before you start	Ensure you have a valid development consent notice for the development application previously submitted.
Business rules	A valid Development Consent Notice must be submitted to Sydney Water prior to the release of the Section 73 Certificate. You must zip all documents before attaching them to a work item. (Refer to: General Tasks ▶Create and attach documents to work items).

Worksteps

1. From your work queue, click the *Resubmit Consent* work item.
The *Resubmit Consent form* displays.

2. To complete other sections in this form you need to review the following information that automatically displays:

- The **Case Information** section. Review this information to identify the specific development application.
- The **Submit Consent** section. The comment field will provide the explanation why the original consent document was invalid.

3. To submit the valid consent notice, update the following **mandatory** fields:

Field	Do this ...
Development Consent Number	Type the consent number from the Consent Notice
Consent Date	Click and select the date to correspond with the consent notice approval date
Attach Council Consent	• To attach the consent document to the *Resubmit Consent* form, click select. The *Browse window* displays. • Select the required document and click Open. The selected document is attached to the form.

4. Review the form for completeness and accuracy and update as required.

5. To keep the Resubmit Consent form, click

The form closes but the work item remains in your work queue to allow you to finish it later.

6. To release the *Resubmit Consent* form, click

The form closes and the work item is removed from your work queue.

Result	When you release the *Resubmit Consent form*, and all requirements for the development has been met, the *Review Consent* work item is sent to the DSO's work queue. When the DSO receives the Consent document, it is reviewed and assessed to determine its validity. If the DSO determines that the Consent document is valid, the WSC receives the *View S73 Certificate* work item. Refer to: Process a Section 73 Certificate View S73 Certificate. If the DSO determines that the Consent document is invalid, the WSC receives the *Resubmit Consent* work item again.