How-To Guide: DQP Portal

General Maintenance Process in the DQP Portal

Version 0.1



How-To Guide: DQP Portal

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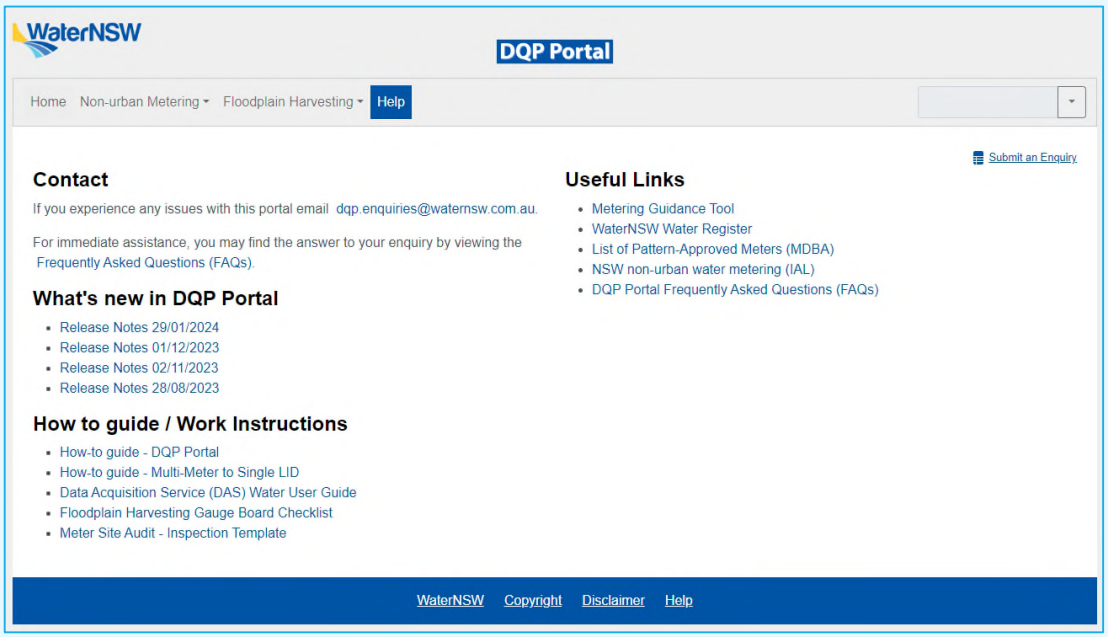
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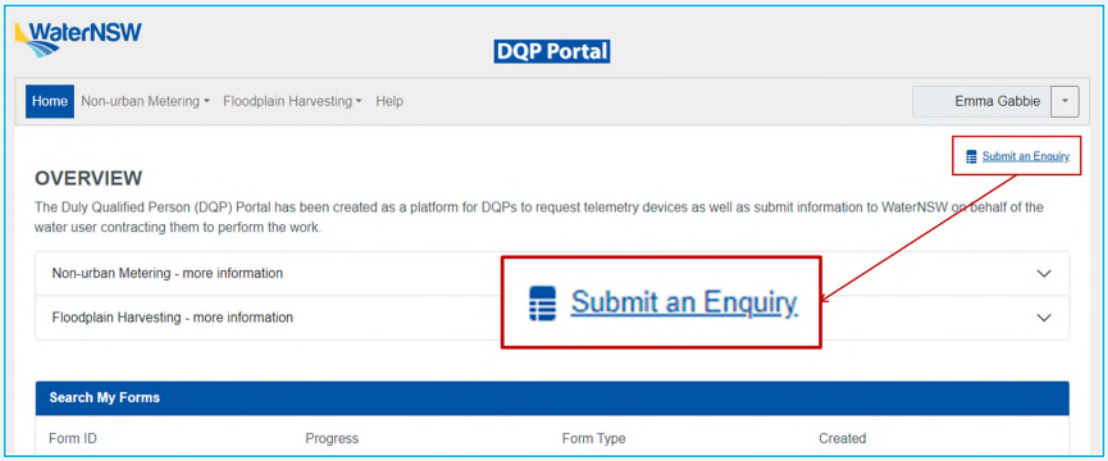
Need Help?

Visit the DQP Portal Help Page.



Still can't find what you need?

Contact dqp.enquiries@waternsw.com.au via the "Submit an Enquiry" at the top right of every page in the DQP Portal.



How-To Guide: DQP Portal

General Maintenance Process in the DQP Portal

1. Overview

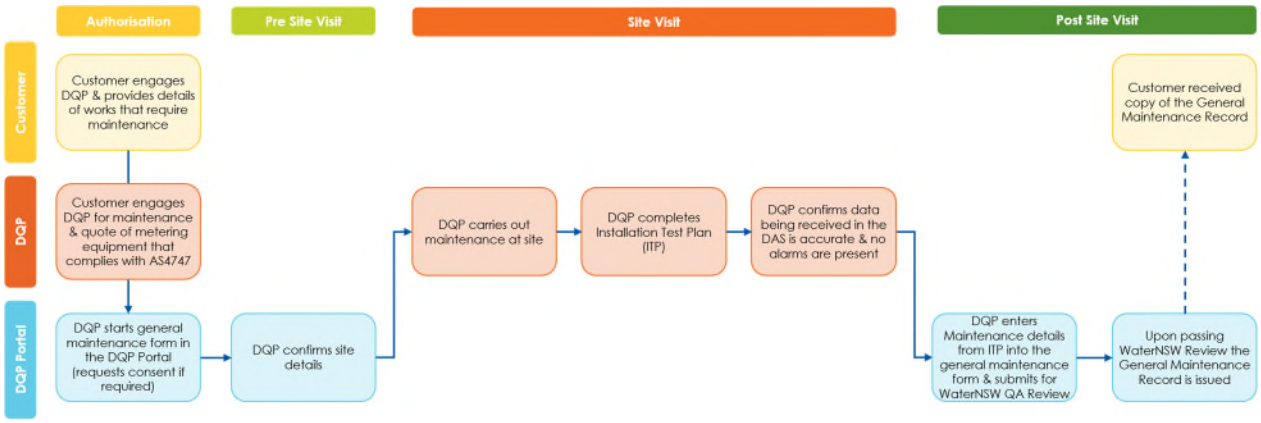
This How-To Guide outlines the steps for a Duly Qualified Person (DQP) to register and capture details of General Maintenance activities carried out on a site that has previously been made compliant via the Meter Compliance Process in the DQP Portal.

The General Maintenance form is **NOT** to be used to carry out the 5/10 yearly site revalidation that is required as part of the NSW Non-Urban Metering Reform. Forms submitted for this reason will be rejected.

The General Maintenance form is also **NOT** to be used if the maintenance activities will impact the metrology of metering equipment, for example updating scaling factors.

1.1 General Maintenance Workflow Process

The below is an overview of the DQP lifecycle when entering into the General Maintenance Process. This workflow procedure is to assist DQP's with a clear understanding of steps throughout the process and where the DQP Portal interaction exists. The two main components of the DQP Portal General Maintenance Process are "Pre Site Visit" and "Post Site Visit" with the post site visit having a dedicated HOLD POINT for Quality Assurance reviews.



1.2 High Level DQP Portal Process

In the general maintenance process the DQP's complete all activities under a single form that has one (1) Quality Assurance hold point to allow WaterNSW staff to work with the DQP and ensure details are accurate before the form proceeds.

The high level process steps are:

1. Register Meter Site to be made Maintenance
2. Carry out Maintenance
3. Confirm Site Compliance
4. WaterNSW QA Review (hold point)
5. Maintenance Record sent to Customer



1.3 What the General Maintenance form should be used for

There are a number of factors the DQP should consider before starting a General Maintenance for to ensure this is the correct form for the work to be carried out.

The General Maintenance form is to be used to confirm general maintenance has been carried out at a site that has previously been made compliant with the NSW Non-Urban Metering Reform via a Meter Compliance Process form in the DQP Portal.

If a site has not had a Validation Certificate issues via the Meter Compliance Process, or there is currently an open form in the DQP Portal, the General Maintenance form will not allow the DQP to select that site.

This form cannot be used for any sites with a Grandfathered Meter installed on them - these sites will require a full site revalidation via the Meter Compliance Process form.

1.3.1 Activities the form can be used for

Below is a list of the type of Maintenance Activities that can be completed when using this form:

- Meter and/or LID battery change
- Vermon and/or vegetation management
- General tidy up/cleaning or equipment
- Systems checks (but not reconfiguration or recalibration)
- Clearing DAS alarms (as long as the activity does not impact the metrology of the metering equipment)
- Repair or replace components unrelated to measurement performed by the meter e.g. antenna

1.3.2 Activities the form should NOT be used for

he below list outlines activities this form should NOT be used for. If you are completing any of these activities, please exit out of the General Maintenance form and create a Meter Compliance Process form instead.

The list includes but is not limited to:

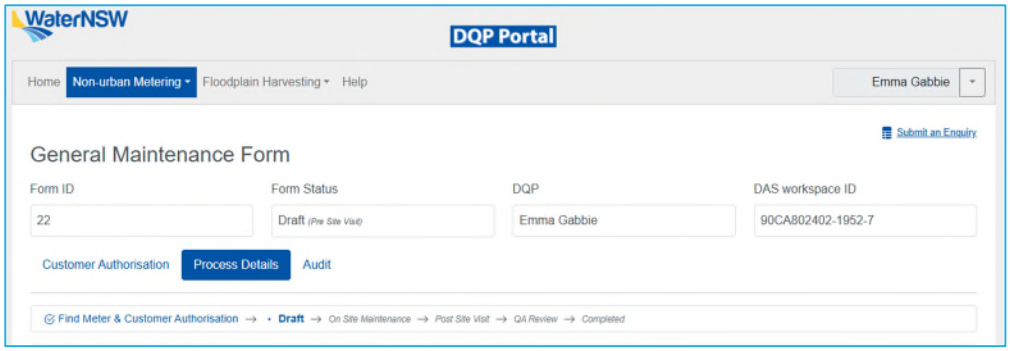
- 5 yearly Mandated Site Revalidation
- Software upgrades
- Recalibrations
- Meter and/or LID replacements

If the activities the DQP will be completing fit within the guidelines outlined above, the DQP can proceed.

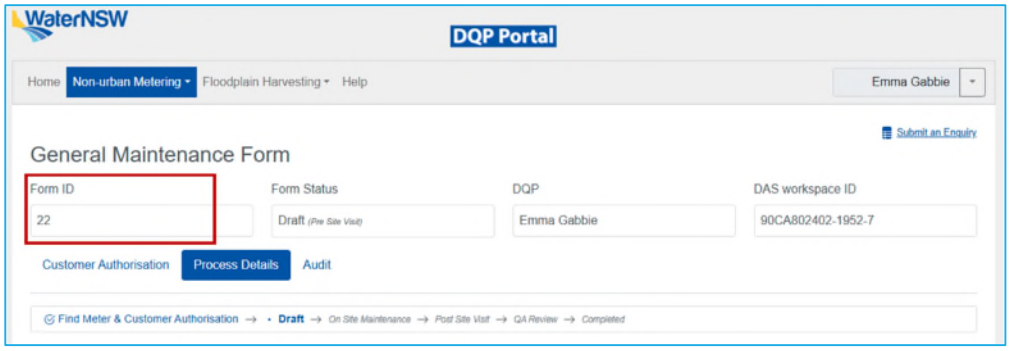
If the activities the DQP will be completing do NOT fit within the guidelines outlined above, the DQP should create a Meter Compliance Process form instead.

1.4 General Maintenance Process Form Overview

This section explains the different fields at the top of the General Maintenance Process form and what this means to the DQP.



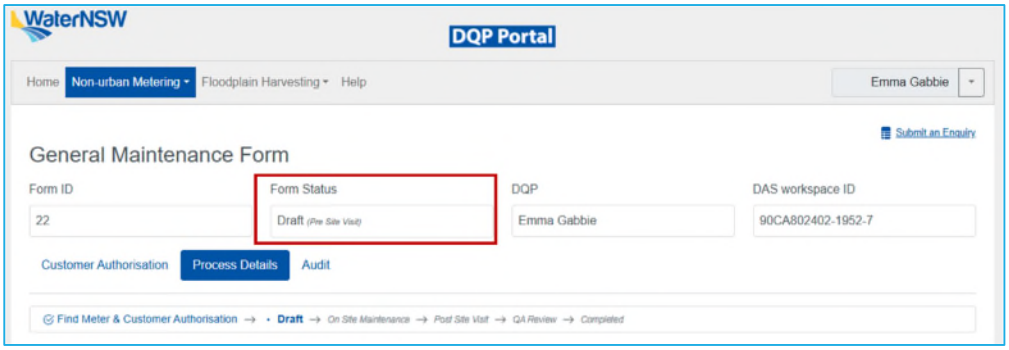
1.4.1 Form ID



This field is the unique identifier for this form. No two forms will have the same Form ID.

If the DQP needs to contact WaterNSW regarding any form they are working on, this number should be quoted in the email.

1.4.2 Form Status

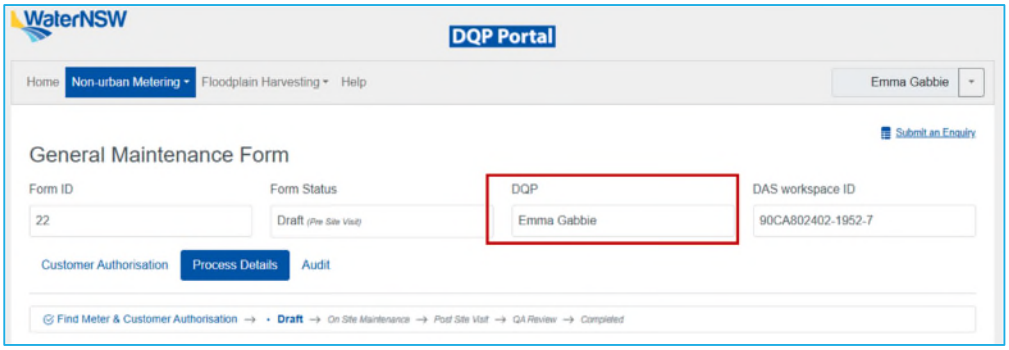


This field shows where the form is in the overall process.

There are 5 different status's a form will go through from start to finish:

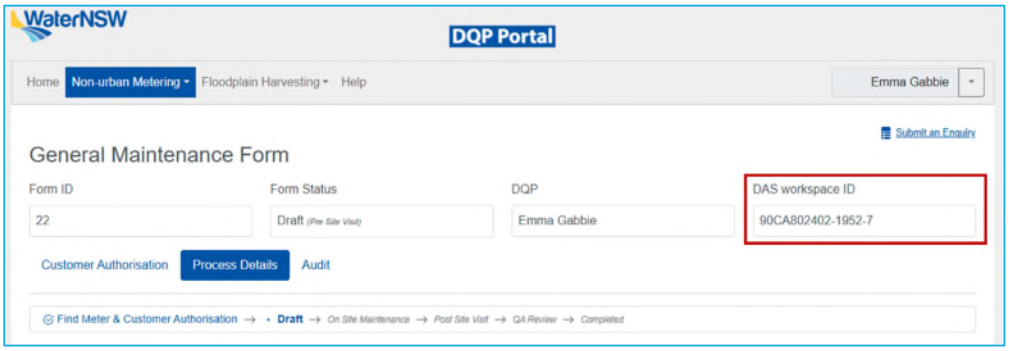
1. **Draft**
   The form has been created and is waiting for confirmation from the DQP that they are ready to head to site
2. **On Site Maintenance**
   The form is ready for the DQP to confirm the activities that were carried out on site, and record details of any tamper-evident seals that were removed as well as their replacement.
3. **Post Site Visit**
   The form is in the final stage before the DQP submits it to WaterNSW where site compliance details are confirmed (the DQP did not impact the metrology of the metering equipment and the site still complies with AS4747) and the sites connection to the DAS is still working (if applicable)
4. **QA Review**
   The form has been submitted and is waiting for WaterNSW Customer Data Operations team to complete the QA Review. If the form passes the review, it progresses to the status of Completed. If the form does not pass, it returns to the status Post Site Visit.
5. **Completed**
   The form has passed the final QA Review, and the General Maintenance Record has been sent to the customer and DQP.

1.4.3 DQP Name



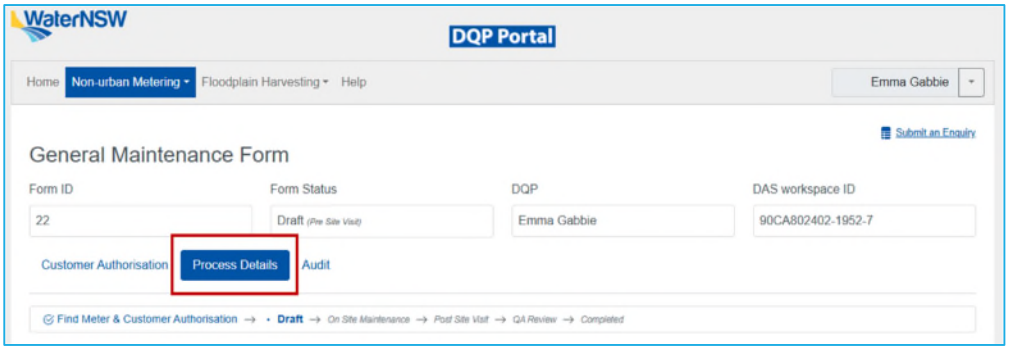
This field displays the name of the DQP that owns the form.

1.4.4 DAS Workspace ID



This field displays the workspace ID that is given to the site. It is a combination of the Work Approval number, Extract Site ID and Meter Number.

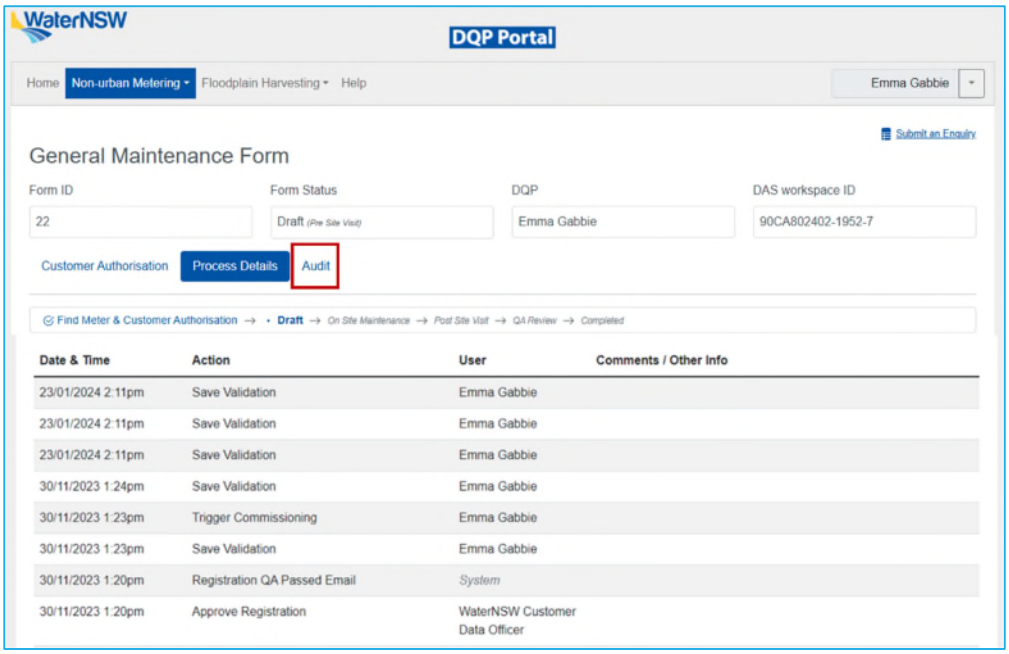
1.4.5 Process Details Tab



All forms automatically open in this tab of the form.

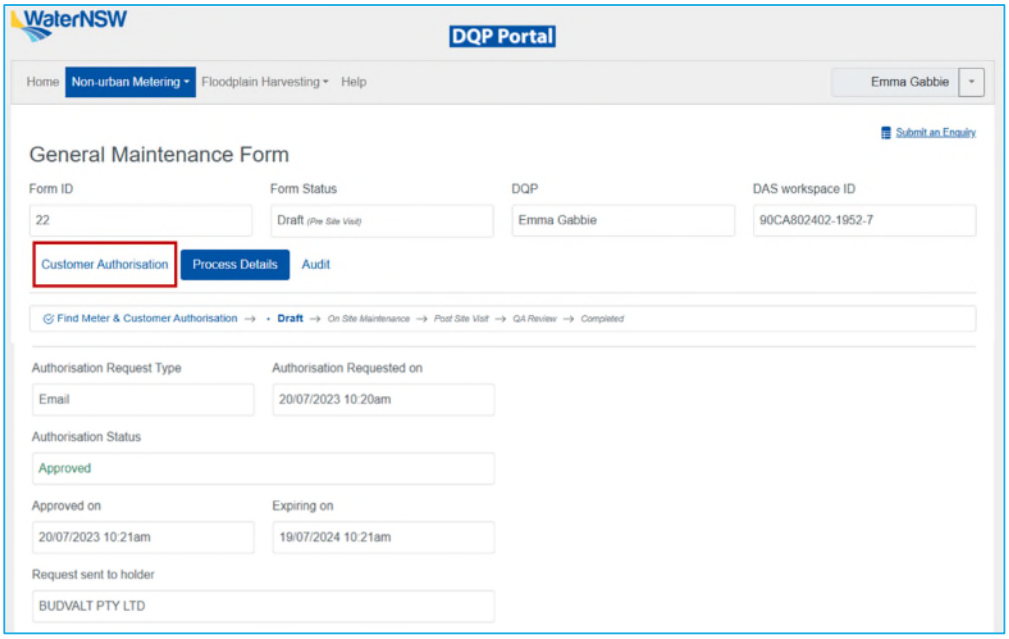
This tab provides the sections to be completed by the DQP. See section 2 for step by step instructions on completing the form.

1.4.6 Audit Tab



The Audit tab provides details of everything that has happened with the form from creation through to completion.

1.4.7 Customer Authorisation Tab



This tab shows details of the consent that has been provided to the DQP by the customer, including when it was approved and when it is due to expire.

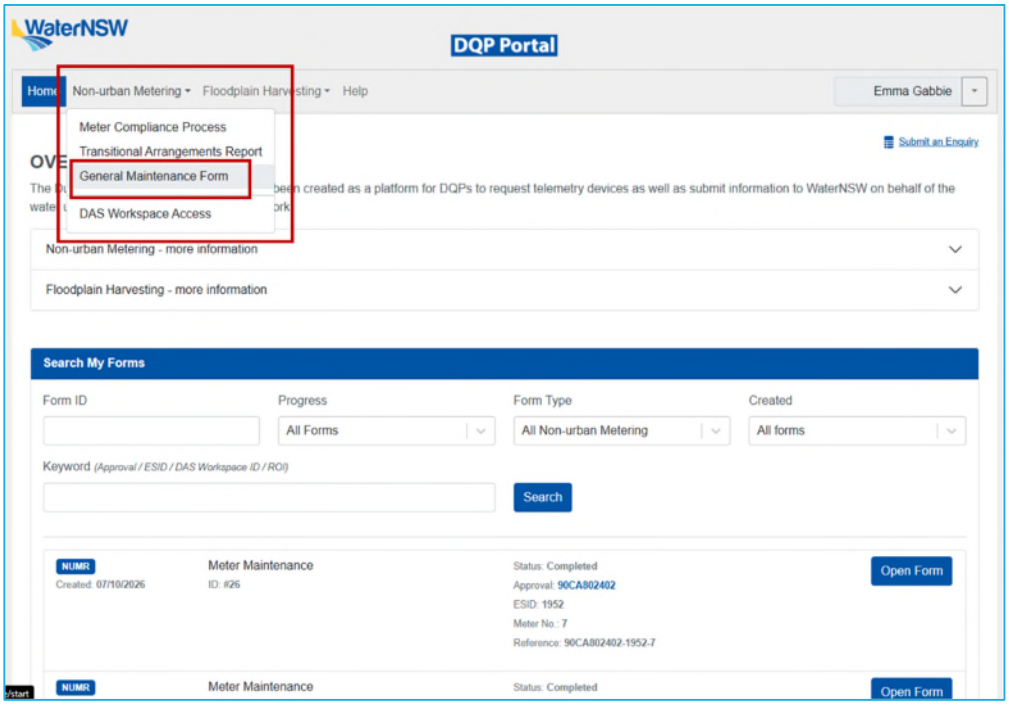
2. General Maintenance Process Step by Step Instructions

2.1 Register Site for Maintenance

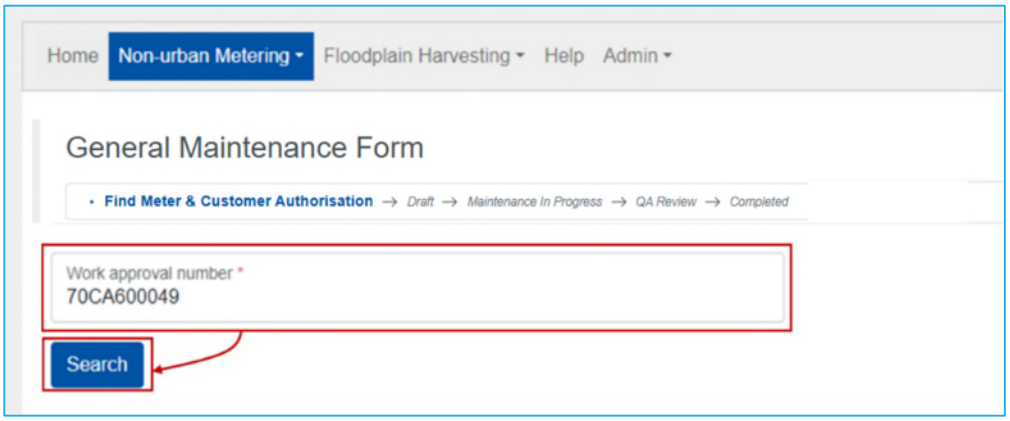


2.1.1 Create Form

1. On the DQP Portal Home page click on "Non-urban Metering" at the top left of the screen and select "General Maintenance Form".



2. Enter details of Work Approval and click "Search".



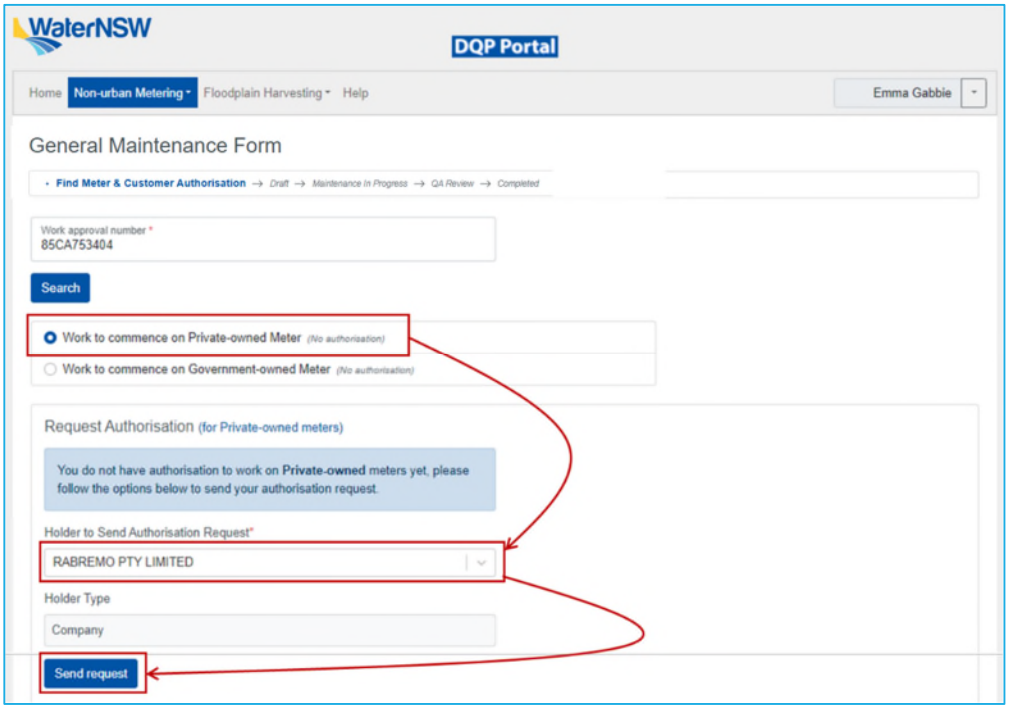
2.1.2 Request Customer Consent (if required)

> ***Note**: if this is the first time completing work for this work approval in the DQP Portal, the customer consent request will need to be processed before any more work can be completed.*

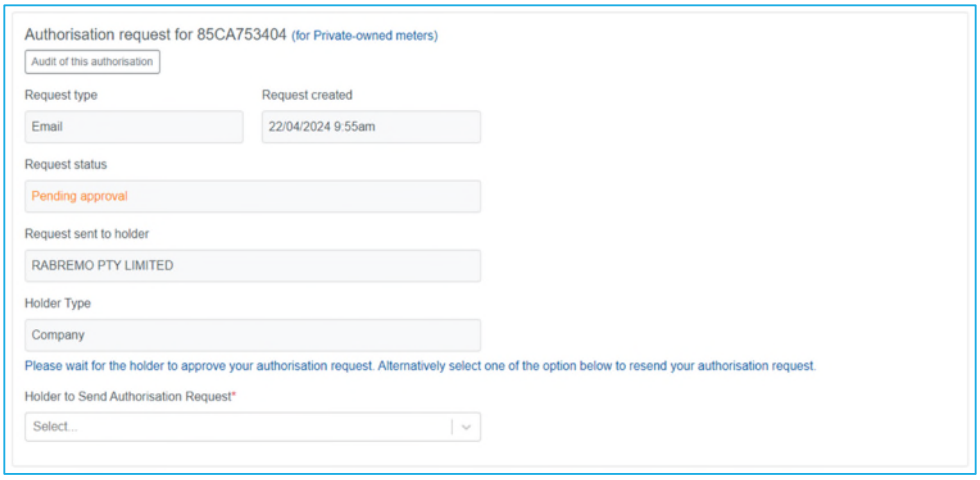
The majority of metering equipment is owned by the holder of the work approval. These meters are referred to as Private-Owned Meters.

2.1.2.1 Private-owned Metering Equipment

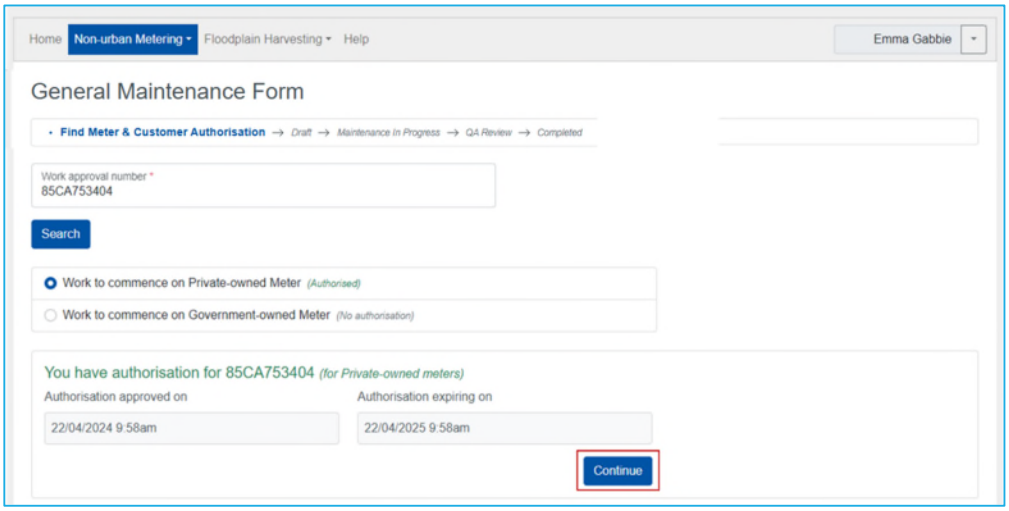
3. If the DQP has been engaged by the holder of the work approval (for private-owned metering equipment) select "Work to commence on Private-owned Meter", then select the customer's name from the drop down and click "Send Request".



The DQP Portal will send the customer an email with a link/button to approve the DQP being granted access to their information held by WaterNSW.

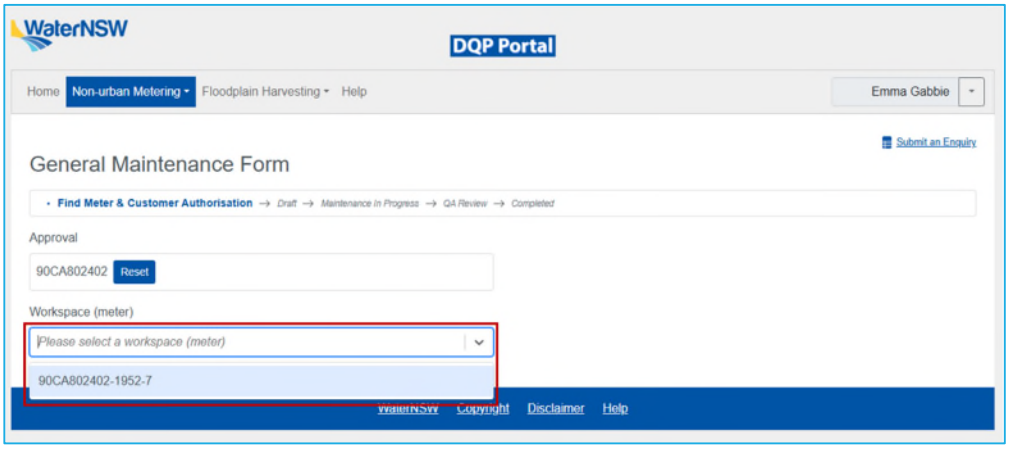


Once the customer has approved this request the DQP will receive an email conformation and will be able to continue working on the registration by clicking "Continue".



4. Click on the Workspace drop down and select the site that will have maintenance carried out on it.

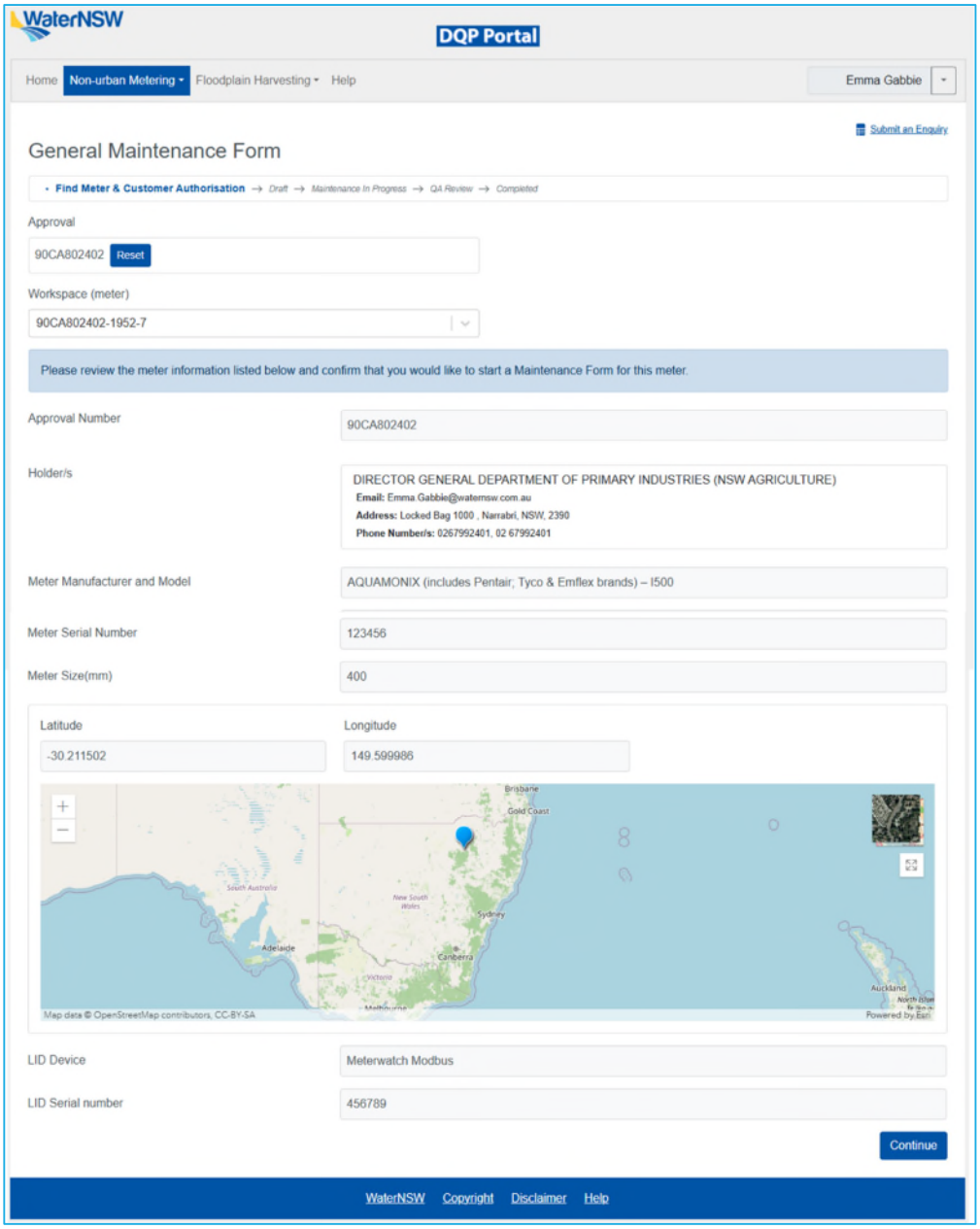
The drop down will only show sites that have been made compliant via the DQP Portal. Any sites with a form in progress will be greyed out and will not be selectable.



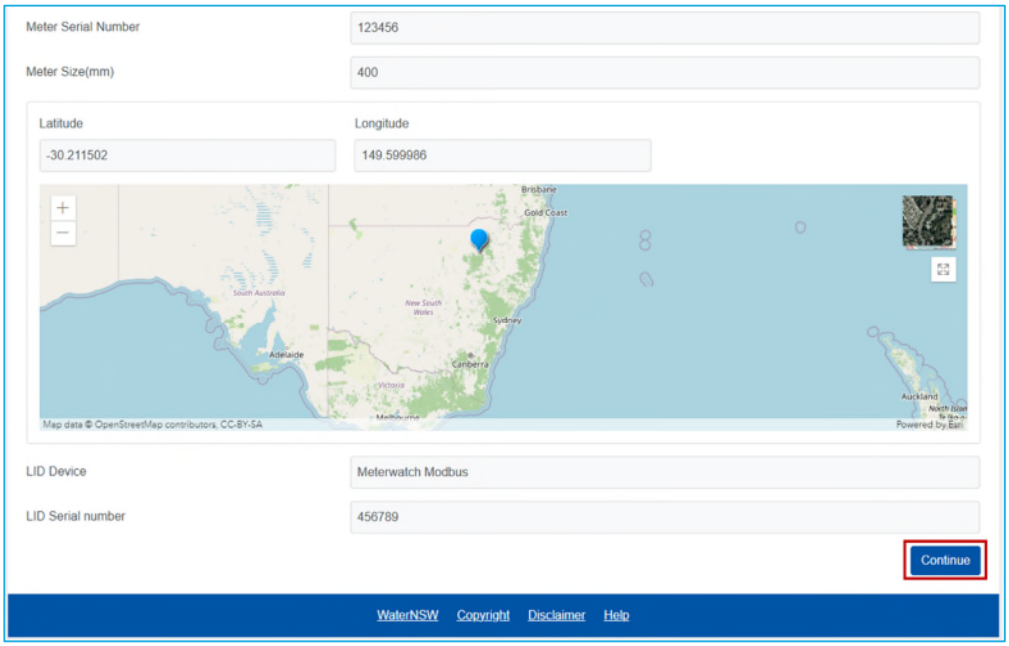
High level site details will be displayed.

5. Review the site details to confirm they are the correct meter type, serial number, LID (if applicable) and location details.

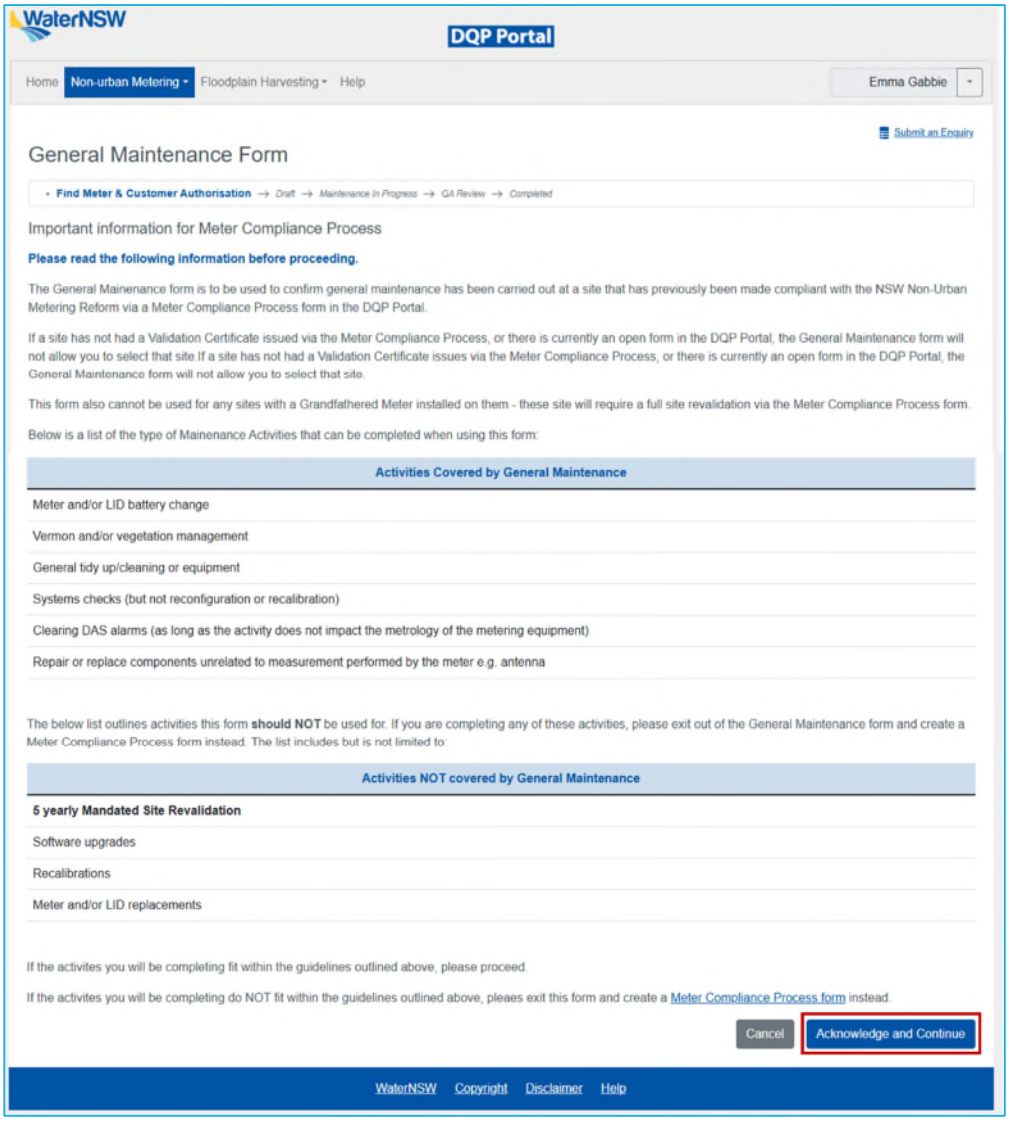
   If any of these details are incorrect contact WaterNSW by clicking on the "Submit an Enquiry" button at the top right of the page before proceeding.



6. If all site details are correct click "Continue" at the bottom right of the page.

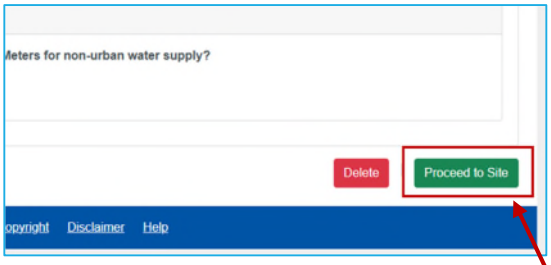


7. Review the important information that outlines when the maintenance form should be used, as well as when it should NOT be used. Once happy this is the correct form, Click "Acknowledge and Continue" at the bottom right of the page – this will open the General Maintenance form itself.

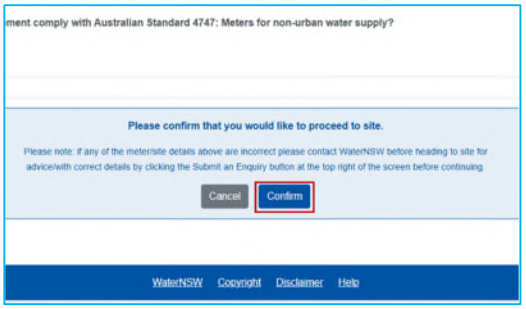


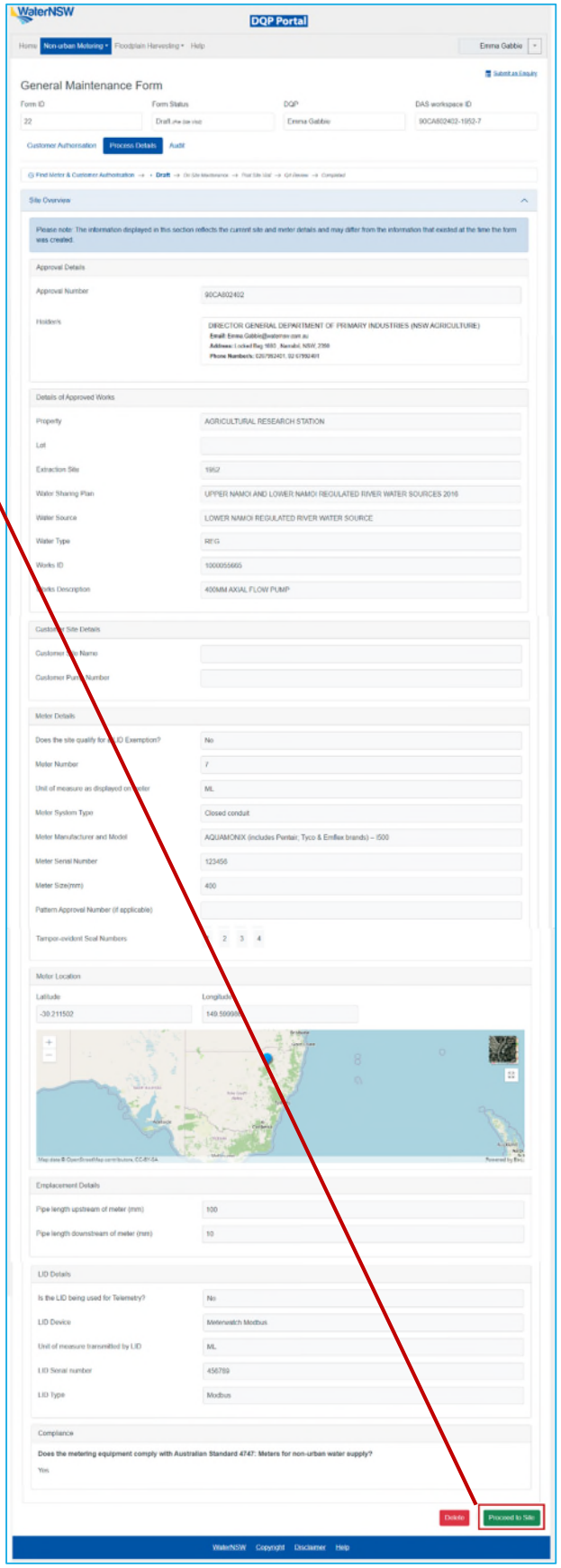
The form will now show all details for this site

8. Once satisfied all details are correct click “Proceed to Site”



9. Click “Confirm” to finish creating the General Maintenance Form.





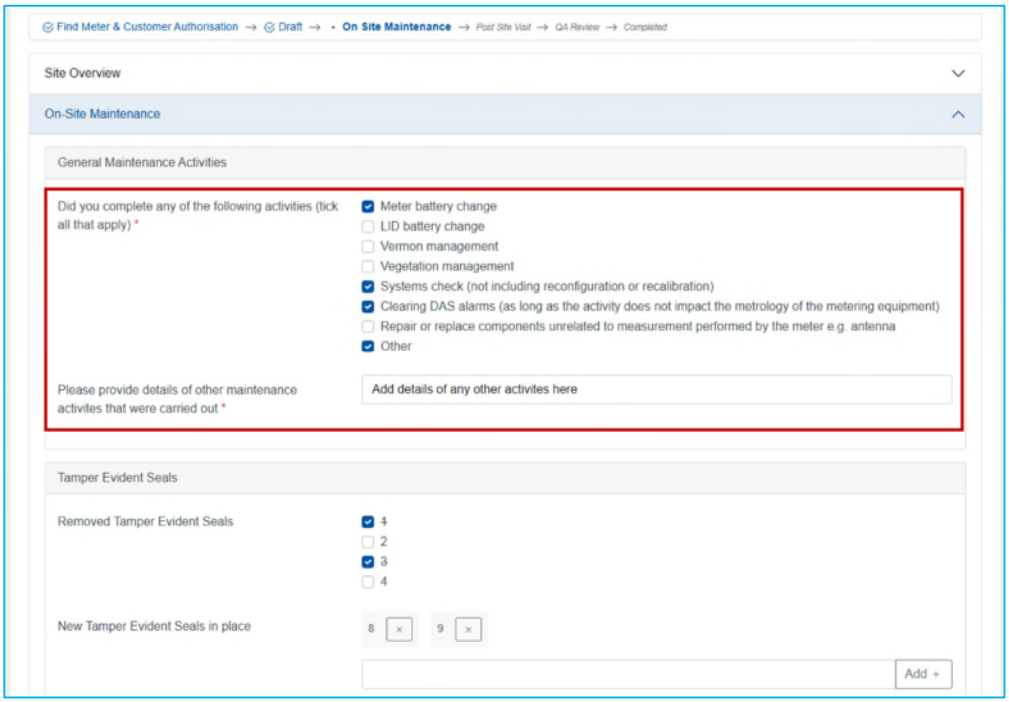
2.2 Carry Out Maintenance at Site



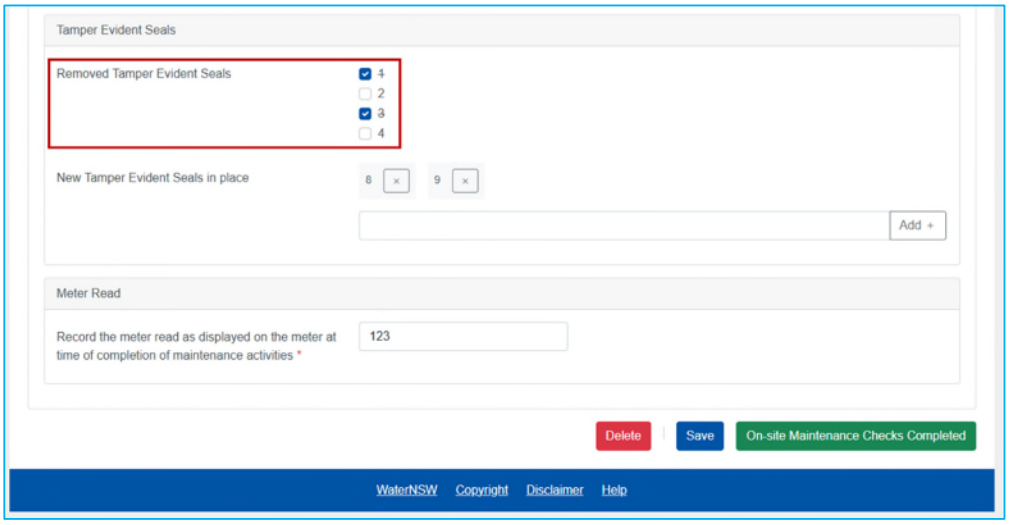
Head to site and carry out maintenance activities as required.

Once completed return to the General Maintenance form in the DQP Portal and enter details of the activities completed during maintenance.

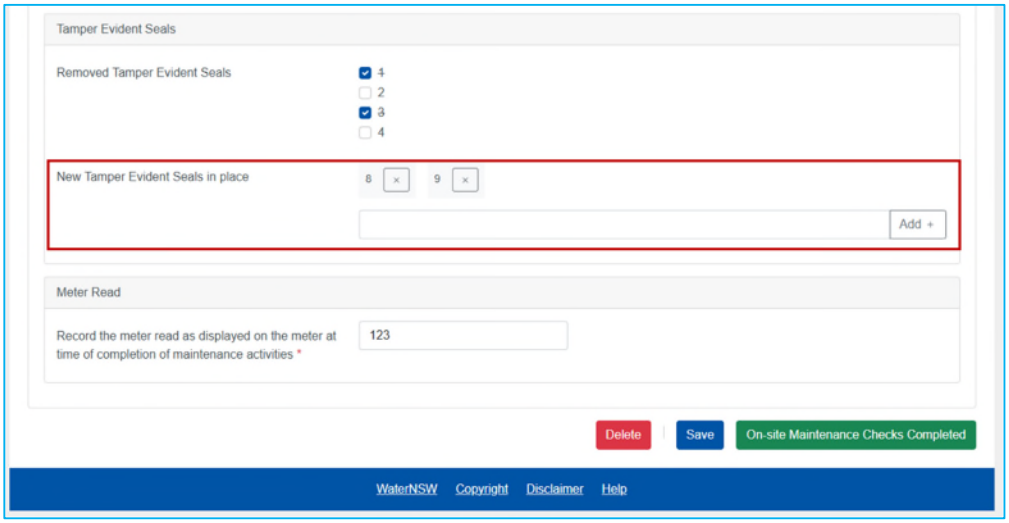
10. Tick the box next to any maintenance activities that were carried out.



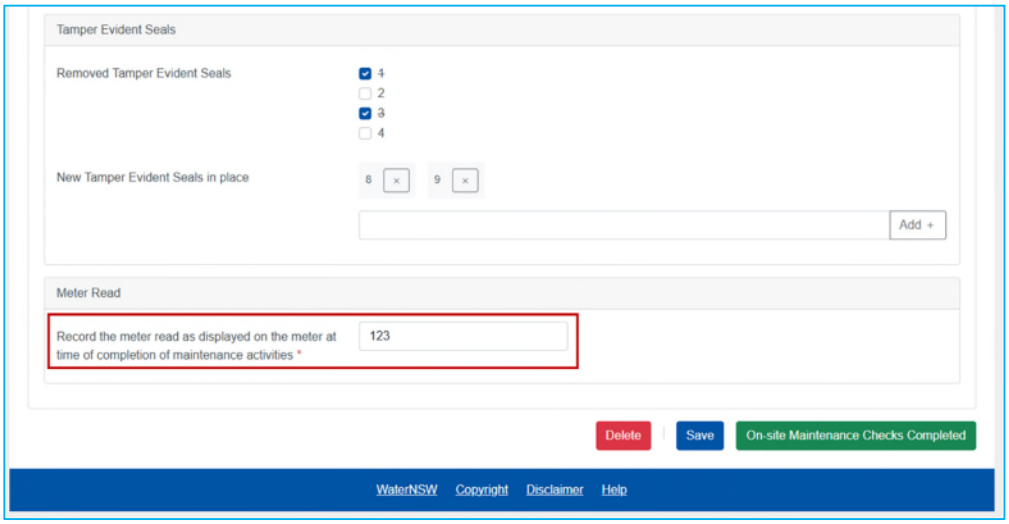
11. If any Tamper Evident Seals were removed during maintenance identify the seal number and tick the box next to it.



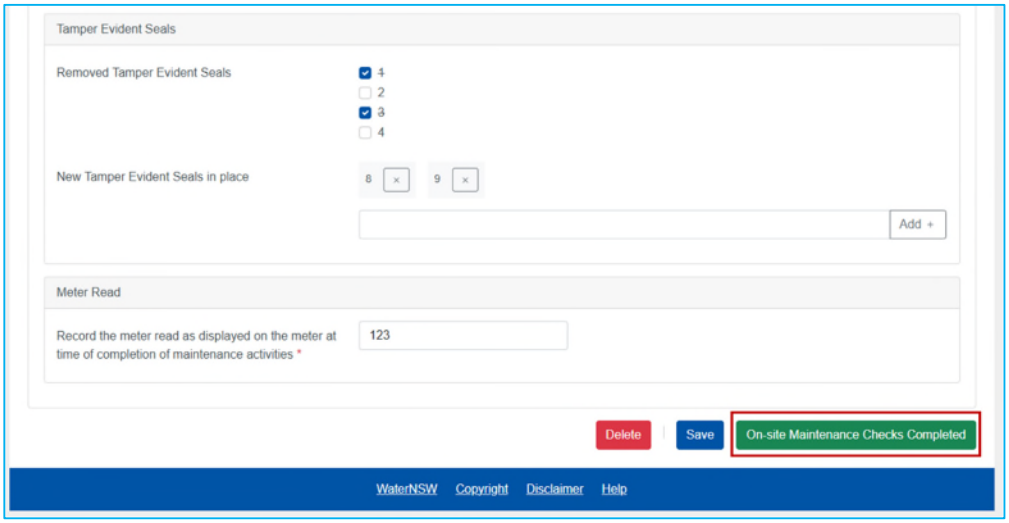
12. Entre the details of the new seals and click “Add”.



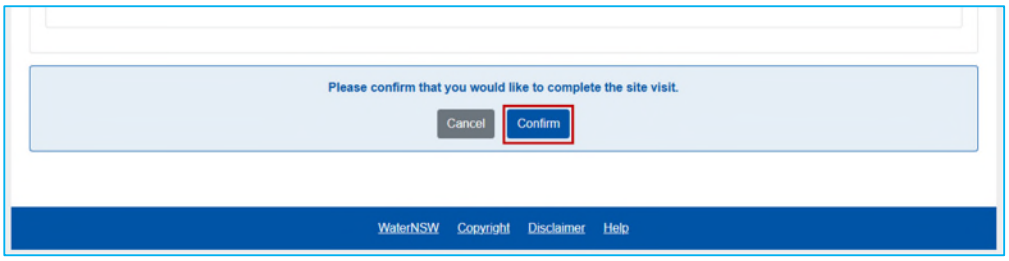
13. Entre the meter read displayed on the meter at the time of completing maintenance.



14. Once all details have been entered click "On-site Maintenance Checks Completed" at the bottom right of the page.



15. Click "Confirm" to complete the maintenance section of the form.



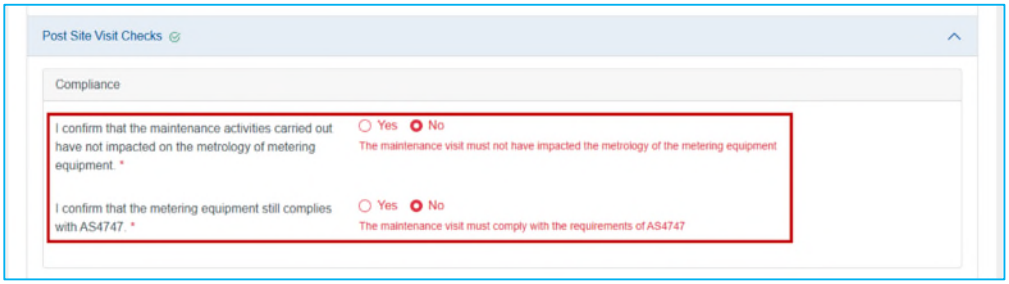
2.3 Confirm Site Compliance



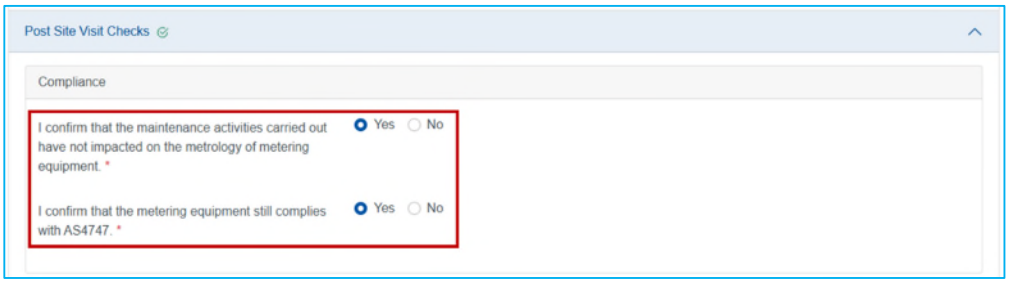
Complete the Post Site Visit Checks.

16. Answer the questions in the Compliance section of the form.

    If the answer to either of these questions is "No" contact WaterNSW to discuss next step. The form will not be able to proceed if No is selected for either of these questions.

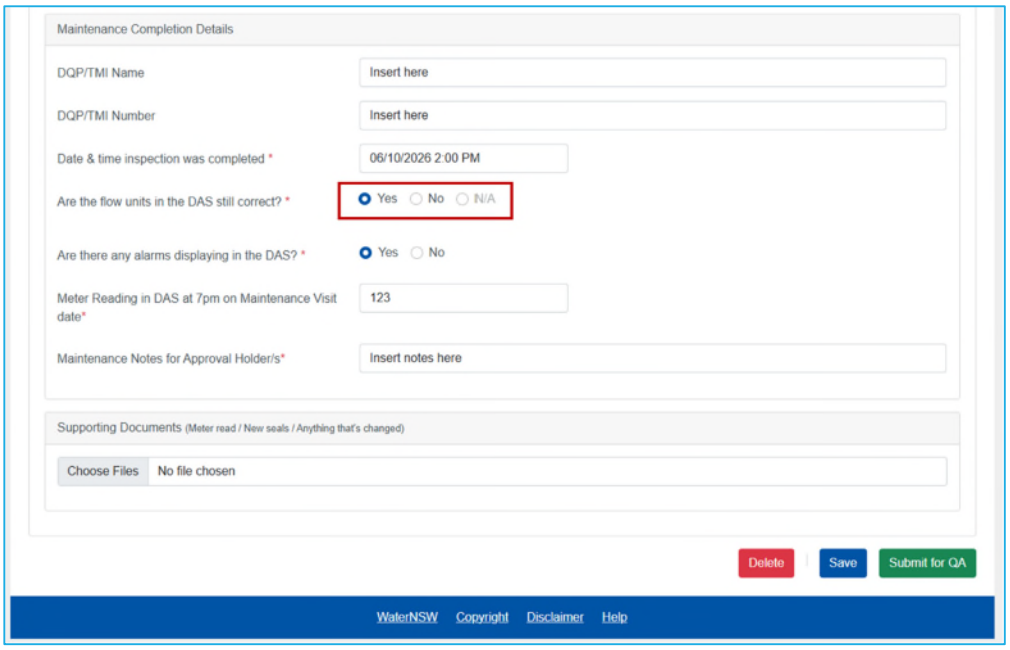


If the metrology of the metering equipment has not been impacted and the site is still compliant with AS4747 click "Yes" next to both questions.

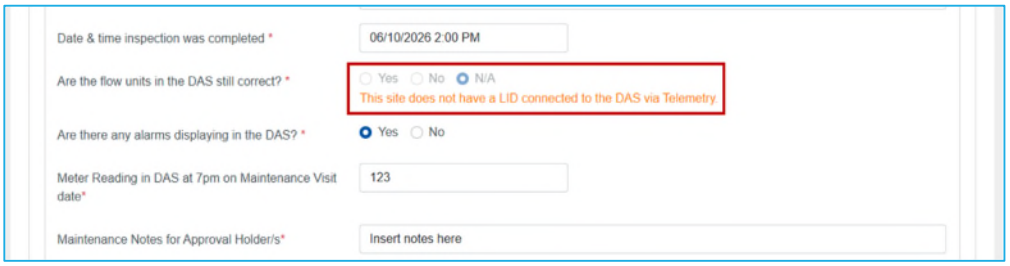


17. Confirm the DAS is still showing the correct flow units.

    If the answer to this question is "No" contact WaterNSW to discuss next step. The form will not be able to proceed if No is selected.

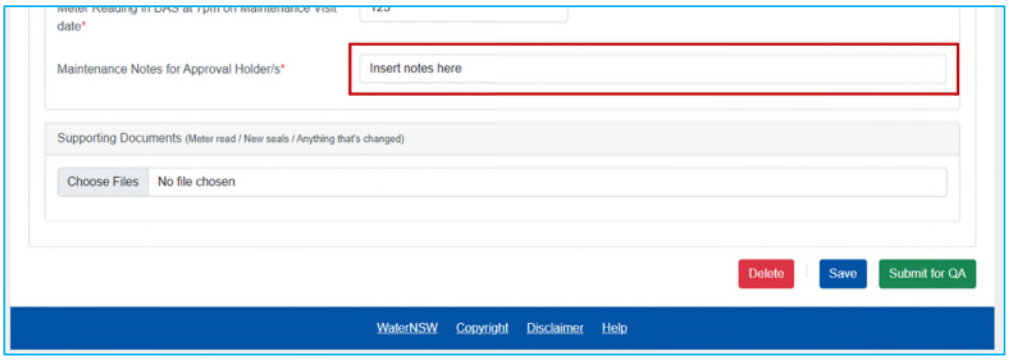


    If the meter is connected to a non-telemeted LID or is a "meter only" site this question will be greyed out.



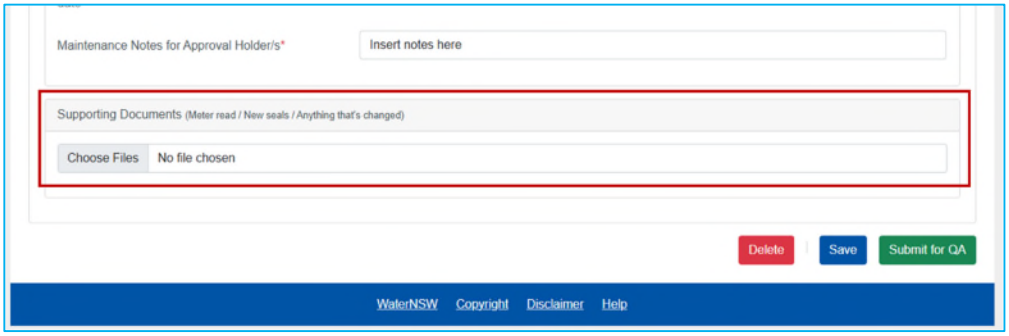
18. Add any notes about the maintenance activities, or proposed actions the Approval Holder/s need to take.

    If there are no notes to record type "N/A".

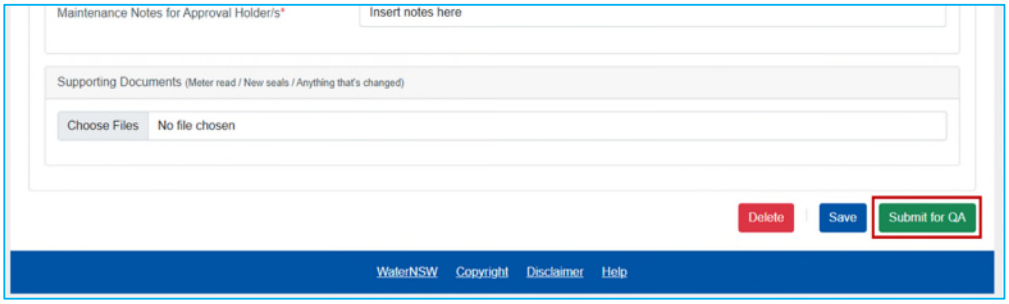


19. Upload any supporting documents and/or photos that are relevant to the maintenance.

    If there are no items to upload skip this section.



20. Once all details have been entered click "Submit for QA".



The General Maintenance forms is now sent to WaterNSW's Customer Data Operations (CDO) team to carry out QA checks before the General Maintenance Record is sent to the customer.

2.4 WaterNSW QA Review

Step 4
WaterNSW QA Review



All Site Maintenance forms will pass through a Quality Assurance (QA) Review once they are submitted.

WaterNSW's Customer Data Operations (CDO) team carry out checks to ensure the correct details have been entered in the DQP Portal, such as the correct meter reads and that there are no alarms in the DAS.

If the site validation **passes** the review, the General Maintenance Record is issued to the customer and DQP (see section 2.5). The DQP has completed the process.

If the site validation **fails** the review, the General Maintenance Process is returned to the DQP to update details as required. Comments will be provided on the changes that need to be made.

Reasons the QA Review could fail include:

- Incorrect meter read details
- Current alarm in the DAS
- The maintenance activities have impacted the metrology of the metering equipment

2.5 General Maintenance Record Sent to Customer



Once the CDO team have passed the review of the site's maintenance form, the DQP Portal will generate the official General Maintenance Record.

The record is then emailed to the customer, and a copy sent to the DQP.

The customer is still required to comply with monthly Recording & Reporting obligations – details can be found in the Recording & Reporting section of WaterNSW's website:

https://www.waternsw.com.au/customer-services/metering/recording-and-reporting

3. Acronym and Definition List

Acronym/Term	Definition
CA	Combined Approval
CDO	Customer Data Operations
DAS	Data Acquisition Service
DCCEEW	Department of Climate Change, Energy, the Environment and Water
DQP	Duly Qualified Person This is either a Certified Meter Installer (CMI) – or installers holding other applicable qualifications - through Irrigation Australia (IAL) or a Trade Meter Installer (TMI) through TAFE NSW
ESID	Extraction Site ID
Existing Meter	A meter that's details are already recorded in WAS
LID	Local Intelligence Device
Meter Emplacement	Emplacement is the complete metering equipment system, including: • flow meter • upstream & downstream • pipework • any air management valves • display register/transmitter and LID
MW	Miscellaneous Works
New Meter	A meter that is new to WaterNSW, specifically that no meter has ever been recorded in the WAS against that Work/Combined Approval and ESID
PPE	Personal Protective Equipment
QA	Quality Assurance
Replacement Meter	A meter that is replacing one that is already recorded in WAS
S91i Faulty Metering Equipment	The process for customer to self-report faulty metering equipment to WaterNSW

Acronym/Term	Definition
	See the Fact Sheet for more details
WA	Work Approval
WAS	Water Accounting System
Works ID (WID)	The Works ID is a unique number applied to every site in the Water Licencing System
Workspace ID	A Workspace ID is the unique identifier created for each metered site in the Data Acquisition Service (DAS), and is also used by WaterNSW as a point of reference for sites that either have a LID installed that is not connected to telemetry, or sites that are not required to connect a LID to their meter. It is made up of the: • Work Approval (WA) or Combined Approval (CA) number • Extraction Site ID (ESID) and • Meter Number. Examples of a Workspace ID are 90CA123456-1234-1 or 90WA123456-1234-1.