

How-To Guide: DQP Portal

Meter Compliance Process in the
DQP Portal





Contents

1. Overview	4
1.1 Meter Compliance Workflow Process	4
1.2 High Level DQP Portal Process	5
1.3 Scenarios / Installation Types	5
1.3.1 New Meter – New LID	6
1.3.2 Replacement Meter – New/Reconfigure LID	6
1.3.3 Existing Meter – New/Reconfigured LID	6
1.3.4 Existing Meter – Replacement LID	7
1.3.5 Revalidate Existing Meter & LID (Site Revalidation)	7
1.3.6 Scenarios Not Covered by the Meter Compliance Process	8
1.4 Meter Compliance Process Form Overview	9
1.4.1 Form ID	9
1.4.2 Form Status	10
1.4.3 DQP Name	11
1.4.4 Work Status	11
1.4.5 Meter	12
1.4.6 Source ID	12
1.4.7 Process Details Tab	13
1.4.8 Audit Tab	13
1.4.9 Customer Authorisation Tab	14
2. Meter Compliance Process Step by Step Instructions	15
2.1 Register Site to be Made Compliant	15
2.1.1 Create Registration	15
2.1.2 Request Customer Consent (if required)	16
2.1.2.1 Private-owned Metering Equipment	16
2.1.2.2 Government-Owned Metering Equipment	19
2.1.3 Enter Site Details and Installation Type	22
2.2 Registration QA Review	29
2.3 LID Registration	30
2.4 Install Equipment at Site	31
2.5 Commission the Site	33
2.5.1 Check the Data Acquisition Service (DAS)	35
2.6 Validate the Site	38

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



2.7	Validation QA Review	48
2.8	Validation Certificate Sent to Customer	49
3.	Data Acquisition Service Access	50
3.1	Overview	50
3.2	Initial Site Access	50
3.3	Renewing Site Access	51
3.3.1	How to Renew Access to a Site in the DAS	51
4.	Acronym and Definition List	52

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



Need Help?

Visit the [DQP Portal Help Page](#).

The screenshot shows the DQP Portal homepage. At the top left is the WaterNSW logo. The page title is "DQP Portal". Below the title is a navigation bar with links for "Home", "Non-urban Metering", "Floodplain Harvesting", and "Help". A search bar is located on the right side of the navigation bar. The main content area is divided into several sections: "Contact" with the email dqp.enquiries@waternsw.com.au; "Useful Links" including "Metering Guidance Tool", "WaterNSW Water Register", "List of Pattern-Approved Meters (MDBA)", "NSW non-urban water metering (IAL)", and "DQP Portal Frequently Asked Questions (FAQs)"; "What's new in DQP Portal" with a list of release notes from 2023 and 2024; and "How to guide / Work Instructions" with links to various guides and checklists. A "Submit an Enquiry" button is located in the top right corner. The footer contains links for "WaterNSW", "Copyright", "Disclaimer", and "Help".

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.

The screenshot shows the "OVERVIEW" page of the DQP Portal. The navigation bar is similar to the homepage, but the user name "Emma Gabbie" is displayed in the top right. The main content area starts with an "OVERVIEW" section explaining the portal's purpose. Below this are two expandable sections: "Non-urban Metering - more information" and "Floodplain Harvesting - more information". A large "Submit an Enquiry" button is prominently displayed in the center of the page. A red box highlights this button, and a red arrow points from a smaller "Submit an Enquiry" button in the top right corner of the page to it. At the bottom, there is a "Search My Forms" section with a table header containing "Form ID", "Progress", "Form Type", and "Created".

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



1. Overview

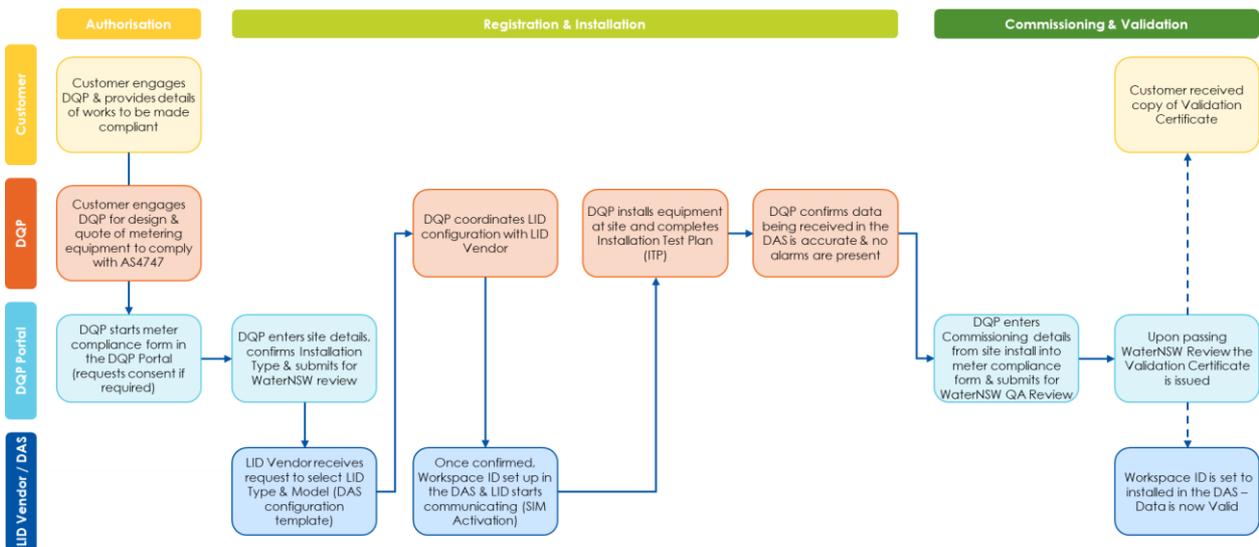
This How-To Guide outlines the steps for a Duly Qualified Person (DQP) to register, commission and then validate a metered site in the DQP Portal.

When successfully completed, this is the process for a customer to make their works compliant with the NSW Non-Urban Metering Reform. For details on the reform’s requirements and customer compliance dates visit the Non-Urban Metering section of WaterNSW’s website via this link:

<https://www.waternsw.com.au/customer-services/metering/non-urban-metering>

1.1 Meter Compliance Workflow Process

The below is an overview of the DQP lifecycle when entering into the Metering Compliance 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 three main components of the DQP Portal Meter Compliance Process are “Site Registration”, “LID Registration” and “Commissioning/Validation” as all these components have dedicated HOLD POINTS for Quality Assurance reviews.



How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



1.2 High Level DQP Portal Process

The DQP Portal underwent a major redesign in mid 2023 to streamline the process for a DQP to register and validate a site.

In the new structure, DQP's complete all activities under a single form that now also has two (2) Quality Assurance hold points to allow WaterNSW staff to work with the DQP and ensure details are accurate before the form proceeds. The streamlined process means less admin time for the DQP and a better end result for the customer.

The high level process steps are:

1. Register Meter Site to be made Compliant
2. Registration QA Review (hold point 1)
3. LID Registration
4. Install Equipment at Site
5. Commission & Validate Site
6. Validation QA Review (hold point 2)
7. Validation Certificate sent to Customer



1.3 Scenarios / Installation Types

There are a number of scenarios that the Meter Compliance Process in the DQP Portal covers, all with the same high level steps from the start to the end of the process.

Section 2 Meter Compliance Process outlines the actions to progress through each of the steps in Section 1.1.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



1.3.1 New Meter – New LID

- A new meter is a meter that is new to WaterNSW, specifically that no meter has ever been recorded in the Water Accounting System (WAS) against that Work Approval and Extraction Site ID (ESID).

These meters will typically be Meter No 1 but on occasion may be a higher number if there is more than 1 work on the Work Approval/ESID.

- A new Local Intelligence Device (LID) is a LID that is being configured for this meter for the first time.
- This scenario generates a new Workspace ID in the Data Acquisition Service (DAS) which is made up of the Work Approval (WA), Combined Approval (CA) number or MW (Miscellaneous Works), ESID and Meter Number. Examples of a Workspace ID are 90CA123456-1234-1 or 90WA123456-1234-1.

1.3.2 Replacement Meter – New/Reconfigure LID

- A replacement meter is a meter that is replacing one that is already recorded in WaterNSW's WAS.

These meters will generate a meter number of 2 or higher.

- **New LID:** A new Local Intelligence Device (LID) is a LID that is being configured for this meter for the first time.

Reconfigure LID: On occasion, the LID may have previously been configured to work with a different meter – it is now connecting to a different meter with a new Workspace ID.

- This scenario generates a new Workspace ID in the DAS which is made up of the WA, CA or MW, ESID and Meter Number.

Examples of a Workspace ID are 90CA123456-1234-2 or 90WA123456-1234-2.

1.3.3 Existing Meter – New/Reconfigured LID

- An existing meter is a meter that's details are already recorded in WaterNSW's WAS. These meters will have the meter number that is already assigned to them in WAS.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



- **New LID:** A new Local Intelligence Device (LID) is a LID that is being configured for this meter for the first time.
Reconfigure LID: In some cases LID's can be configured incorrectly so this option allows the LID to be reconfigured to match the correct site details, it is also when a LID may have previously been configured to work with a different meter or site – once reconfigured it can be connecting to a different meter with a new Workspace ID.
- This scenario generates a new Workspace ID in the DAS which is made up of the WA, CA or MW, ESID and Meter Number.
Examples of a Workspace ID are 90CA123456-1234-2 or 90WA123456-1234-2.

1.3.4 Existing Meter - Replacement LID

- An existing meter is a meter that's details are already recorded in WaterNSW's WAS. These meters will have the meter number that is already assigned to them in WAS.
- A replacement LID is a LID that is replacing one previously installed on this meter.
- This scenario does not generate a new Workspace ID in the DAS but reuses the existing one – the sequence number at the end of the Workspace ID (which is typically hidden in the DAS) will change by one number (eg: 90CA123456-1234-2-LID01 becomes 90CA123456-1234-2-LID02).

1.3.5 Revalidate Existing Meter & LID (Site Revalidation)

- A metered site that has already had a registration or meter compliance process created in the DQP Portal and needs a Validation Certificate to be created or reissued, this scenario will also cover all maintenance requirements like battery changes etc.
- The existing meter details are not being updated.
- The existing LID details are not being updated.
- No changes need to be made in the DAS.

It is important to understand that because the site has already been commissioned (Set to Installed in DAS), it requires the same recommissioning (Set to Install) process to be applied to update the systems valid data period and provide the latest pulse offset (meter read at time of commissioning) for WaterNSW's water accounting systems.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



1.3.6 Scenarios Not Covered by the Meter Compliance Process

- Accuracy certificate
See instructional video on DQP Portal Help/Support page for details on how to complete
- Design Certificate
See instructional video on DQP Portal Help/Support page for details on how to complete
- Transitional Agreement Report
See instructional video on DQP Portal Help/Support page for details on how to complete
- Sites granted a cl233 exemption by DCCEEW as the site cannot physically be made compliant
Details coming soon on how to complete

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



1.4 Meter Compliance Process Form Overview

This section explains the different fields at the top of the Meter Compliance Process form and what these mean to the DQP.

Home **Non-urban Metering** Floodplain Harvesting Help Emma Gabbie

Meter Compliance Process

Form ID	Form Status	DQP	Work Status
18	Pending Validation	Emma Gabbie	Pending Payment

Meter (DAS workspace ID)	Source ID
85CA753187-120088-16	120088-16-LID01

Process Details Audit Customer Authorisation

Find Approval & Customer Authorisation → Site Registration → **Commissioning & Validation**

Installation Type

New Meter - New LID

1.4.1 Form ID

Home **Non-urban Metering** Floodplain Harvesting Help Emma Gabbie

Meter Compliance Process

Form ID	Form Status	DQP	Work Status
18	Pending Validation	Emma Gabbie	Pending Payment

Meter (DAS workspace ID)	Source ID
85CA753187-120088-16	120088-16-LID01

Process Details Audit Customer Authorisation

Find Approval & Customer Authorisation → Site Registration → **Commissioning & Validation**

Installation Type

New Meter - New LID

This field is the unique identifier for this form. No 2 forms will have the same Form ID.

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

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



1.4.2 Form Status

Home Non-urban Metering Floodplain Harvesting Help Emma Gabbie

Meter Compliance Process

Form ID: 18 Form Status: Pending Validation DQP: Emma Gabbie Work Status: Pending Payment

Meter (DAS workspace ID): 85CA753187-120088-16 Source ID: 120088-16-LID01

Process Details Audit Customer Authorisation

Find Approval & Customer Authorisation → Site Registration → Commissioning & Validation

Installation Type: New Meter - New LID

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. Pending Site Registration**

The form has been created and is waiting its initial submission (or resubmission if it did not pass Registration QA – see section 2.2 for more detail)

- 2. Registration QA Review in Progress**

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 Pending Validation. If the form does not pass, it returns to the status Pending Site Registration.

- 3. LID Registration**

The form has passed the QA Review and is now with the selected LID Vendor to select the correct make and model of LID and configure the to suit the meter it is connecting to, then can be end to end tested to the new DAS Workspace and sent out to the DQP

- 4. Pending Validation**

The form has been returned to the DQP from the LID Vendor and is now waiting for the DQP to complete Commissioning and Validation details (one equipment has been installed/verified at site).

- 5. Validation QA Review in Progress**

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 Pending Validation.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



6. Completed

The form has passed the final QA Review and the Validation Certificate has been sent to the customer and DQP.

1.4.3 DQP Name

The screenshot shows the 'Meter Compliance Process' form in the DQP Portal. The 'DQP' field, which contains the name 'Emma Gabbie', is highlighted with a red rectangular box. Other fields include 'Form ID' (18), 'Form Status' (Pending Validation), 'Meter (DAS workspace ID)' (85CA753187-120088-16), and 'Source ID' (120088-16-LID01). The 'Work Status' dropdown is set to 'Pending Payment'. Navigation buttons for 'Process Details', 'Audit', and 'Customer Authorisation' are visible, along with a breadcrumb trail: 'Find Approval & Customer Authorisation → Site Registration → Commissioning & Validation'. The 'Installation Type' is 'New Meter - New LID'.

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

1.4.4 Work Status

This block contains two screenshots. The main screenshot on the left shows the 'Meter Compliance Process' form with the 'Work Status' dropdown highlighted by a red box. The dropdown menu is open, showing a list of options: 'Pending Payment', 'Site Access Issue', 'Waiting on Materials', 'Pending Payment', 'To be scheduled', 'Install Complete - Pending CoV', and 'Waiting on Customer'. The 'Pending Payment' option is currently selected and highlighted in blue. The rest of the form fields are identical to the previous screenshot.

This field provides the DQP with a drop down that allows them to inform WaterNSW if there is a reason it is taking longer than expected to complete the Commissioning and Validation stage of the process.

This field becomes available for the DQP to use once the form is in the status of Pending Validation and is then locked once the form has been submitted for Validation QA Review.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



1.4.5 Meter

The screenshot shows the 'Meter Compliance Process' page in the DQP Portal. The page includes a breadcrumb trail: Home > Non-urban Metering > Floodplain Harvesting > Help. The user's name, Emma Gabbie, is displayed in the top right. The main content area contains several input fields: Form ID (18), Form Status (Pending Validation), DQP (Emma Gabbie), and Work Status (Pending Payment). Below these are two more fields: Meter (DAS workspace ID) with the value 85CA753187-120088-16, and Source ID with the value 120088-16-LID01. The 'Meter (DAS workspace ID)' field is highlighted with a red box. Below the fields are three tabs: Process Details (selected), Audit, and Customer Authorisation. A breadcrumb trail for the process is shown: Find Approval & Customer Authorisation → Site Registration → Commissioning & Validation. At the bottom, the Installation Type is set to New Meter - New LID.

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.

1.4.6 Source ID

The screenshot shows the 'Meter Compliance Process' page in the DQP Portal, identical to the previous one. The 'Source ID' field, containing the value 120088-16-LID01, is highlighted with a red box.

This field provides the source ID that is assigned to the meter site in the Data Acquisition Service (DAS). LID01 identifies if it is the first Location Intelligence Device (LID) that has been installed with that specific meter. If the LID is replaced the source ID will show LID02 at the end, and sequence up with any additional changes.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



1.4.7 Process Details Tab

The screenshot shows the 'Process Details' tab of the 'Meter Compliance Process' form. The form includes fields for Form ID (18), Form Status (Pending Validation), DQP (Emma Gabbie), and Work Status (Pending Payment). It also shows Meter (DAS workspace ID) as 85CA753187-120088-16 and Source ID as 120088-16-LID01. Below the form fields, there are tabs for 'Process Details', 'Audit', and 'Customer Authorisation'. A breadcrumb trail indicates the path: Find Approval & Customer Authorisation → Site Registration → Commissioning & Validation. The Installation Type is set to 'New Meter - New LID'.

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.

1.4.8 Audit Tab

The screenshot shows the 'Audit' tab of the 'Meter Compliance Process' form. It displays a table of audit logs with columns for Date & Time, Action, User, and Comments / Other Info. The 'Audit' tab is highlighted with a red box.

Date & Time	Action	User	Comments / Other Info
23/01/2024 2:11pm	Save Validation	Emma Gabbie	
23/01/2024 2:11pm	Save Validation	Emma Gabbie	
23/01/2024 2:11pm	Save Validation	Emma Gabbie	
30/11/2023 1:24pm	Save Validation	Emma Gabbie	
30/11/2023 1:23pm	Trigger Commissioning	Emma Gabbie	
30/11/2023 1:23pm	Save Validation	Emma Gabbie	
30/11/2023 1:20pm	Registration QA Passed Email	System	
30/11/2023 1:20pm	Approve Registration	WaterNSW Customer Data Officer	

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

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



1.4.9 Customer Authorisation Tab

The screenshot displays the 'Customer Authorisation' tab within the 'Meter Compliance Process' section of the DQP Portal. The interface includes a breadcrumb trail (Home > Non-urban Metering > Floodplain Harvesting > Help) and a user profile (Emma Gabbie). The main content area is divided into several sections:

- Form ID:** 18
- Form Status:** Pending Validation
- DQP:** Emma Gabbie
- Work Status:** Pending Payment
- Meter (DAS workspace ID):** 85CA753187-120088-16
- Source ID:** 120088-16-LID01

Navigation tabs include 'Process Details', 'Audit', and 'Customer Authorisation' (which is highlighted with a red box). The 'Customer Authorisation' section contains the following details:

- Authorisation Request Type:** Email
- Authorisation Requested on:** 20/07/2023 10:20am
- Authorisation Status:** Approved
- Approved on:** 20/07/2023 10:21am
- Expiring on:** 19/07/2024 10:21am
- Request sent to holder:** BUDVALT PTY LTD

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.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



2. Meter Compliance Process Step by Step Instructions

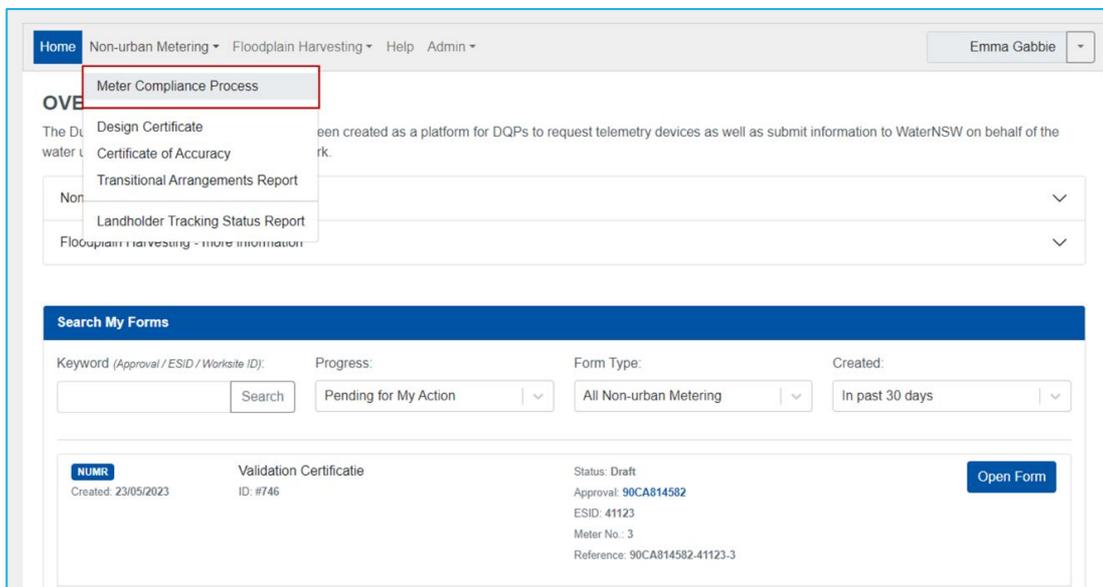
2.1 Register Site to be Made Compliant

Step 1
Register Meter Site to be made Compliant

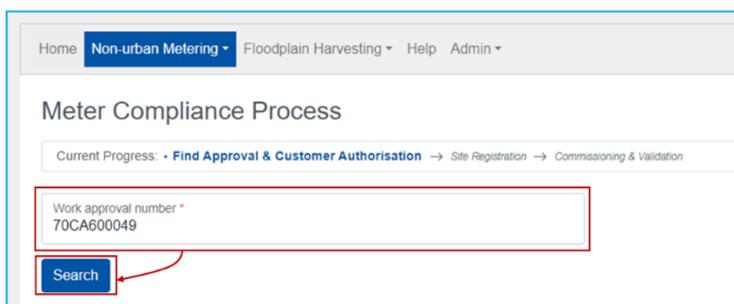
2.1.1 Create Registration



1. On the DQP Portal Home page click on “Non-urban Metering” at the top left of the screen and select “Meter Compliance Process”.



2. Enter details of Work Approval and click “Search”.



How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



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.

Go to section 2.1.2.1

If the metering equipment is owned by WaterNSW and maintained on behalf of the work approval holder, this equipment is referred to as Government-Owned Meter.

Go to section 2.1.2.2

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".

Home Non-urban Metering Floodplain Harvesting Help Emma Gabbie

Meter Compliance Process

Find Approval & Customer Authorisation → Site Registration → Commissioning & Validation

Work approval number *
85CA753404

Search

Work to commence on Private-owned Meter (No authorisation)
 Work to commence on Government-owned Meter (No authorisation)

Request Authorisation (for Private-owned meters)

You do not have authorisation to work on Private-owned meters yet, please follow the options below to send your authorisation request.

Holder to Send Authorisation Request*
RABREMO PTY LIMITED

Holder Type
Company

Phone Number
0418 717639

Approval Holder Email *
emma.gabbie@waterNSW.com.au

Send request

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



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.

Authorisation request for 85CA753404 (for Private-owned meters)

Request type: Request created:

Request status:

Request sent to holder:

Holder Type:

Phone Number:

Request sent to email:

Please wait for the holder to approve your authorisation request. Alternatively select one of the option below to resend your authorisation request.

Holder to Send Authorisation Request*

If the customer does not have an email address in WaterNSW's system, the DQP requests the customer contact WaterNSW and update their details. Customer can contact WaterNSW customer support on 1300 662 077 or schedule an appointment via this link:

<https://www.waternsw.com.au/customer-services/water-licensing>

Home **Non-urban Metering** Floodplain Harvesting Help Admin

Meter Compliance Process

Current Progress: **Find Approval & Customer Authorisation** → Site Registration → Commissioning & Validation

Work approval number *

Customer Authorisation Request

Holder*

Holder type

Approval holder email *

Email address is required. Please ask the customer to contact WaterNSW at 1300 662 077 to update their email address.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



Once this is done, the DQP can proceed with sending the consent request.

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".

Home **Non-urban Metering** Floodplain Harvesting Help Emma Gabbie

Meter Compliance Process

• Find Approval & Customer Authorisation → Site Registration → Commissioning & Validation

Work approval number *
85CA753404

Search

Work to commence on Private-owned Meter (Authorised)
 Work to commence on Government-owned Meter (No authorisation)

You have authorisation for 85CA753404 (for Private-owned meters)

Authorisation approved on	Authorisation expiring on
22/04/2024 9:58am	22/04/2025 9:58am

Continue

Go to Step 6 on Page 21

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



2.1.2.2 Government-Owned Metering Equipment

4. The Meter Maintenance for government owned meters (GOMs) has been awarded under contract and certain DQP's have been engaged to complete these works under the contract manager. All DQP Portal activity for GOMs sites will be managed internally by WaterNSW's Meter Maintenance team and their approved contractors so general DQP's will not need to select to "Work to commence on Government-owned Meter", this is solely a provision for engaged GOM's maintenance contract manager and support team.

5. In the case of GOM's Consent Authorisation a request will be sent to WaterNSW's Meter Maintenance team to coordinate the approval of the consent request with the approval holder.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



Once the Meter Maintenance team has approved this request (in coordination with the approval holder) the DQP will receive an email conformation and will be able to continue working on the registration by clicking “Continue”.

Note: if you have not been engaged by WaterNSW to work on this metering equipment the request will be rejected.

Home **Non-urban Metering** Floodplain Harvesting Help Emma Gabbie

Meter Compliance Process

Find Approval & Customer Authorisation → Site Registration → Commissioning & Validation

Work approval number *
50CA510239

Search

Work to commence on Private-owned Meter (No authorisation)

Work to commence on Government-owned Meter (Authorised)

You have authorisation for 50CA510239 (for Government-owned meters)

Authorisation approved on: 22/04/2024 9:48am

Authorisation expiring on: 22/04/2025 9:48am

Continue

Go to Step 6 on Page 21

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



- Accept the acknowledgement at the bottom of the page that shows information about the meter compliance process and requirements – this will bring up the Site Registration form.

Home **Non-urban Metering** Floodplain Harvesting Help
Emma Gabbie

Meter Compliance Process

Current Progress: [Find Approval & Customer Authorisation](#) → [Site Registration](#) → [Commissioning & Validation](#)

Important information for Meter Compliance Process

This information is to assist you to select and configure an appropriate Local Intelligence Device (LID) for your customer.

What are the differences between a Pulse and Modbus LID?

How they record and report water take	
Modbus LID	The Modbus LID records the cumulative meter reading hourly and sends these readings to the WaterNSW Data Acquisition Service (DAS) once a day. The Modbus transmits the exact value of cumulative water usage you see on the meter.
Pulse LID	The Pulse LID calculates water usage by counting the number of pulses it receives, then multiplying that value by the scaling factor. Unlike the Modbus, Pulse LIDs only capture and transmit the volume of water used daily to the DAS.

What key information is needed to configure each LID?	
Modbus LID	<p>Unit of measure</p> <p>The key factor you need to configure correctly is the unit of measure used by the meter. If this is configured incorrectly, your customer's usage will not be recorded accurately. For example, if you select 'megalitre' (ML) as the unit of measure when it should be a 'kilolitre' (kL), every kL used by your customer will be recorded as an ML, causing a significant error between what is used and what is reported.</p>
Pulse LID	<p>Scaling Factor</p> <p>Each pulse LID needs to be configured with a scaling factor. The scaling factor is the number that tells the LID how much water has been pumped each time it receives a pulse from the meter. Each meter manufacturer has different configurations depending on the diameter of the pump the meter is attached to.</p> <p>It is recommended that you work with the meter and LID manufacturer directly to ensure you set the correct scaling factor for the pulse output of the meter.</p> <p>It is vital that the scaling factor is set correctly. If not, the usage data will be communicated to WaterNSW incorrectly, your customer will not be compliant with the Regulations and they will likely hold you responsible for correcting any errors.</p> <p>Meter Unit of measure</p> <p>You also need to correctly configure the unit of measure used by the meter. If this is set incorrectly, your customer's usage will not be recorded accurately. For example, if you select 'megalitre' (ML) when it should be a 'kilolitre' (kL), every kL used by your customer will be recorded as an ML, causing a significant error between what is used and what is reported.</p> <p>Capturing the meter read at the time of LID installation</p> <p>As Pulse LIDs only communicate the usage over a 24-hour period, it is vital that the meter reading at the time the LID is installed is recorded. If this does not happen, WaterNSW will not be able to establish the full water take for your customer. This will need to be corrected by a further visit to the site by you.</p>

What happens if an LID is configured incorrectly?

If an LID is configured incorrectly, your customer's water usage will not be transmitted to WaterNSW accurately.

What this means for the customer:

- Your customer may not be compliant with the NSW Government's non-urban metering rules
- Your customer may receive incorrect billings from WaterNSW until the issue is rectified and may be liable for all water consumed in the period until the correct usage is established; and
- Your customer may be at risk of inadvertently exceeding their water allocation.

What this means for the DQP:

- You may be responsible for rectifying any errors; and
- You may be in breach of your obligations as a certified meter installer under Irrigation Australia Limited's code of conduct.

What if a customer chooses to voluntarily opt in or out of telemetry?

Customers with pumps below 200mm or groundwater works of any size are not required by the Regulations to install telemetry on their meter. However, many customers voluntarily choose to do so as they believe it is more efficient for them to have their meter usage captured daily and electronically sent to the DAS.

If your customer voluntarily opts in to the telemetry service it is important that they understand the technical capabilities of their LID. If a customer installs an LID that can only transmit their water usage through telemetry and they subsequently choose to opt out of the service, they will need to install an alternative LID that has in field data download capability. Currently only a small selection of the Modbus LIDs offers this functionality.

Where to go for more information?

If you have further questions about the different types of LIDs or need installation support, please discuss this with the LID and/or meter manufacturer.

Visit the 'Help' section of the DQP Portal for useful links and information about using the portal at dqp.watnsw.com.au/help

All other enquiries can be emailed to dqp.enquiries@watnsw.com.au

Acknowledge and Continue

[WaterNSW](#) [Copyright](#) [Disclaimer](#) [Contact Us](#) [Help](#)

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



2.1.3 Enter Site Details and Installation Type

7. Select the installation type from the "Installation Type" drop down menu. This will open up details of which site on the work approval the metering equipment is to be installed against.

For definitions of the different Installation Types see section 1.3 of this document.

Home **Non-urban Metering** Floodplain Harvesting Help Emma Gabbie

Meter Compliance Process

Form ID: 1841 Form Status: Pending Site Registration DQP: Emma Gabbie

Find Approval & Customer Authorisation → **Site Registration** → Commissioning & Validation

Registration Details

Form Type: Non-urban

Installation Type * **Existing Meter - New LID**

DQP Description of Works *

Approval Details

Approval Number

Holder/s

A box will pop up displaying the definition of the Installation Type that has been selected.

- If this is correct click "Acknowledge and Continue".
- If this is not correct click "Change Installation Type and return to Step 7.

Installation Type Selection Acknowledgement

Please review and confirm you have selected the correct Installation Type for this site registration.

Existing Meter - New LID

Existing meter: meter currently registered at that site in WaterNSW system – New LID: configured to this meter for the first time.

Acknowledge and Continue **Change Installation Type**

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



8. Complete the "DQP Description of Works" field.

This information should inform WaterNSW's Customer Data Ops team (who carry out the QA of submission) why the form is being submitted, and why the specific Installation Type was selected.

For example, if Site Revalidation has been selected as the Installation Type, is it because scheduled maintenance is being carried out or because the site has been inspected due to a DAS Alarm that has now been resolved without any changes to the metering equipment?

Registration Details

Form Type: Non-urban

Installation Type * : New Meter - New LID

DQP Description of Works *
Enter details here

9. Click on the "Property" drop down and select the correct Property Name.

Extraction Site and Work Details

Property:  (dropdown menu open)

Extraction Site & Works *
MIRALWYN

10. Click on the "Extraction Site" drop down and select the correct ESID/Works ID.

Extraction Site and Work Details

Property: MIRALWYN

Extraction Site & Works *
ESID: 120088 (UNREG), 915MM AXIAL FLOW PUMP (Works ID 1000191128)
ESID: 120089 (UNREG), BLOCK DAM (Works ID 1000191129)
ESID: 120088 (UNREG), 610MM AXIAL FLOW PUMP (Works ID 1000191130)
ESID: 120089 (UNREG), 610MM AXIAL FLOW PUMP (Works ID 1000191131)

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



The below fields will be populated with the corresponding ESID/Site details.

Extraction Site and Work Details	
Property	MIRALWYN
Extraction Site & Works *	ESID: 120088 (UNREG), 915MM AXIAL FLOW PUMP (Works ID 1000191128)
ESID	120088
Water Sharing Plan	BARWON-DARLING UNREGULATED RIVER WATER SOURCE 2012
Water Source	BARWON-DARLING UNREGULATED RIVER WATER SOURCE
Water Type	UNREG
Works Description	915MM AXIAL FLOW PUMP
Works ID	1000191128
Lot/DP	
Customer Site Name *	
Customer Pump Number	

11. Click on the "Lot/DP" drop down and select the correct Lot & DP.

Lot/DP	<input type="text" value=""/>
Customer Site Name *	2//751619 DP
Customer Pump Number	5//751619 DP
	8//751619 DP
	20//43538 DP

12. Enter the name the customer uses for the site as well as the pump number used by the customer.

Lot/DP	2//751619 DP
Customer Site Name *	Enter site name here
Customer Pump Number	1

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



13. Enter meter details (depending on the scenario that was selected in step 2.1.3-7)

- New Meter – enter details of the meter planned to be installed
- Replacement meter – the screen will display the details of the existing meter in WAS and provide fields to enter details of the meter planned to be installed in its place
 - If the existing meter details do not match what is on the ground you will need to send an email to dqp.enquiries@watersw.com.au with Subject: **Existing Meter not found in DQP Portal** and provide the details of the existing meter to be replaced.
 - In the old meter details section answer the question “Can you provide the current meter reading?”

If yes, enter the date and read of the current meter reading

Old Meter Details

Meter * Meter No 3 (90CA801863-1792-3, LID Halytech Meterwatch)

Please note that this meter will be decommissioned at submission.

Workspace ID 90CA801863-1792-3

Manufacturer and Model Other

Meter Serial Number 67299

Can you provide the current meter reading? * Yes No

Current Reading Date * 31/10/2023 1:00 PM

Current Reading * 123

If no, the meter should be under what is known as an s91i as it is faulty metering equipment – enter the case number (the customer should be able to provide this to the DQP)

Can you provide the final meter reading? * Yes No

S91i Reference Number: * CS123456

- Existing meter – the screen will display the details of the meter in WAS
 - If the existing meter details do not match what is on the ground change the Installation type to “Replacement Meter – New LID”.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



- If the meter details do not automatically populate, enter the details of the meter that is on the ground.
- If the meter location on the map is not correct, zoom in on the map and click on the correct location – the blue map pin will move to this location and the Lat/Long details will update.

Existing Meter Details

Meter: * Meter No.: 2

Manufacturer and Model: * Aquamonix / Pentair - 1500

Size (in mm): 200

Meter Location

Latitude * -34.889942 Longitude * 146.775446

Map data © OpenStreetMap contributors, CC-BY-SA. Powered by Esri.

14. In the LID details section confirm if the LID will be connecting to telemetry or not.

New LID Details

Is the LID being used for Telemetry? * Yes No

- If the site will not be connecting to telemetry:
In the "LID Vendor" drop down select "Pacific Data Systems (YDOC)" or "Halytech" – these are currently the only LID's approved for in-field download.

New LID Details

Is the LID being used for Telemetry? * Yes No

LID Vendor *

- Aquamonix
- Campbell Scientific
- Halytech
- Pacific Data Systems (YDOC)

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



- If the site will be connecting to telemetry:
In the “LID Telemetry Type” drop down select “SIM” (Satellite option is not yet available).

The screenshot shows the 'New LID Details' form. The 'Is the LID being used for Telemetry?' field has 'Yes' selected. The 'LID Vendor' dropdown menu is open, showing a list of vendors: Aquamonix, Campbell Scientific, Halytech, and Pacific Data Systems (YDOC). The 'Submit' button is visible on the right side of the dropdown menu.

15. Once all details have been completed click the “Submit” button at the bottom right of the screen.

The screenshot shows the 'New LID Details' form. The 'LID Vendor' dropdown menu is closed, and 'Halytech' is selected. The 'Submit' button is highlighted in green, indicating it is the next step.

16. A prompt will appear to confirm all details are correct. Once sure they are, click “Confirm”.

The screenshot shows a confirmation dialog box with the text "Please confirm all fields are filled in correctly". There are two buttons: "Cancel" and "Confirm". The "Confirm" button is highlighted with a red box.

A confirmation will appear on the screen to confirm the submission was successful and the registration will change to the status “Registration QA Review in Progress”.

The screenshot shows a confirmation message: "Form is submitted for QA Review. Please check your email for further notifications." The message is displayed in a light green box.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



The status of the meter compliance process form can be viewed on the home screen by filtering to "Pending QA Review" in the Progress drop down.

The screenshot shows the DQP Portal interface. At the top, there is a navigation bar with "Home", "Non-urban Metering", "Floodplain Harvesting", and "Help". A user profile "Emma Gabbie" is visible in the top right. Below the navigation bar is an "OVERVIEW" section with a brief description of the portal's purpose. There are two expandable sections for "Non-urban Metering" and "Floodplain Harvesting".

The main section is titled "Search My Forms". It contains a search bar and several filters:

- Keyword (Approval / ESID / Worksite ID): Search
- Progress: Pending QA Review (highlighted with a red box)
- Form Type: All Non-urban Metering
- Created: In past 30 days

Below the search filters, there is a table of Meter Compliance Process forms:

ID	Status	Approval	ESID	Meter No.	Reference	Action
#22	Validation QA Review in Progress	90CA805003	14638	10	90CA805003-14638-10	Open Form
#21	Validation QA Review in Progress	90CA804994	14625	1	90CA804994-14625-1	Open Form
#17	Registration QA Review in Progress	20CA200758	3131			Open Form

The third row of the table, representing ID #17, is highlighted with a red box.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



2.2 Registration QA Review

Step 2
Registration QA
Review

All Site Registrations 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 site details have been made available in the DQP Portal, the correct proposed meter number has been generated and that WaterNSW's internal systems have been updated so the site will be able to communicate once it has been commissioned & validated.

If the site registration **passes** the review, the Meter Compliance Process proceeds to Step 3 (see section 2.3) for the LID Vendor to coordinate with the DQP to select the most suitable device and configuration to suit the intended works.

If the site registration **fails** the review, the Meter Compliance Process is returned to the DQP to update the Registration details as required (see section 2.1.3). Comments will be provided on the changes that need to be made.

Reasons the QA Review could fail include:

- Incorrect installation type selected
- Incorrect site selected
- Licencing details incomplete or incorrect

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



2.3 LID Registration

Once the Site Registration QA has been passed, all Registration forms are sent to the LID Vendor that was selected by the DQP via an email.

Step 3
LID Registration
(LID Vendor)



The LID Vendor will coordinate with the DQP to select the correct LID make and model for them to install on the selected meter.

***Note:** Should the LID Vendor and DQP find that this is not the right match, or the desired product is not available, the LID Vendor can return the form to the DQP to select a different LID Vendor. Should this happen, the form will not need to go through the Registration QA process again.*

Once a device has been selected and agreed between the LID Vendor and DQP, the LID Vendor will configure the device and confirm it is transferring data to the DAS Workspace as expected.

The LID will then be dispatched and the Registration form returned to the DQP to organise installation or equipment, and prepare to commission the site.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



2.4 Install Equipment at Site

Step 3
Install Equipment
at Site

Installation and commissioning of metering equipment is the sole responsibility of the DQP for the NSW Non-Urban Metering Reform. DQP's are accountable and responsible for making WaterNSW customer's site compliant with AS4747 and NSW Non-Urban Metering Policies.



Below are key steps for consideration:

- **Design:**
Develop a metering system design considering site requirements, flow meter placement, operational factors, and environmental impacts. Proper emplacement (pipework) can eliminate flow disturbances and improve accuracy and the lifecycle of equipment.
- **Meter Selection:**
There are many Pattern Approved meters so choose equipment that complies with AS4747 and fits the application – mechanical meters for smaller low usage applications vs electronic meters with modbus interface for contentious operation and high usage sites. Consider water quality, usage, future maintenance, and location.
- **Location:**
Install equipment securely in a weather-resistant spot, protected from environmental factors wherever possible. Plan for maintenance and flood risks if applicable.
- **Orientation and Alignment:**
Align the meter as recommended by the manufacturer for optimal accuracy. Proper alignment avoids accuracy issues, like gasket intrusion and entrained air turbulence.
- **Accuracy:**
Calibrate and configure the meter as per manufacturer instructions and Pattern Approval certificate. Regular checks maintain accuracy and optimal performance.
- **Anti-Tampering:**
Prevent tampering with certified seals linked to your registration. Maintain data integrity and compliance.
- **Telemetry & Loggers:**
Choose Modbus LID's wherever possible for accurate data transfer and streamlined

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



commissioning. Pulse LID sites require more maintenance to manage potential missed pulses and signal interference.

- **Documentation:**

Complete the Installation Test Plan (ITP) to streamline data collection and avoid revisiting sites due to missing info. Completing an ITP onsite during commissioning is best practise and provides consistency of the process and QA of your work and that of your teams/employees.

- **Testing and Verification:**

Test initial accuracy and verify data alignment. Perform bench testing and simulate measurement if needed to confirm data transmission to the DAS, and that LID configuration is correct before the final Set to Install commissioning step.

- **Safety:**

Prioritise safety with proper electrical and plumbing procedures, train personnel, and always use Personal Protective Equipment (PPE) around electrical and pressurised systems.

If there is a configuration issue at this point, the LID should be returned to LID vendor or reconfigured locally so it can be reinstalled and commissioned correctly at site.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



2.5 Commission the Site

Step 4
Commission Site

17. On the portal home screen, filter the Progress drop down to "Pending for My Action".

All Meter Compliance Process forms waiting for the DQP to progress them will be shown with the status "Pending Validation".



Find the form for the site to be commissioned and click "Open Form".

The screenshot shows the DQP Portal home screen. At the top, there is a navigation bar with "Home", "Non-urban Metering", "Floodplain Harvesting", and "Help". A user profile "Emma Gabbie" is visible in the top right. Below the navigation bar is an "OVERVIEW" section with a description of the portal. There are two expandable sections: "Non-urban Metering - more information" and "Floodplain Harvesting - more information". A "Search My Forms" section is highlighted with a blue header. It contains search filters: "Keyword (Approval / ESID / Worksite ID):" with a search button, "Progress:" with a dropdown menu set to "Pending for My Action", "Form Type:" with a dropdown menu set to "All Non-urban Metering", and "Created:" with a dropdown menu set to "In past 30 days". Below the search filters is a table of Meter Compliance Process forms. The first row is highlighted with a red box and contains the following information: NUNMR, Meter Compliance Process, Status: Pending Validation, Approval: 90CA804994, ESID: 14625, Meter No.: 1, Reference: 90CA804994-14625-1, and an "Open Form" button. The second row contains: NUNMR, Meter Compliance Process, Status: Pending Site Registration, Approval: 90CA804994, and an "Open Form" button. The third row contains: NUNMR, Meter Compliance Process, Status: Pending Site Registration, Approval: 85CA753187, and an "Open Form" button. At the bottom of the table is a pagination control showing "1".

18. Click "Trigger a Commissioning Activity".

The screenshot shows the "Site Commissioning" page. At the top, there is a blue header with "Site Commissioning". Below the header is a section titled "History of Commissioning" with a large grey area indicating "No record of meter commission". Below this section are two input fields: "Current unit of measure as displayed on meter" and "Current unit of measure transmitted by LID", both containing the value "ML". At the bottom of the page is a blue button labeled "Trigger a Commissioning Activity", which is highlighted with a red box.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



19. Select the correct "Unit of Measure as Displayed" and "Unit of Measure Transmitted" from the 2 drop down menus and then click "Confirm".

The screenshot shows the 'Site Commissioning' form. The 'History of Commissioning' section is empty, displaying 'No record of meter commission'. Below this, there are two dropdown menus. The first is 'Unit of measure as displayed on meter' with 'ML' selected. The second is 'Unit of measure transmitted by LID' with a dropdown menu open, showing options: L, kL, ML (highlighted), m³, m³x10, m³x100, and m³x1000. A 'Next' button is visible on the right side of the form.

The screenshot shows the 'Site Commissioning' form with both dropdown menus set to 'ML'. The 'Confirm' button is highlighted with a red box, and the 'Cancel' button is also visible.

This will display an entry under History of Commissioning.

The screenshot shows the 'Site Commissioning' form after confirmation. The 'History of Commissioning' section now contains a table with one entry:

Date	By	Unit of measure as displayed on meter	Unit of measure transmitted by LID
25/07/2023 8:34 am	Emma Gabbie	ML	ML

Below the table, there are two input fields for 'Current unit of measure as displayed on meter' and 'Current unit of measure transmitted by LID', both containing 'ML'. A blue button labeled 'Trigger a Commissioning Activity' is centered below these fields. A 'Next' button is visible in the bottom right corner.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



20. Confirm that the readings being seen in the DAS match what is seen on the meter in field.

If the details are not right, repeat this process – it can be repeated as many times as required to ensure the details are correct.

*Note: for sites that are **not** connecting to telemetry, click this button once to be able to proceed to Validation.*

If the details are correct click the “Next” button to proceed to the Validation part of the Meter Compliance Process form.

Date	By	Unit of measure as displayed on meter	Unit of measure transmitted by LID
25/07/2023 8:34 am	Emma Gabbie	ML	ML

Current unit of measure as displayed on meter:

Current unit of measure transmitted by LID:

2.5.1 Check the Data Acquisition Service (DAS)

Ensuring accurate communication between metering equipment and the DAS is essential for DQPs to complete the commissioning and validation process. This confirms proper configuration of the LID to the assigned Workspace ID and ensures correct volumetric data scaling. Upon approval of site registration by the CDO Team, DQPs receive an email notification containing the DAS Workspace ID and login details. DQPs have unlimited access to this workspace until completion of commissioning and passing the final Validation QA review. Following QA approval, access remains for 12 months, facilitating ongoing maintenance and support for the installed metering equipment.

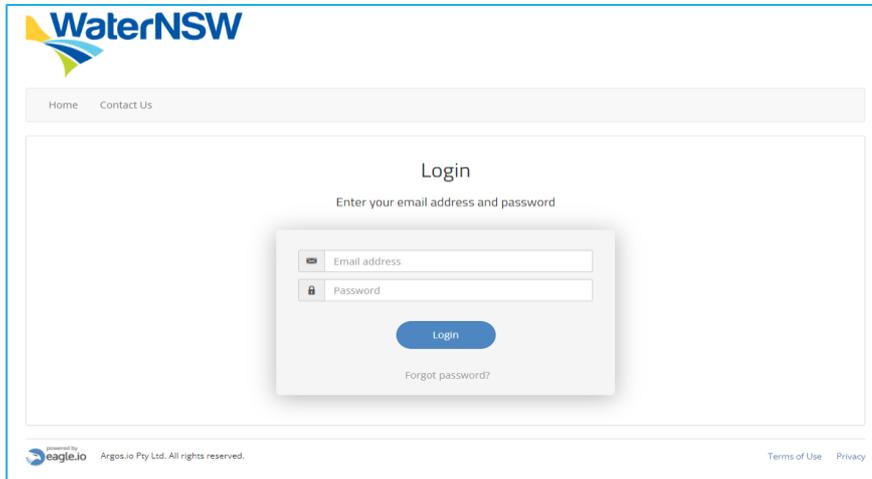
To view the [Data Acquisition Service \(DAS\) Water User Guide](#) click [here](#).

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



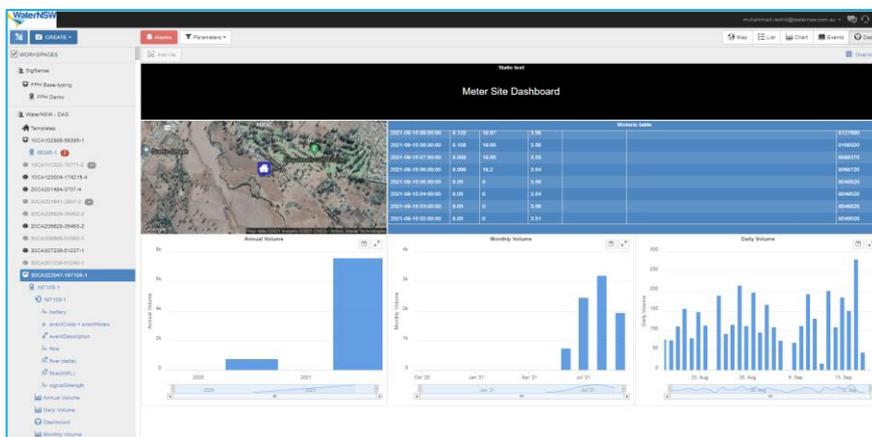
Access the DAS here: <https://das.waternsw.com.au/login>



The DQP will need to enter their email address that is registered in the DQP Portal and enter their password – if you have forgotten your password click the “Forgot password” link and create new password.

Once you have accessed the DAS you will be able to view all Workspace’s you have consent/access to. If you cannot find a Workspace that you need to access, please refer to Section 3.3 of this document for steps on how to renew your access.

The opening view of a DAS Workspace will be the location map of the metering equipment. DQP’s can access the site data via the Dashboard view which is located in the top right corner of the page.



How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



To complete the Commissioning and Validation form on the DQP Portal, you will need data from the DAS. Note that DAS data refreshes daily between 3am-5am. Therefore, ensure that the required data for commissioning will be available at least one day after connecting the LID to the meter in the field. Data transmission from the LID to the DAS Workspace begins once the vendor has configured and tested the device during the procurement process.

Before heading to the site for installation and commissioning, it is advisable to verify that the LID is communicating with the DAS workspace. The DQP Portal conducts a Data Validation process between the Portal and the DAS. Without compliant data transmitted to the DAS Workspace, DQPs will not be able to submit the form. Hence, it is critical to check and record data before final form submission.

The Validation Form requires specific data points from the DAS, including measurement flow data (Flow(raw)) and measurement configuration/units data (Flow(units)). Additionally, as part of the commissioning process, check for any active alarm conditions that may impact the site's operation and potentially see it fail the validation process.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



2.6 Validate the Site

21. Part 1 of the Validation section will open with 7 sections to be expanded and confirm the details are correct and/or complete the relevant fields.

Step 5
Validate Site



Find Approval & Customer Authorisation → Site Registration → Commissioning & Validation

Certificate ID: 779 Installation Type: New Meter - New LID

1 2 3 4 5

- Work Approval Details
- Details of Approved Works
- Customer Site Details
- New Meter Details
- New Meter Location
- Emplacement Details
- New LID Details

Back Save Next

22. **Work Approval Details** show the details of all holders on the Work Approval and their contact details.

If any of these details are not correct ask the customer to contact WaterNSW to update their details.

Work Approval Details

Approval Number: 90CA804994

Holder/s:

- CHRISTOPHER RANDELL
Email: emma.gabbie@waterNSW.com.au
Address: Springfield, 17507 Gwydir Hwy, Biniguy, NSW, 2399
Phone Number/s: 0427521840
- JANINE RANDELL
Email: emma.gabbie@waterNSW.com.au
Address: Po Box 1064, Moree, NSW, 2400
Phone Number/s: 04 27521840, null 0491014308, 02 67549607, 02 67549608

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



23. **Details of Approved Works** displays the details of the ESID, Water Sharing Plan, Water Source, Water Type and Works description.

Details of Approved Works	
Extraction Site	15900
Water Sharing Plan	MURRUMBIDGEE ALLUVIAL GROUNDWATER SOURCES 2020
Water Source	LOWER MURRUMBIDGEE DEEP GROUNDWATER SOURCE
Water Type	GW
Works ID	1000078955
Works Description	BORE

24. **Customer Site Details** section displays the name the customer calls their works and pump number (often different than how they are captured in WaterNSW's systems) that were captured during registration.

Customer Site Details	
Customer Site Name: *	<input type="text" value="Enter Site Name Here"/>
Customer Pump Number:	<input type="text" value="1"/>

25. **Meter Details** section displays the details of the new/existing/replacement meter at the site.

For new and replacement meters enter the Meter Serial Number and Meter Size.

For all meters add the numbers of the Tamper-evident seals used.

New Meter Details																			
Meter System Type: *	<input type="text" value="Closed conduit"/>																		
Meter Manufacturer and Model:	<input type="text" value="Arad – Octave"/>																		
Meter Serial Number: *	<input type="text" value="123456"/>																		
Meter Size(mm): *	<input type="text" value="200"/>																		
Pattern approval number (if applicable):	<input type="text" value="NMI 14/3/29"/>																		
Type of Supply :	<input type="text" value="Pump"/>																		
Tamper-evident seal numbers: *	<table border="1"><tr><td>1</td><td>x</td><td>2</td><td>x</td><td>3</td><td>x</td></tr><tr><td colspan="6"><input type="text"/></td></tr><tr><td colspan="6"><input type="button" value="Add +"/></td></tr></table>	1	x	2	x	3	x	<input type="text"/>						<input type="button" value="Add +"/>					
1	x	2	x	3	x														
<input type="text"/>																			
<input type="button" value="Add +"/>																			

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



26. **Meter Location** section shows the location of the works. If these are not correct, zoom in on the map and click on the correct location – the blue map pin will move to this location and the Lat/Long details will update. This can be updated only in the Site Registration phase.

27. **Emplacement Details** captures the upstream and downstream pipe length.

Complete these details.

28. **LID Details** captures the information about the new/existing/replacement LID.

For new/replacement LID's, capture the LID serial number and confirm the LID Type.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



If the LID Type is Pulse, input the Scaling Factor.

New LID Details

Is the LID being used for Telemetry? Yes

LID Telemetry Type: SIM

LID Device: Captis Multi - for use with Modbus Meter (V2)

LID Serial number : * 123456

LID Type : * Pulse

Scaling factor : * 1

29. Once all details have been entered click "Next" to proceed to the next page.

Find Approval & Customer Authorisation → Site Registration → Commissioning & Validation

Certificate ID: 779 Installation Type: New Meter - New LID

1 2 3 4 5

Work Approval Details

Details of Approved Works

Customer Site Details

New Meter Details

New Meter Location

Emplacement Details

New LID Details

Back Save Next

30. Complete the Compliance question.

Compliance

Does the metering equipment comply with Australian Standard 4747: Meters for non-urban water supply? *

Yes No

If the answer is "No", select the reason for non compliance.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



Does the metering equipment comply with Australian Standard 4747: Meters for non-urban water supply? *

Yes No

Reasons for not compliance? *

- Telemetry Equipment not available
- Telemetry blackspot - no service/pending exemption
- Grandfathered - Installed prior to April 2019
- DQP failed to complete commissioning process

31. Attach photos of the installation.

Note: if photos are blurry or do not show the required information the form will fail the final QA and be returned to the DQP to upload clearer photos.

Click "Choose Files" to select the file to be attached.

Supporting Documents

Note: Maximum file(s) size allowed 10 MB

Meter marker plate: *

Choose Files No file chosen

File name	Description
IMG_0371.JPG	Add a description here

Delete

A description of the file/photo can be added but is not mandatory.

Click "Confirm".

Upload files

IMG_0371.JPG

Description:
Add a description here

Close Confirm

Note: Ensure the photo of the meter read is not a photo of the flow rate

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



32. Once all files have been uploaded click "Next" to proceed to the next page.

Meter marker plate *	Choose Files No file chosen
	File name Description
	Delete IMG_0468.JPG
Meter serial number *	Choose Files No file chosen
	File name Description
	Delete 20210513_151858.jpg
LID serial number *	Choose Files No file chosen
	File name Description
	Delete 371461045_1013854652997858_4078869353826879703_n.jpg
Evidence of tamper proofing/Meter seals *	Choose Files No file chosen
	File name Description
	Delete 368435074_529267616021654_860482248054016506_n.jpg
Meter emplacement *	Choose Files No file chosen
	File name Description
	Delete 368448595_3498175761634119_846879163491619850_n.jpg
Meter display reading Nett total date of commissioning *	Choose Files No file chosen
	File name Description
	Delete 368508641_785423763332074_2142427167644883552_n.jpg
Site Installation photos *	Choose Files No file chosen
	File name Description
	Delete IMG_0334.JPG
Calibration certificate	Choose Files No file chosen
Other	Choose Files No file chosen
Back	Save Next

33. If the DQP who installed the equipment is different to the DQP who is completing the Meter Compliance Form, entre their name and CMI number.

Installation Information	
Installer DQP Name	John Smith
Installer DQP CMI Number	123456

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



34. Enter the Site Commissioning Date and time (when installation of works on the ground was completed), as well as the meter read (this should match the photo that was uploaded in step 31).

Installation Information

Installer DQP Name	John Smith
Installer DQP CMI Number	123456
Site Commissioning Date * <small>(date when LID is connected to meter)</small>	21/04/2024 10:45 AM
Meter Reading On Commissioning Date * <small>(as displayed on meter)</small>	123
Confirm that flow units in DAS are correct? *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Meter Reading in DAS at 7pm on Commissioning Date *	123
Maintenance Notification Date <small>Note: This fields appear for Site Revalidations only</small> <small>(date as seen in DAS event list which triggered maintenance)</small>	21/04/2024 10:45 AM
DQP Commissioning and Validation Notes * <small>(these notes will display on the Validation Certificate)</small>	Add notes here

35. Confirm the "flow (meter displayed)" units in the DAS are correct.

Installation Information

Installer DQP Name	John Smith
Installer DQP CMI Number	123456
Site Commissioning Date * <small>(date when LID is connected to meter)</small>	21/04/2024 10:45 AM
Meter Reading On Commissioning Date * <small>(as displayed on meter)</small>	123
Confirm that flow units in DAS are correct? *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Meter Reading in DAS at 7pm on Commissioning Date *	123
Maintenance Notification Date <small>Note: This fields appear for Site Revalidations only</small> <small>(date as seen in DAS event list which triggered maintenance)</small>	21/04/2024 10:45 AM
DQP Commissioning and Validation Notes * <small>(these notes will display on the Validation Certificate)</small>	Add notes here

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



Note: If the DQP selects “No” to this question the following message will be displayed on the screen when they try to progress the form. Until this question can be answered with “Yes” the DQP will not be able to proceed.

Confirm that flow units in DAS are correct? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
	Please verify flow units in DAS and confirm as Yes to proceed further.

36. Enter any additional notes that are to appear on the final Validation Certificate in the “DQP Commissioning and Validation Notes” field.

(if there are no notes to add type “N/A”)

Click “Next”.

The screenshot shows a form titled "Installation Information" with the following fields:

- Installer DQP Name: John Smith
- Installer DQP CMI Number: 123456
- Site Commissioning Date *: 21/04/2024 10:45 AM (date when LID is connected to meter)
- Meter Reading On Commissioning Date *: 123 (as displayed on meter)
- Confirm that flow units in DAS are correct? *: Yes No
- Meter Reading in DAS at 7pm on Commissioning Date *: 123
- Maintenance Notification Date: 21/04/2024 10:45 AM (Note: This fields appear for Site Revalidations only (date as seen in DAS event list which triggered maintenance))
- DQP Commissioning and Validation Notes *: Add notes here (these notes will display on the Validation Certificate)

At the bottom of the form, there are three buttons: "Back", "Save", and "Next". The "Next" button is highlighted with a red box and a red arrow pointing to it from the right side of the page.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



A summary of the Commissioning and Validation form will be displayed.

Scroll through and check all details are correct.

Home **Non-urban Metering** Floodplain Harvesting Help Emma Gabbie

Meter Compliance Process

Process ID	Process Status	DQP
21	Pending Validation	Emma Gabbie

Meter (DAS workspace ID)	Source ID
90CA804994-14625-1	14625-1-LID01

Process Details Audit

Find Approval & Customer Authorisation → Site Registration → Commissioning & Validation

Certificate ID	Installation Type
779	New Meter - New LID

1 — 2 — 3 — 4 — 5

Summary

Site Commissioning Information

Unit of measure as displayed on meter :	ML
Unit of measure transmitted by LID:	ML

Work Approval Details

Approval Number:

37. If any details are not correct click “Back” and fix the incorrect information.

Site photo showing whole installation [IMG_0334.JPG](#)

Installation Details

Meter Installation Date:	19/07/2023 12:00am
Meter Reading At The Time Of Installation * (as displayed on meter)	123

Back **Submit**

WaterNSW Copyright Disclaimer Contact Us Help

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



38. If all details are correct click "Submit".

Site photo showing whole installation [IMG_0334.JPG](#)

Installation Details

Meter Installation Date: 19/07/2023 12:00am

Meter Reading At The Time Of Installation * (as displayed on meter) 123

[Back](#) [Submit](#)

[WaterNSW](#) [Copyright](#) [Disclaimer](#) [Contact Us](#) [Help](#)

A confirmation will appear on the screen to confirm the submission was successful and the commissioning & validation form will change to the status "Validation QA Review in Progress".

Form is submitted for QA Review. Please check your email for further notifications.

The status of the Meter Compliance Process form can be viewed on the home screen by filtering to "Pending QA Review" in the Progress drop down.

Home Non-urban Metering Floodplain Harvesting Help Emma Gabble

OVERVIEW

The Duly Qualified Person (DQP) Portal has been created as a platform for DQPs to request telemetry devices as well as submit information to WaterNSW on behalf of the water user contracting them to perform the work.

Non-urban Metering - more information

Floodplain Harvesting - more information

Search My Forms

Keyword (Approval / ESID / Worksite ID): Search Progress: Pending QA Review Form Type: All Non-urban Metering Created: In past 30 days

NUMR Created: 20/07/2023	Meter Compliance Process ID: #22	Status: Validation QA Review in Progress Approval: 90CA805003 ESID: 14638 Meter No.: 10 Reference: 90CA805003-14638-10	Open Form
NUMR Created: 20/07/2023	Meter Compliance Process ID: #21	Status: Validation QA Review in Progress Approval: 90CA804994 ESID: 14625 Meter No.: 1 Reference: 90CA804994-14625-1	Open Form
NUMR Created: 20/07/2023	Meter Compliance Process ID: #17	Status: Registration QA Review in Progress Approval: 20CA200758 ESID: 3131	Open Form

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



2.7 Validation QA Review

Step 6
Validation QA
Review

All Site Validations 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 serial numbers align to photos.

If the site validation **passes** the review, the Validation Certificate is issued to the customer and DQP (see section 2.8). The DQP has completed the process.

If the site validation **fails** the review, the Meter Compliance Process is returned to the DQP to update the commissioning & validation details as required (see section 2.5). Comments will be provided on the changes that need to be made.

Reasons the QA Review could fail include:

- Incorrect units of measure
- Incorrect scaling factor
- Incorrect serial numbers
- Incorrect meter read details
- Photos are unclear and/or do not align to the information provided in the commissioning & validation form

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



2.8 Validation Certificate Sent to Customer

Once the CDO team have passed the review of the site's commissioning and validation form, the DQP Portal will generate the official Validation Certificate.

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

The DAS is now able to send meter reads/water consumption details to WAS if connected to telemetry.

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

<https://www.watarnsw.com.au/customer-services/metering/recording-and-reporting>

Step 7
Validation Certificate
sent to Customer



How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



3. Data Acquisition Service Access

3.1 Overview

Under NSW's metering rules, all surface and groundwater works captured by the rules need to be fitted with an accurate meter and a telemetry-capable data logger (a Local Intelligence Device or 'LID'). To enable the secure transmission of telemetered data, the department procured a cloud-based data acquisition service known as the DAS.

The DAS is a cloud-based platform that collects and stores consumption data from non-urban water meters via an approved LID. The LID transmits meter data over a secure network to the DAS. Eagle.io provides the DAS on behalf of DCCEEW. The DAS makes data available to stakeholders such as DQP's, NRAR, WaterNSW, DCCEEW and water users.

You can obtain the required data from the Dashboard view. Additionally, refer to the detailed [DAS User Guide](#) on the [DQP Portal Help Page](#). It is recommended that DQPs review this guide to familiarise themselves with the commissioning and maintenance requirements of this metering program.

3.2 Initial Site Access

Sites are set up in the DAS once a Meter Compliance Form has passed the Registration QA. The DQP who owns the form is granted unlimited access to the site for the commissioning and validation period, however it is important to note that any Workspaces not validated within 3 months will be issued an Uncompleted Validation Certificate. Once DQP's have submitted the validation form and achieved QA Approval by the CDO Team access will remain for a set period of 12 months to allow them to remote monitor and support the metering equipment they have install and commissioned.

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



3.3 Renewing Site Access

Every 12 months access to DAS Workspaces will expiry – this is an agreed control mechanism for customers to manage consent for access to their data. If a DQP requires ongoing access to a Workspace they can request access via the DQP Portal under the Non-Urban Metering section when they are required to investigate an alarm or revisit the site to carry out maintenance and/or repair works.

Renewing access to a site in the DAS is managed via the DQP Portal.

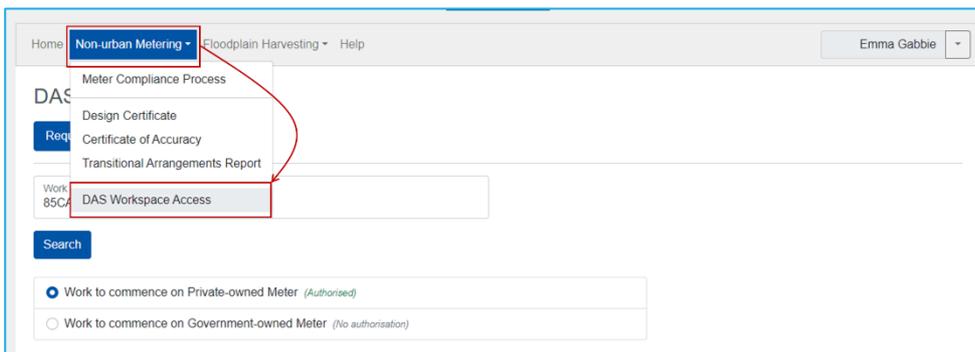
3.3.1 How to Renew Access to a Site in the DAS

On the home screen of the DQP Portal, the DQP clicks on the “Non-urban Metering” drop down menu at the top left of the screen and selects “DAS Workspace Access”.

This then takes the DQP to a consent screen, which follows the same flow as the Meter Compliance Form consent process, including sending a consent email to the holder of the work approval (for privately owned meters).

Once the approval holder has approved the access request, the DQP can once again see the site in the DAS for a 12 month period.

If a DQP is maintaining sites for customers DAS access will need to be renewed every 12 months.





4. 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
ESID	Extraction Site ID
Existing Meter	A meter that's details are already recorded in WAS
LID	Local Intelligence Device
Meter Emplacement	<p>Emplacement is the complete metering equipment system, including:</p> <ul style="list-style-type: none"> • 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	<p>The process for customer to self-report faulty metering equipment to WaterNSW</p> <p>See the Fact Sheet for more details</p>

How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal



Acronym/Term	Definition
WA	Work Approval
WAS	Water Accounting System
Workspace ID	<p>A Workspace ID is the unique identifier created for each metered site in the Data Acquisition Service (DAS). It is made up of the:</p> <ul style="list-style-type: none">• Work Approval (WA) or Combined Approval (CA) number• Extraction Site ID (ESID) and• Meter Number. <p>Examples of a Workspace ID are 90CA123456-1234-1 or 90WA123456-1234-1.</p>