

August 2023 Upgrade

In August 2023 WaterNSW released a major upgrade to the DQP (Duly Qualified Person) Portal. This document outlines the changes made and the benefits they provide.

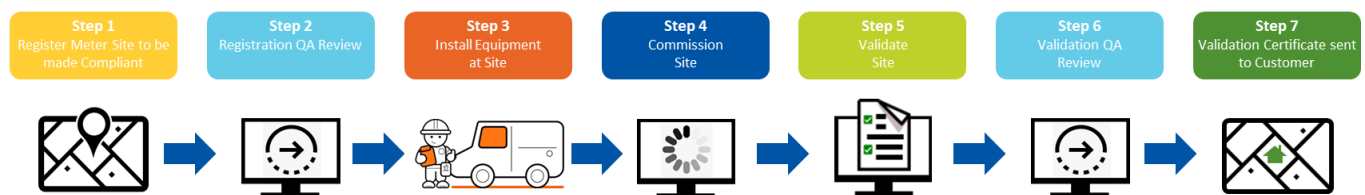
For more information contact dqp.enquiries@waternsw.com.au

What's Changed

Simplified Workflow Activity

In the new structure, DQP's complete all activities under a single form called the "Meter Compliance Process" that now also has 2 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.



Introduction of Quality Assurance Hold Points

Meter Compliance Process forms have 2 hold points where a Quality Assurance check is carried out by WaterNSW's Customer Data Operations team.

Registration QA (Quality Assurance) Review Hold Point

Confirm 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.

The workspace ID in the Data Acquisition Service is not created until the registration has passed QA.

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Reasons the QA Review could fail include:

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

Validation QA Review Hold Point

Ensure the correct details have been entered in the DQP Portal, such as the correct meter reads and that serial numbers align to photos.

The Validation Certificate will not be issues until the Validation has passed QA.

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

Defined Scenarios for Clarity of Work to be Completed

The Meter Compliance Process form caters to the following 5 scenarios:

- New Meter – New LID (Location Intelligence Device)
- Replacement Meter – New LID
- Existing Meter – New LID
- Existing Meter – Replacement LID
- Revalidation/Maintenance

See “How To Guide – Meter Compliance” for details of each scenario.