

# DQP Concierge Program

## Frequently Asked Questions (FAQs)

---

This document will provide an overview of the Duly Qualified Persons (DQP) Concierge Program. This program has been established to provide support to DQPs to ensure a streamline process to metering and measurement compliance.

### 1. What is the DQP Concierge Program?

The program aims to assist by providing personalised support and step-by-step guidance through metering and measurement activities, including the process of site commissioning and validation.

The support provided by the program includes:

- assistance in verifying the accuracy of customer licensing and approval data
- support inputting data into DQP Portal forms
- assistance in selecting appropriate metering equipment and guidance in working with vendors to ensure configuration
- helping to ensure that all required data is collected during site installations, minimising the need for site revisits.

### 2. Who can participate in the DQP Concierge Program?

Both customers and DQPs can participate. The program helps customers check that their licensing and approval data is accurate and supports DQPs with administrative processes and guidance. WaterNSW will proactively contact DQPs to assist them with incomplete work. However, we also encourage DQPs to [schedule a meeting](#) with our team, if required.

### 3. Does the DQP Concierge Program offer training?

No, the program does not provide formal training. Instead, it focuses on assisting customers and DQPs with data verification, form submissions, and support related to the DQP Portal and compliance.

### 4. How does the program ensure customer data is correct?

The program helps both customers to review and verify licensing and approval data, as well as helping DQPs to ensure the correct and appropriate data is submitted in the DQP Portal.

### 5. How does the program assist with the DQP Portal?

The program helps with the collection and input of data into the DQP Portal. In addition, the program will help DQPs collect and enter the required data to minimise the need for site revisits.

### 6. Does the program work with vendors?

The program helps DQPs and vendors collaborate to ensure that metering equipment is correctly configured. This is essential for the equipment to meet the standards set out within the non-urban metering reform.

### 7. Does the program help with field visits?

While the program itself does not organise field visits, it works closely with DQPs to ensure that equipment and processes comply with the metering regulation, which may include coordinating vendors or third parties for on-site work.

### 8. How does the program contact participants?

The program will contact both customers and DQPs proactively when forms are created in the DQP Portal as well as when updates or clarifications are required. The program will also use measurement metrics from the DQP Portal to identify DQPs experiencing issues with form progression and will reach out to offer assistance.