How-To Guide: DQP Portal

Meter Compliance Process in the DQP Portal

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How-To Guide: DQP Portal

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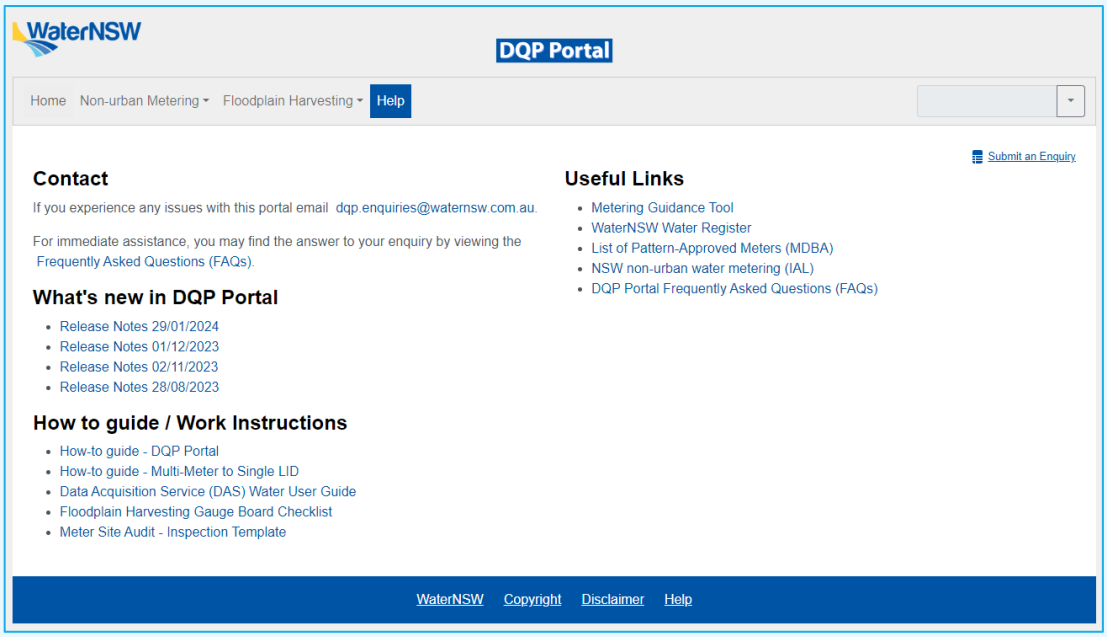
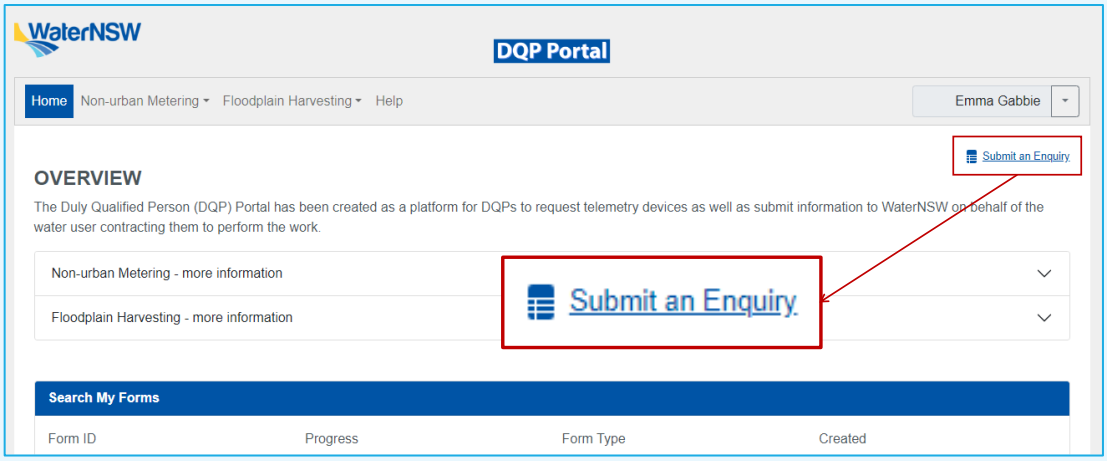
Need Help?

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

Meter Compliance Process in the DQP Portal

1. Overview

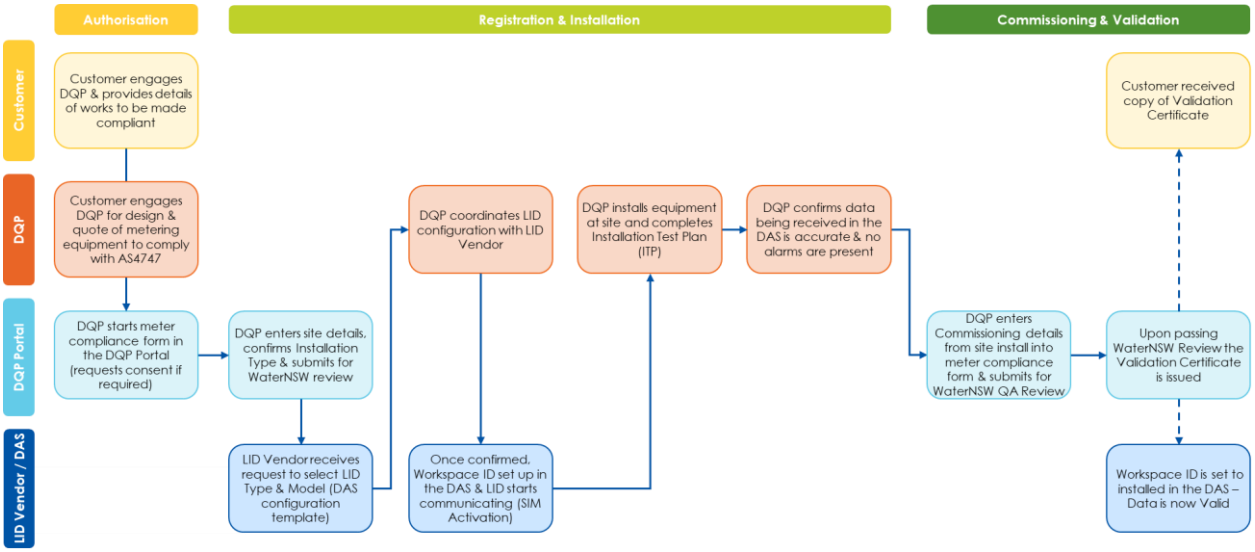
This How-To Guide outlines the steps for a Duly Qualified Person (DQP) to register, commission and then validate a metered site in the DQP Portal.

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.



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.

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.

- **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.

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

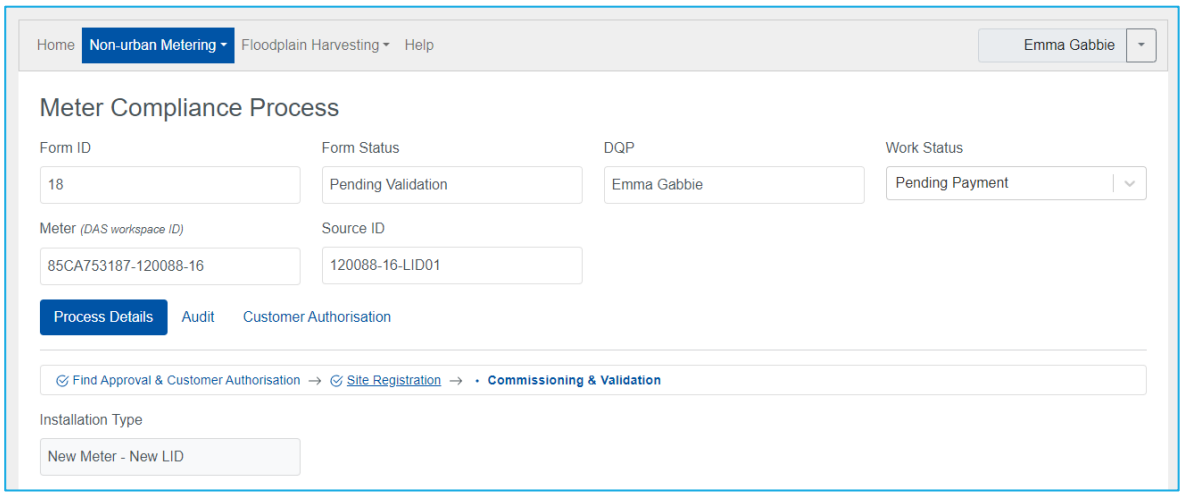
  See instructional video on DQP Portal Help/Support page for details on how to complete

- Sites granted a cl233 exemption by DCCEEW as the site cannot physically be made compliant

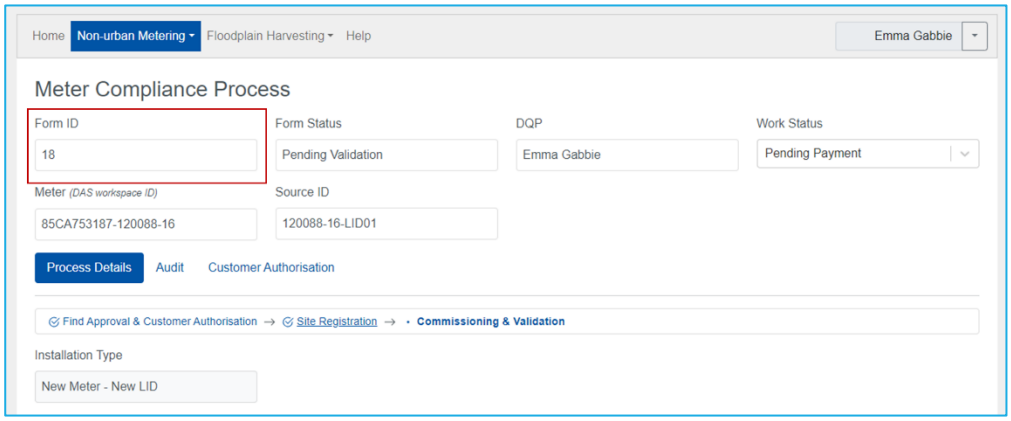
  Details coming soon on how to complete

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.



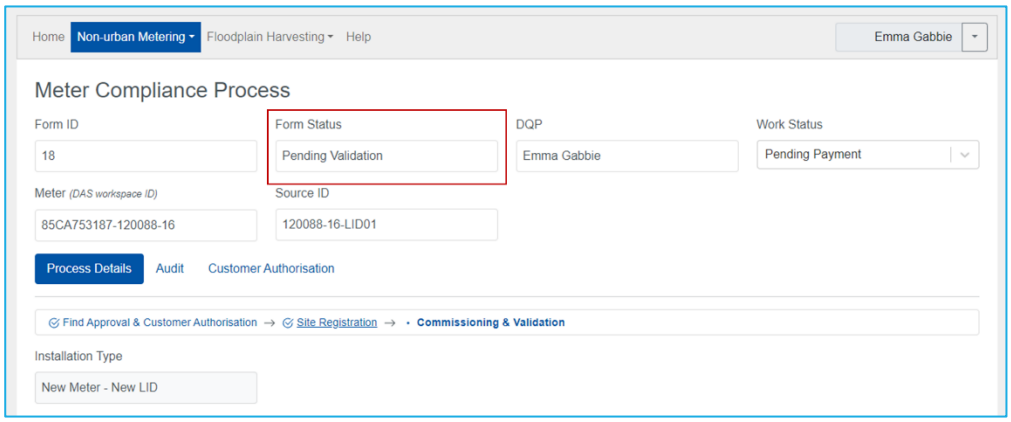
1.4.1 Form ID



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.

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. **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

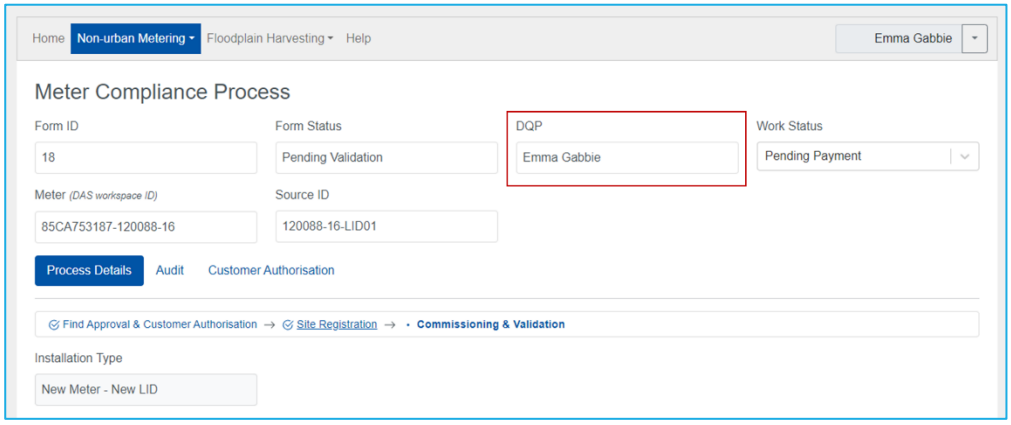
4. **Pending Validation**
   The form has been returned to the DQP from the LID Vendor and is now waiting for the DQP to complete Commissioning and Validation details (one equipment has been installed/verified at site).

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.

6. **Completed**

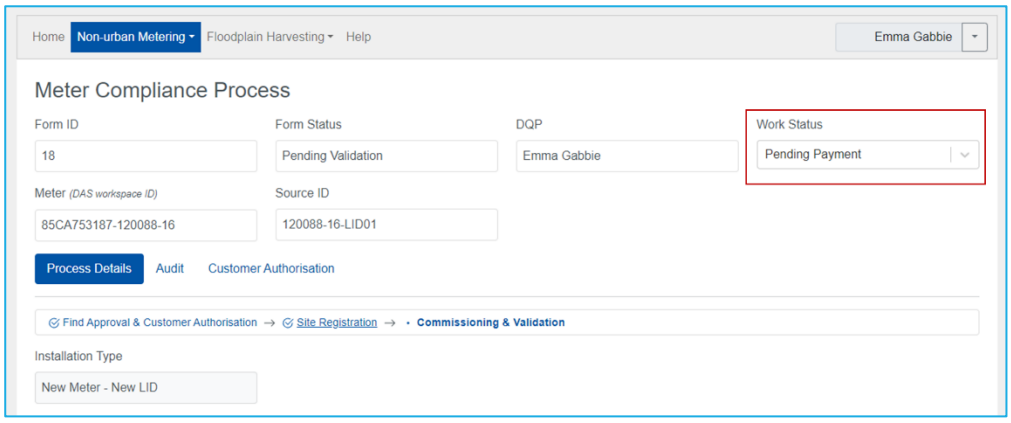
   The form has passed the final QA Review and the Validation Certificate has been sent to the customer and DQP.

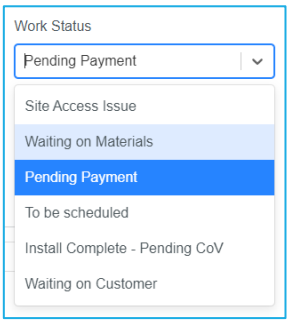
1.4.3 DQP Name



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

1.4.4 Work Status

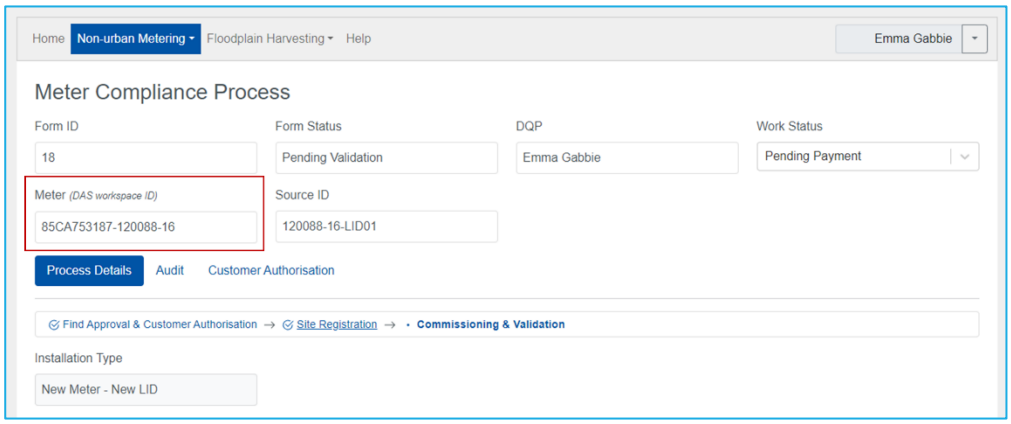




This field provides the DQP with a drop down that allows them to inform WaterNSW if there is a reason it is taking longer than expected to complete the Commissioning and Validation stage of the process.

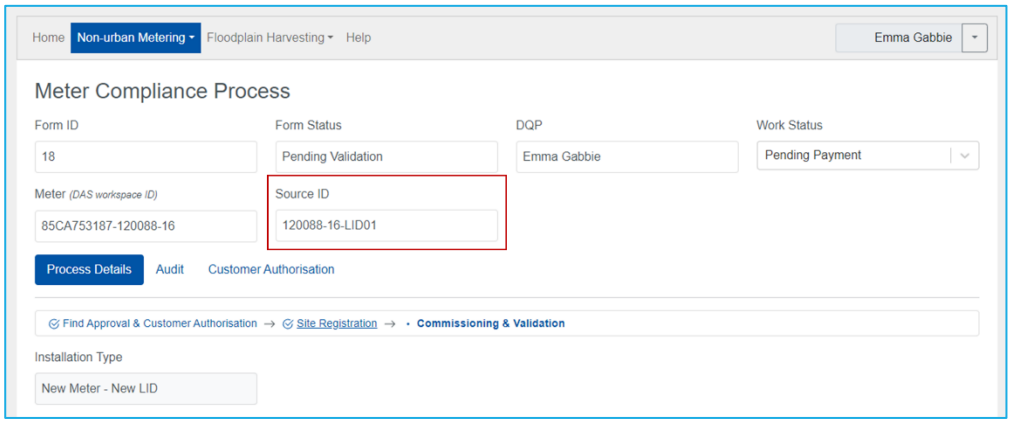
This field becomes available for the DQP to use once the form is in the status of Pending Validation and is then locked once the form has been submitted for Validation QA Review.

1.4.5 Meter



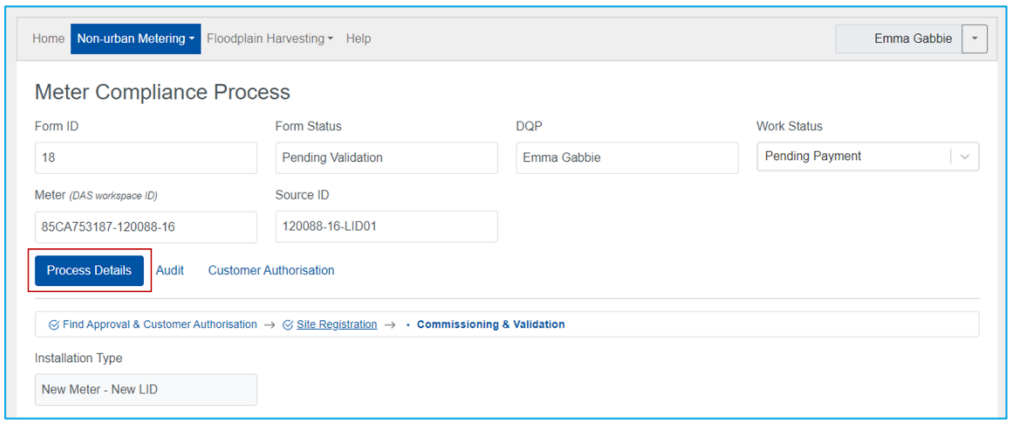
This field displays the workspace ID that is given to the site. It is a combination of the Work Approval number, Extract Site ID and Meter Number.

1.4.6 Source ID



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.

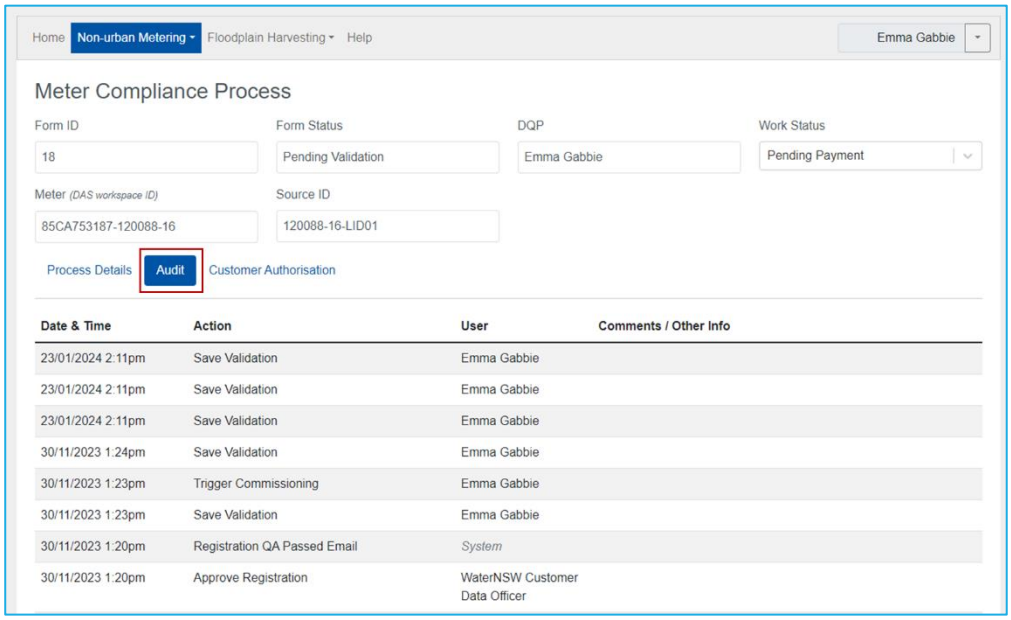
1.4.7 Process Details Tab



All forms automatically open in this tab of the form.

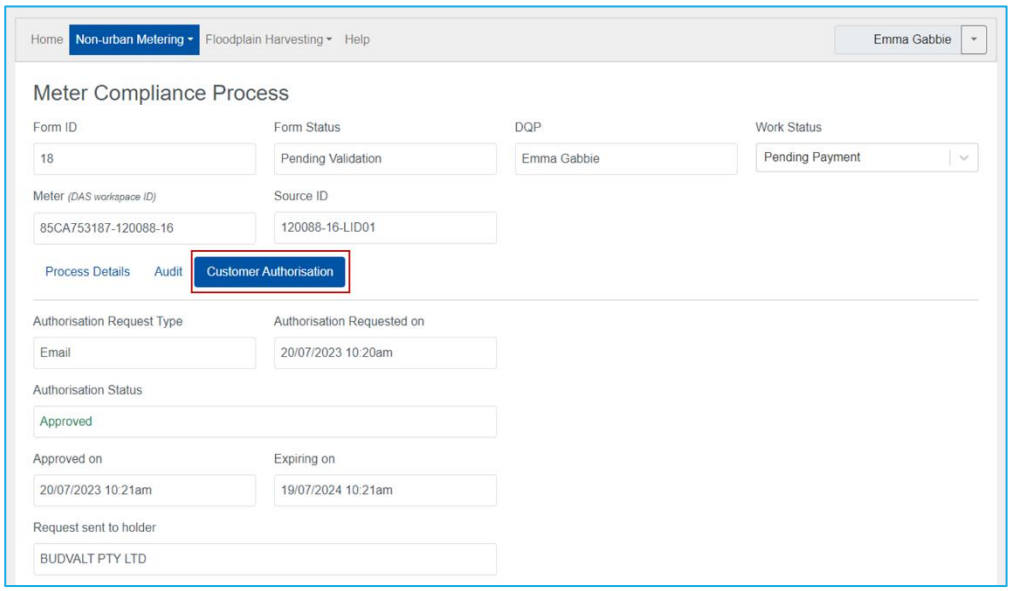
This tab provides the sections to be completed by the DQP. See section 2 for step by step instructions on completing the form.

1.4.8 Audit Tab



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

1.4.9 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.

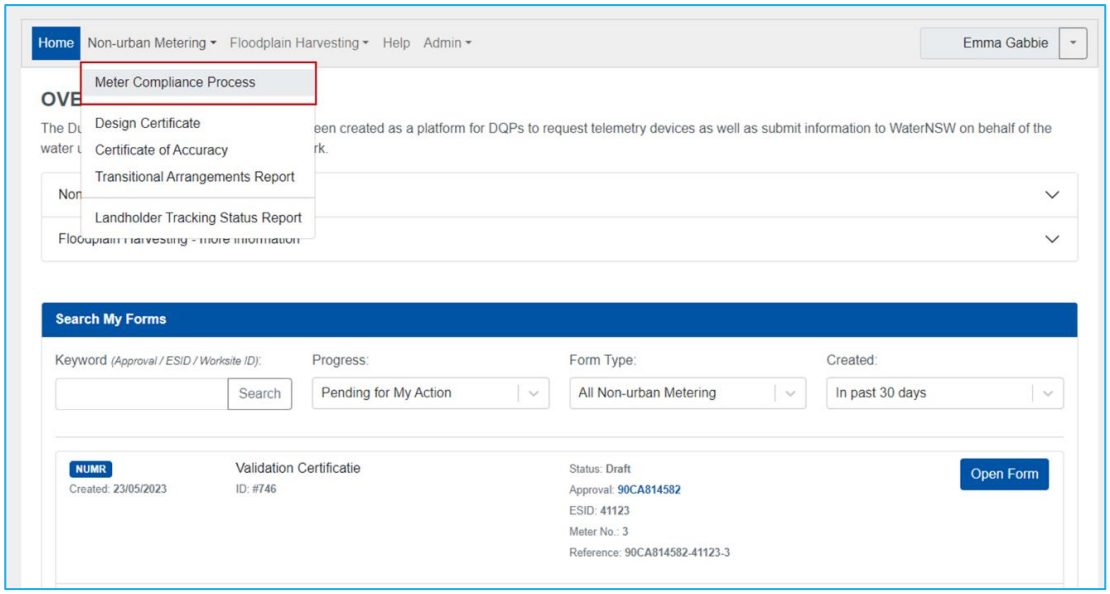
2. Meter Compliance Process Step by Step Instructions

2.1 Register Site to be Made Compliant

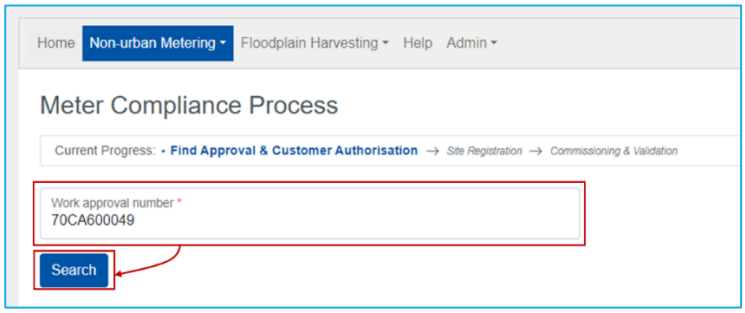
Step 1
Register Meter Site to be made Compliant

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".



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.

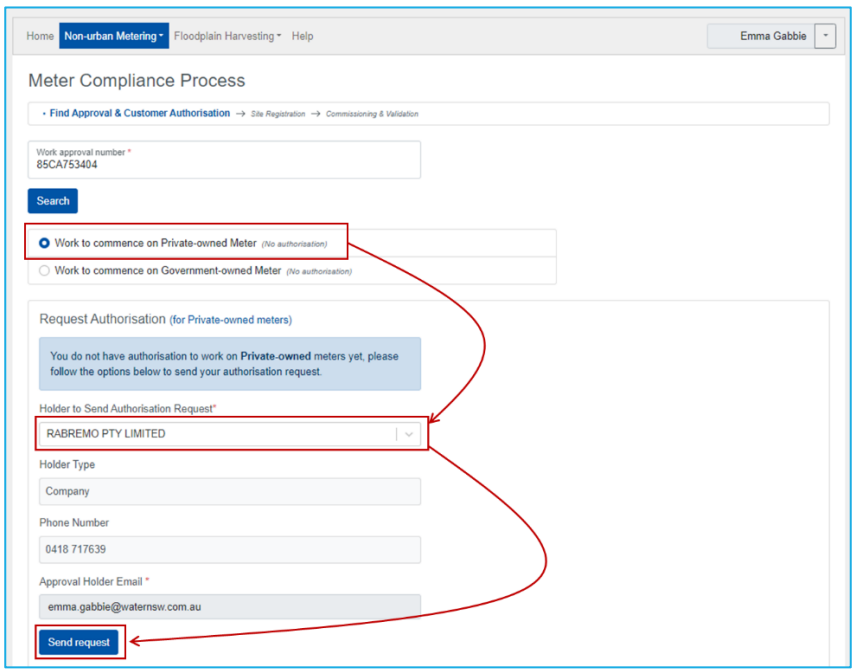
Go to section 2.1.2.1

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.

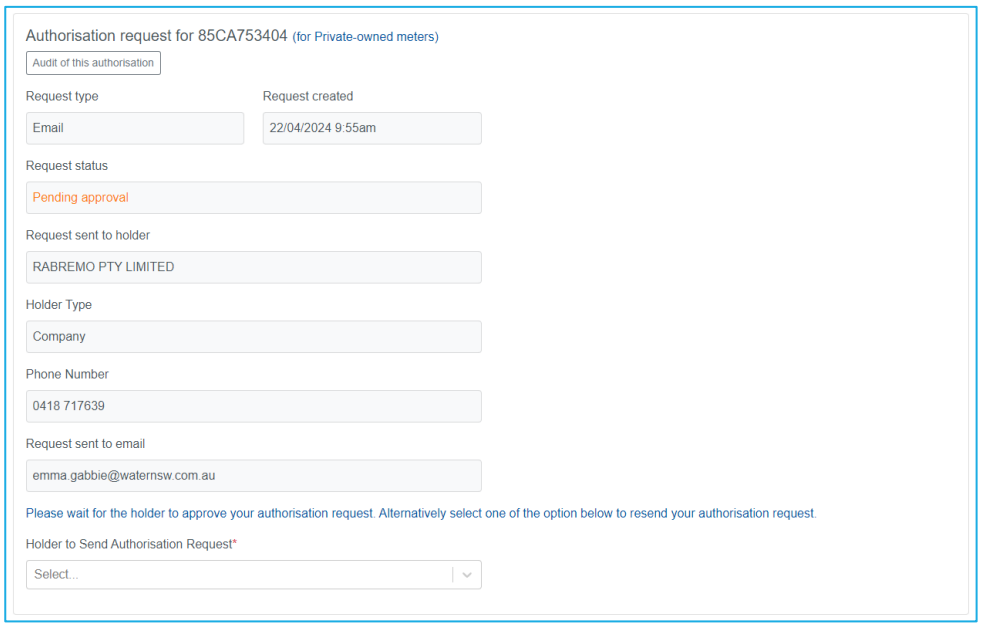
Go to section 2.1.2.2

2.1.2.1 Private-owned Metering Equipment

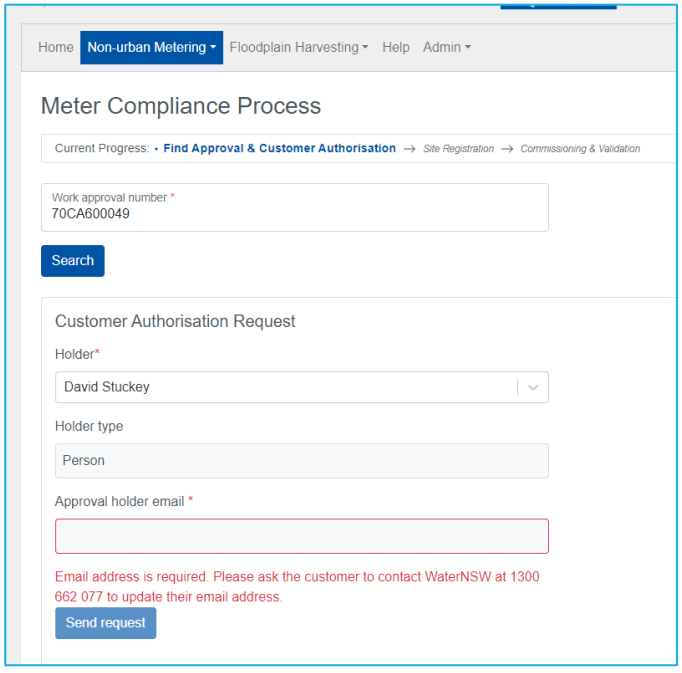
3. If the DQP has been engaged by the holder of the work approval (for private-owned metering equipment) select "Work to commence on Private-owned Meter", then select the customer's name from the drop down and click "Send Request".



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.

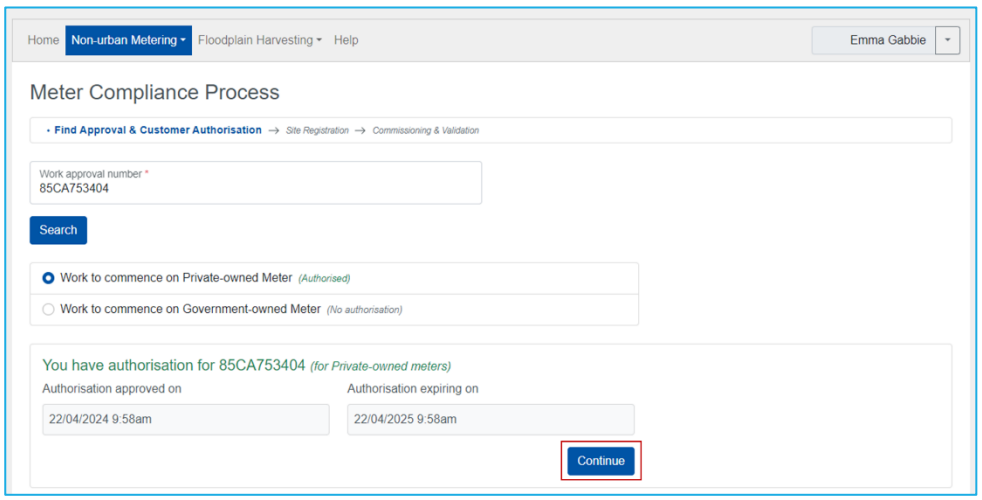


If the customer does not have an email address in WaterNSW's system, the DQP requests the customer contact WaterNSW and update their details. Customer can contact WaterNSW customer support on 1300 662 077 or schedule an appointment via this link: https://www.waternsw.com.au/customer-services/water-licensing



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

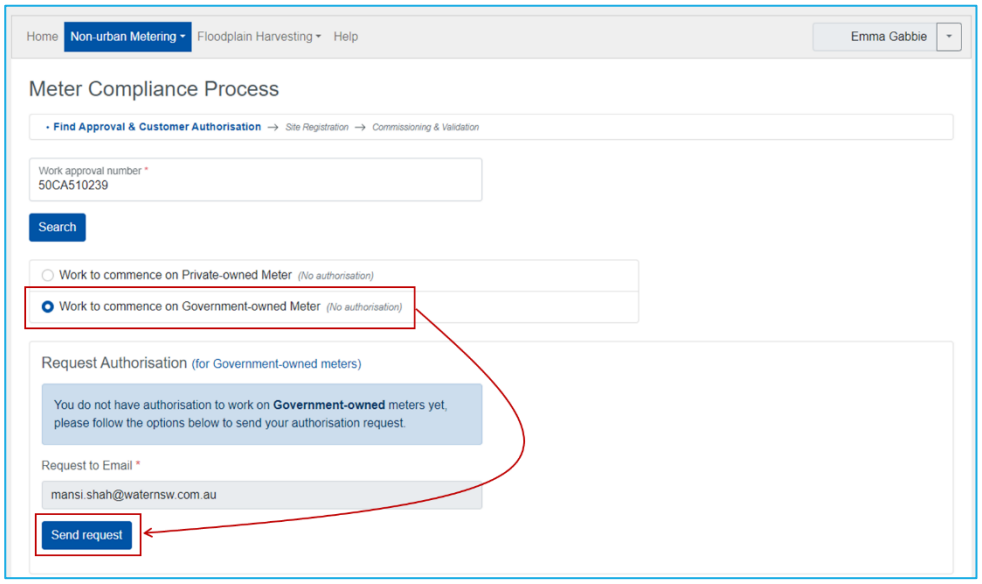
Once the customer has approved this request the DQP will receive an email conformation and will be able to continue working on the registration by clicking "Continue".



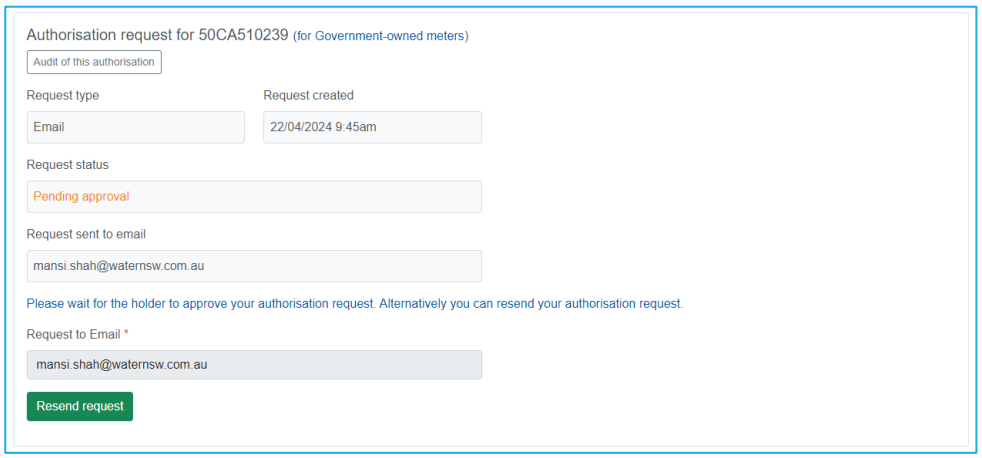
Go to Step 6 on Page 21

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.

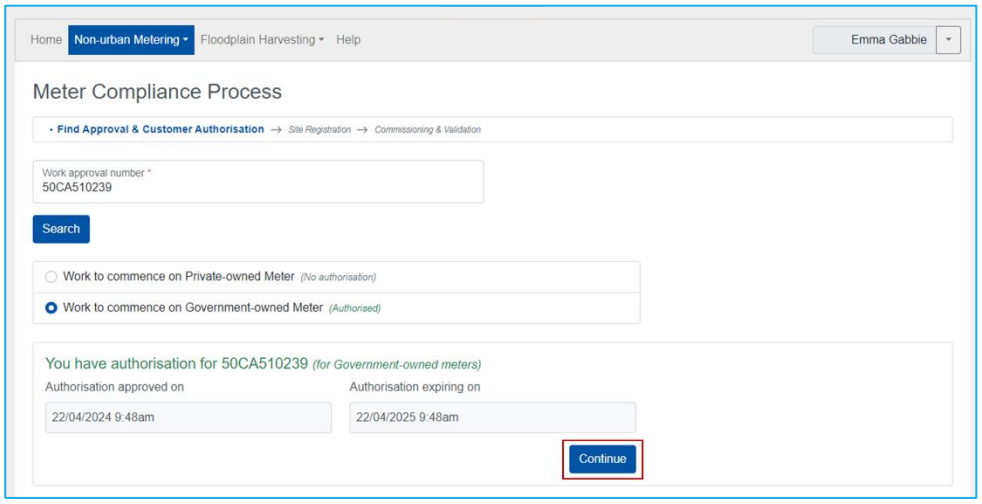


5. In the case of GOM's Consent Authorisation a request with be send to WaterNSW's Meter Maintenance team to coordinate the approval of the consent request with the approval holder.



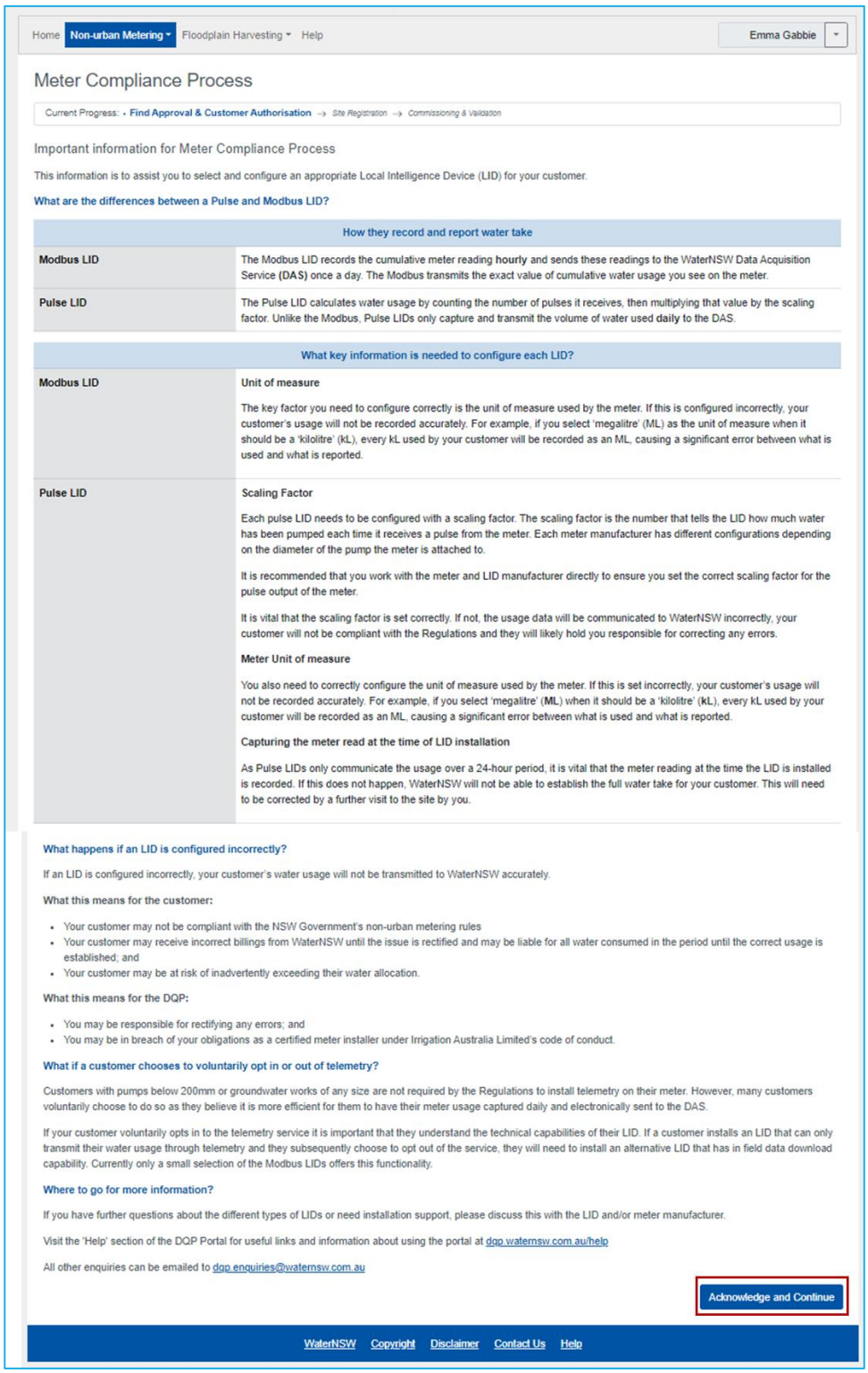
Once the Meter Maintenance team has approved this request (in coordination with the approval holder) the DQP will receive an email conformation and will be able to continue working on the registration by clicking "Continue".

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



Go to Step 6 on Page 21

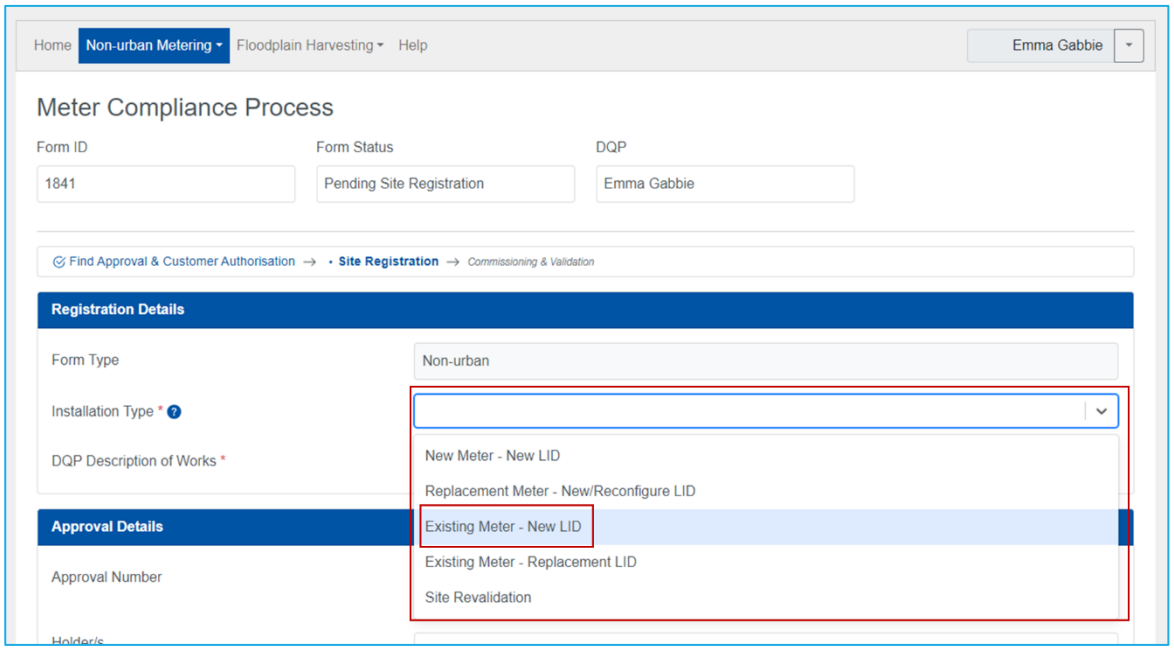
6. Accept the acknowledgement at the bottom of the page that shows information about the meter compliance process and requirements – this will bring up the Site Registration form.



2.1.3 Enter Site Details and Installation Type

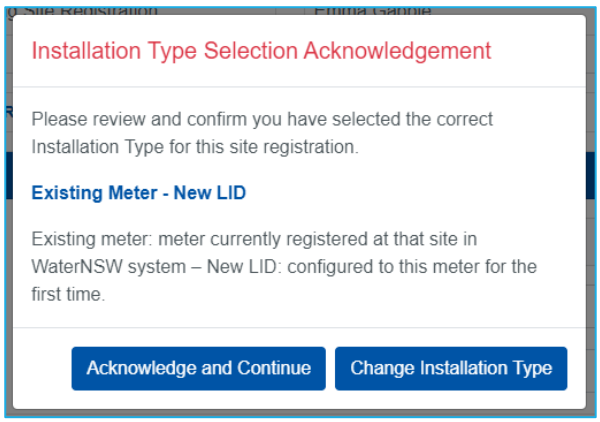
7. Select the installation type from the "Installation Type" drop down menu. This will open up details of which site on the work approval the metering equipment is to be installed against.

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

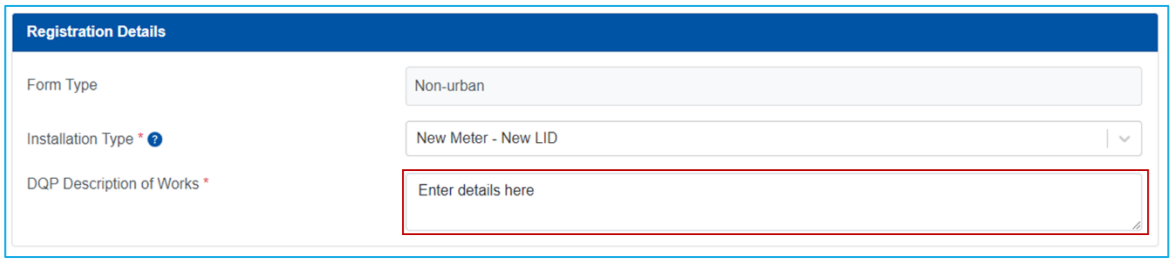


A box will pop up displaying the definition of the Installation Type that has been selected.

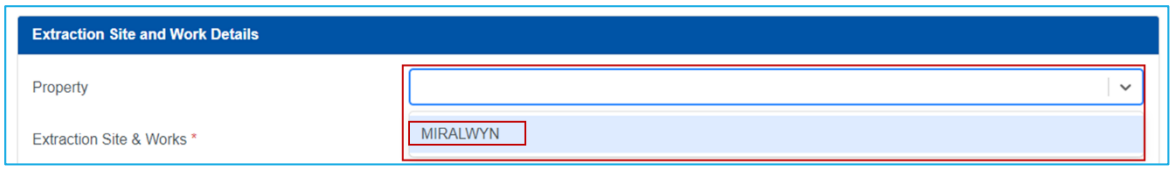
- If this is correct click "Acknowledge and Continue".
- If this is not correct click "Change Installation Type and return to Step 7.



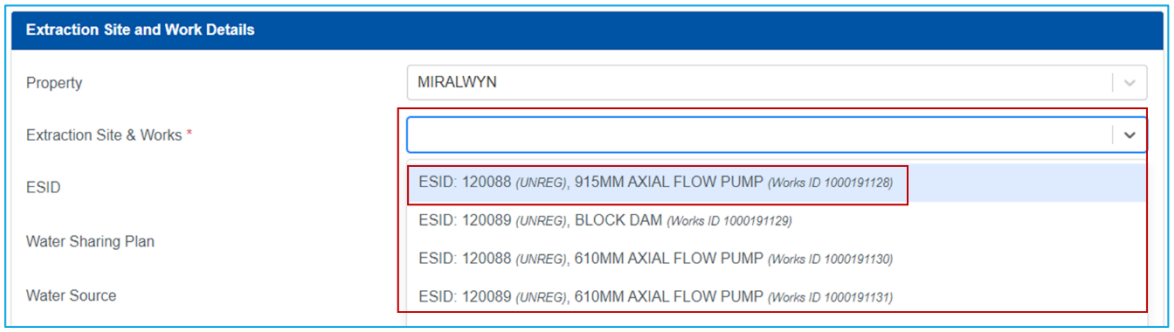
8. Complete the "DQP Description of Works" field.
   This information should inform WaterNSW's Customer Data Ops team (who carry out the QA of submission) why the form is being submitted, and why the specific Installation Type was selected.
   For example, if Site Revalidation has been selected as the 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?



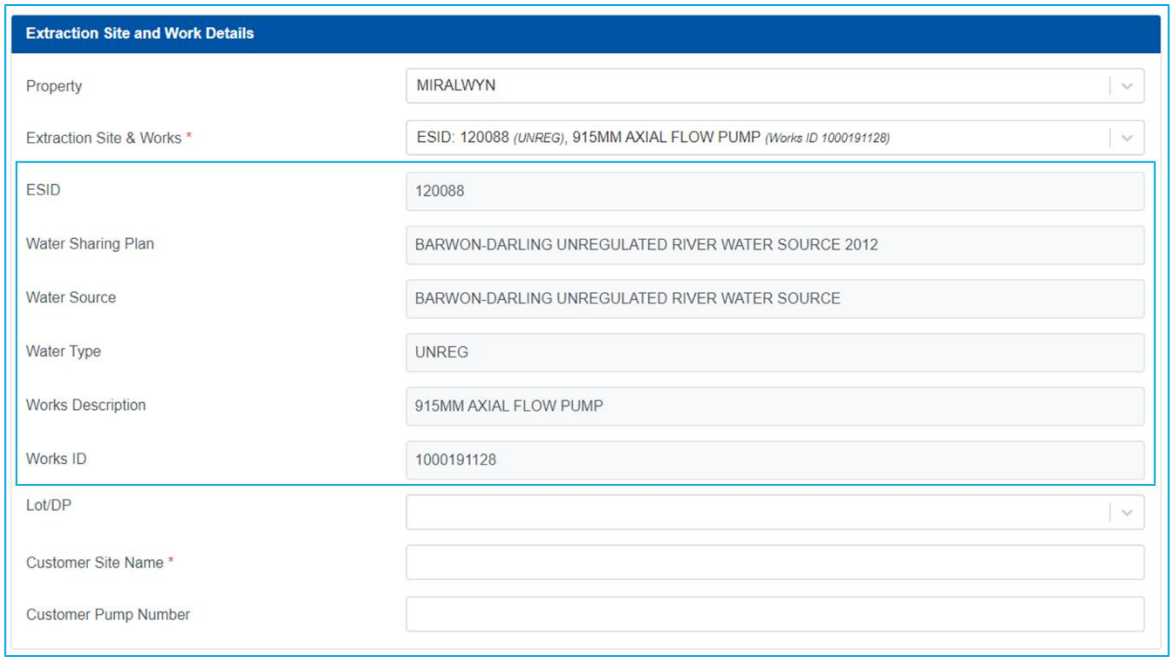
9. Click on the "Property" drop down and select the correct Property Name.



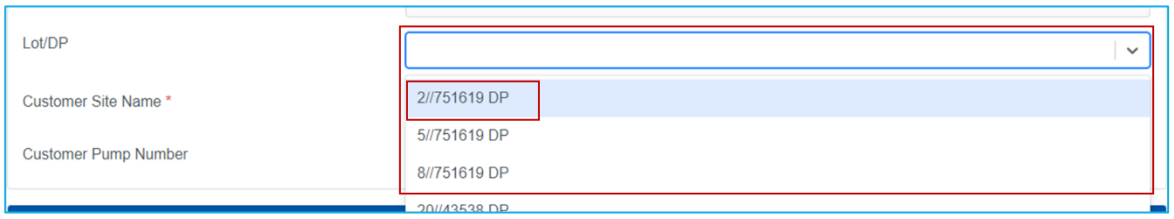
10. Click on the "Extraction Site" drop down and select the correct ESID/Works ID.



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



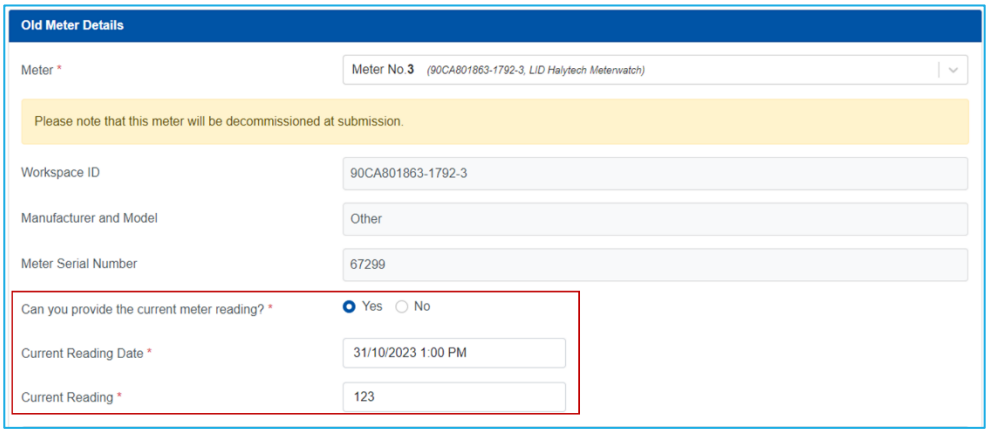
11. Click on the "Lot/DP" drop down and select the correct Lot & DP.



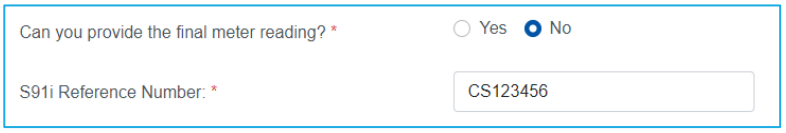
12. Enter the name the customer uses for the site as well as the pump number used by the customer.

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@waternsw.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

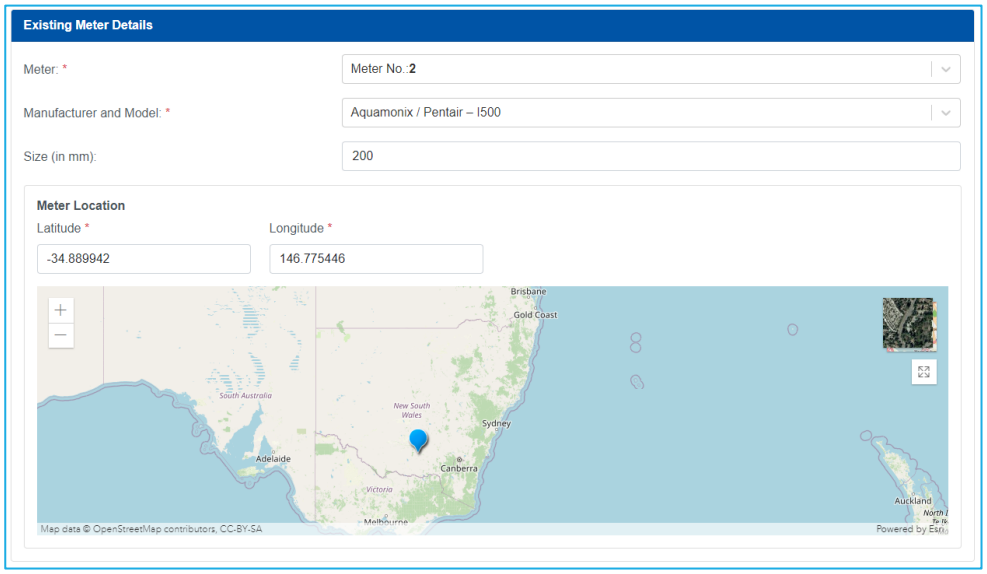


If no, the meter should be under what is known as an s91i as it is faulty metering equipment – enter the case number (the customer should be able to provide this to the DQP)



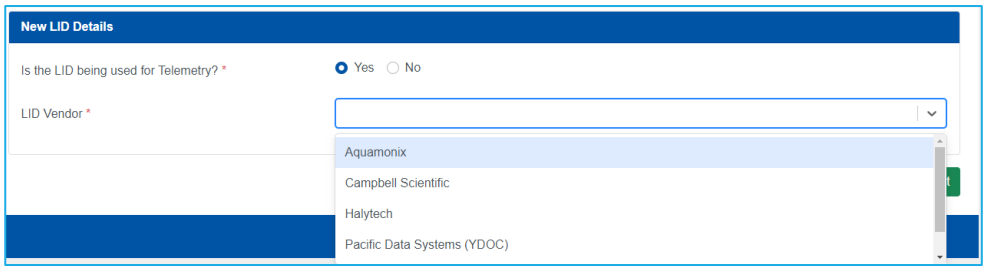
- Existing meter – the screen will display the details of the meter in WAS
    - If the existing meter details do not match what is on the ground change the Installation type to "Replacement Meter – New LID".

- 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.

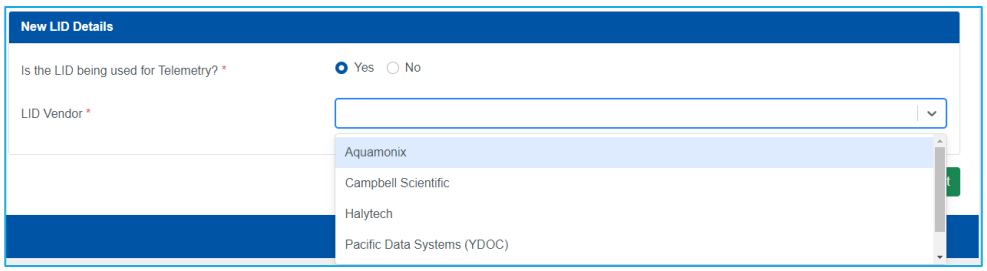


14. In the LID details section confirm if the LID will be connecting to telemetry or not.

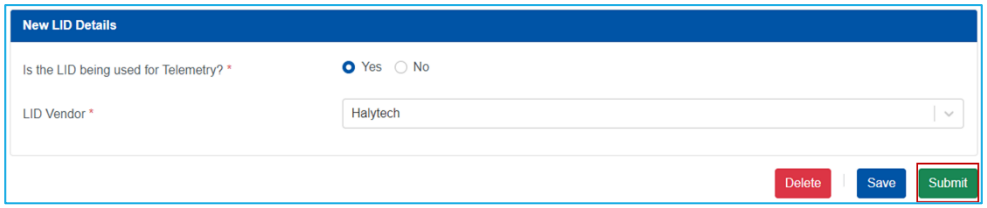
- If the site will not be connecting to telemetry:
  In the "LID Vendor" drop down select " Pacific Data Systems (YDOC)" or "Halytech" – these are currently the only LID's approved for in-field download.



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

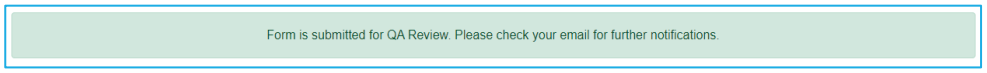


15. Once all details have been completed click the "Submit" button at the bottom right of the screen.



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

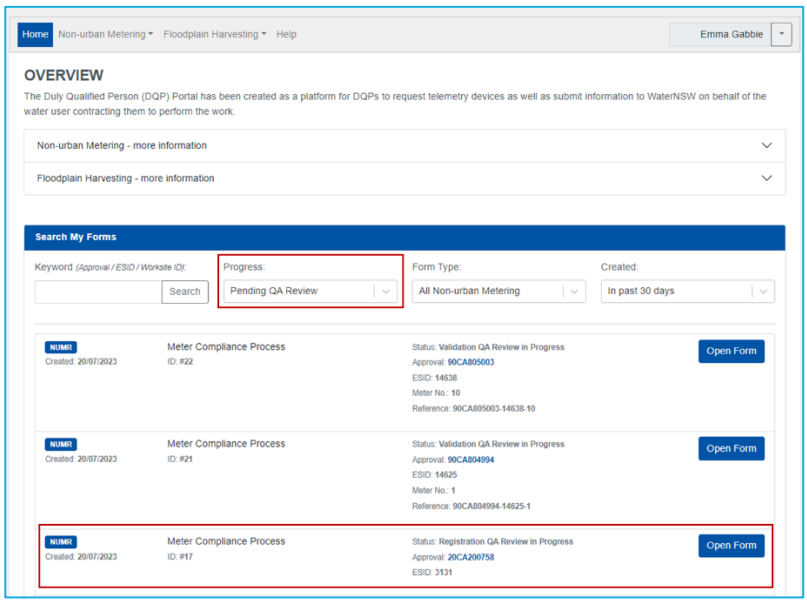
A confirmation will appear on the screen to confirm the submission was successful and the registration will change to the status "Registration QA Review in Progress".



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.



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

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.

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.

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

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.

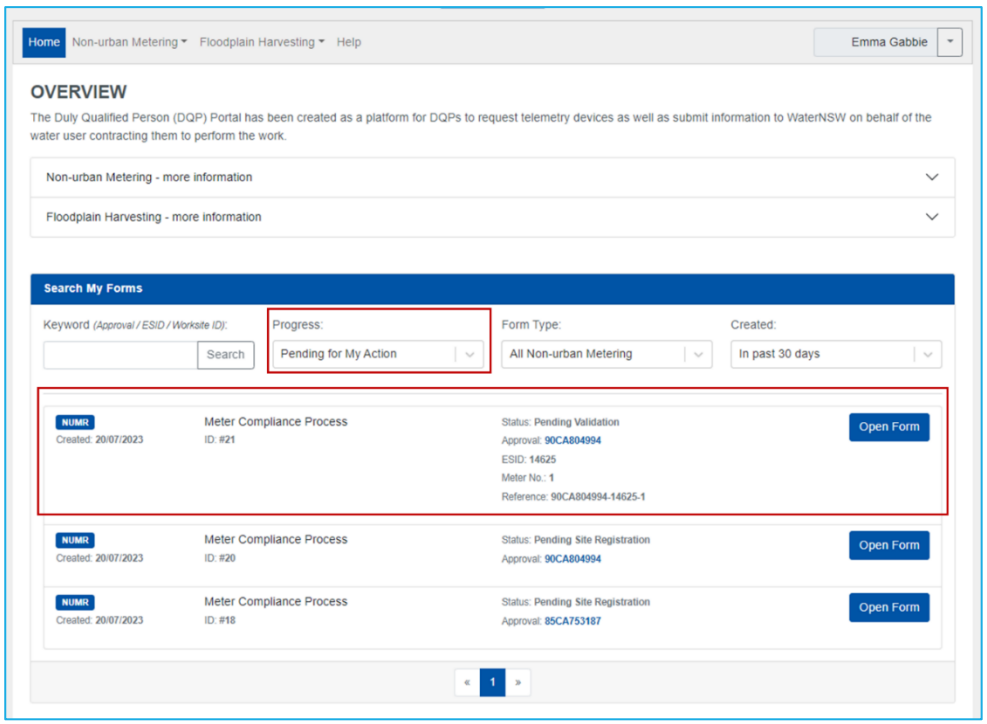
2.5 Commission the Site

Step 4
Commission Site

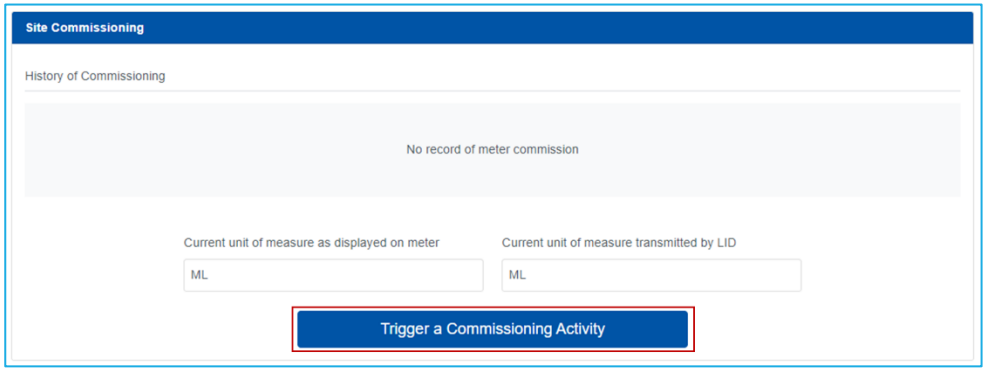
17. On the portal home screen, filter the Progress drop down to "Pending for My Action".

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

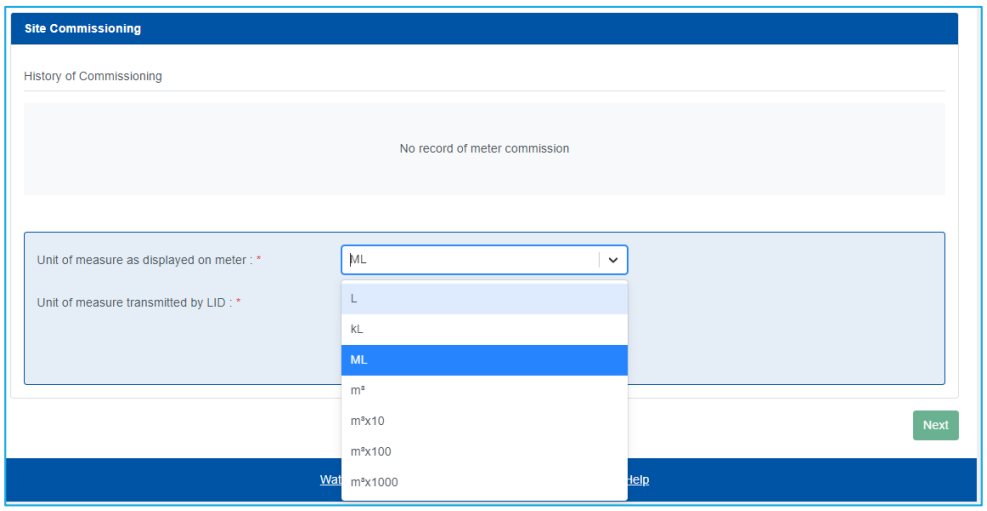
    Find the form for the site to be commissioned and click "Open Form".

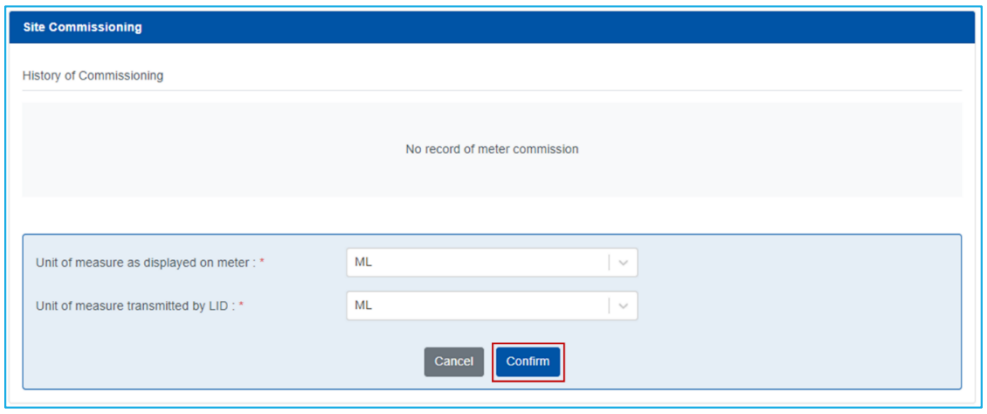


18. Click "Trigger a Commissioning Activity.

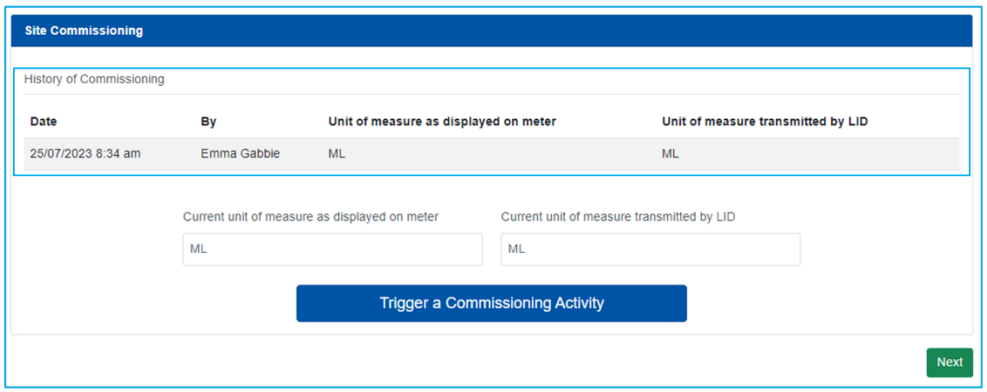


19. Select the correct "Unit of Measure as Displayed" and "Unit of Measure Transmitted" from the 2 drop down menus and then click "Confirm".





This will display an entry under History of Commissioning.

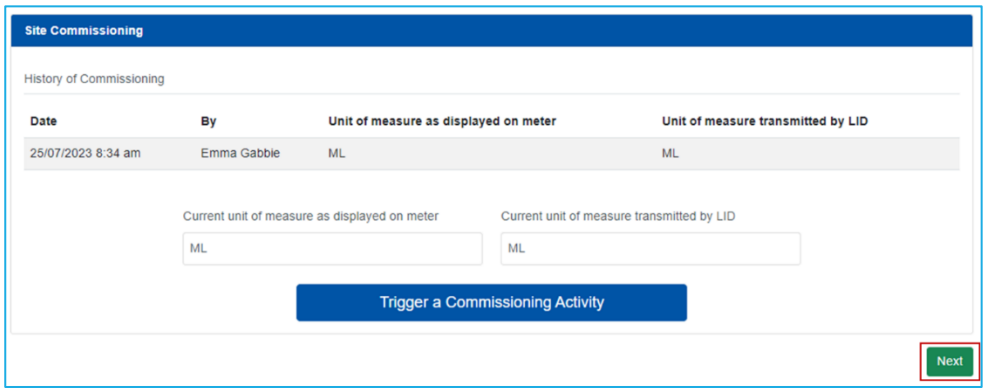


20. Confirm that the readings being seen in the DAS match what is seen on the meter in field.

    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.

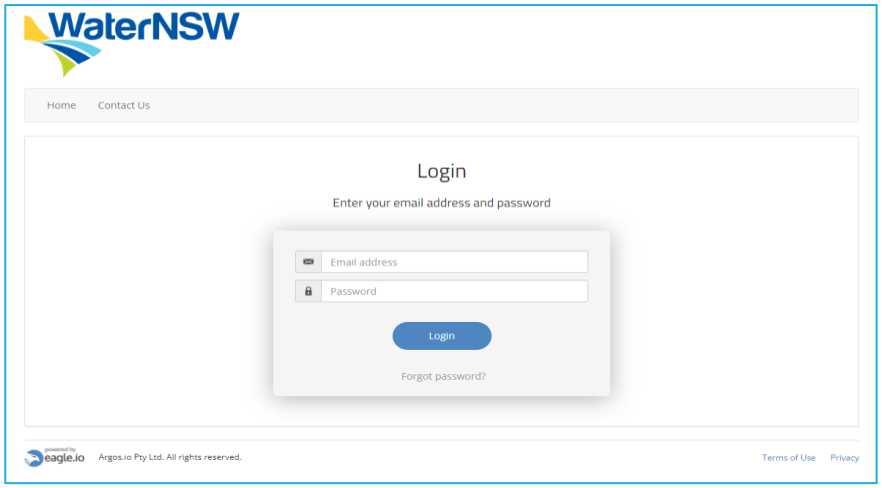


2.5.1 Check the Data Acquisition Service (DAS)

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.

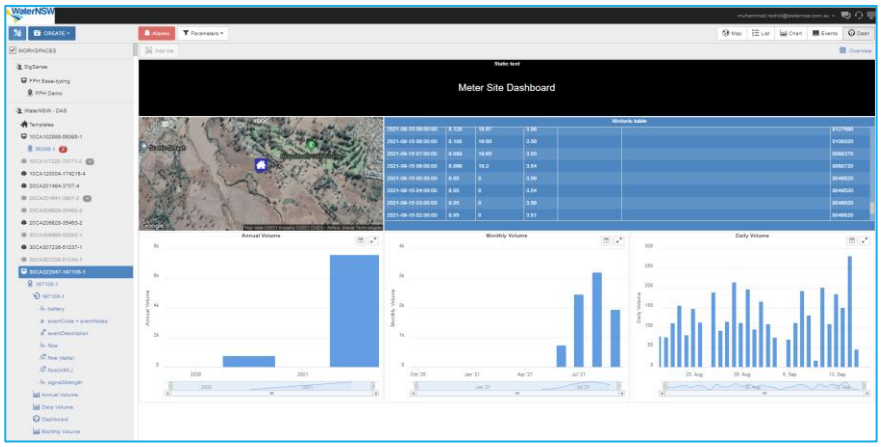
Access the DAS here: https://das.waternsw.com.au/login



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.



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.

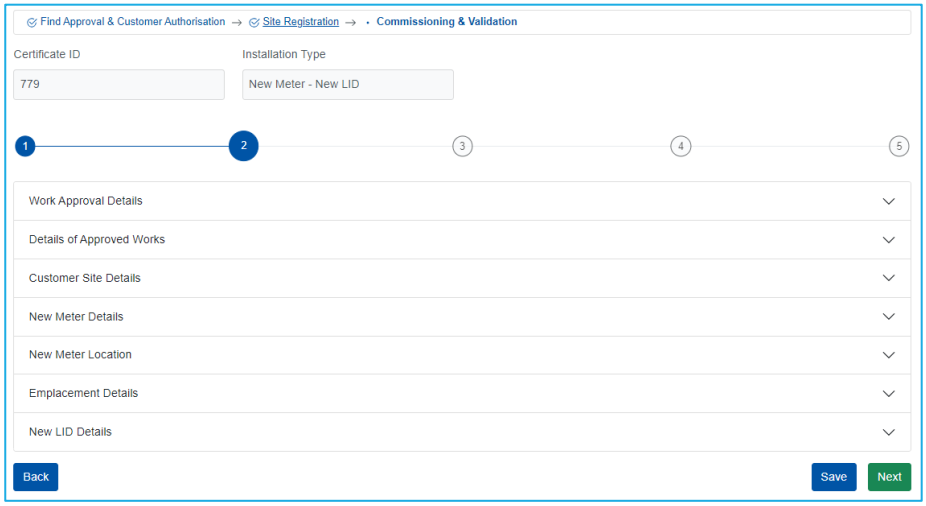
Before heading to the site for installation and commissioning, it is advisable to verify that the LID is communicating with the DAS workspace. The DQP Portal conducts a Data Validation process between the Portal and the DAS. Without compliant data transmitted to the DAS Workspace, DQPs will not be able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

2.6 Validate the Site

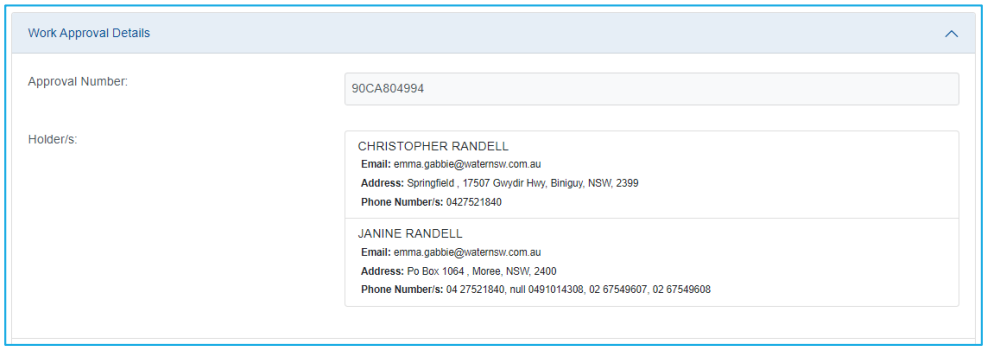
Step 5
Validate
Site

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.

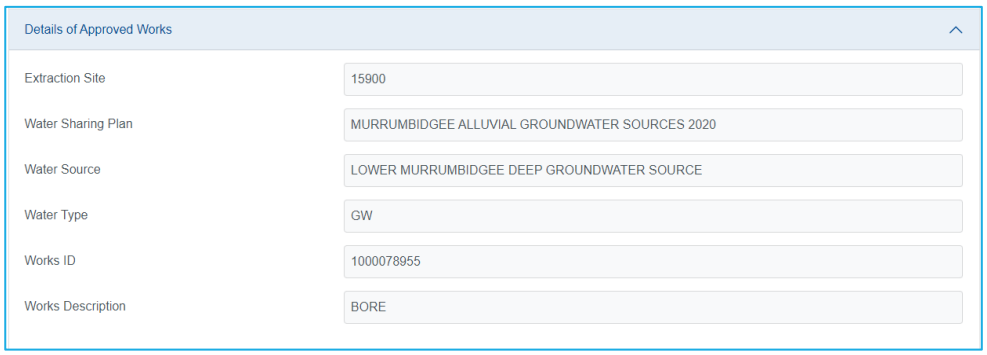


22. **Work Approval Details** show the details of all holders on the Work Approval and their contact details.

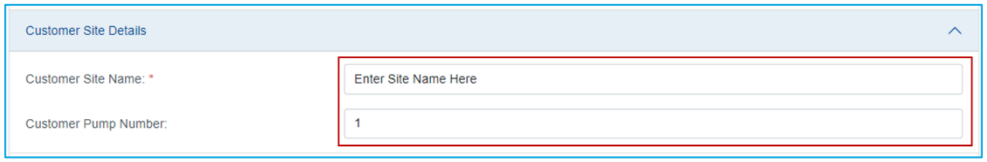
    If any of these details are not correct ask the customer to contact WaterNSW to update their details.



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



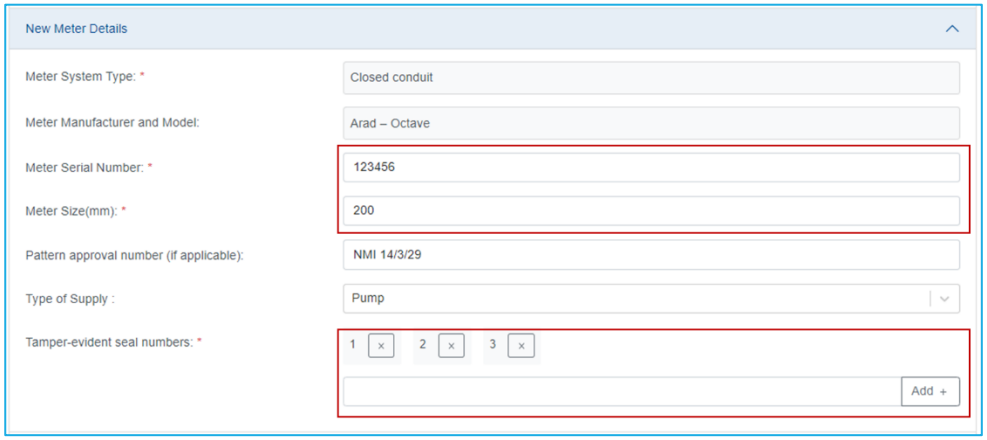
24. **Customer Site Details** section displays the name the customer calls their works and pump number (often different than how they are captured in WaterNSW's systems) that were captured during registration.



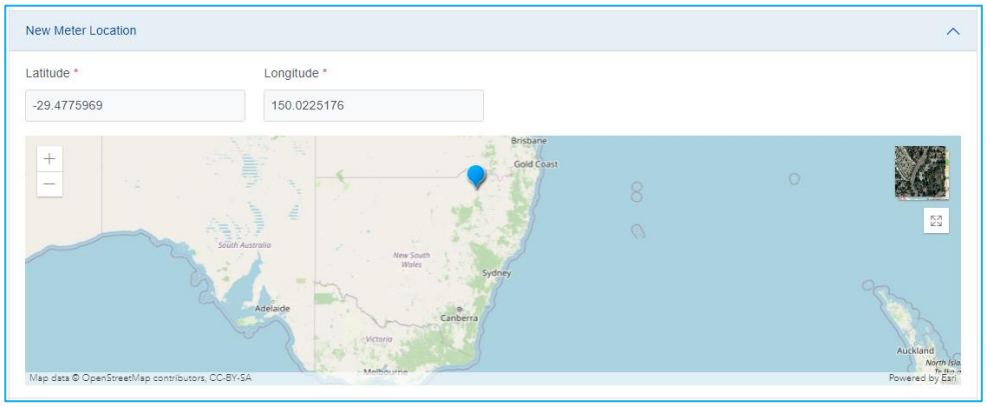
25. **Meter Details** section displays the details of the new/existing/replacement meter at the site.

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

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

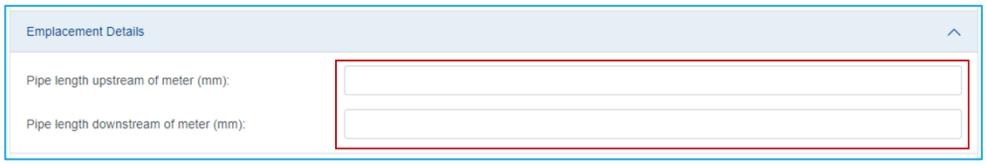


26. **Meter Location** section shows the location of the works. If these are not correct, zoom in on the map and click on the correct location – the blue map pin will move to this location and the Lat/Long details will update. This can be updated only in the Site Registration phase.



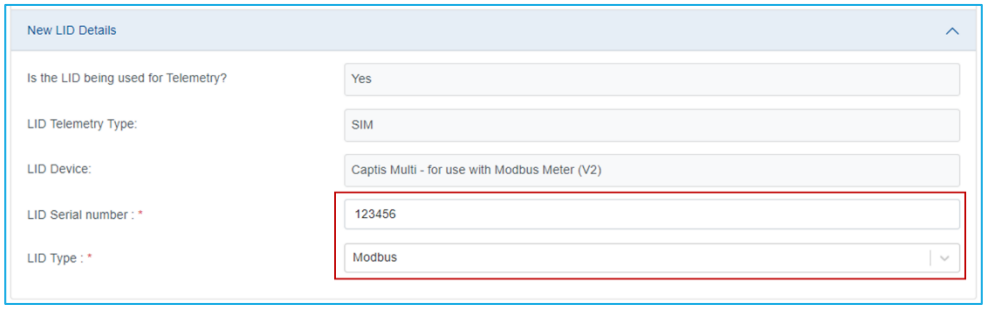
27. **Emplacement Details** captures the upstream and downstream pipe length.

    Complete these details.

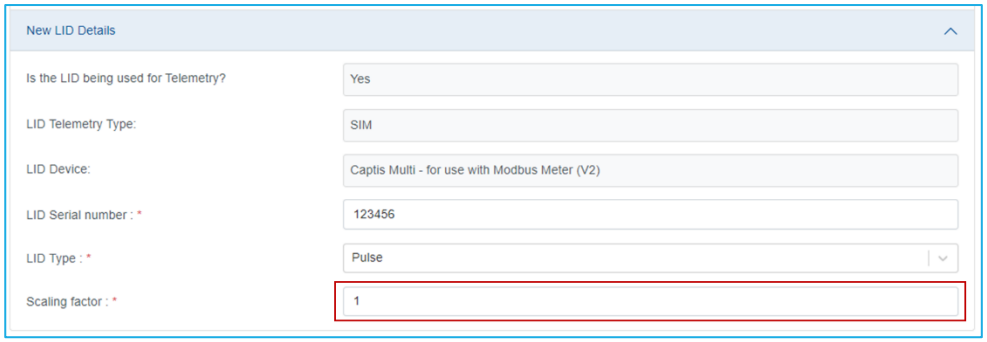


28. **LID Details** captures the information about the new/existing/replacement LID.

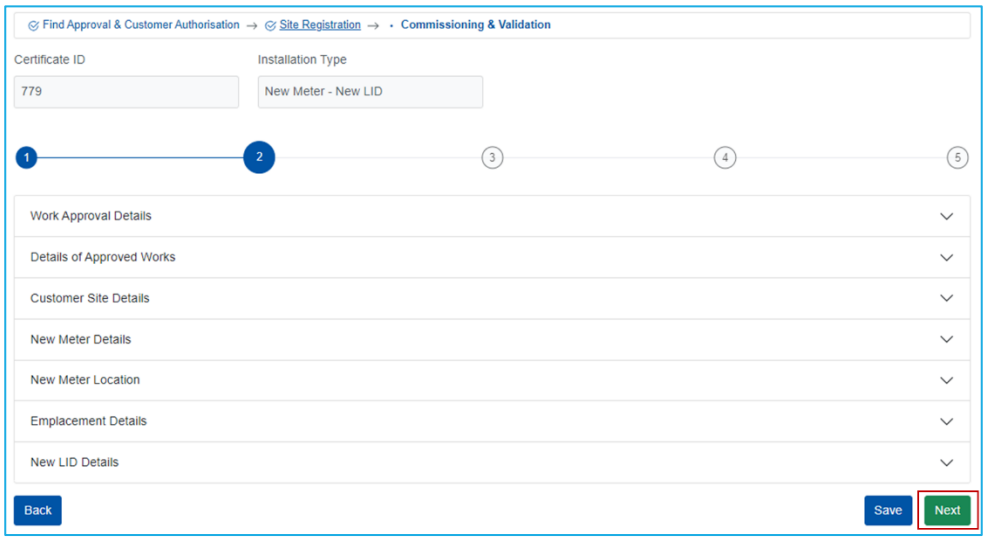
    For new/replacement LID's, capture the LID serial number and confirm the LID Type.



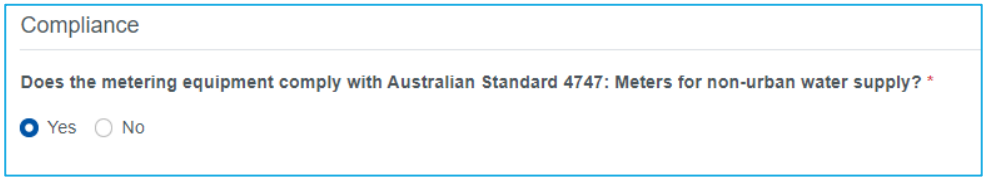
If the LID Type is Pulse, input the Scaling Factor.



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



30. Complete the Compliance question.

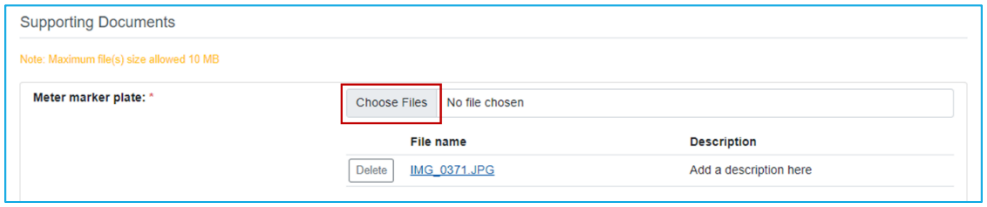


If the answer is "No", select the reason for non compliance.

31. Attach photos of the installation.

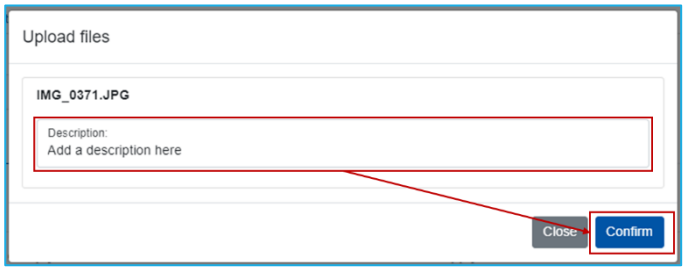
Note: *if photos are blurry or do not show the required information the form will fail the final QA and be returned to the DQP to upload clearer photos.*

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



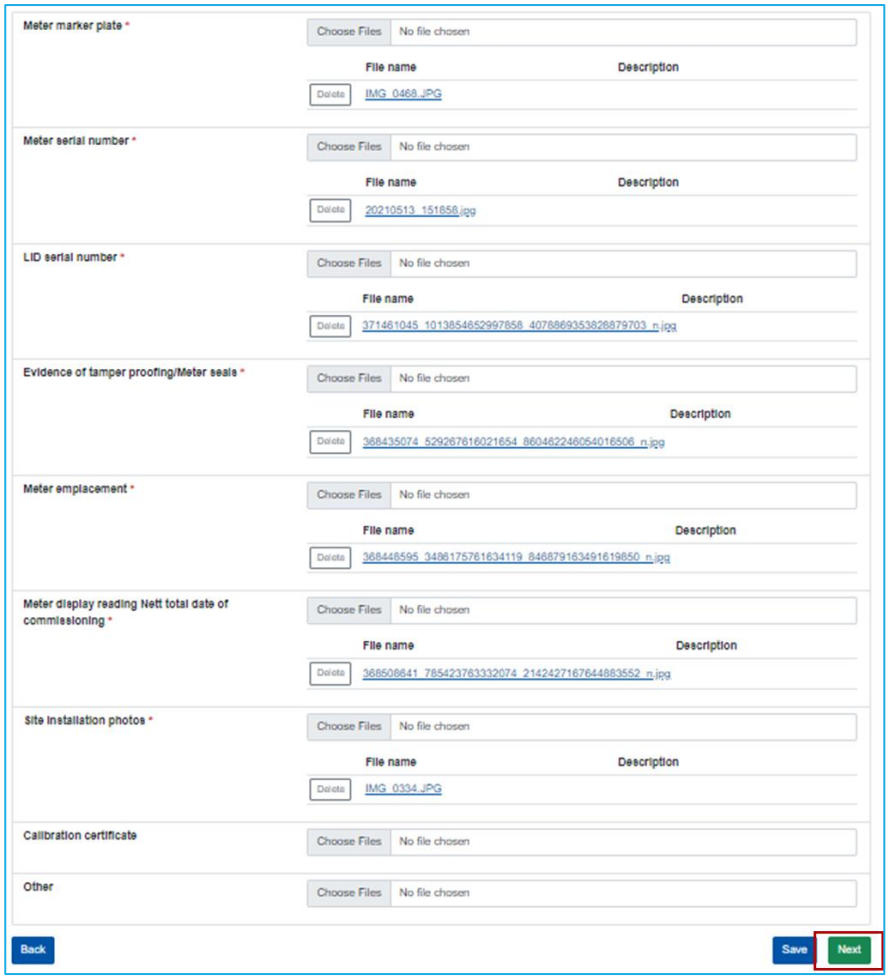
A description of the file/photo can be added but is not mandatory.

Click "Confirm".

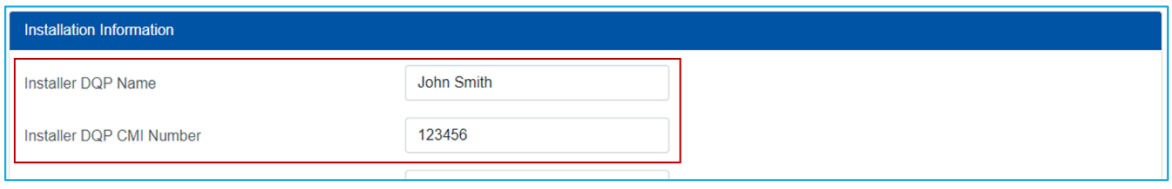


Note: *Ensure the photo of the meter read is not a photo of the flow rate*

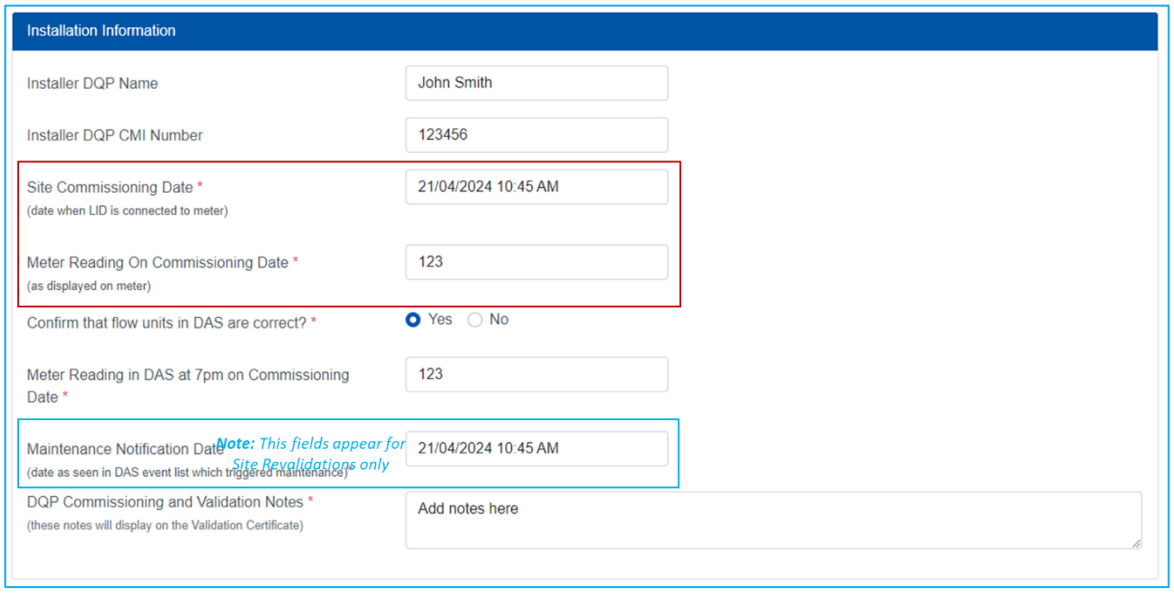
32. Once all files have been uploaded click "Next" to proceed to the next page.



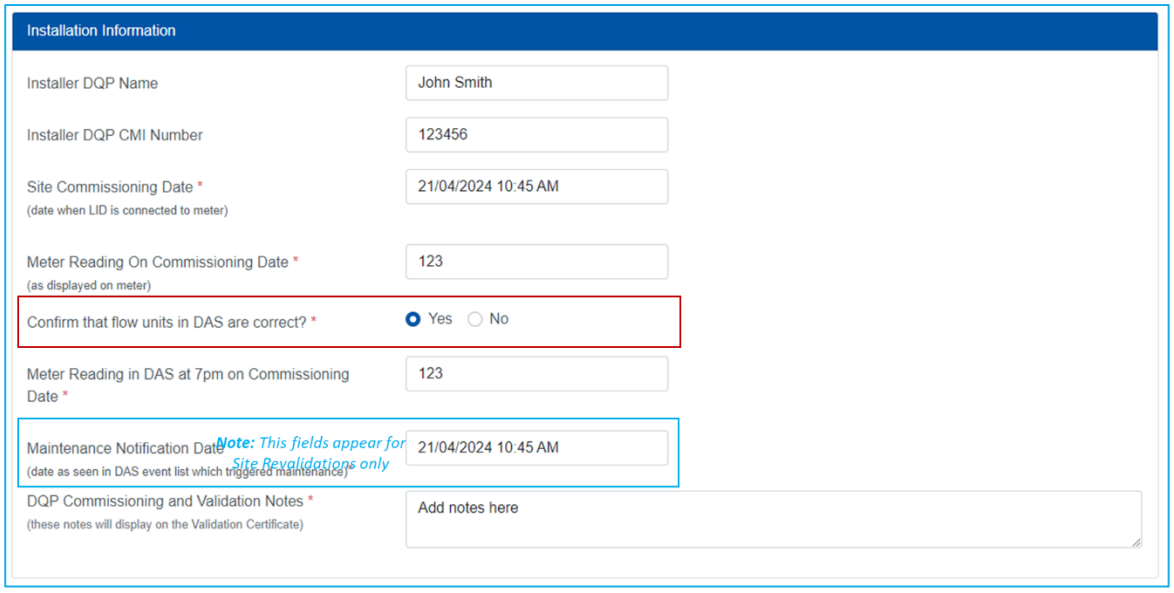
33. If the DQP who installed the equipment is different to the DQP who is completing the Meter Compliance Form, entre their name and CMI number.



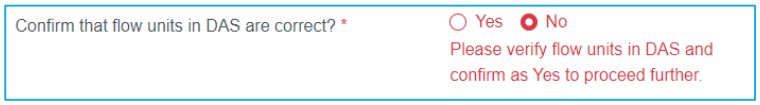
34. Enter the Site Commissioning Date and time (when installation of works on the ground was completed), as well as the meter read (this should match the photo that was uploaded in step 31).



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

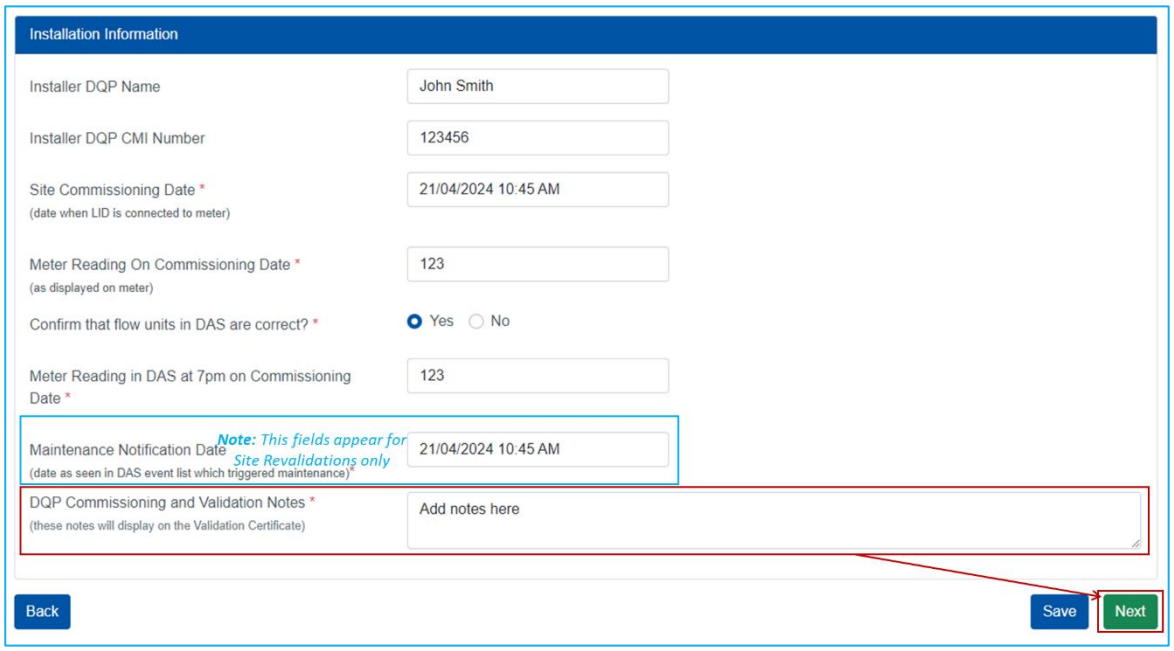


Note: *If the DQP selects "No" to this question the following message will be displayed on the screen when they try to progress the form. Until this question can be answered with "Yes" the DQP will not be able to proceed.*



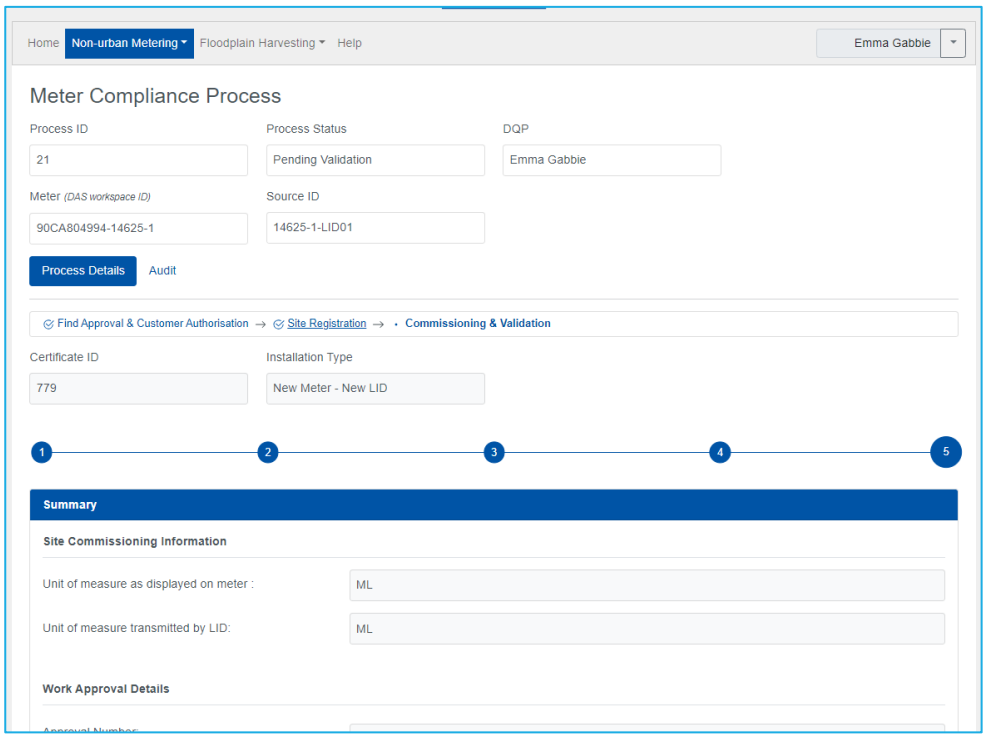
36. Enter any additional notes that are to appear on the final Validation Certificate in the "DQP Commissioning and Validation Notes" field.
(if there are no notes to add type "N/A")

Click "Next".

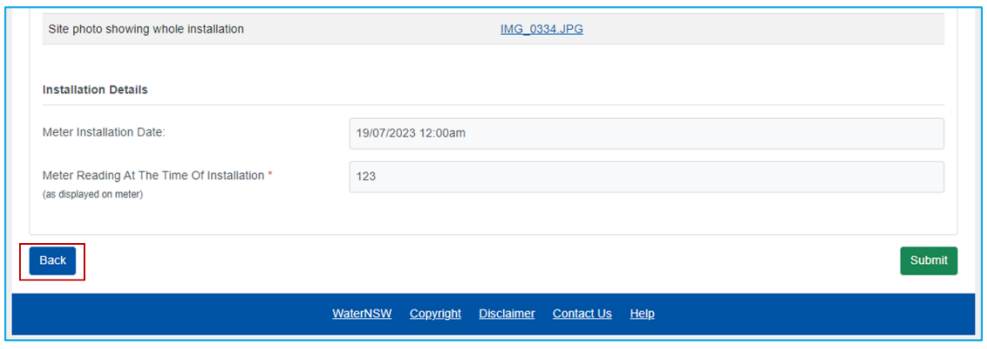


A summary of the Commissioning and Validation form will be displayed.

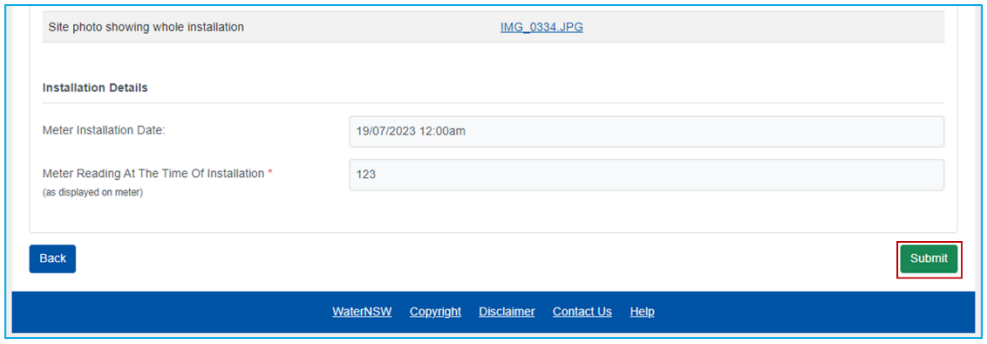
Scroll through and check all details are correct.



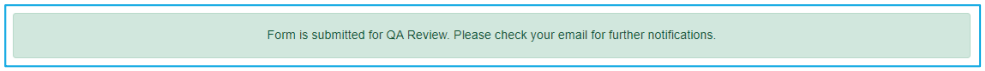
37. If any details are not correct click “Back” and fix the incorrect information.



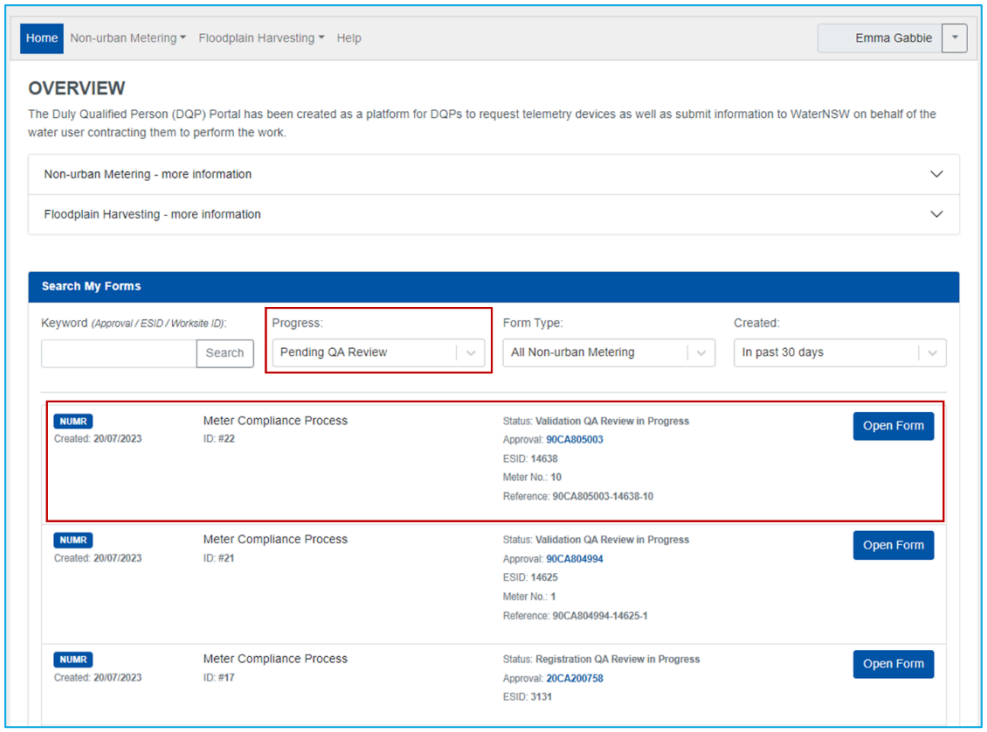
38. If all details are correct click "Submit".



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".



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.



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

2.8 Validation Certificate Sent to Customer

Step 7
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.waternsw.com.au/customer-services/metering/recording-and-reporting

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.

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.

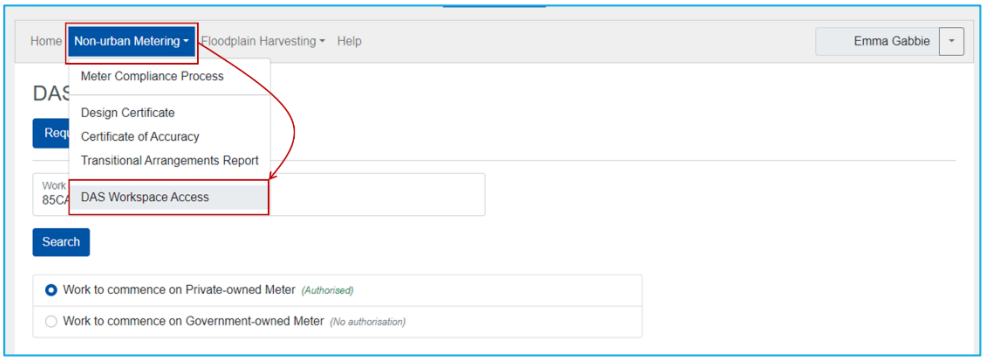
3.3.1 How to Renew Access to a Site in the DAS

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	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 See the Fact Sheet for more details

Acronym/Term	Definition
WA	Work Approval
WAS	Water Accounting System
Workspace ID	A Workspace ID is the unique identifier created for each metered site in the Data Acquisition Service (DAS). 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.