

New meter – new LID installation

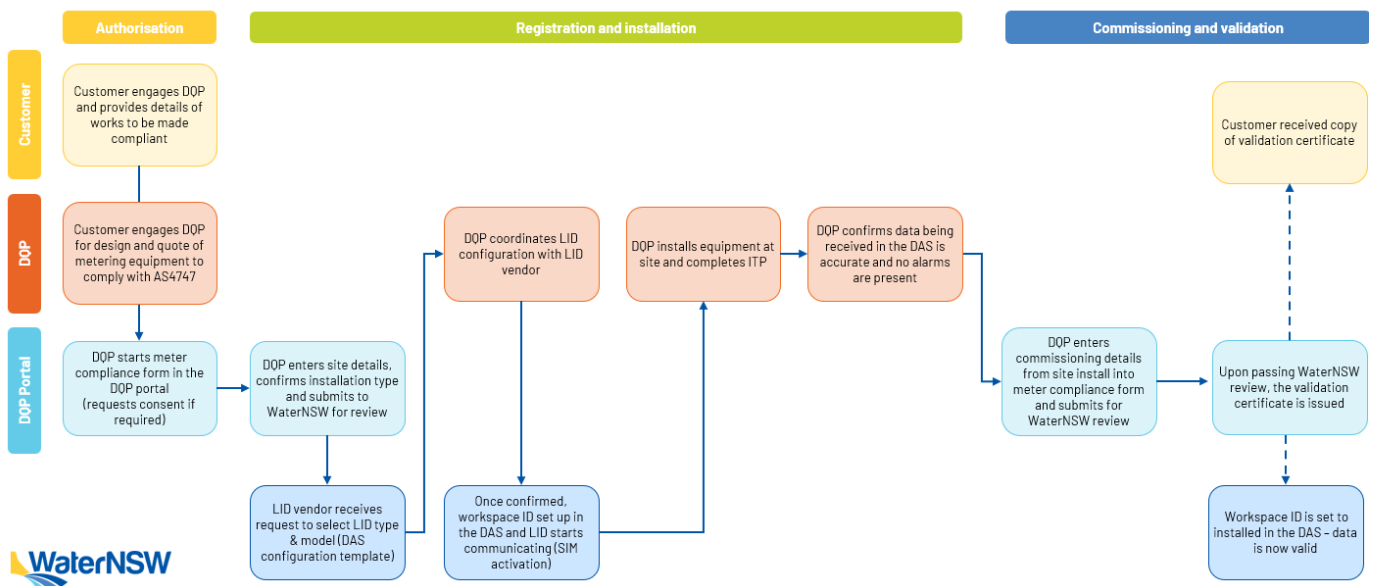
How-to guide

This guide outlines the actions required to progress the meter compliance form for the installation of a new meter and a new local intelligence device (LID).

Definitions

| Name | Definition |
|-------------------------------|---|
| New meter | No existing meter has been recorded against the landowner’s work approval and extraction site ID (ESID) in WaterNSW’s online Water Accounting System (iWAS). Please note: New meters installed will typically be assigned as ‘Meter No 1’ but occasionally may be assigned a higher number if there is more than one work on the work approval/ESID. |
| New LID | A new LID is configured to this new meter for the first time. |
| Inspection test plan | A tool to capture on site information required for entry into the Duly Qualified Person (DQP) Portal. |
| DQP Portal | WaterNSW system to manage the meter compliance process. |
| Data Acquisition System (DAS) | WaterNSW’s data acquisition system (DAS) to receive and store daily transmission of meter reading data, alarm activations etc. |
| DAS Workspace ID | Unique identifier generated for each metered site. This number is made up of a combination of the work approval number, ESID and meter number. |
| DQP Concierge Service | WaterNSW support service offered to DQPs to assist them with the meter compliance process. Please contact our Customer Service Centre on 1300 662 077 or book an appointment on our website at waternsw.com.au/metering |

Meter compliance process



Customer authorisation process

Authorisation from the customer is required for the DQP to commence the meter compliance process for the installation work.

1. The DQP will be required to use the [Inspection Test Plan](#) (ITP) to:
 - a) Record customer's property and site name, Lot/DP, work approval, ESID and meter number.
 - b) Record details of planned meter and LID equipment to be installed.
2. The DQP will be required to use the DQP Portal to:
 - a) Register the proposed worksite to be made compliant. This can be done by clicking on 'non-urban metering' and then 'meter compliance process'.
 - b) Request customer's authorisation by entering the work approval number and selecting the customer's name. The portal will send the customer an email to approve information access by the DQP.

Please note: If WaterNSW does not have the customer's email address on record, the customer is required to contact WaterNSW on [1300 662 077](tel:1300662077) or visit waterNSW.com.au/managedetails to update their details.

- c) Once the customer has approved access to the DQP, the DQP will receive an email to progress with the registration.

On approval, the registration status will change to 'Pending Site Registration'.

Site registration process:

Registration is required to ensure the correct site details have been entered and verified by WaterNSW and to commence the LID configuration process.

3. The DQP will be required use the DQP Portal to:
 - a) Enter the site's 'installation type' i.e. New meter – new LID.
 - b) Select the property name from the 'Property' dropdown.
 - c) Enter details from the ITP's authority holder details and approved work section e.g. ESID, Lot/DP, customer site name, pump number, meter number.
 - d) Enter details from the ITP's meter equipment section e.g. Meter serial number, manufacturer and model etc.
 - e) Confirm 'Is the LID being used for telemetry?'
 - If 'Yes', enter the approved LID Vendor.
 - If 'No', in the 'LID Telemetry Type' dropdown select 'SIM' (as satellite option is not yet available).

On submission, the registration status will change to 'Registration QA Review in Progress'.

4. WaterNSW will validate the site registration details submitted by the DQP.
 - a) If the quality assurance (QA) review passes, the site registration progresses to the nominated LID vendor to coordinate with the DQP to select the most suitable device and configuration.
 - b) If the QA review fails, the site registration is returned to the DQP with comments on what amendments are required.

The primary reasons for failing the QA review include:

- The registration form already exists for the site
- Incorrect installation type selected e.g. meter was not found in the system

- Location mismatch e.g. meter on form does not match with work approval location

Please note: DQPs can contact WaterNSW's Concierge Service for assistance with the proposed amendments.

5. Upon approval of site registration by WaterNSW, the DQP will receive an email notification containing the DAS workspace ID and login details.
 - a) DQPs have unlimited access to this workspace until completion of commissioning and passing the final validation QA review.
 - b) Following QA approval, access remains for 12 months, facilitating ongoing maintenance and support for the installed metering equipment.

On approval, the registration status will change to 'LID registration'.

6. The LID vendor will then be required to:
 - a) Liaise with the DQP to configure the registered LID to the nominated meter.
 - b) Register and test that the LID is communicating with the DAS.
 - c) Despatch the device to the DQP.

On despatch, the registration status will change to 'Pending Validation'.

Site installation process

DQPs need to ensure that the metering equipment installed is AS4747 compliant and adheres to the NSW non-urban metering regulations.

7. Prior to a site visit, the DQP will check to ensure that the LID is communicating with the DAS workspace.
8. The DQP will use the inspection test plan on site to;
 - a) Record meter installation date and reading.
 - b) Record meter commissioning date and reading.
 - c) Record and take clear photos of all installed meter, LID and tamper serial numbers.

Please note: Please review sample photos to understand the required clarity to meet WaterNSW's QA validation checks.

Site installation (meter and emplacement photos)



LID and Serial Number



Meter identification label

Site commissioning process:

Accurate data transmission between the installed metering equipment and the DAS is essential for DQPs to complete the commissioning and validation process.

9. At least one day after the installation, the DQP will use the DQP Portal to trigger meter commissioning:
 - a) From the home screen, filter the 'Progress' dropdown to 'Pending for my action' and 'Form type' to 'All non-urban metering'.

Please note: All meter compliance process forms waiting for the DQP to progress them will be shown with the status 'Pending Validation'.

- b) Find the form for the site to be commissioned and click 'Open form'.
 - c) Click on 'Trigger a commissioning activity'.
 - d) Select the correct 'Unit of measure as displayed' and 'Unit of measure transmitted'.
10. The DQP will then check the site's DAS workspace to ensure that:
 - a) The LID is transmitting data to DAS.
 - b) The meter readings on site matches exactly with the DAS reading.
 - c) No LID alarm has been triggered.

Please note:

- i. The meter compliance form will not pass WaterNSW's QA validation checks if any of the above conditions are not met.
- ii. LID data transmissions to DAS occurs by 5am the day after installation.
- iii. Access to the DAS workspace is provided by WaterNSW for a period of up to 12 months post quality assurance validation.

Site validation process:

A successful compliance review by WaterNSW is required for a validation certificate to be issued to the customer and DQP.

11. The DQP will use the ITP to confirm or complete the following details in the DQP Portal:

- a) Work approval details displays details of all landholders on the approval.
- b) Details of the approved works displays details of ESID, water sharing plan, water source etc.
- c) Customer site details captures customer's reference for their site and pump number.
- d) Meter details captures meter details at the site.
- e) Meter location shows the locations of the works.
- f) Emplacement details captures the upstream and downstream pipe lengths.
- g) LID details captures LID details at the site.
- h) Confirm compliance with AS4747.
- i) Upload all required photos from the site installation.
- j) Enter the site commissioning date, meter reading on site and in DAS.

On submission, the registration status will change to 'Validation QA Review in Progress'.

12. WaterNSW will validate the site commissioning details submitted by the DQP.

- a) If the QA review passes, the meter compliance process is complete, and an official Validation Certificate is issued to the customer and DQP.
- b) If the QA review fails, the form is returned to the DQP with comments on what amendments are required.

The primary reasons for failing the QA review include:

- Incorrect units of measure
- Incorrect scaling factor
- Incorrect serial numbers e.g. meter and/or LID serial numbers
- Incorrect meter read details e.g. DAS meter read does not align with site meter read
- Installation photos are unclear e.g. tamper evident seals, upstream and downstream pipework
- Information on photos do not align with the information provided in the commissioning and validation form e.g. serial numbers, meter read

Please note: DQPs can contact WaterNSW's Concierge Service for assistance with the proposed amendments.

On approval, the registration status will change to 'Completed'.