



Backflow Conference

Sydney Water Tap in™ Presentation

July 2016

Agenda

- 💧 Introduction
- 💧 Background
- 💧 Sydney Water Tap in™ Benefits
- 💧 Statistics
- 💧 Customer Dashboard / Communications
- 💧 Demonstration
- 💧 Questions

Sydney Water Tap in™

Background

- 💧 Sydney Water Tap in™ (Tap in) is a convenient online service for Customers to apply for Sydney Water products and services anytime, anywhere.
- 💧 Tap in was implemented on the 15th November 2015, replacing the Quick Check service previously available at select plumbing suppliers and Water Servicing Coordinators.
- 💧 Since November 2015, a series of phased releases have been implemented to refine features and continuously improve the system functionality.

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Key Drivers

- 💧 Tap in was introduced to:
 - 💧 Provide a website for trade professionals, residential customers and developers to request services and products from Sydney Water.
 - 💧 Improve efficiency and reduce manual administration of applications.
 - 💧 Replace the third party relationship previously managed via Quick Check.
 - 💧 Create a channel to allow Sydney Water to engage directly with our customers and service providers.

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Applications

The following application types can be lodged through Sydney Water Tap in™:

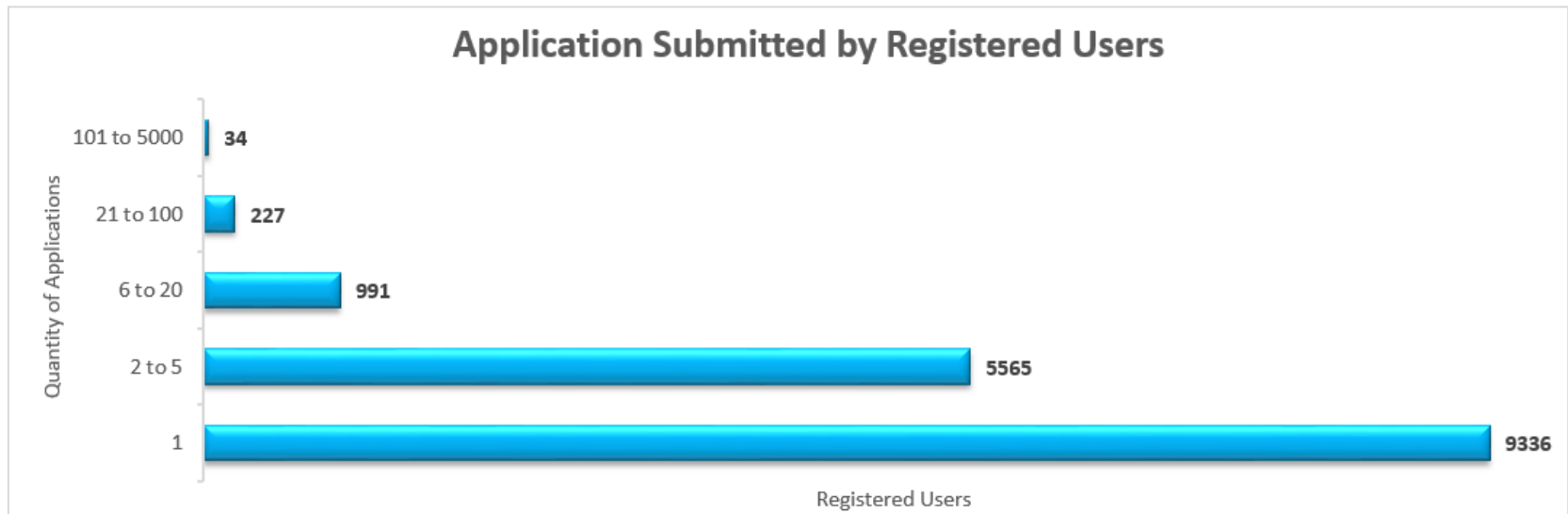
- Drinking/Recycled Water
 - Connections
 - Statements of Pressure & Flow
 - Pressure boosting
- Water Meter Installation
- Change to Existing Service
- Disconnect Service
- Discharge Trade Wastewater
- Building Plan Approval
- Sewer Service Diagram
- Service location Print
- Adjust Wastewater Asset
- Pump to Wastewater
- Billing Record Search

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Statistics

Since the implementation of Tap in in November 2015:

- Over 16,000 users have registered to use Tap in
- Over 55000 applications have been submitted



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Customer Dashboard

- 🔹 The Dashboard is a helpful management tool allowing customers to view and track the status of submitted and draft applications.

The image shows two screenshots of the Sydney Water Tap in™ Customer Dashboard. The left screenshot displays the 'My Dashboard' with a table of applications. The right screenshot shows the 'View Application' page for a specific application, highlighting its approval status.

My Dashboard

View: Lodged and draft applications

Show 10 entries

Date	Address	Order #	Status	Application #	Action
July 07 2016	7 Kimo St, North Balgowlah 2093	Order #SW-70449087	Approved	Application # 95579	View
May 10 2016	4 Zenith Ct, Glenwood 2768	Order #SW-06942590	Declined	Application # 68919	View
April 13 2016	91 Starkey St, Killarney Heights 2087	Order #SW-34320272	Approved	Application # 57049	View

View Application

7 Kimo St, North Balgowlah 2093 07 Jul 2016

Billing Record Search

Application number: 95579

✓ Your application has been approved

Your Billing record search application has been approved. Please click on the document link to view your billing record document.

1 BRS document
[View document](#)

Next steps

If you have further questions after reviewing the document please contact us.
Email us swtapin@sydneywater.com.au
Call us 1300 082 746

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Communication

- Instructions and letters are emailed and updated to the customers Dashboard throughout the application process.
- Information provided may include approval documents, purchased diagrams and Next steps.

Sydney WATER

✓ Your applications have been successfully submitted

Dear Georgina Hughes,

The applications on order number SW-41320983 for

📍 12 Carlton Cres, Kogarah Bay 2217

has been successfully submitted. You can access information regarding this order at any time from your dashboard.

- Sydney Water Tap in™

Wastewater connection

Status	Submitted
Application number	7110
Application Fee	\$0.00 incl GST \$0
Total paid	\$0.00 incl GST \$

Sydney WATER

Drinking water connection application

Application number 7627
Property number 5005101
26/07/2016

Dear Georgina Hughes

Your application to connect the property at 7 Still Ave, Cranebrook 2749 to our water system has been

APPROVED

If you follow the conditions in this letter, you are authorised to connect to the services, under section 48A of the Sydney Water Act.

This approval is valid until **26/07/2017** (one year).

NEXT STEPS

We will send you emails with instructions at each stage of the process.

APPROVED CONNECTION CONDITIONS

Connection 1

You are authorised to make a 1 x 20 mm connection to Sydney Water's 100 mm main for the following services:

Service Number	Service Type	Size (mm)
1	Domestic	20

For service number 1, Domestic, you must install the following meters:

Type	Size (mm)	Number of Meters
Individual Meter	20	1

MAKING THE CONNECTION

You must engage either Sydney Water or an accredited driller to make your connection in accordance with "Instructions and Technical Requirements for Drillers" and send a Construction

Sydney WATER

Drinking water connection application

Application number: 7627

Dear Georgina Hughes,

Your application to connect the property at 7 Still Ave, Cranebrook 2749 to our water system has been

✓ **CONDITIONALLY APPROVED**

This approval is valid until 26/07/2017

NEXT STEPS

- Pay for connection work
Pay the invoice by logging in to your Sydney Water Tap in™ dashboard. You will receive your work order number once you have paid the invoice.
- After you've completed your payment, book your water connection job
After you've paid your invoice, we'll provide you with details of how to book your connection.

If you follow the conditions in the attached letter, you are authorised to connect to the services, under section 48A of the Sydney Water Act.

Yours sincerely,
Customer Connections
Sydney Water

Sydney WATER

Sewer Service Diagram

Application Number: 57049

MUNICIPALITY OF WARRAGONG
SEWERAGE SERVICE DIAGRAM

Municipality of Warragong No. 00030

STANDARDS AND ABBREVIATIONS

1. Boundary Trap	2. A.C. Connection	3. 200mm Pipe	4. Manhole
5. 150mm Manhole	6. 150mm Manhole	7. 150mm Manhole	8. 150mm Manhole
9. 150mm Manhole	10. 150mm Manhole	11. 150mm Manhole	12. 150mm Manhole
13. 150mm Manhole	14. 150mm Manhole	15. 150mm Manhole	16. 150mm Manhole
17. 150mm Manhole	18. 150mm Manhole	19. 150mm Manhole	20. 150mm Manhole

SEWER AVAILABLE

When the sewer is not available and a special inspection is required the Sewer Inspector is responsible for the suitability of the drainage in relation to the general practice of the State's Sewer.

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Questions?