

Customer Connections

Information for Hydraulic Consultants and
plumbers

May 2012

Introduction

This presentation is about:

- Reason for change
- What are the changes?
- What are the benefits?
- How does it affect me?
- Future changes?
- How do I contact Sydney Water?

Reasons for change

- Plumbing Bill and regulation being introduced on 1 July 2012

- Following the introduction of the bill, there will be clear differences between the connection to a utility asset and on-site plumbing and drainage. Processes need to be change to reflect the differences.

- Customer and stakeholder feedback

- Change in Business area focus

- Urban Growth are focused on the creation of quality assets.
- Business Customer Services have on-going relationships with customers. It's logical and agreed that Business Customer Services manage the customer connection process.

What are the changes?

- The Connections Team in Business Customer Services will manage:
 - Customer Connection Application channels
 - Customer Connection Approvals
- A single group in Business Customer Services will manage the end to end connections process from application to approval
- Customers will have a single point of contact for connections, and will not be transferred from group to group within Sydney Water

What are the benefits?

- Sydney Water is introducing a single connections process and application form in Quick Check, as well as a single connections policy and easy to follow guidelines
 - You will be able to apply for all your connections on the one form as well as applying for a trade waste, sewer or stormwater connection application
- There will be no need to provide hard copy connections plans or technical specifications. They can be emailed to us directly. We are also working on developing a list of agents that will receive applications electronically (mostly excludes building plans)
- Sydney Water is proposing to remove the application fee for most applications. IPART have endorsed this proposal in its draft determination.
- Sydney Water will be looking at all connection activities at the same time. This might mean that other approvals need to be done before we'll permit a new connection eg building plan approval

How does it affect me?

- You do not need to provide hard copy documents for your application.
- You will need to apply for all connections or connection approvals
 - If you are connecting to our wastewater system, you need to make an application to connect
 - If you are connecting to an existing or pre-laid property service, you will need to make an application to connect
- Sydney Water might withhold connection approval if there is no development or building plan approval. You need to coordinate with the developer and builder to ensure a smooth connection process.

Future changes?

- Sydney Water is proposing to introduce an online application tracking system that will let you know what applications have been submitted and the status of the application. This proposal is currently in the schedule of works to be carried out.
- Sydney Water is proposing an online application system that would enable customers to submit application themselves online. Subject to Board approval and funding

How do I contact Sydney Water?

- Connection inquiries and electronic plans should be emailed to Connections@sydneywater.com.au together with a copy of the lodgement summary of the application made at the Quick Check agent. The subject line of your email should quote the Quick Check Application Number.
- You can also contact us for general connection inquiries on 8849 6516
- Trade Waste, Backflow, Sewer Mining or Water Efficiency inquiries should be emailed to businesscustomers@sydneywater.com.au
- You can also contact us on 1300 985 227