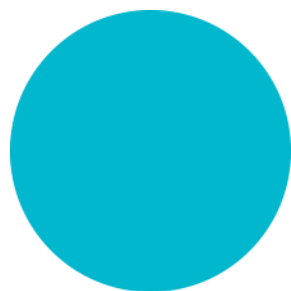


# Instructions to Water Servicing Coordinators

Minor Works (Sewer)





**Table of contents**

- 1. Introduction ..... 2**
- 2. Role of the Water Servicing Coordinator ..... 2**
- 3. Project Feasibility ..... 4**
- 4. Project Definition and Design..... 4**
- 5. Construct and Acquire ..... 7**
- 6. Finalisation ..... 9**
- 7. Supporting Documents ..... 9**
- 8. Revision control chart..... 10**



## 1. Introduction

These Instructions are provided to Water Servicing Coordinators engaged by a Developer to manage the delivery of sewerage infrastructure for either:

- 1.1 Developer work which must be facilitated by a Water Servicing Coordinator (WSC) under Sydney Water's e-Developer process and a Deed or Agreement with Sydney Water, or
- 1.2 Non-developer work or other work not requiring a Section 73 Certificate which can be facilitated by application through Sydney Water Tap in™ and may require a Deed or Agreement with Sydney Water.

## 2. Role of the Water Servicing Coordinator

Development activity which requires creation or protection of Sydney Water's assets, will require the Developer to engage a WSC accredited by Sydney Water. The WSC will respond to all Developer/Listed Provider enquiries and will utilise the e-Developer process for electronic exchange of information.


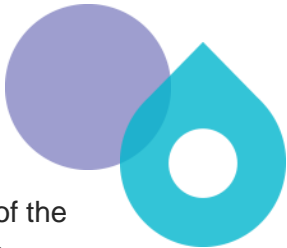
The WSC's role for this instruction is to:

### **Pre Define:**

1. Explain to the Developer servicing options for subject parcels of land.
2. Explain to the Developer Sydney Water's policies and procedures as regards to the parcel of land.
3. Explain to the Developer Sydney Water's fees and charges.
4. Explain to the Developer the WSC's fees and charges.
5. Provide servicing and geographic information to the Developer/Listed Provider.

### **Define and Design:**

6. Download relevant Hydra information to enable preparation and submission of proposed subdivision to Hydra prior to application submission.
7. Act as a single point of contact for all case related matters relevant to the Developer and all Listed Providers.
8. Prepare and lodge Application for Section 73 Certificate and provide conduit for payment by the Developer of any due monies to Sydney Water.
9. Provide and submit Engineering plans as required.
10. Provide Developer with Sydney Water's 'Notice of Requirements' (NOR) and explain the conditions therein.
11. Access and utilise the information as specified in Sydney Water's NOR.

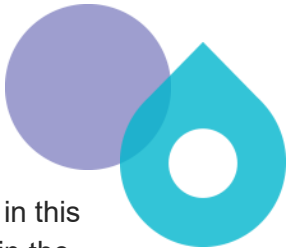

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12. Obtain servicing and geographical information. Use this to ensure that the scope of the proposed works addresses the conditions given in the NOR and complies with the requirements specified in the [Technical Requirements and Work Instructions for Minor Works \(sewer\)](#).
  13. Provide a documented design servicing solution plan to the Constructor.
  14. Ensure the Constructor with appropriate capability listing is engaged to construct the works.
  15. Ensure that private property entry procedures have been addressed as required. **Note:** where work is carried out on an existing Sydney Water asset or on land owned by Sydney Water or under Sydney Water's powers of entry the WSC must provide to Sydney Water a Project Safety Plan (PSP) which will be in operation for the duration of the works.
  16. Liaise with the Developer to have all parties (excluding the Designer) signing the Developer Works Deed or Agreement and ensure it is returned to Sydney Water for execution.
  17. Ensure compliance with all laws and the requirements of all authorities concerning health, safety, and the environment (including heritage) issues. The WSC must notify the relevant authority and Sydney Water of any circumstances that may pose a threat to health, safety and/or the environment.

#### **Construct and Acquire:**

18. Ensure that the Listed Provider's Key Personnel, on site where the works are occurring, meet the appropriate [Mandatory Criteria for Listed Providers](#) and have submitted the relevant *Provider Capability Checklist – Constructors* (Template 23) for the specified works.
19. Ensure that the Constructor's [Technical Specification and Work Instructions for Minor Works \(sewer\)](#) and *Instructions to Constructors Minor Works (Sewer)* are current, and instruct the Constructor that these documents must be available on site, where the works are occurring, at all times.
20. Ensure that a site-specific Project Safety Plan (PSP) and Environmental Management Plan (EMP) have been prepared and instruct the Constructor that the plans must always be implemented and available on site where the works are occurring.
21. Ensure that any Corrective Action Requests raised are addressed and closed off.
22. Provide Work As Constructed plan, Minor Works – Work As Constructed report and, if required Restoration Clearance Letter at completion of works.
23. Liaise with the Developer upon receipt of Sydney Water's Transfer of Ownership Advice.

#### **Unauthorised Connections:**

The WSC must under no circumstances direct or give advice to a constructor to make any unauthorised connection to, or interfere with, a Sydney Water asset. Failure to comply will be considered a serious breach of the Sydney Water Act and/or the WSC's contract with Sydney Water and may result in action by Sydney Water in accordance with its Act and/or the WSC's contract.



Any connection or interference with Sydney Water's assets in a manner not specified in this instruction is an illegal connection and, at the discretion of Sydney Water, may result in the removal of the provider/s from Sydney Water's list. This instruction includes new developer works and replacement of existing assets.

**Note: The WSC must advise Sydney Water immediately if they become aware of any connection or interference to Sydney Water assets without prior Sydney Water approval or before the approved connection time. Contact Sydney Water through a SWConnect communication or by calling 13 20 90 (available 24 hours / 7 days a week) if urgent.**

### 3. Project Feasibility

Upon the approach of a Developer, the WSC shall review the development proposal and provide sufficient explanation of:

- Servicing options.
- Sydney Water's policies and procedures.
- Sydney Water's fees and charges.
- WSC's fees and charges.

This information will enable the Developer to make an informed decision about the viability of the development proposal.

### 4. Project Definition and Design

To facilitate the process and associated works required to satisfy the development proposal, the WSC shall load the applicable application to Sydney Water through e-Developer.

To prepare this application, the WSC shall:

- download relevant Sydney Water geographical information to enable preparation of development proposal in digital format (.dwg), and
- submit the application with development proposal attached (.dwg).

Sydney Water will review the application and issue a NOR to the WSC. Upon receipt of this NOR, the WSC shall ensure the Developer understands the requirements of the NOR, i.e. any Sydney Water charges applicable, extent of works required etc.

If the Developer chooses to proceed and the works required in the NOR are identified as Minor Works, servicing and geographical information should then be obtained to enable the works to be scoped. The scope must also address the conditions given in the NOR and comply with the requirements specified in the [Technical Specification and Work Instructions for Minor Works \(sewer\)](#).

From this the WSC must provide a documented design servicing solution plan to the Constructor.



Information on the design servicing solution must:

- ensure that the property will be adequately drained, and
- enable the selection of an appropriately listed Constructor. The scope of Minor Works for 'MS' and 'S1/S2' Constructors is outlined in the following tables.

**Note:** There may be occasions where works are initiated but are later found to be beyond the scope of the capability held by the Constructor or have other complexities that are beyond the scope of Minor Works (MS). Works beyond the scope of MS are considered Major Works and require Constructors to hold S1 or S2 capabilities and are managed under Instructions to WSCs for Major Works. See below for the scope for 'MS', 'S1' and 'S2' Works.

### Scope for 'MS' listed Constructors


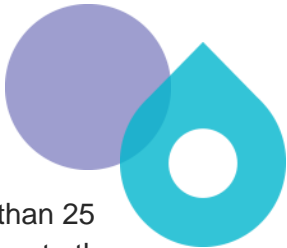
Works relating to gravity sewers of size  $\leq$  DN 225 and depth  $\leq$  2.5 metres (measured from the invert of the sewer to the ground surface) and limited to:

- Inserting junctions / property connection arrangements into existing VC and PVC sewers.
- Constructing property connection sewer (PCSs) of length not greater than 12 metres measured along the axis of the PCS from the centreline of the sewer at the PCS connection point to the centreline of the furthest riser for the IS or RP. Configurations may include a PCS off another PCS, extension of an existing PCS on line and grade or a PCS off an existing customer sanitary drain inlet at a manhole (See Notes 1 and 2).
- Constructing extensions of existing sewers on line and grade of length not greater than 12 metres (measured along the axis of the extension from the end of the existing sewer to the centreline of the TMS), where justification for extension has been accepted by Sydney Water (see Notes 1 and 3).
- Concrete encasing up to 25 metres of an existing VC or PVC sewer.
- Replacing up to 25 metres of existing VC or PVC sewer as a precursor to concrete encasement.
- Sealing points of connection to Sydney Water's sewer.

### Scope for 'S1' and 'S2' listed Constructors

Works beyond the scope of MS listed constructors must be performed by S1 and S2 listed constructors (see Note 4). The scope is extended to works relating to gravity sewers of size  $\leq$  DN 225 and depth  $\leq$  6.0 metres (measured from the invert of the sewer to the ground surface) and limited to:

- Inserting junctions / property connection arrangements into existing VC and PVC sewers.
- Constructing PCSs of length not greater than 25 metres measured along the axis of the PCS from the centreline of the sewer at the PCS connection point to the centreline of the furthest riser for the IS or RP. Configurations may include a PCS off another PCS, extension of an existing PCS on line and grade or a PCS off an existing customer sanitary drain inlet at a manhole (see Notes 1 and 2).

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- Constructing extension of existing sewers on line and grade of length not greater than 25 metres (measured along the axis of the extension from the end of the existing sewer to the centreline of the TMS), where justification for extension has been accepted by Sydney Water (see Notes 1 and 3).
  - Concrete encasing an existing VC, PVC, CI or DI sewer as a precursor to concrete encasement.
  - Sealing points of connection to Sydney Water's sewer.
  - Disusing PCSs and sewers of size  $\leq$  DN 300 (see Note 5).

**Notes:**

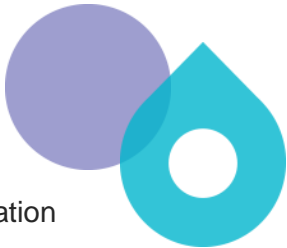

1. **Sydney Water Tap in™ will only accept** an application where the PCS or a sewer extension is proposed to be not greater than 12 metres. If the length is proposed to be greater than 12 metres, the application **must be lodged through a WSC**.
2. Breaking into existing manholes for new connections is not permitted.
3. Any proposal to extend a 'dead-end' sewer requires a detailed design to be provided to Sydney Water for consideration and approval before construction.
4. Where the scope falls outside that for 'MS' listed constructors, the appropriate additional requirements of 'Sewerage Code of Australia WSA 02-2002-2.2 (Sydney Water Edition) Version 4-2017' will apply. Generally, survey, design and compliance testing will not be required except where the WSC or Sydney Water, having considered case specific risks, specifies requirements.
5. Any proposal to disuse a sewer will require consultation with Sydney Water and may involve the submission of a detailed design and method prior to approval for construction.
6. For purposes of these requirements, VC include all types of earthenware and clay pipes.

**The scope of Minor Works (sewer) does NOT include construction of PCSs, extension of sewers and concrete encasement of sewers in mine subsidence and unstable land areas, however inserting junctions/property connection arrangements are permitted. For information on the location of mine subsidence and unstable land areas, visit [Subsidence Advisory NSW](#).**

The WSC shall ensure that the Developer Works Deed or Agreement is appropriately signed by the Developer, WSC and Constructor and then submitted to Sydney Water for execution.

The WSC shall ensure that private property entry procedures have been addressed as required including completion of the Permission to enter (owner/occupier) form. For complete instructions, see *Instructions to Water Servicing Coordinators (Major Works)* Section 6 'Design of Works'.

**Note:** Where work is carried out on an existing Sydney Water asset or on land owned by Sydney Water or under Sydney Water's powers of entry the WSC must provide to Sydney Water a Project



Safety Plan (PSP) and Environmental Management Plan (EMP) which will be in operation for the duration of the works.

The WSC shall provide relevant information to enable the Constructor to comply with all the laws and the requirements of other authorities concerning health, safety, and the environment (including Heritage) issues. The WSC must notify the relevant authority and Sydney Water of any circumstances that may pose a threat to health, safety and/or the environment.

## 5. Construct and Acquire

The WSC will submit the signed Developer Works Deed or Agreement in e-Developer together with a hard copy (by mail) to their assigned Sydney Water case manager for the Works.

The WSC must then receive the executed Deed or Agreement from the case manager and confirm the payment of DSP's (where applicable) before progressing to the commencement of work steps below:

### Commencement of Works

The WSC will supply the following documents to the Constructor:

- A documented design servicing solution, or
- Service location print (Hydra plot), and
- Work As Constructed Report template.

The WSC will consult with the Constructor and, prior to commencement of construction, the WSC and the Constructor must sign the Deed or Agreement. The WSC must submit a Construction Commencement Notice (CCN), **with at least a minimum of two (2) working days' notice**, through SWConnect.

The CCN must include:

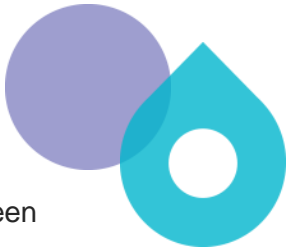

1. the construction commencement date of the works, and
2. the connection audit starting and end times.

The Network Operations team will select works to be audited at random.

The Constructor must carry out the works on the day nominated on the CCN and ensure the works are ready for connection to Sydney Water's asset/s and held for thirty (30) minutes from the connection audit start time on the CCN. If the Network Operator does not attend the site by the end of this thirty (30) minute period, then the Constructor may proceed to connect to Sydney Water's asset/s, however, must provide to the WSC a timestamped photo of the connection before concrete encasement and/or backfilling of the trench occurs. This photo may be requested by Sydney Water.

If work is not to commence on the construction commencement date, the WSC, in consultation with the Constructor shall prior to the original construction commencement date, advise Sydney Water of deferment/s or cancellation/s by sending a communication in SWConnect and receiving





acknowledgment by Sydney Water that the deferment/s or cancellation/s has/have been accepted).

**Notes:**

1. Concrete encasement of works and/or backfilling of trenches, shall not take place **until the WSC has inspected the works and has authorised concrete encasement and/or backfilling**. Backfilling of a trench shall also not commence until 24 hours after concrete placement.
2. The estimated depth of the sewer (obtained from Hydra) must be inserted on the CCN or on the documented design servicing solution prior to issuing to the Constructor.
3. **If a connection to Sydney Water's asset/s occur/s before the connection audit end time nominated in the CCN or, in the event of a random audit, before the Network Operations team carries out the audit on the works, the connection will be deemed illegal by Sydney Water.**

**The WSC must advise Sydney Water immediately if they become aware of any connection or interference to Sydney Water assets without prior Sydney Water approval or before the approved connection time. Contact Sydney Water through a SWConnect communication or by calling 13 20 90 (available 24 hours / 7 days a week) if urgent.**

**For all works covered in these instructions**, the WSC must ensure that the engaged Constructor:

- works under the construction package for the works as well as the current [Technical Specification and Work Instructions for Minor Works \(sewer\)](#) and *Instructions to Constructors Minor Works (Sewer)*. Copies of these documents must always be available on site where the works are occurring,
- has a key person with the appropriate capabilities present at the site where the works are occurring and in progress,
- is aware of the documented design servicing solutions and, where applicable, the conditions contained in the NOR,
- has a site-specific Project Safety Plan (PSP) and Environmental Management Plan (EMP) on site, and
- has key personnel that possess the appropriate Listed Provider capability for the works.

**Note: Network Operators may request from key personnel on site, where the works are occurring, evidence of training and/or certifications proving their capability for the works. This evidence must always be held by key personnel on site where the works are occurring.**



## 6. Finalisation

### Corrective Action Requests (CARs)

The WSC shall ensure that any CAR raised is addressed and closed off before the issue of Sydney Water's Transfer of Ownership Advice.

**Note:** For a non-case project i.e. a project NOT managed by an e-Developer case, where work performed by a Listed Provider is not in accordance with the Provider Work Instructions, Codes etc. the WSC shall issue a CAR on the Constructor in accordance with their own Quality System.

They will then email a copy to [providerservices@sydneywater.com.au](mailto:providerservices@sydneywater.com.au) (Sydney Water's Provider Services team) to enable them to update their records.

### Construction completion:

After construction of the works, the Constructor will complete and make available to you the following documents:

- The Minor Works – Work as Constructed Report (Provider template 13)
- The marked-up service location print (Hydra plot) or documented design servicing solution.

Using this documentation, the WSC is to ensure that all construction and associated works are carried out in accordance with the relevant Sydney Water requirements and Provider Instructions and then provide to Sydney Water the Project Completion Package comprising of:

- final Work As Constructed plan/s in digital format (drawn to scale),
- the Minor Works – Work as Constructed Report,
- appropriate approvals from SWConnect, and
- if required, the Restoration Clearance Letter.

In addition, the final / total project costs and asset information are to be provided.

Following receipt of a Project Completion Package meeting Sydney Water's requirements, Sydney Water will issue a Transfer of Ownership Advice to the WSC signifying that the works have been taken over by Sydney Water. The Advice will also include details of outstanding fees (inclusive of any GST) and requirements for the development.

On satisfaction of the requirements, Sydney Water will issue a Section 73 Certificate.

## 7. Supporting Documents

Documents relevant to a WSC's responsibilities or activities are:

- *Technical Requirements and Work Instructions for Minor Works (sewer)*
- Provider form - Permission to enter (owner/occupier)
- Provider form 09 – Entry Restoration Clearance

- Provider form 13 – Minor Works – Work As Constructed Report
- Provider form 23 – Provider Capability Checklist – Constructors
- Generic Asset Hazards – At Point of Connection

## 8. Revision control chart

Version No.	Date Revised	Brief description of change
12	October 2021	Transfer to new template, update to the timing of audits by the Network Operations team as well as clarifications of this and general formatting / updates in line with new templates and web/email links.
11	November 2016	Updates for SWConnect
10	November 2015	Change Quick Check to Sydney Water Tap in™ only
9	October 2015	Updated scope to reflect changes to <i>Technical Requirements and Works Instructions for Minor Works (sewer)</i>
8	21 August 2013	Include mandatory reporting of unauthorised work in Section 2. Include advice and definition of unauthorised work in Section 2.
7	1 July 2013	Update scope of Minor Works table in Section 4.

