

Department of Planning and Environment

dpie.nsw.gov.au



Metering and Measurement Virtual Marketplace – User Guide – Water User

User guide for water users registering and using the Metering and Measurement Virtual Marketplace

February 2023



Acknowledgement of Country

The Department of Planning and Environment acknowledges that it stands on Aboriginal land. We acknowledge the Traditional Custodians of the land and we show our respect for Elders past, present and emerging through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.

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Metering and Measurement Virtual Marketplace – User Guide – Water User

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Introduction

NSW Metering and Measurement Reform

The NSW Government is committed to implementing a robust measurement framework that improves the standard and coverage of metering equipment across NSW. This is an important step in helping to build community confidence in how water is managed in NSW.

The framework applies a consistent standard across all water users in NSW and ensures that all water taken is measured by accurate, auditable and tamper-proof meters.

The installation of metering equipment and other associated activities must be done by duly qualified persons (DQPs).

Note: in the Metering and Measurement Virtual Marketplace (Virtual Marketplace) and this document, DQPs are referred to as installers.

Objective of the Metering and Measurement Virtual Marketplace

The aim of the Virtual Marketplace is to allow:

- water users seeking metering and measurement related services to get in contact with DQPs providing those services
- installers and associated DQPs to market their skills and services
- suppliers of metering and measurement related equipment to make DQPs and water users aware of their products.

To sign up as a Water User, both a Water Supply Work Approval and a Water Access Licence number are required.

Note: All screenshots of the Virtual Marketplace in this guide contain example data.

Signing up to the Virtual Marketplace for the first time

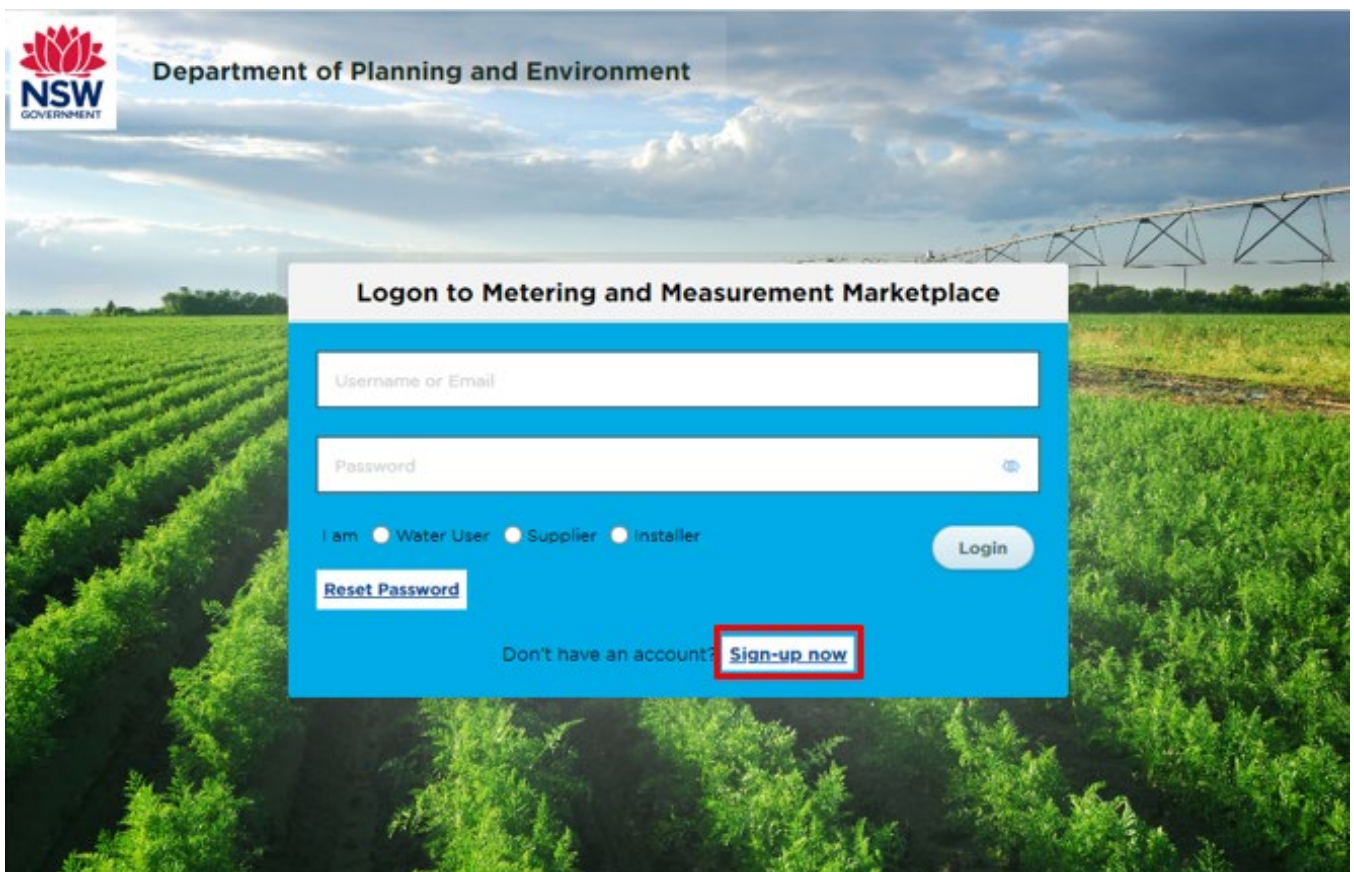
To sign up as a water user, you will need a:

- Water Supply Work Approval number
- Water Access Licence (WAL) number.

Access the Virtual Marketplace (<https://virtualmarketplace.waterinfo.nsw.gov.au/>) to begin.

The logon screen will be presented.

Click on the *Sign-up Now* button (bottom right of the window).



The screenshot shows the login interface for the 'Logon to Metering and Measurement Marketplace'. At the top left is the NSW Government logo. The header text reads 'Department of Planning and Environment'. The main form area is blue and contains the following elements:

- A white input field for 'Username or Email'.
- A white input field for 'Password' with a visibility toggle icon on the right.
- A row of radio buttons labeled 'I am' with three options: 'Water User' (selected), 'Supplier', and 'Installer'.
- A white 'Login' button.
- A blue link for 'Reset Password'.
- A link for 'Don't have an account?' followed by a blue 'Sign-up now' button, which is highlighted with a red rectangular box.

A signup window will appear. You must complete all fields marked with an asterisk.

Select the *Water user* option and complete the fields that appear.

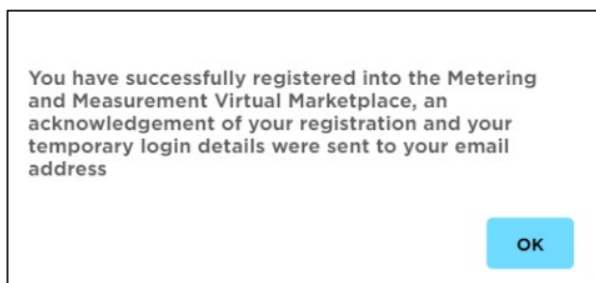
Note 1: enter valid Work Approval and Water Access Licence numbers. The Work Approval and Water Access Licence numbers must be linked, and they will be checked against a register in the system to validate your user access.

Note 2: your email address must be correct. The system will send messages to this email address to enable you to complete your sign-up.

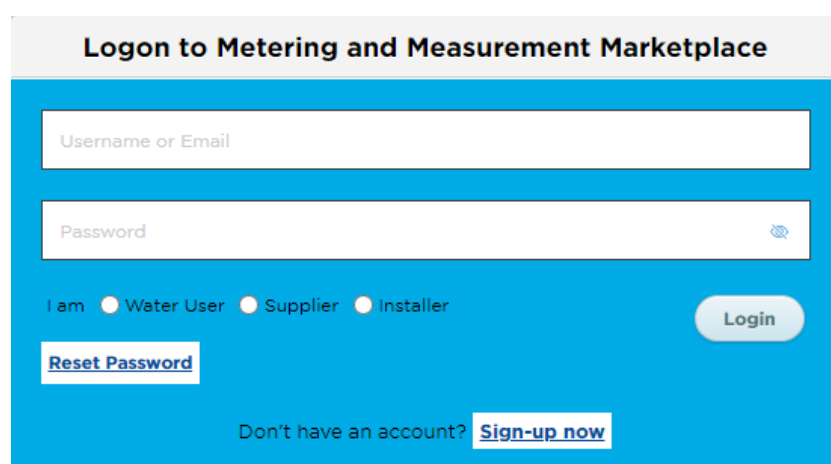
Note 3: it is important to enter your city and postcode correctly. These are used to map your location when you are searching for installers and suppliers.

You must accept the Privacy Policy and Terms of Use and to complete your login. The Privacy Policy and Terms of Use are available on the [department's website](#).

Once your information is saved, you will see a message that a confirmation email has been sent to your registered email address.



You will then be taken back to the logon screen.

A screenshot of a login page titled "Login to Metering and Measurement Marketplace". The page has a blue header and a white body. It features two input fields: "Username or Email" and "Password". Below the password field are three radio buttons labeled "Water User", "Supplier", and "Installer". A "Login" button is on the right. A "Reset Password" link is on the left. At the bottom, there is a "Sign-up now" link with the text "Don't have an account?".

The email sent to your registered email address will contain:

- your temporary password
- a link to the Virtual Marketplace.

Subject: Welcome to the Metering and Measurement Virtual Marketplace

Dear

Welcome to the Metering and Measurement Virtual Marketplace.

Please use this temporary password at [the Virtual Marketplace](#) to complete your registration.

If you have any questions, you can contact us at water.enquiries@dpie.nsw.gov.au.

The Metering and Measurement Virtual Marketplace Team

This is a system generated email. Please do not reply.

Logging into the Virtual Marketplace for the first time

You can click on the link in the email to return to the logon screen.

Logon to Metering and Measurement Marketplace

Username or Email Use your email address

Password Use the password sent to you by email

I am Water User Supplier Installer

Reset Password Don't forget to select Water User

Login

Don't have an account? [Sign-up now](#)

Log in to the Virtual Marketplace using the email address you provided at registration and the temporary password from your confirmation email.

Select *Water user* and then *Login*.

You will be asked to enter a new password to complete the final step of registration.

Note: the new password must contain:

- a minimum of 12 characters
- at least 1 uppercase letter
- at least 1 special character
- at least 1 number.

Reset Password

Password

Confirm Password

Save

Enter and confirm the new password and select *Save*. If your password is acceptable, you will be notified that your password has been updated.

You now need to go back to the login page and sign in with your new password

<https://virtualmarketplace.waterinfo.nsw.gov.au/>.

Setting up your profile

When you first login with your new password, you will be asked to set up your user profile.

The screenshot shows the 'Water User Profile' page. At the top, it says 'Welcome Water User - xxxx yyyyyy'. Below this, there are two input fields: 'Name' and 'Email ID', both containing the text 'Pre-filled with your name' and 'Pre-filled with your email' respectively. To the left of these fields is the text 'Edit Contact Number and Address'. A red box labeled 'a.' highlights the 'Edit Info' button. Below this is a section titled 'Select whom you want to share your Info' with three checkboxes: 'Allow other water users to see my contact information', 'Allow Installers to see my contact information', and 'Allow Suppliers to see my contact information'. A red box labeled 'b.' highlights this section. Below that is a section titled 'Tick the box that best describes your property' with five checkboxes: 'I have surface water pump(s)', 'I have open channel(s)', 'I have ground water bore(s)', 'I have floodplain harvesting storage(s)', and 'I have floodplain harvesting with defined points of intake'. A red box labeled 'c.' highlights this section. Below that is a section titled 'Summary of Service And Product Required:' with a text area containing the placeholder text 'Please mention the services or products required here...'. A red box labeled 'd.' highlights this section. At the bottom, there are two buttons: 'Go Back' and 'Save Profile'. A red box labeled 'c.' highlights the 'Go Back' button.

a. Editing user information

Clicking on the *Edit Info* button will allow you to update/change the personal information you provided when you registered.

Edit User Info



First Name	<input type="text"/>
Last Name	<input type="text"/>
Email	<input type="text"/>
Contact Number	<input type="text"/>
Street Number	<input type="text"/>
Address 1	<input type="text"/>
Address 2	<input type="text"/>
Postal Code	<input type="text"/>
State	<input type="text" value="New South Wales"/>
City	<input type="text"/>
Country	<input type="text" value="Australia"/>

Update

Close

b. Select the settings for sharing your contact information

The Virtual Marketplace allows you to select who can see your contact information.

By default, none of your information is shared with any other member of the platform.

Your contact information will only be shared if you opt-in by clicking on one or more of the three boxes:

1. Allow other water users to see my contact information
2. Allow Installers to see my contact information
3. Allow Suppliers to see my contact information.

Only registered users within the groups you have nominated will be able to see your contact details in their search results, however you may choose to share your information directly with installers and /or suppliers by [registering your interest](#) in the products or services they provide.

c. Tick the box(es) that best describes your property

This section allows you to identify the type of work installations you have on your property and gives installers and suppliers information about what services you may require:

- I have surface water pump(s)
- I have open channel(s)
- I have ground water bore(s)
- I have floodplain harvesting storage(s)
- I have floodplain harvesting with defined points of intake.

You can select all that apply to your circumstances.

d. Describe what service you would like

This box allows you to describe what specific service(s) you would like to be provided by registered installers or suppliers.

Installers includes the list of Duly Qualified Persons (DQPs) i.e.:

- CMI – certified meter installer – non-urban metering activities
- CSV – certified storage validator – floodplain harvesting (FPH) storage activities
- CPH – certified practicing hydrographer – open channel and FPH storage activities
- Registered surveyor – surveying related activities (e.g. benchmarks, storage volume, etc.)
- Registered engineer.

Suppliers includes manufacturers and resellers of:

- Pattern-approved meters
- Local intelligence devices (LIDs)
- Storage metering equipment (water level sensors)
- Secondary metering devices (e.g. gauge boards)
- Open channel metering systems.

e. Save your profile

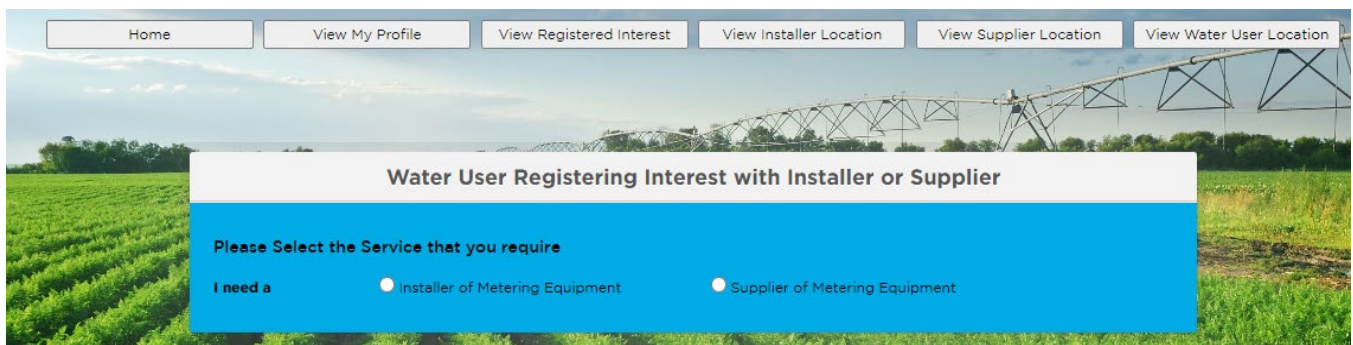
Clicking on the *Save Profile* button will store the information you have entered.

You can access and change the information in *Your Profile* at any time.

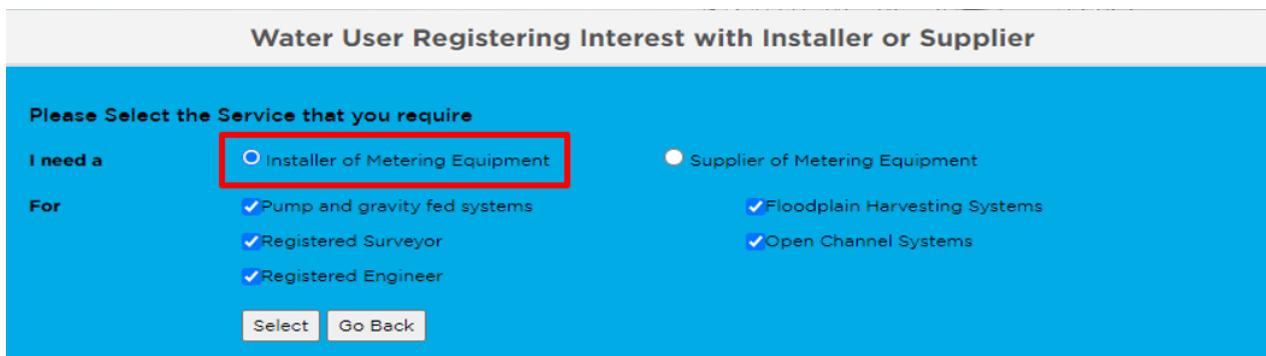
Registering your interest with installers or suppliers

After you save your profile, the next screen will allow you to view and select the services or equipment offered by installers or suppliers.

The installers and suppliers you select will be sent an automated email informing them of your interest in their services or equipment. This will allow them to see your profile information so that they can contact you in response to your request.



When you make your selection, you will see a list of services offered by the installer or supplier. You can then choose the activity you would like assistance with. Note, this may not be a comprehensive list of services offered by installers or suppliers.



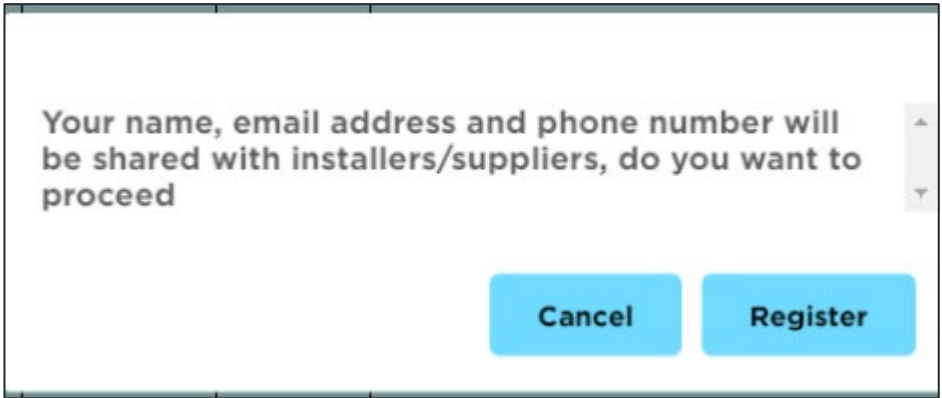
Once you have clicked on the *Select* button, a table will be generated that lists the installer(s) that match the product and/or service categories you selected. You can then select the individual installer(s) you are interested in engaging with, by clicking the check box in the right-hand column.

List of installer offering services that match your request, select the installers you wish to contact you

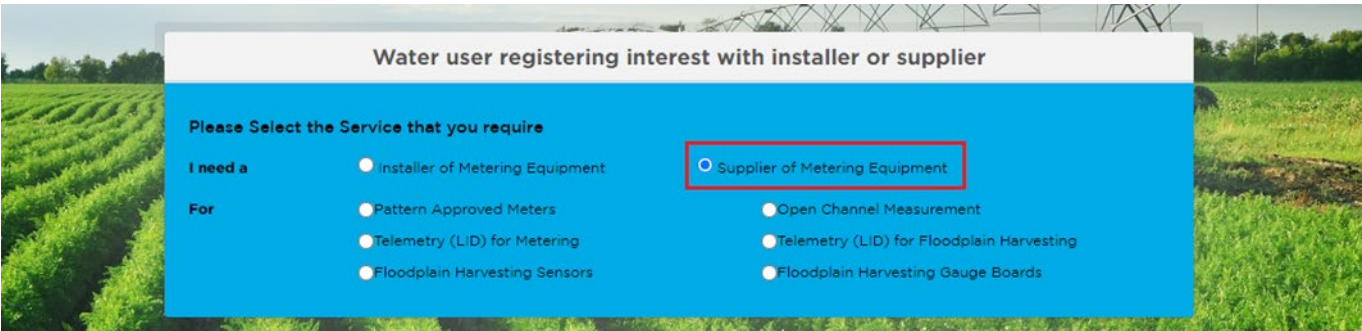
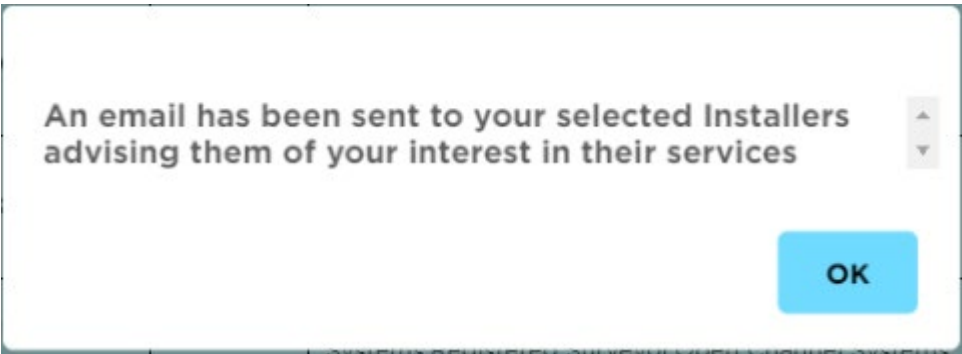
#	Installer Name	Address	City	Distance(In KM)	Website Link	Service Provided	Mobile Number	<input checked="" type="checkbox"/> To Request Installer to Contact You
1	Sample 1	2	Sallarist	330	N/A	Floodplain Harvesting Systems,Registered Surveyor,Open Channel Systems,Registered Engineer	0111111111111	<input type="checkbox"/>
2	Sample 2	Brewarrina	Brewarrina	679	Click Here	Floodplain Harvesting Systems,Registered Surveyor,Open Channel Systems,Registered Engineer	222222222	<input type="checkbox"/>
3	Sample 3	Broken Hill	Broken Hill	681	Click Here	Floodplain Harvesting Systems,Registered Surveyor,Open Channel Systems,Registered Engineer	333333333	<input type="checkbox"/>

Distance from water user

You will be asked to confirm you want to share your contact details with the installers or suppliers you have selected. Choosing to share your information directly does not make your information available to other users when they conduct searches if you have elected not to share your contact information when setting up your profile.



An email will be sent to the installer(s) or supplier(s) that you have selected, informing them of your interest in their services.



Follow the same steps above to generate the list of suppliers that match the product and/or service categories you selected and register your interest in their products/services.

Other features

The home screen allows you to view different sets of information.

Registered interest

Click on the *View registered interest* button to view or delete installer(s) and/or supplier(s) you have registered an interest with for their products and/or services.

Welcome Water User - Sample User

Home View My Profile **View Registered Interest** View Installer Location View Supplier Location View Water User Location

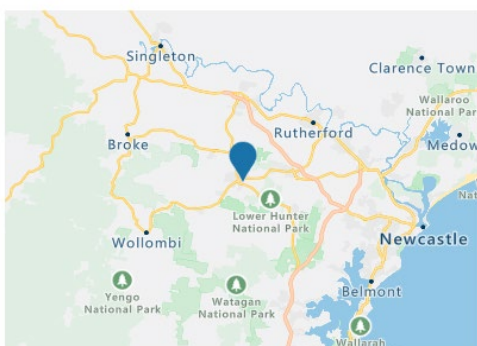
The below table shows the list of Installers/Suppliers who you have registered interest with

#	Registered Interest ID	Name	Type	Service Required	Address	Registered Interest Date	Location	Action
1	INSRID084	[Redacted]	Installer	Pump and gravity fed systems,Floodplain Harvesting Systems	[Redacted]	14 Feb 2022	SeeOnMap	Delete interest
2	INSRID063	[Redacted]	Installer	Pump and gravity fed systems,Floodplain Harvesting Systems	[Redacted]	14 Feb 2022	SeeOnMap	Delete interest
3	SUPRID022	[Redacted]	Supplier	KROHNE - Waterflux 3070 Water Meter,SIEMENS - MAG3000 Water Meter	[Redacted]	08 Feb 2022	SeeOnMap	Delete interest
4	SUPRID021	[Redacted]	Supplier	KROHNE - Waterflux 3070 Water Meter,SIEMENS - MAG3000 Water Meter	[Redacted]	08 Feb 2022	SeeOnMap	Delete interest
5	INSRID080	[Redacted]	Installer	Pump and gravity fed systems,Floodplain Harvesting Systems	[Redacted]	08 Feb 2022	SeeOnMap	Delete interest
6	INSRID079	[Redacted]	Installer	Pump and gravity fed systems,Floodplain Harvesting Systems	[Redacted]	08 Feb 2022	SeeOnMap	Delete interest
7	INSRID078	[Redacted]	Installer	Pump and gravity fed systems,Floodplain Harvesting Systems	[Redacted]	08 Feb 2022	SeeOnMap	Delete interest

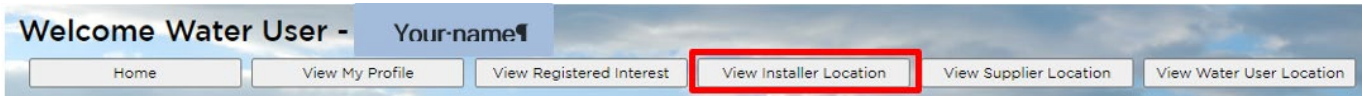
Click on *Delete interest* if you would like to delete your interest with an installer or supplier.

Click *See on map* to view the location of an individual installer or supplier on a map.

User Location



Installer location



Click the *View installer location* button to view all installers that are currently registered in the Virtual Marketplace. You will be shown a table which lists the installers and their *Distance* in kilometres from your location.

View All Installer Details

Search:

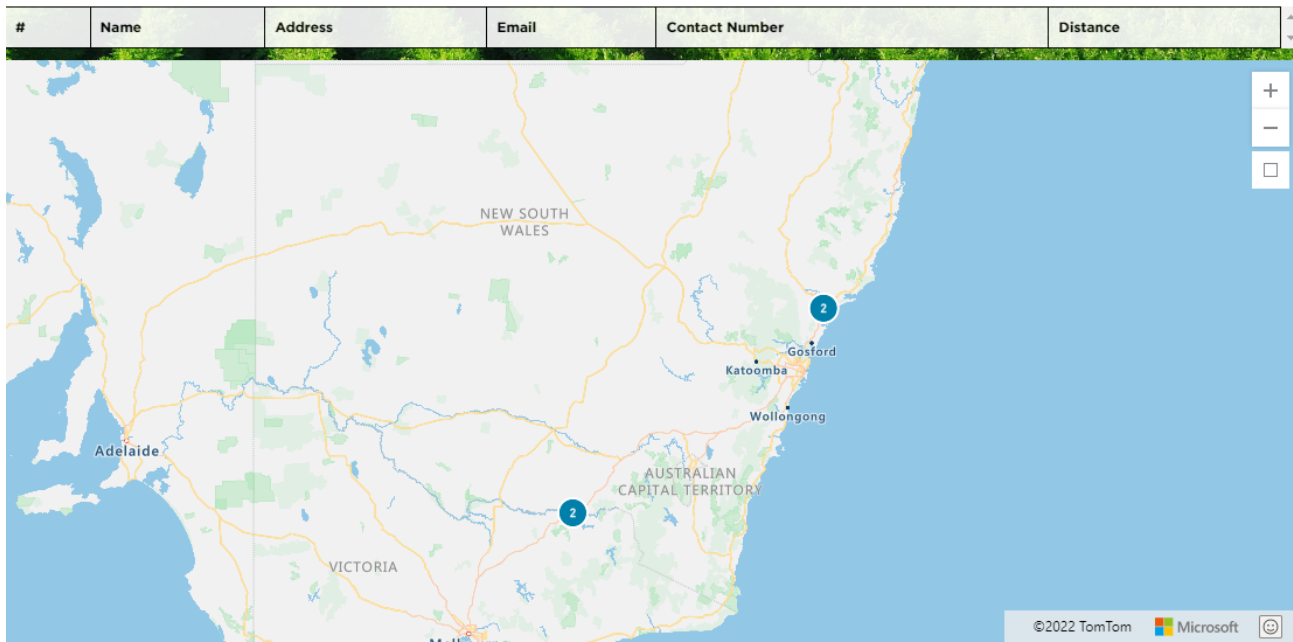
#	Name	Email Address	Distance	Address	Contact Number	Location
1	Ian		370			SeeOnMap
2	Installer	installer001@yopmail.com	414			SeeOnMap
3	Jacinta		420			SeeOnMap
4	Ian		598			SeeOnMap
5	Hannah Test		635			SeeOnMap

Showing 1 to 5 of 8 entries

Previous Next

You will also be shown a map of the state on the same screen that will indicate the locations of installers registered in the Virtual Marketplace. You can click on the *See map* button beside each installer in the table to view that individual installer's location.

Search for a Installer, zoom the map, or draw a Rectangle by pressing a button at a right corner of Map.



If there are multiple installers/suppliers at one location, you will see a blue circle with a number indicating how many installers/suppliers are in that area. Zoom in to see more information.

When you zoom in both the map and table change appearance. Your location will be indicated by the orange dot on the map (highlighted in red below).

Home View My Profile View Registered Interest View Installer Location View Supplier Location View Water User Location

View All Installer Details

#	Name	Address	Email	Contact Number	Distance
1	Courtney				31.24
2	Ian				475
3	Hannah				56.18
4	Jacinta				119.72
5	Installer	Spring Street 2871 Forbes	installer001@yopmail.com		173.55

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Water user or supplier location

Click on either the *View water user location* or the *View supplier location* buttons to view all other water users (who have agreed to share their data) or suppliers that are currently registered in the Virtual Marketplace. Navigate both of these screens using the same instructions as above.

Welcome Water User - Sample User

Home View My Profile View Registered Interest View Installer Location View Supplier Location View Water User Location

Water User Registering Interest with Installer or Supplier

Please Select the Service that you require

I need a Installer of Metering Equipment Supplier of Metering Equipment

The *Distance* column indicates how far the supplier or water user is from your location.

Welcome Water User - Sample User

Home View My Profile View Registered Interest View Installer Location View Supplier Location View Water User Location

View All Water User Details

Search:

#	Name	Email Address	Distance	Address	Contact Number	Location
1	Jerome		187			See On Map
2	Gerald		297			See On Map


Showing 1 to 2 of 2 entries

Previous Next

The *See on Map* button in the *Location* column will let a water user see where all suppliers or other water users (who have chosen to share their information) are located in a map view format.



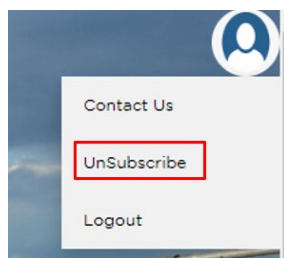
User logout

Under the profile icon  in the top right-hand corner of screen, click on *Logout* to log out of the Virtual Marketplace.

User unsubscribe

Under the profile icon in the top right-hand corner of screen, click on *Unsubscribe* to unsubscribe from the Virtual Marketplace.

Unsubscribing hides your profile in the Virtual Marketplace and means it will no longer be able to be viewed by installers, suppliers and other water users. Once you have unsubscribed, you will no longer have access to the Virtual Marketplace. You will need to contact Water Enquiries at water.enquiries@dpie.nsw.gov.au to reactivate your profile if you want to log in again.



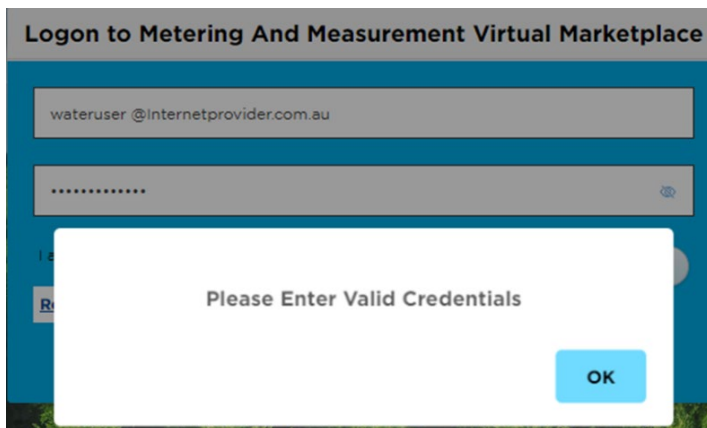
Contact us

If you need help using the Virtual Marketplace, call Water Enquiries on 1300 081 047 or email water.enquiries@dpie.nsw.gov.au.

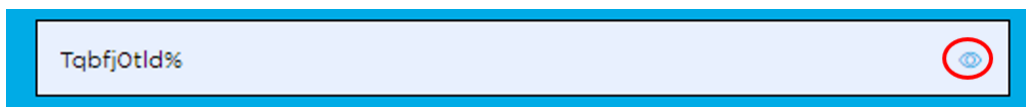
Troubleshooting

Incorrect email or password

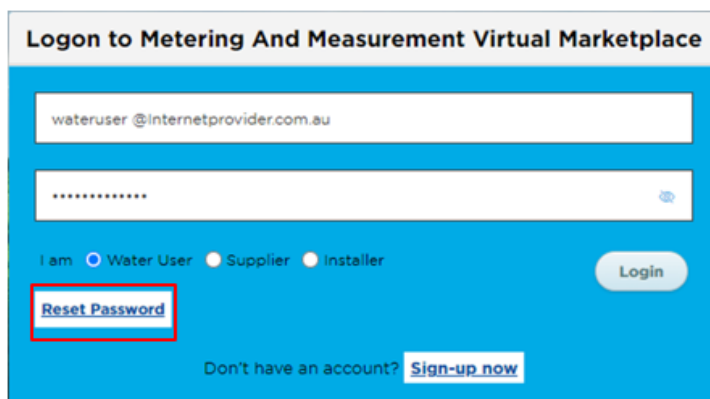
If you enter an incorrect password, when you try to login you will see the message below.



Tip: Click on the small eye icon at the right-hand side of the password box to see what password you have typed in and correct any errors.



You can reset your password at any time by clicking on the *Reset Password* button.

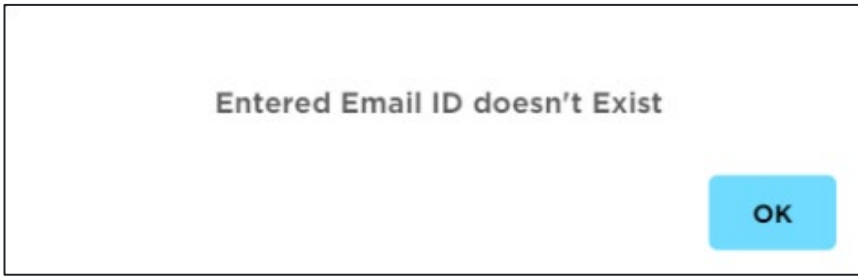


This will bring up the *Reset Password* window.

You need to enter your email address and click on *Reset Password*.

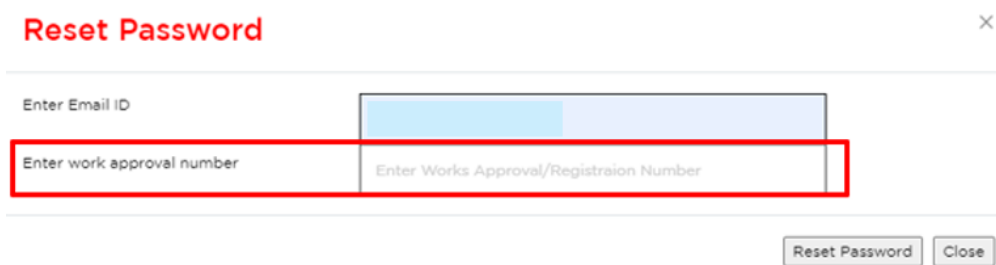


If there is an error in the email address or it does not match one registered in the Virtual Marketplace you will see the following message.



Click on *OK* to return to the reset password page to re-enter your email.

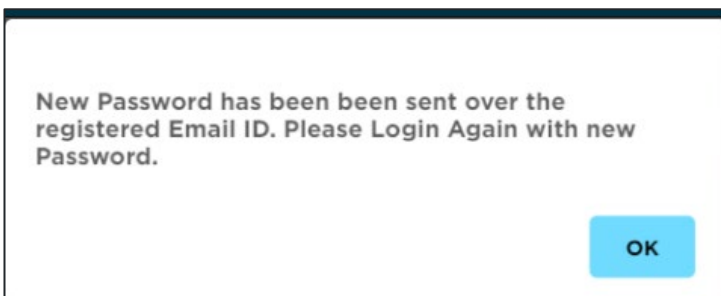
As a security feature, if you enter a registered email address you will be asked to enter the work approval number associated with that email address. If you have more than one work approval number, this is the work approval number you entered when you created your profile.



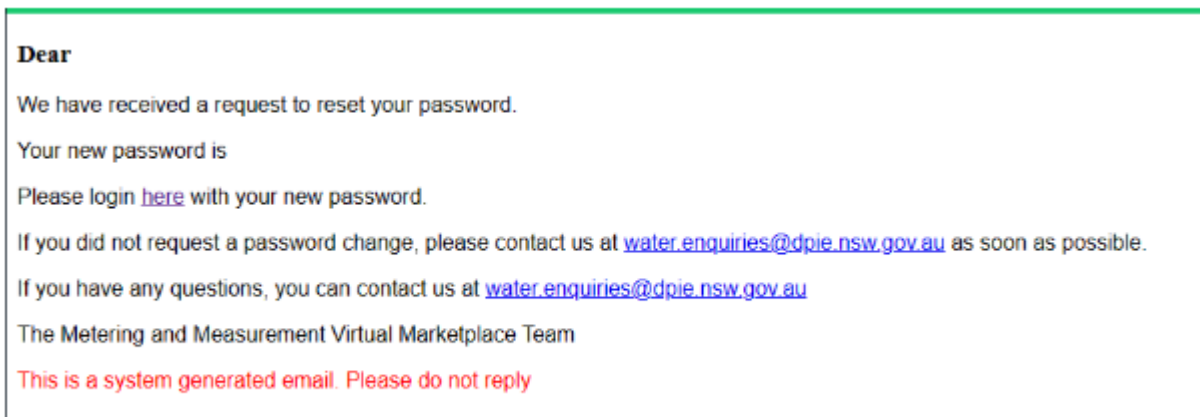
If you have incorrectly entered the work approval number, or if you have entered a work approval number associated with another email address, then you will see an error message asking you to enter a valid work approval number.

Click *OK* and re-enter the correct work approval number.

If the email address is registered and work approval number match, you will see a message telling you an email has been sent to your registered email address. The email contains a temporary password you need to use to re-login.



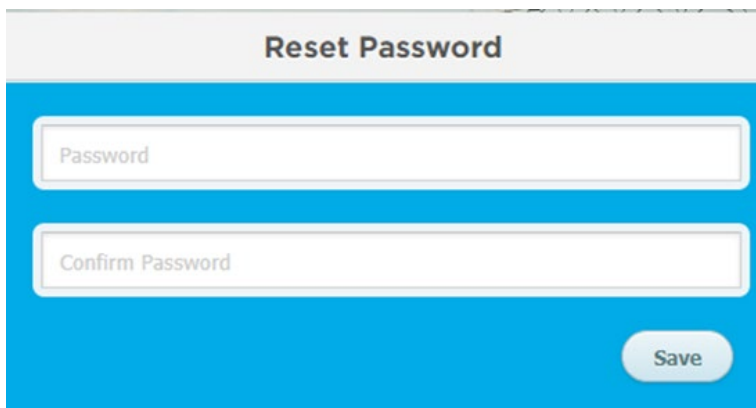
The email should look like what is shown below.



When you click on the link you will return to the Virtual Marketplace website, and you will be asked to enter and confirm your new password.

Note: the new password must contain:

- a minimum of 12 characters
- at least 1 uppercase letter
- at least 1 special character
- at least 1 number.

A screenshot of a web form titled "Reset Password" in a grey header. The form has a blue background. It contains two white input fields: "Password" and "Confirm Password". At the bottom right, there is a white "Save" button with a blue border.

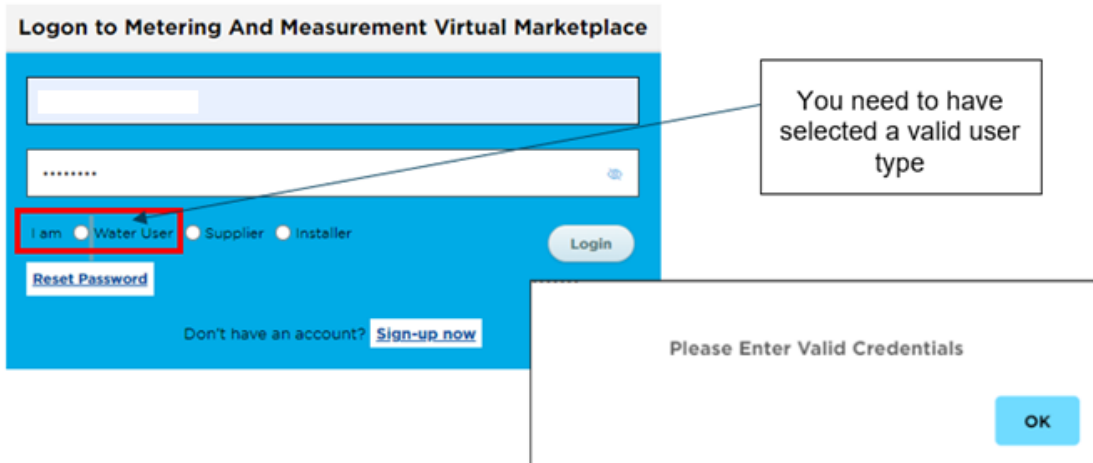
If your passwords match, you will see a message that *Your password has been successfully updated.*

Invalid credentials error

Error message

When trying to log in you may get the following error: *Please enter valid credentials.*

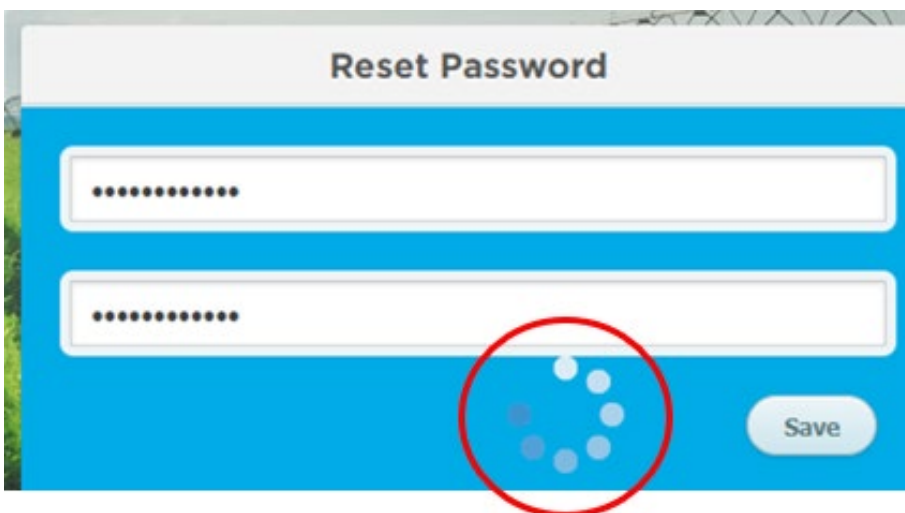
To remedy this, you will need to click on *OK*, then select your user type, then click login.



Spinning circles

If you see spinning circles on any page of the website that don't resolve after a few minutes, it generally means that the site has lost connection, or your login has timed out.

To resolve this, you will need to go back to the start and re-login.



Data entry issues

Phone number format

Error message: *Please enter a valid 10 digit contact number*

Issue: there are spaces in the phone number you've entered.

Contact Number *	12-3458-7896¶
------------------	---------------

Solution: remove the spaces in the phone number.

Contact Number *	1234587896¶
------------------	-------------

Special characters

Error message: *Special characters are not allowed*

Issue: Some special characters are not permitted in the Virtual Marketplace.

Street Number	17/4
---------------	------

Special characters you can use include:

- hyphen -
- underscore _
- plus +
- equals =
- tilde ~
- single quote `
- double quote “
- comma ,
- full stop .
- question mark ?
- colon :
- semi colon ;
- brackets
 - curly {}
 - square []
- backslash \
- vertical |

Solution: remove or replace special character with one that is permitted.

Street Number

17-4

Email is already registered

Error message: *Email ID is already registered. Please contact water.enquiries@dpie.nsw.gov.au.*

Issue: The same email address cannot be used for multiple registration numbers.

Currently the system only allows a single email address to be registered per registration number.

Solution: Another independent email address is required.

Works approval number is already registered

Error message: *Work approval number is already registered. Please contact water.enquiries@dpie.nsw.gov.au.*

Issue: The system only allows a single works approval number to be registered to a single email address. The same email address cannot be used for multiple works approval numbers. Similarly, work approval numbers already registered to an email address cannot be linked to another email address.

Solution: As there is a need for the direct link between a single works approval number and a specific email address to be maintained, this will not change.

If you need to change the works approval number or email address of a currently registered pairing, you will need to contact Water Enquiries at water.enquiries@dpie.nsw.gov.au.