How to map a work or site in the Customer Portal

This guide will help you map a work or site, such as a pump, dam, or pipeline, in an application for a new water supply works and/or water use approval in the Customer Portal.

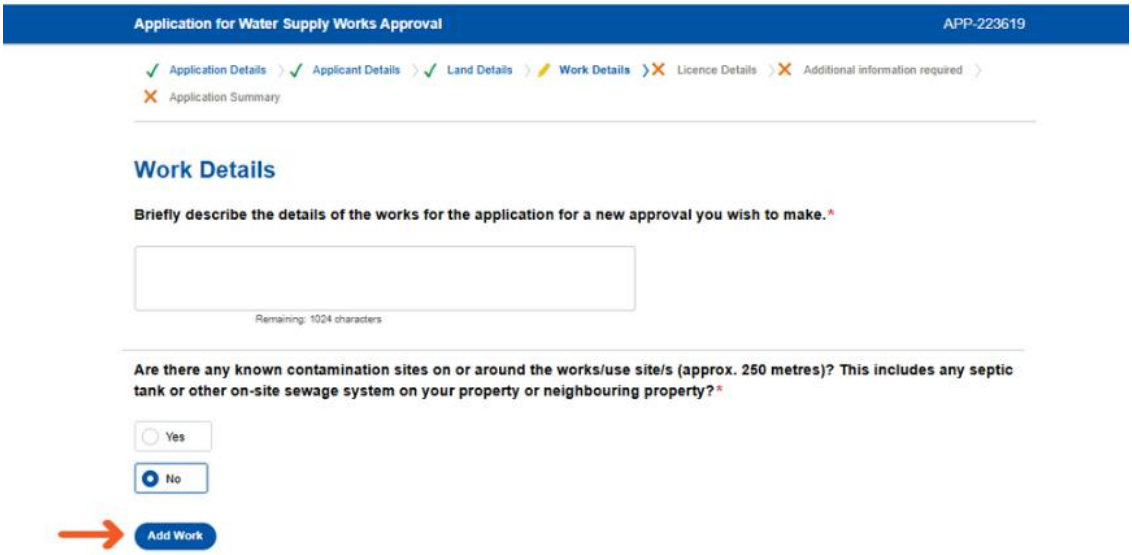
Mapping a work or site

As you work your way through an application, you will come across a section titled '**work details**'.

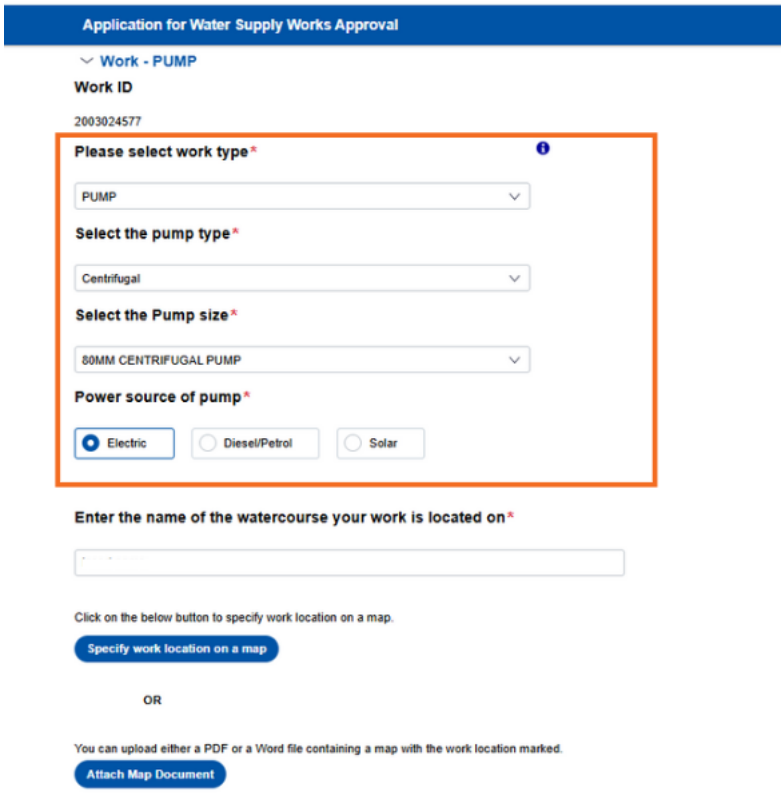
Within this section you need to provide information regarding the work, including the location of the proposed work/s and the location of any known contamination sites near the site of the work or use. You also need to provide a map of each work or site. You have the option to either attach a map indicating these sites or to plot a map within the application. This guide will demonstrate the three mapping options in the Customer Portal.

Option 1: How to map a work site

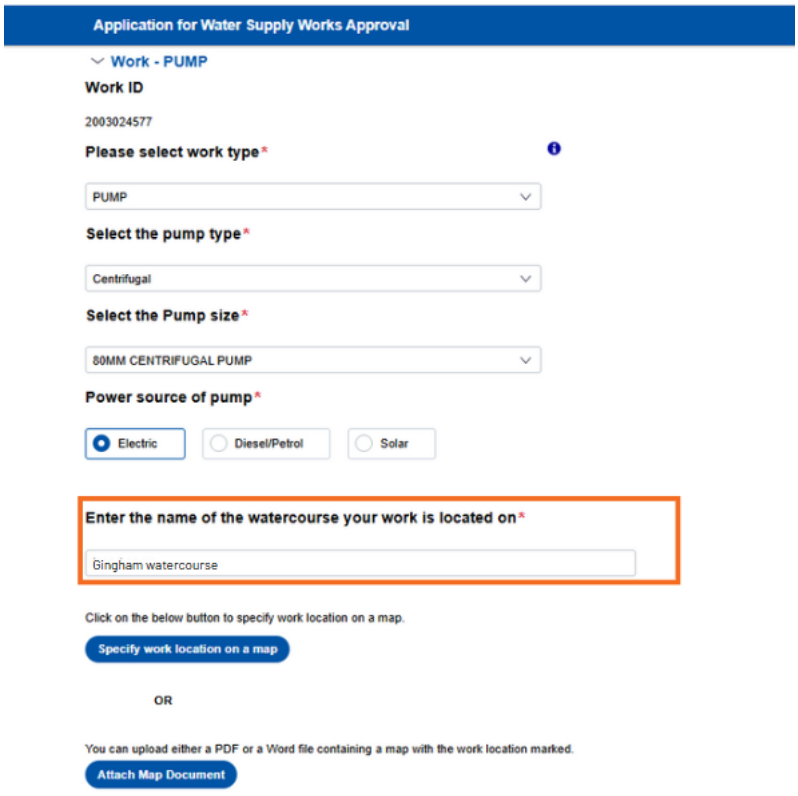
Step 1. Click the '**Add work**' button to add the item you are plotting.



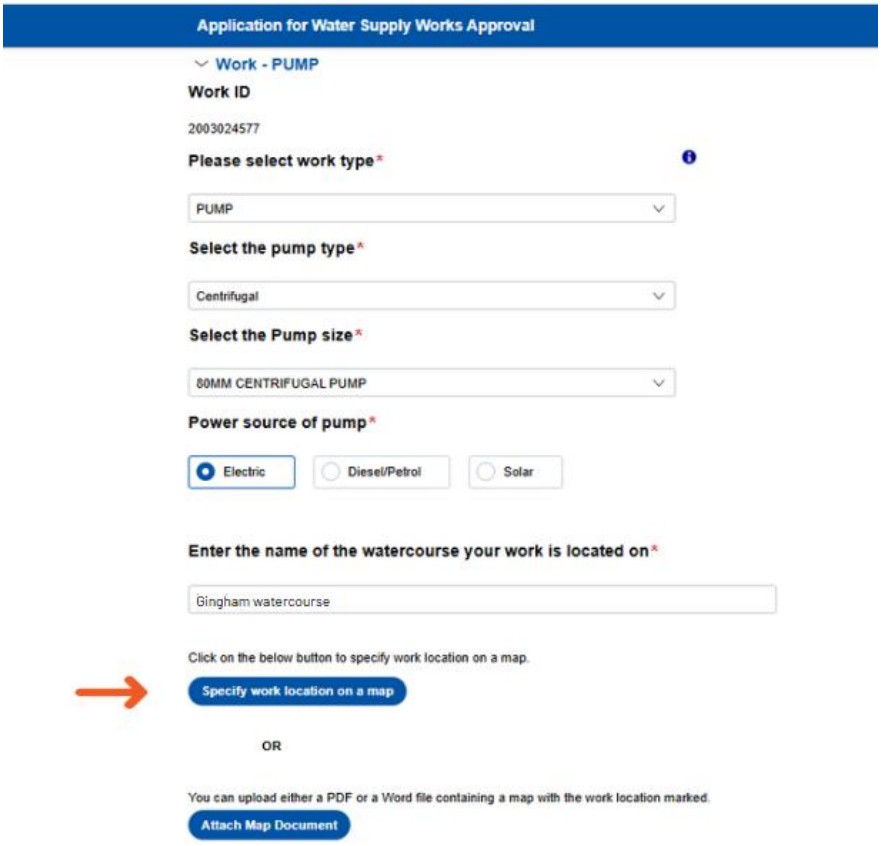
Step 2. You will be asked to select the **work type**, which in this example is a **pump**. You will then be given a drop-down menu to select the **type of pump**, followed by the **size of the pump** and the **power source** for the pump.



Step 3. You must then enter the name of the watercourse that it is located on.

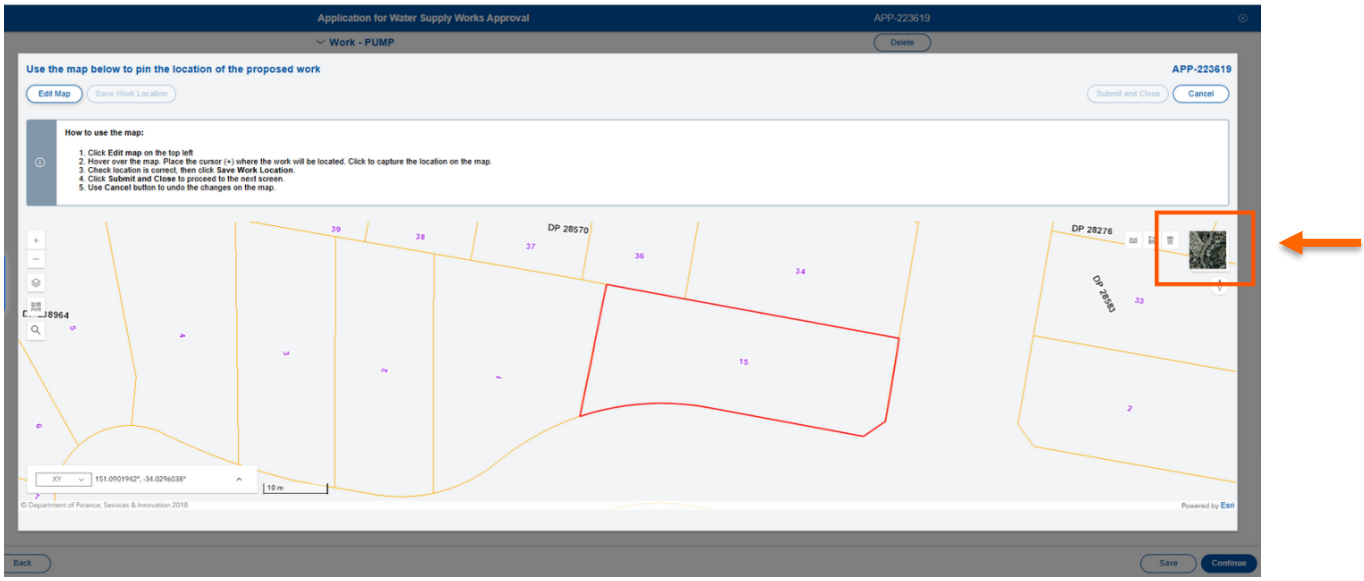


Step 4. To plot within the Customer Portal, click the '**S**pecify work location on a map' button, and a pop-up screen will appear.

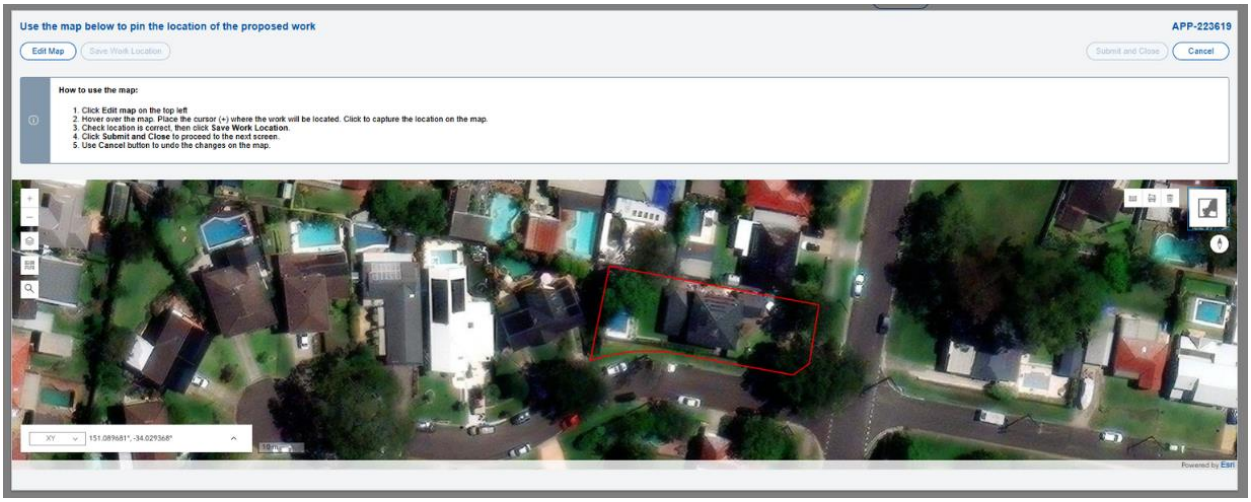


Step 5. The map will open with the boundary line map setting. If you would prefer to use a satellite map setting, click the icon in the top right-hand corner of the map to change the view.

Boundary line map view



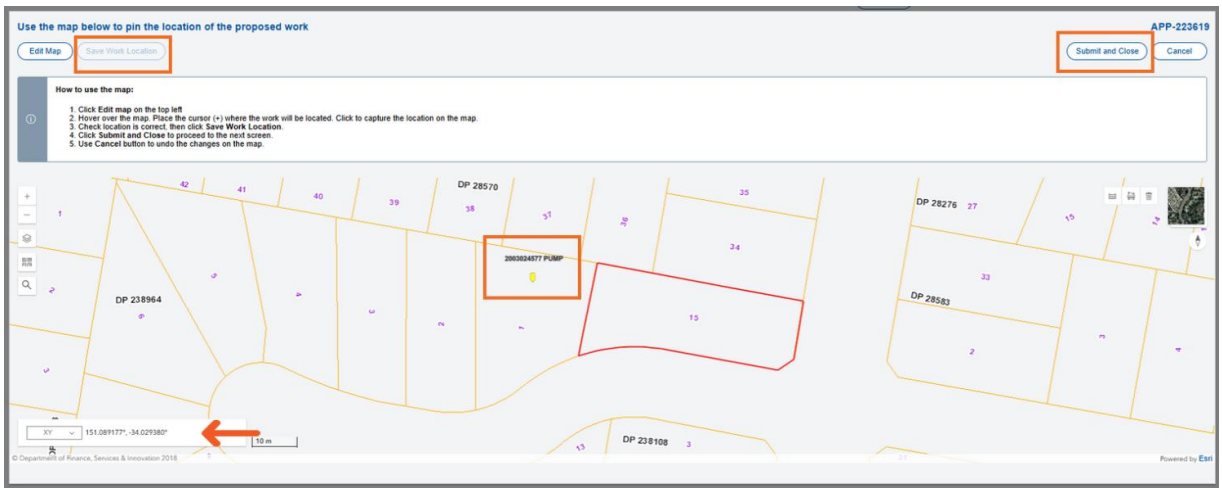
Satellite map view



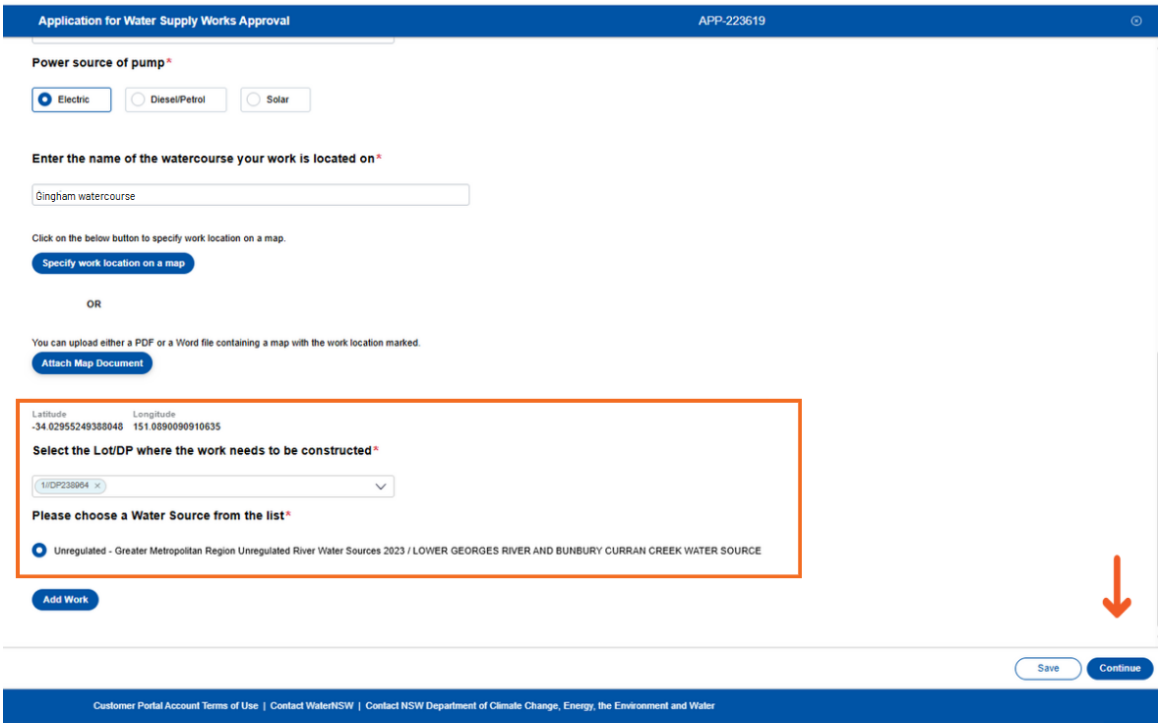
Step 6. Click the **'Edit map'** button in the top left corner.

Step 7. Place your cursor where the work will be located and click to **capture that location.**

Step 8. A **yellow dot** will appear which will be used to indicate where the site is. Check the location is correct using the latitude and longitude coordinates on the bottom left of the screen, before clicking the '**Save Work Location'** button. Then click the **'Submit and Close'** button. **Note**: If the location is incorrect, you will need to click the **'Cancel'** button and begin the replotting process again.

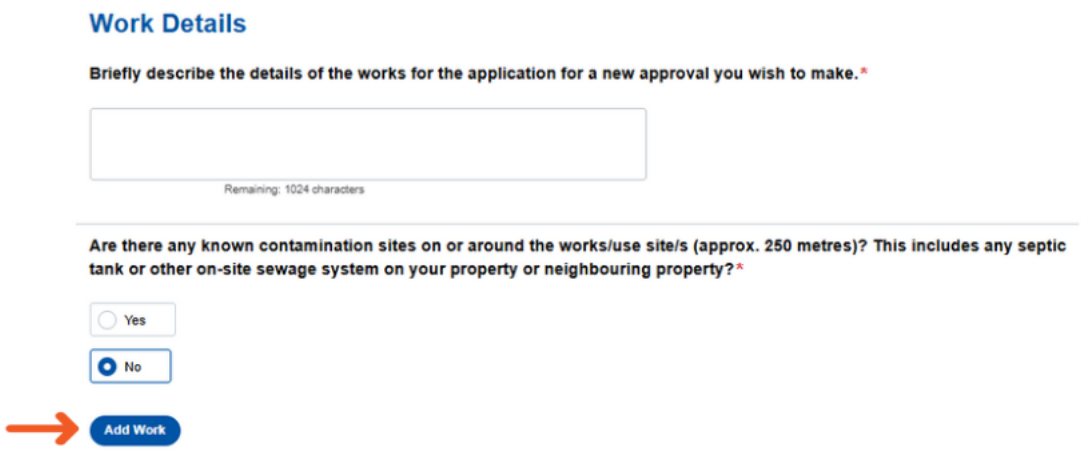


Step 9. You will be taken back to your previous screen, where the lot will have been automatically populated, alongside water sources within that area. Check the longitude and latitude is correct, before selecting the **correct water source** for this application. If this is the only work you need to plot, click the 'Continue' button.

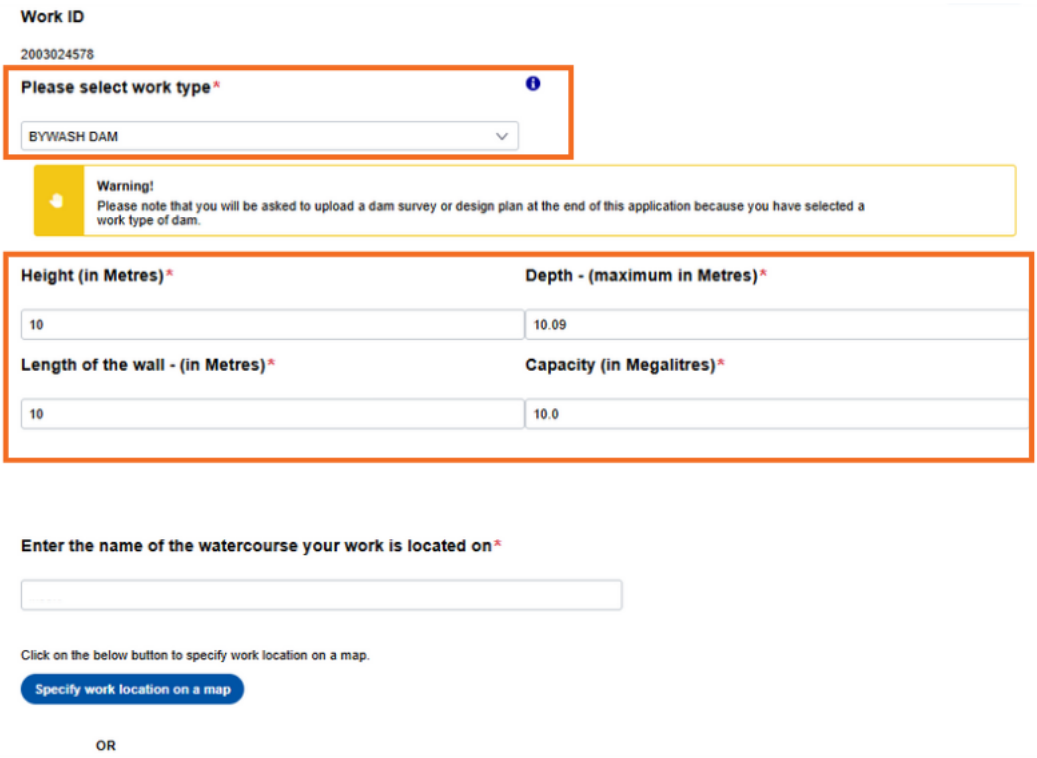


Option 2: How to map a storage

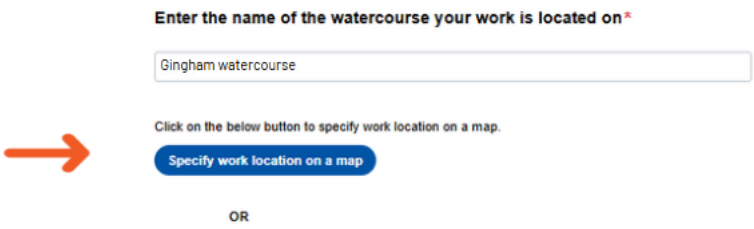
Step 1. Click the '**Add Work**' button to add each item you are plotting.



Step 2. Select the **work type**, which in this instance is a **bywash dam**. You will then be required to provide additional details such as the **height, depth, length of the wall and capacity of the dam**.

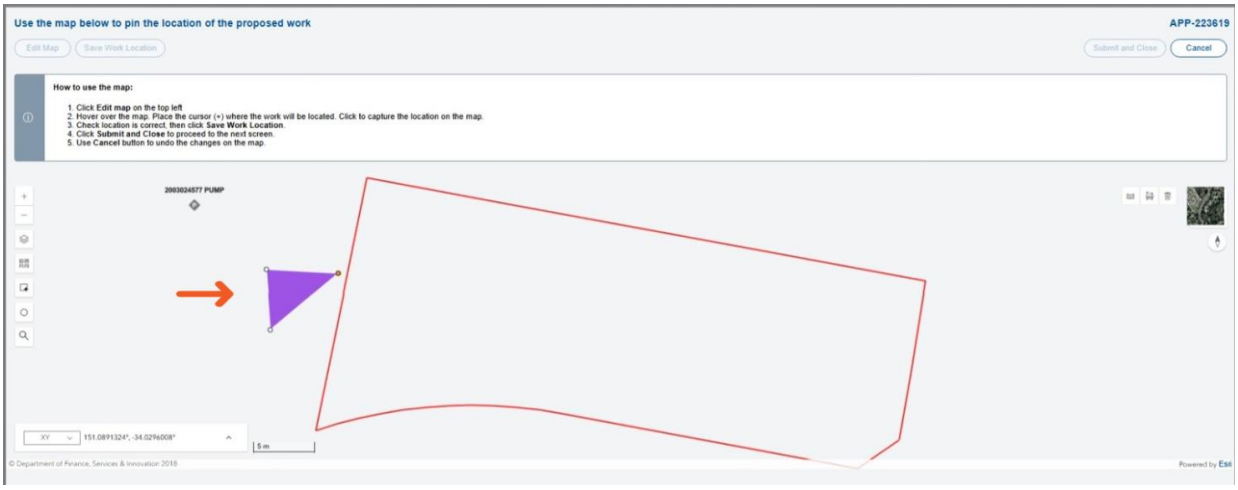


Step 3. Click on the '**Specify work location on a map**' button. A pop-up screen will appear.



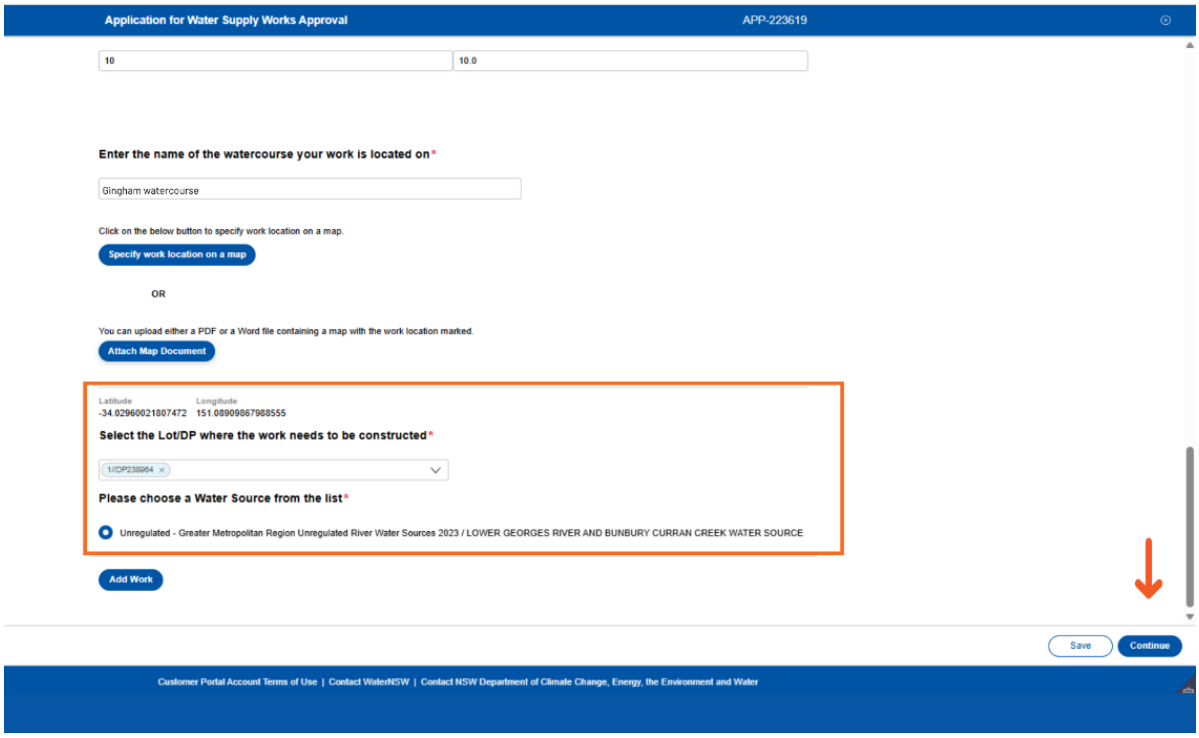
Step 4. Click the '**Edit Map**' button in the top left corner. Press your cursor once where you want to start and click to **draw the perimeter of the area**.

Step 5. Each click will **form the shape of the storage** you wish to plot. **Note**: To complete the shape, **finish the last dot at the starting point** to close the shape.



Step 6. Check the shape and location is correct, before clicking the '**Save Work Location**' button. You can then click the '**Submit and C**lose' button.

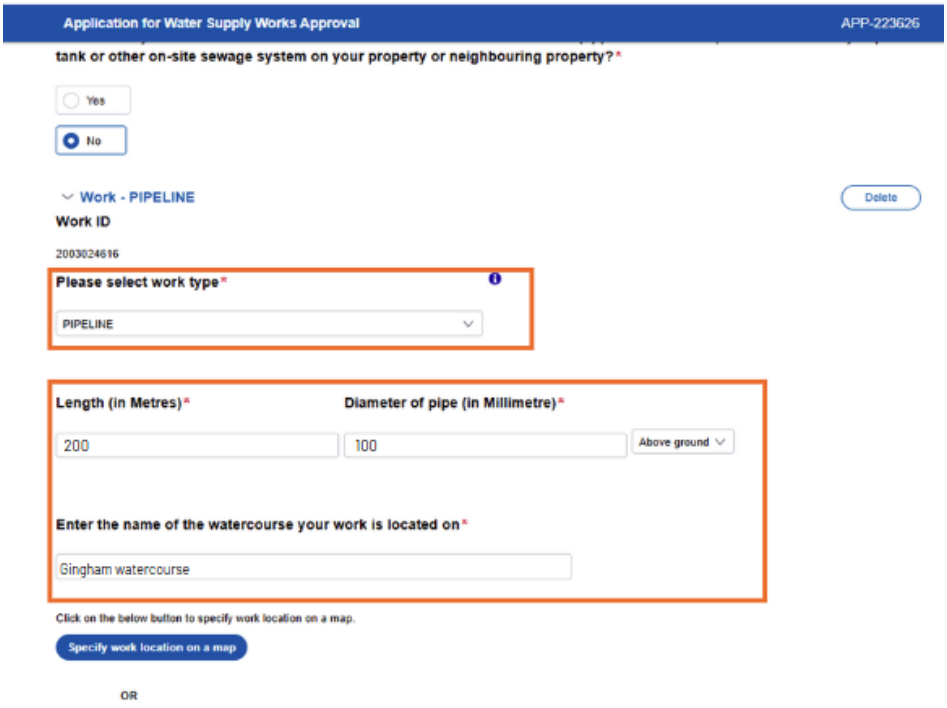
Step 7. You will be taken back to your previous screen, where you will see the lot and DP has been automatically populated, alongside water sources within that area. Select the **correct water source** for this application.



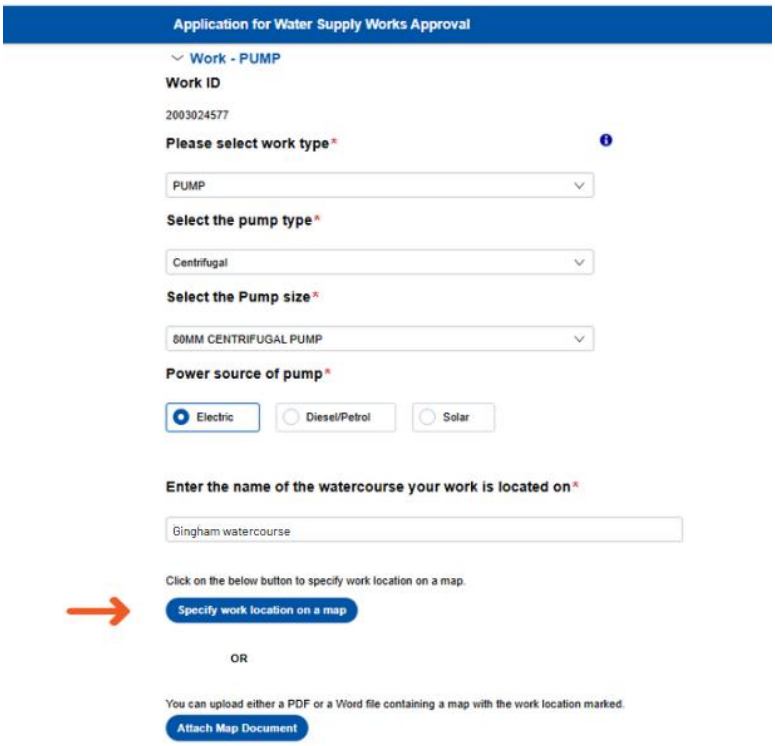
Option 3: How to map a channel

Step 1. Click the '**Add Work**' button to add each item you are plotting.

Step 2. Select the **work type**, which in this instance is a **pipeline**. You will then be required to complete additional details such as the **length, diameter of the pipe** and the **water course** it is located on.



Step 3. Click on the '**S**pecify work location on a map' button – a popup screen will appear.

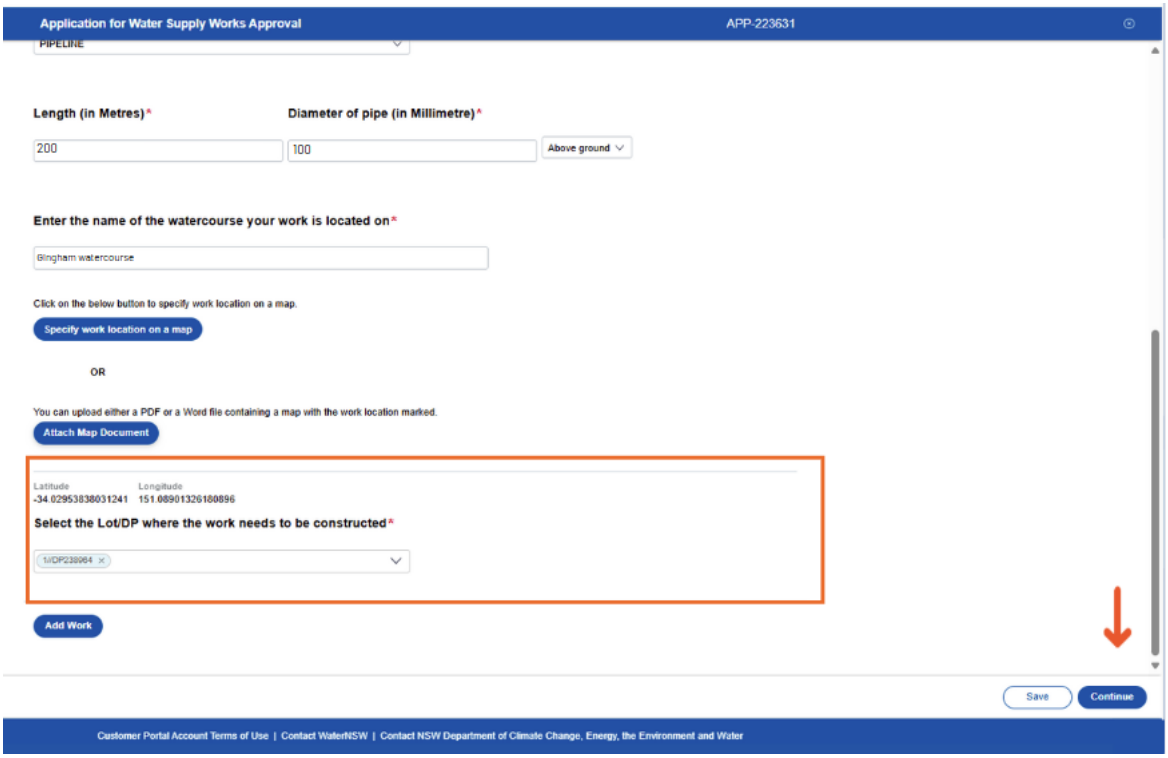


Step 4. Click the '**Edit Map**' button in the top left corner.

Step 5. Place your cursor where the work will be located and **click to capture the length of the location**. A dotted line will appear. Then **double click** where you would like the pipeline to end.

Step 6. Check the length and location is correct, before clicking the '**Save Work Location'** button. Then click the '**Submit and Close'** button.

Step 7. You will be taken back to your previous screen, where you will see the lot and DP has been automatically populated. Click the '**Continue'** button to continue with the rest of your application.



Need help?

For more information on the Customer Portal, visit our website. For assistance, please contact Water Enquiries on 1300 081 047, Monday to Friday between 9 am–5 pm or email water.enquires@dcceew.nsw.gov.au