

# ROAD RESERVE OPENING PERMIT

## ONLINE APPLICATION INSTRUCTIONS

Penrith City Council (PCC) is now accepting Road Reserve Opening permit applications online through the PermitAccess platform. Starting at Dial Before You Dig (DBYD), you will be guided through the online permit application and see the status of all your requests all in one place.



### APPLICANT PROCESS OVERVIEW

1. Make an enquiry with DBYD
2. Open Permit Monitor and select application
3. Enter additional information
4. View and upload documents
5. Send payment to Council
6. Traffic lights turn to green as Council approves the details of the works
7. Permit approved by Council and sent to applicant
8. Applicant informs Council that works are in progress and then completed
9. The permit is placed under a 1 year warranty period

## 1. MAKE AN ENQUIRY WITH DBYD

- Login to 1100.com.au (DBYD) with your account details.
- Click the 'New Enquiry' button to make your enquiry.

- Penrith City Council will now appear in the list of authorities.
- Penrith City Council gets notified of every enquiry made.

Type	Sequence No	Authority	Phone	Status
Electricity	31567837	Endeavour Energy (formerly Integral)	0298534161	Notification Sent
Gas & Petroleum	31567840	Jemena Gas West	1300880906	Not Notified
Communications	31567839	NBN Co. Australia	1800674792	Not Notified
Council/Share	31567834	Penrith City Council	1800505777	Permit Request Sent

## 2. OPEN PERMIT MONITOR AND SELECT APPLICATION

- Click on the View Permits button.
- Be sure to allow pop-ups for this website.

The screenshot shows a web browser interface with a 'Pop-up blocked' dialog box. The dialog box contains the following text:

Pop-ups blocked:

- <http://auuat.pelica...2f2018+12%3a41%3a16+PM>
- ☒ Always allow pop-ups and redirects from <https://onecallauuat.pelicancorp.com:8443>
- ☐ Continue blocking

Buttons: Manage, Done

Below the dialog box, the website interface is visible. It includes a 'Create a new enquiry' section with a 'New Enquiry' button. Below that is a 'Search and view previously submitted enquiries' section with a 'History' button. A table of job lodgements is shown:

	Job No	Job lodgement date	
<a href="#">Select</a>	6973231	28/11/2018 - 11:46:23 am	10/12/2018
<a href="#">Select</a>	6973230	27/11/2018 - 04:05:17 pm	30/11/2018
<a href="#">Select</a>	6973229	27/11/2018 - 08:57:20 am	10/12/2018
<a href="#">Select</a>	6973228	27/11/2018 - 08:20:25 am	29/11/2018

Below the table is a 'View and search permits' section with a 'View Permits' button circled in red.

- Click on the application you need to submit.

The screenshot shows the 'Permit Request History' page. At the top, there is a 'DIAL BEFORE YOU DIG' banner. Below it is a 'Permit Requests' section with various status filters (Approved, Works Pending, Works In Progress, Works Completed, Works To Commence, Works To Complete, Start Date Overdue, End Date Overdue, Completion Due) all showing 0.

The 'Permit Request History' table is shown below:

	Permit	Council/RCA	Permit Type	Status	Address	Suburb	Lodged
<input checked="" type="radio"/>	6973231	PenCC	Corridor Acc...	Request Made	54-60 Henry Street	Penrith	28/11/18
<input checked="" type="radio"/>	6973230	PenCC	Corridor Acc...	Assigned	Castlereagh Road	Cranebrook	27/11/18
<input checked="" type="radio"/>	6973229	PenCC	Corridor Acc...	Under Consl...	Marsden Road	St Marys	27/11/18
<input checked="" type="radio"/>	6973228	PenCC	Corridor Acc...	Warranty	401 High Street	Penrith	27/11/18

Below the table, there is a 'Loaded Jobs 1 - 4' section with links for 'First', 'Previous', 'Next', and 'Last'. A note states: 'Not all Local Governments are registered for electronic permit applications. Only permits from those registered Local Governmen'.

On the left side, there is a 'Search Permit Requests' section with fields for 'Job Number', 'Site Suburb', and 'Status' (Set to 'Select Status'). Below these are checkboxes for various filters (With New Messages, With New Conditions, With New Adhocs, With Works to Commence, With Works to Complete, With Overdue Start Date, With Overdue End Date, With Completion Due, With Completion Overdue, With On Hold State). At the bottom are 'Search' and 'Clear' buttons.

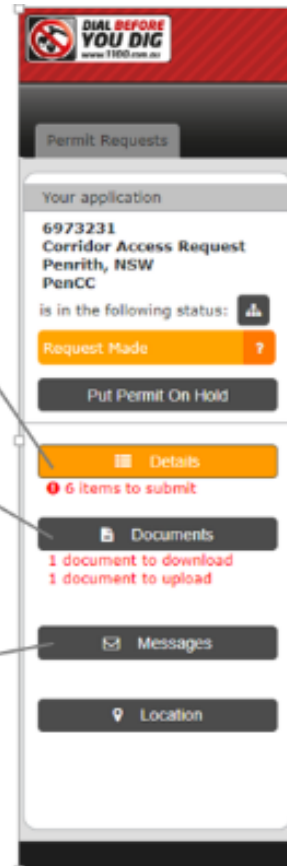
At the very bottom, there is a footer with links for 'Privacy Policy', 'Powered By | Corridor Access', 'Copyright | 2017-v2.0.47', 'Product By | PelicanCorp', 'Website | (UAT v 2.1.5321.96)'.

## THIS IS THE APPLICATION FRONT PAGE

In the Details section, you will need to enter additional information about your works.

In the Documents section, you will be required to view and upload documents.

In the Messages section, you can contact PCC at any time about your application.



Approved	Works Pending	Works In Progress	Works Completed	Works To Commence	Works To Complete	Start Date Overdue	End Date Overdue	Complete Due
0	0	0	0	0	0	0	0	0

### Permit Details

Site Address:	54-60 Henry Street Penrith, NSW 2750
Site Suburb:	Penrith
Permit Type:	Corridor Access Request
Activity:	Horizontal Boring
Work Type:	Major
User Reference:	
Enquiry Source:	DialBeforeYouDig
Name Of Authority:	Private
Road Location:	CarriageWay, Footpath, Berm
Location of Workplace:	Road reserve
Request Type:	
Working For Authority:	Private
Payments:	No payment request
Additional Fees:	No payment request

### Traffic Management

Road Level:	Select Road Level	TTM Impacts:	Select TTM Impacts
No. of Closed Lane(s):			

Privacy Policy | Powered By | Corridor Access | Copyright | 2017-v2.0.47 | Product By | PelicanCorp | Website | (UAT v 2.1-5321.96)

These are the details from your DBYD enquiry.

### 3. ENTER ADDITIONAL INFORMATION

In the Details section, you need to:

- Enter traffic management details
- Ensure date of works are correct
- Enter contact details of person responsible for the works

Traffic Management

Road Level: Select Road Level

TTM Impacts: Select TTM Impacts

No. of Closed Lane(s):

TTM Measures: Select TTM Measures

Save Impacting Levels

Schedule

Lodged Date: 28/11/18

Requested Start Date:

Requested End Date:

Allowed Dates: none

Proposed Dates: none

Duration:  hour(s)

Actual Start Date: none

Actual End Date: none

Save Requested Dates

Save Duration




Contact List

Name	Company	Email	Role	Phone Number	Mobile Number	Status	Delete
No existing contact to display.							


Add Contact

### 4. VIEW AND UPLOAD DOCUMENTS

- In the Documents section, you will be required to view and upload documents.
- Download documents using this button:

Prerequisites and Documents						
Document Name	Type	Date	Status	Submitted	Actions	
Pre Opening Application	 Workflow	28/11/18	Response Required	0/1		

- You will also access your Conditions, Payment and Permit documents.
- Accept your conditions document using this button:

Document Name	Type	Date	Status	Submitted	Actions	
Pre Opening Application	 Workflow	27/11/18	Complete	1/1		
1/18 08:30 AM	 Certificate	27/11/18	Complete	N/A		
11/27/2018	 Conditions	27/11/18	Complete	N/A		

## 5. SEND PAYMENT TO COUNCIL

- In the Documents section, you will receive a payment form.
- You can bring this form into the Council offices or you can email it to [council@penrith.city](mailto:council@penrith.city)
- Once receipted, it will be noted in the Permit Access system.

# ROAD RESERVE OPENING PAYMENT FORM

## PAYMENT INFORMATION

You can pay the administration fee for your application by cash or credit card in person at one of our offices. Alternatively you can pay by cheque or credit card by mailing your payment in with this form:  
I would like to pay by: ☐ Mastercard ☐ Visa

**A receipt can be issued upon request.**

Card number

Cardholder name

Expiry date

Cardholder address

Cardholder email

Application fee

Fee amount

OR

Bond amount

Cardholder signature

Date

## APPLICATION DETAILS

Permit access application number

DA/CDP Number (if applicable)

First name

Surname

Phone number

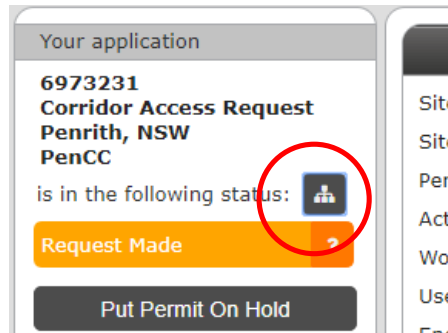
Email address

PRINT

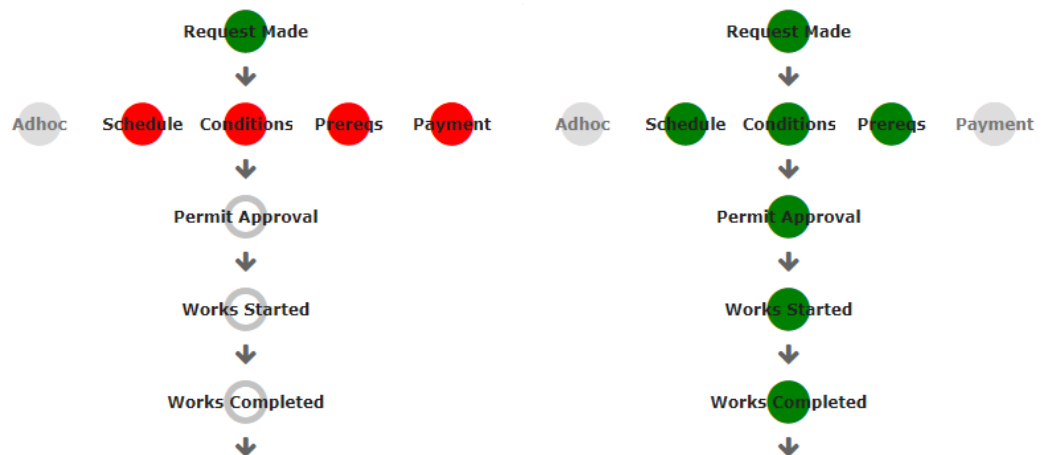
EMAIL

## 6. TRAFFIC LIGHTS TURN TO GREEN AS COUNCIL APPROVES THE DETAILS OF THE WORKS

- Penrith City Council will assess all the details that you provide and ensure they meet the requirements for a permit.
- As each section is approved, the traffic light will turn to green. This can be seen by clicking this button.





- You can click the button at any time to view the progress of your application.



## 7. PERMIT APPROVED BY COUNCIL AND SENT TO APPLICANT

- Once all details have been approved, a Permit can be issued by Council.
- The status of your application will change to Approved.
- Click on Approved to change the status to Works Pending

Your application	Your application
<b>6973230</b> <b>Corridor Access Request</b> <b>Cranebrook, NSW</b> <b>PenCC</b>	<b>6973230</b> <b>Corridor Access Request</b> <b>Cranebrook, NSW</b> <b>PenCC</b>
is in the following status: 	is in the following status: 
<div>Approved</div> <div>?</div>	<div>Works Pending</div> <div>?</div>

- You will receive a Permit document which can be viewed in the Documents section.

### Works Access Permit

Registration Number: **6973230**  
 Utility Reference: **N/A**

**PENRITH**  
 CITY COUNCIL

#### 1. Details of Proposed Work

Activity: Mechanical Excavation  
 Address: Castlereagh Road Cranebrook NSW 2749  
 Location in road: Footpath  
 WAP valid period: 30/11/18 to 05/12/18

#### 2. The Parties

Penrith Council being the agent of the Utility Operator submitting this request on behalf of the Utility Operator ('the Applicant').

#### 3. Background

- (a) The Utility Operator wishes to carry out the works stated on CAR Number 6973230
- (b) The Permit is valid only for the Dates supplied, 30/11/18 to 05/12/18 and works must be completed within this time;
- (c) All existing services and assets must be reinstated to the satisfaction of the Authorised Officer.

Signed Date 29/11/18

Sarah Tracy acting pursuant to delegated authority.

Authority Name: Penrith City Council  
 Job Location: Castlereagh Road Cranebrook  
 CAR/Permit Number: 6973230



## 8. APPLICANT INFORMS COUNCIL THAT WORKS ARE IN PROGRESS AND THEN COMPLETED

- When the works begin, you will need to inform Council through Permit Monitor.
- Click on Works Pending to change the status to Works in Progress.
- You will need to enter the start date of works.

The screenshot shows a web interface for 'Your application'. The application details are: **6973230 Corridor Access Request Cranebrook, NSW PenCC**. Below this, it says 'is in the following status:' followed by a dropdown menu. The dropdown menu is open, showing four options: 'Works Pending' (highlighted in green), 'Works Pending' (highlighted in blue), 'Works In Progress' (highlighted in green), and 'Works Cancelled' (highlighted in green). To the right of the dropdown is an orange button with a question mark.

- When the works are completed, you will need to inform Council through Permit Monitor.
- Click on Works in Progress to change the status to Works Completed.
- You will need to enter the end date of works.

The screenshot shows the same web interface as before, but the dropdown menu now shows different options: 'Works In Progress' (highlighted in green), 'Works In Progress' (highlighted in blue), 'Works Abandoned' (highlighted in green), and 'Works Completed' (highlighted in green). The orange button with a question mark remains to the right.





## 9. THE PERMIT IS PLACED UNDER A 1 YEAR WARRANTY PERIOD

- The status of the permit is then changed to Works Completed.

Your application

**6973230**  
**Corridor Access Request**  
**Cranebrook, NSW**  
**PenCC**


is in the following status: 


**Works Completed** 

- At this stage, Council will complete an inspection of the site.
- If the inspection does not pass, Remedial Action may be requested.

Your application

**6973230**  
**Corridor Access Request**  
**Cranebrook, NSW**  
**PenCC**

is in the following status: 

**Needs Remedial Action** 


INSPECTION FAIL\_29/11/18 Please ensure you rectify these issues by:  
30/12/18


sarah.t  
29/11/18 0

- If the inspection passes, the Permit is placed under a 1 year warranty period.

Your application

**6973230**  
**Corridor Access Request**  
**Cranebrook, NSW**  
**PenCC**

is in the following status: 

**Warranty** 

INSPECTION PASS\_29/11/18

sarah  
29/11/18

## THE HELP BUTTON

- If at any time you need assistance with Permit Monitor, you can click the Help button.
- This will open up a search bar where you can search for your enquiry.

Help

- There is also a Live Chat button, which will connect you to the DBYD support team during business hours, if you require further assistance.

Live chat

## WHAT DOES THE TEAM AT COUNCIL SEE?

Council has a view that is similar to what you see.

The screenshot shows the Permit Manager Penrith City Council dashboard. At the top, there's a summary bar with various status counts: Request Made (0), Assigned (2), Approved (0), Rejected (0), Request Cancelled (0), In Progress (0), Request Approval (0), Completed (2), Needs Remedial (0), Warranty (2), Closed (0), Warranty To Expiry (4), and Permit Not Renewed (0). Below this is a navigation menu with options like Jobs, Workflows, Permit Types, Conditions, Templates, Users, Territory Owner, My Account, and Reports. The main area displays a table of jobs with columns for Permit, Address, Suburb, Lodged, Name, Company, Start, Assigned, and Status. A map on the right shows the location of the jobs in the Penrith area.

We also have traffic lights that will update for each application.

The screenshot shows the detailed view of a specific job in the Permit Manager Penrith City Council system. The job is titled "6973225 - Corridor Access Request - Penrith, NSW" and is assigned to Sarah Tracy - PCC. The status is "Under Consideration". The job details include the lodged date (26/11/18), sequence number (31567788), activity (Mechanical Excavation), location (601 High Street Penrith, NSW 2750), and request type (Provisional). The schedule section shows submitted dates (28/11/18 - 29/11/18) and approved dates (28/11/18 - 29/11/18). The project duration is "Not set" and "Not Required". The official start and end dates are "Not set". The warranty end date is "Not set". The total processing hours are 73 hours 21 minutes. A map on the right shows the location of the job in the Penrith area.