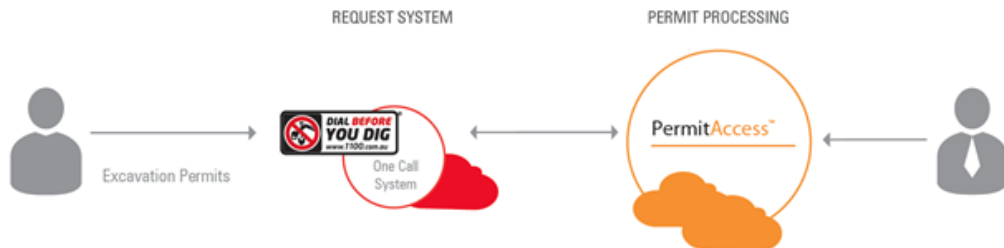


ROAD RESERVE OPENING PERMIT ONLINE APPLICATION INSTRUCTIONS

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.

Enquiry Logging Details

Job No: 0973231
 Job lodged on: 28/11/2018 - 11:46:23 am
 Priority: Normal
 Job was lodged by: Web
 Delivery Method: Email - sarah.tracy@penrith.city

Enquiry Details

Address: 54-60 Henry Street Penrith NSW 2750
 Job Purpose: Excavation
 Activity: Horizontal Boring
 Job Start: 10/12/2018
 Job Completion: 14/12/2018
 Working on behalf of: Private
 Location of Workplace: Road Reserve
 Location In Road Reserve: Road, Footpath, Nature strip

Asset Owner Details

The following authorities are affected by this enquiry

Type	Sequence No	Authority	Phone	Status
Electricity	31567837	Endeavour Energy (formerly Integral)	0298534161	Notification Sent
Gas & Petroleum	31567840	Jemena Gas West	1300880906	Not Notified
Water	31567839	Bella Co. Water	1800674792	Not Notified
Communications	31567839	Optus and/or Liocomm, Now	1800505777	Not Notified
Council/Other	31567834	Penrith City Council		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-ups 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

The main interface includes a 'New Enquiry' button and a 'History' button. Below these is a table with the following data:

	Job No	Job lodgement date	
Select	6973231	28/11/2018 - 11:46:23 am	10/12/2
Select	6973230	27/11/2018 - 04:05:17 pm	30/11/2
Select	6973229	27/11/2018 - 08:57:20 am	10/12/2
Select	6973228	27/11/2018 - 08:20:25 am	29/11/2

At the bottom, there 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' table with the following data:

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

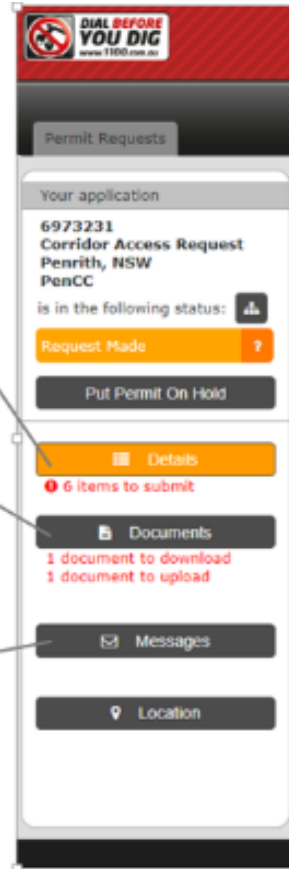
The first row of the table is circled in red. Below the table, there is a note: "Not all Local Governments are registered for electronic permit applications. Only permits from those registered Local Governmen".

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

These are the details from your DBYD enquiry.

Traffic Management

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



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: Save Requested Dates

Allowed Dates: none

Proposed Dates: none

Duration: hour(s) ! Save Duration

Actual Start Date: none

Actual End Date: none

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		

Penrith City Council
 PO Box 60, Penrith
 NSW 2751 Australia
 T 4732 7777
 F 4732 7958
 penrithcity.nsw.gov.au



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
- Once received, 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

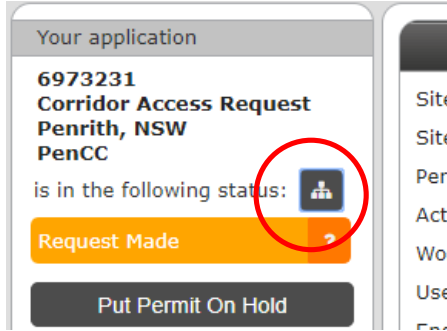
[PRINT](#) [EMAIL](#)

Penrith City Council
 PO Box 60, Penrith
 NSW 2751 Australia
 T 4732 7777
 F 4732 7958
 penrithcity.nsw.gov.au

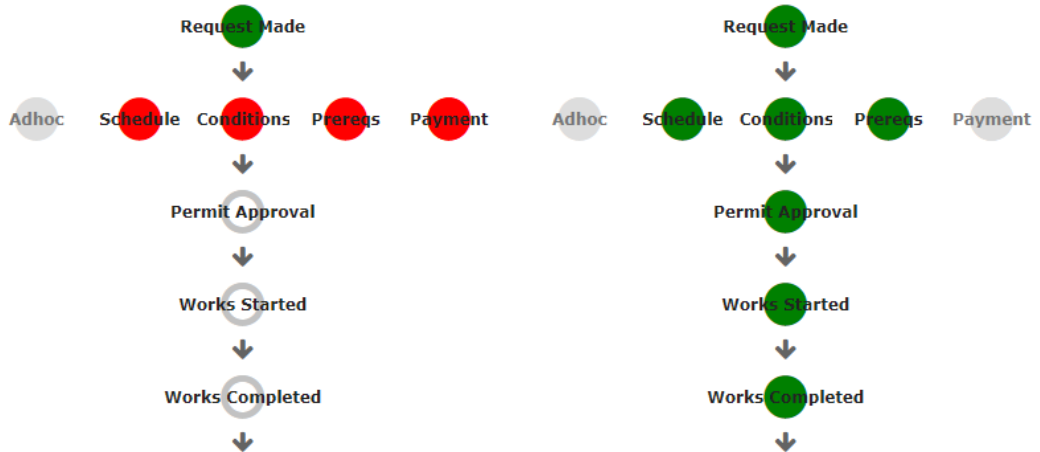


6. TRAFFIC LIGHTS TURN TO GREEN AS COUNCIL APPROVES THE DETAILS OF THE WORKS

- 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
<p>6973230 Corridor Access Request Cranebrook, NSW PenCC</p> <p>is in the following status: </p> <p>Approved </p>	<p>6973230 Corridor Access Request Cranebrook, NSW PenCC</p> <p>is in the following status: </p> <p>Works Pending </p>

- 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

- The Utility Operator wishes to carry out the works stated on CAR Number 6973230
- The Permit is valid only for the Dates supplied, 30/11/18 to 05/12/18 and works must be completed within this time;
- 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 a permit application. At the top, it says "Your application" in a grey header. Below that, the application details are listed: "6973230", "Corridor Access Request", "Cranebrook, NSW", and "PenCC". Underneath, it says "is in the following status:" followed by a small icon of a person. A 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). An orange button with a question mark is visible to the right of the dropdown.

- 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 the previous one. The application details are the same: "6973230", "Corridor Access Request", "Cranebrook, NSW", and "PenCC". The status is now "is in the following status:" followed by the person icon. The dropdown menu is open, showing four options: "Works In Progress" (highlighted in green), "Works In Progress" (highlighted in blue), "Works Abandoned" (highlighted in green), and "Works Completed" (highlighted in green). An orange button with a question mark is visible to the right of the dropdown.



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

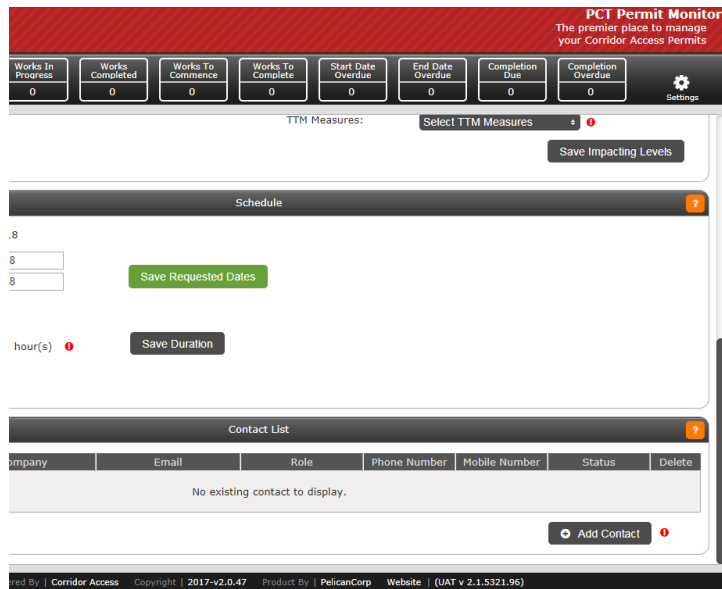
INSPECTION PASS_29/11/18

sarah
29/11/18

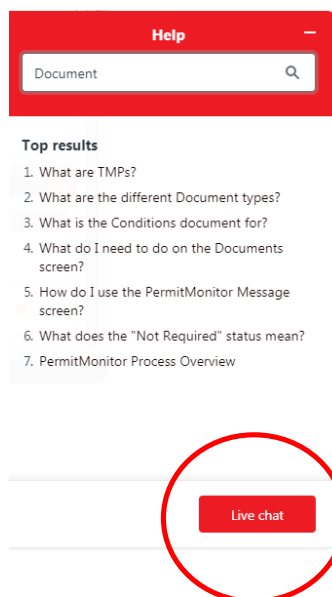


THE HELP BUTTON

- 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.



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





PENRITH

WHAT DOES THE TEAM AT COUNCIL SEE?

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

Permit Manager
Penrith City Council

Request Made	Assigned	Approved	Rejected	Request Cancelled	In Progress	Request Approval	Completed	Needs Remedial	Warranty	Closed	Warranty To Expire	Permit Not Renewed
0	2	0	0	0	0	0	2	1	2	0	4	0
5	12	0	0	0	0	0	3	1	6	0	10	0

Jobs | Workflows | Permit Types | Conditions | Templates | Users | Territory Owner | My Account | Reports

My Jobs | All Jobs | Lodge Job | Export | Assign To

+ Quick Filter [Job Number] Include Warranty Jobs [x] Include Inactive Jobs [x]

Permit	Address	Suburb	Lodged	Name	Company	Start	Assigned	Status
6973230	Castlereag...	Craneb...	27/11/18	Sarah Tracy	Penrh...	30/11/18	sarah...	●
6973229	Marsden Road	St Marys	27/11/18	Sarah Tracy	Penrh...	10/12/18	sarah...	●
6973225	601 High S...	Penrith	26/11/18	Sarah Tracy	PCC	28/11/18	sarah...	●
6973224	Kennedy Drive	South ...	19/11/18	Jacinta ...	Pelican...	21/11/18	sarah...	●
6973221	Brown Street	Penrith	19/11/18	Jacinta ...	Pelican...	17/12/18	sarah...	●
6973219	Hand Avenue	Penrith	19/11/18	Jacinta ...	Pelican...	27/11/18	sarah...	●

Loaded Jobs 1 - 6 | First | Previous | Next | Last

Help

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

Permit Manager
Penrith City Council

Request Made	Assigned	Approved	Rejected	Request Cancelled	In Progress	Request Approval	Completed	Needs Remedial	Warranty	Closed
0	2	0	0	0	0	0	2	0	2	0
5	12	0	0	0	0	0	3	1	6	0

Jobs | Workflows | Permit Types | Conditions | Templates | Users | Territory Owner | My Account | Reports

6973225
Corridor Access Request
Penrith, NSW
Sarah Tracy
PCC
02 4732 8322
Under Consideration

Assigned to: Sarah Tracy
Unassign | Re-assign

Schedule
Submitted Dates: 28/11/18 - 29/11/18 [Action]
You have not proposed any new dates
Approved Dates: 28/11/18 - 29/11/18
Project Duration: Not set [Not Required]
Official Start Date: Not set
Official End Date: Not set
Warranty End Date: Not set
Total Processing Hours: 73 hours 21 minutes

Map Type: Google Maps

Penrith City Council

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For more information on this topic phone the Road Reserve Opening Team on 4732 8010.