

Department of Planning and Environment

[dpie.nsw.gov.au](http://dpie.nsw.gov.au)



# Metering and Measurement Virtual Marketplace – User Guide – Installers

User guide for installers 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 – Installers

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# Introduction

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## 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.

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## 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 access and use the Virtual Marketplace, an installer must sign in with a registration number from Irrigation Australia Limited (for certified storage validators and certified meter installers).

If you have a registration number from one of the following professional bodies:

- **For engineers** – Service NSW, Engineers Australia or other relevant state bodies
- **For registered surveyors** – The Board of Surveying and Spatial Information of NSW, or an equivalent body in other states
- **For certified practising hydrographers** – the Australian Hydrographers Association

please complete this online form to submit your name, email address, phone number, physical/business address and registration number so that these details can be validated and loaded into the Virtual Marketplace. When this information is uploaded you will receive an email advising that you can sign up to the Virtual Marketplace following the steps in this user guide.

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## Consent to share information

When you register to use the Virtual Marketplace as an installer you are consenting to your and/or your company's contact details being made available to other users of the Virtual Marketplace.

The terms and conditions for use of the Virtual Marketplace are available on the [department's website](#).

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

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## Signing up to the Virtual Marketplace for the first time

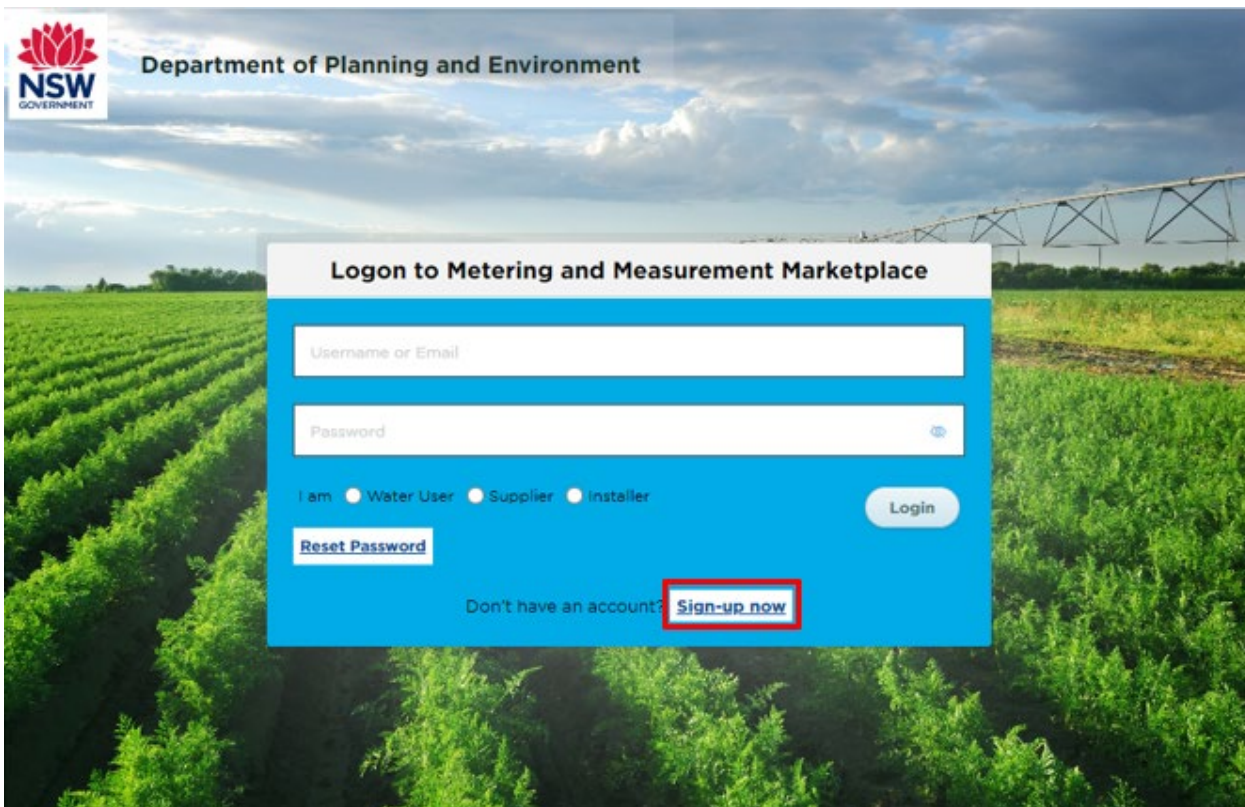
To sign up as an installer you will need the following information:

- a registration number
- your contact details:
  - name
  - email address
  - phone number
  - physical/business address.

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).



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

**Signup to Metering and Measurement Marketplace**

User Type \*  Water User  Supplier  Installer

Registration Number \*  Note-1

First Name \*

Last Name

Email \*  Note-2

Contact Number \*

Street Number

Address 1 \*

Address 2

Postal Code \*

State \*  Note-3

City \*  Country \*

Collection Notice

The Department of Planning and Environment will collect your personal information in accordance with the Privacy and Personal Information Protection Act 1988 (NSW) and the Collection Notice. For more information about privacy at the Department, Please contact [privacy@dpie.nsw.gov.au](mailto:privacy@dpie.nsw.gov.au). Click here to view the full [Collection Notice](#).

Privacy Policy and Terms of Use

By ticking the box below, you acknowledge that you have read and accept the Privacy Policy and Terms of Use. Click here to view the [Privacy Policy](#) and [Terms of Use](#).

I accept the Privacy Policy and Terms of Use.

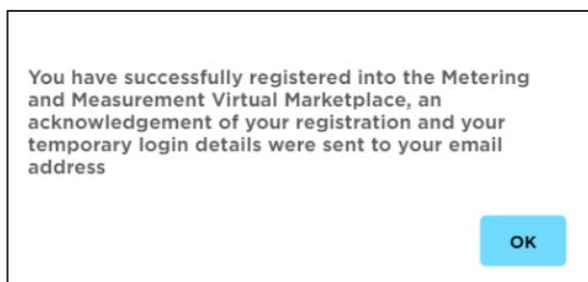
Select the *Installer* user type and complete the fields that appear, including the registration number from your professional body (note 1 in the screenshot above).

You must enter a valid email address (note 2 in the screenshot above). The system will use this email address to send information to enable you to complete the login process.

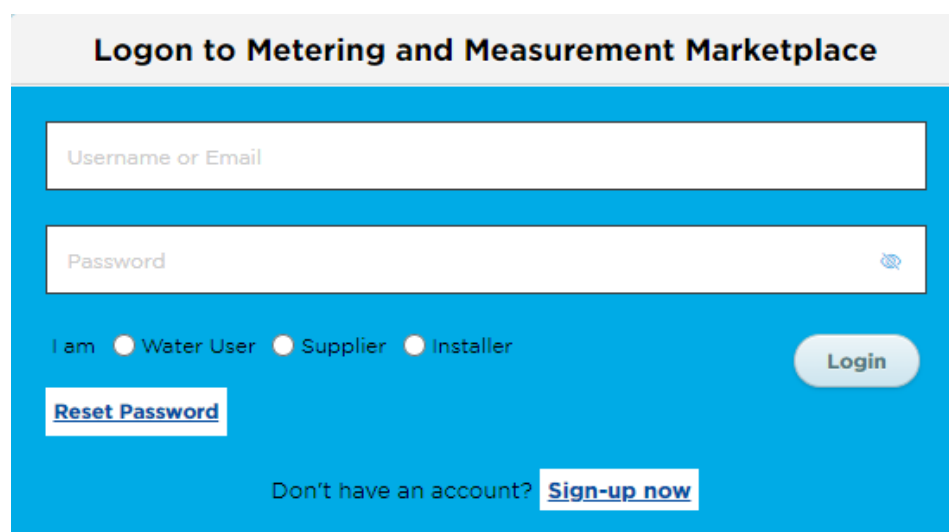
It is important to enter your *Postal Code* and *City* correctly (note 3 in the screenshot above) as these are used to identify your location for users who are looking for installers in their locality.

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.

The login screen has a blue background. At the top, a grey header contains the text "Logon to Metering and Measurement Marketplace". Below this are two white input fields: "Username or Email" and "Password". Under the password field is a small eye icon. Below the input fields are three radio buttons labeled "Water User", "Supplier", and "Installer", with the text "I am" to their left. To the right of these is a grey "Login" button. Below the radio buttons is a white button with a blue border and text "Reset Password". At the bottom, the text "Don't have an account?" is followed by a blue button with white text "Sign-up now".

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](mailto: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 login 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 Login

Don't forget to select Installer

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 *Installer* 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/>.



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## 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 'Installer Profile' registration form. At the top, it says 'Welcome Installer - Please Register Your Details' with a 'Note 2' box. Below this are input fields for 'Company Name', 'Link to Website', 'Name', and 'Email ID', all enclosed in a red box. There is an 'Edit Info' button next to the 'Name' field, with a 'Note 1' box nearby. Below the input fields is a section for 'Service Category' with several sub-sections: 'Pump and gravity fed systems' (with 'Meter Installation and Telemetry' checked), 'Floodplain Harvesting Systems' (with 'Storage Measurement Device and telemetry' checked), 'Registered Surveyor' (with 'Surveying Services' checked), 'Open Channel Systems' (with 'Hydrometric Services' unchecked), and 'Registered Engineer' (with 'Engineering Services' checked). A 'Note 4' box is placed next to the 'Pump and gravity fed systems' options. At the bottom of the form is a 'Summary of Service Offering:' section with a text area for 'Please mention the service offering here...' and a 'Note 5' box with an arrow pointing to the text area. At the very bottom are 'Go Back' and 'Save Profile' buttons.

### Note 1: 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"/>       |

### Note 2: add your company name and website

Add your company name and website.

### Note 3: add the name of the company's contact person and email address

Add the name of your company's contact person and the email address you wish clients to use.

### Note 4: tick the box(es) that best describe your services

This section allows you to identify what type of service you can provide to water users.

### Note 5: add additional description of your services

This box allows you to describe any other specific services you can provide to water users.

### 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.

# Selecting products from suppliers

After you have registered your profile, you will see a search screen for suppliers of the listed equipment.

**Installer Searching for Supplier**

**Select the products that you require from Supplier**

**Search For**  Supplier of Metering Equipment

**For**

|   |   |
|---|---|
| <input type="radio"/> Pattern Approved Meters       | <input type="radio"/> Open Channel Measurement                  |
| <input type="radio"/> Telemetry (LID) for Metering  | <input type="radio"/> Telemetry (LID) for Floodplain Harvesting |
| <input type="radio"/> Floodplain Harvesting Sensors | <input type="radio"/> Floodplain Harvesting Gauge Boards        |

You will find more detailed search criteria by clicking on options in the *Search for* list.

If you choose the pattern-approved meters or open channel measurement options, you will see different sizes thresholds to narrow your search further.

**Installer Searching for Supplier**

**Select the products that you require from Supplier**

**Search For**  Supplier of Metering Equipment

**For**

|  |   |
|--|---|
| <input checked="" type="radio"/> Pattern Approved Meters | <input type="radio"/> Open Channel Measurement                  |
| <input type="radio"/> Telemetry (LID) for Metering       | <input type="radio"/> Telemetry (LID) for Floodplain Harvesting |
| <input type="radio"/> Floodplain Harvesting Sensors      | <input type="radio"/> Floodplain Harvesting Gauge Boards        |

**Size Threshold(in mm)**

|                                    |                                    |                                    |
|------------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> <100      | <input type="checkbox"/> 100-200   | <input type="checkbox"/> 200-300   |
| <input type="checkbox"/> 300-400   | <input type="checkbox"/> 400-500   | <input type="checkbox"/> 500-600   |
| <input type="checkbox"/> 600-700   | <input type="checkbox"/> 700-800   | <input type="checkbox"/> 800-900   |
| <input type="checkbox"/> 900-1000  | <input type="checkbox"/> 1000-1100 | <input type="checkbox"/> 1100-1200 |
| <input type="checkbox"/> 1200-1300 | <input type="checkbox"/> 1300-1400 | <input type="checkbox"/> 1400-1500 |
| <input type="checkbox"/> 1500-1600 | <input type="checkbox"/> 1600-1700 | <input type="checkbox"/> 1700-1800 |
| <input type="checkbox"/> >1800     |                                    |                                    |

**Measurement Method**

ElectroMagnetic    Inferential turbine    Ultrasonic    Woltman

**Installer Searching for Supplier**

**Select the products that you require from Supplier**

**Search For**  Supplier of Metering Equipment

**For**

|   |   |
|---|---|
| <input type="radio"/> Pattern Approved Meters                 | <input type="radio"/> Open Channel Measurement                  |
| <input checked="" type="radio"/> Telemetry (LID) for Metering | <input type="radio"/> Telemetry (LID) for Floodplain Harvesting |
| <input type="radio"/> Floodplain Harvesting Sensors           | <input type="radio"/> Floodplain Harvesting Gauge Boards        |

**Measurement Method**

Telemetry

Once you have selected the product and clicked on *Select*, a corresponding list of equipment and suppliers will be generated.

List of supplier products that satisfy your service category, click on action to see suppliers

| # | Supplier Product Category    | Product Name                                | Measurement Method | Approved Size | Action                              |
|---|------------------------------|---|--------------------|---------------|-------------------------------------|
| 1 | Telemetry (LID) for Metering | SigSense - Captis Pulse                     | Telemetry          |               | <input checked="" type="checkbox"/> |
| 2 | Telemetry (LID) for Metering | SigSense - Captis Multi                     | Telemetry          |               | <input checked="" type="checkbox"/> |
| 3 | Telemetry (LID) for Metering | HalyTech Meterwatch                         | Telemetry          |               | <input checked="" type="checkbox"/> |
| 4 | Telemetry (LID) for Metering | Aqualink - Aquominix                        | Telemetry          |               | <input type="checkbox"/>            |
| 5 | Telemetry (LID) for Metering | Pacific Data Systems Australia - YDOC       | Telemetry          |               | <input type="checkbox"/>            |
| 6 | Telemetry (LID) for Metering | <img src=x onerror=alert(document.domain)/> | Telemetry          |               | <input type="checkbox"/>            |
| 1 | Telemetry (LID) for Metering | SigSense - Captis Pulse                     | Telemetry          |               | <input type="checkbox"/>            |
| 2 | Telemetry (LID) for Metering | SigSense - Captis Multi                     | Telemetry          |               | <input type="checkbox"/>            |
| 3 | Telemetry (LID) for Metering | HalyTech Meterwatch                         | Telemetry          |               | <input type="checkbox"/>            |
| 4 | Telemetry (LID) for Metering | Aqualink - Aquominix                        | Telemetry          |               | <input type="checkbox"/>            |
| 5 | Telemetry (LID) for Metering | Pacific Data Systems Australia - YDOC       | Telemetry          |               | <input type="checkbox"/>            |
| 6 | Telemetry (LID) for Metering | <img src=x onerror=alert(document.domain)/> | Telemetry          |               | <input type="checkbox"/>            |
| 1 | Telemetry (LID) for Metering | SigSense - Captis Pulse                     | Telemetry          |               | <input type="checkbox"/>            |

Select Close

Tick the check box in the *Action* column to select your desired equipment, and then click *Select* to see the details of the suppliers that carry the equipment you selected.

List of suppliers offering products that match your request

| # | Name       | Email ID                        | Address                          | Distance(in KM) | Contact Number | Product Name            |
|---|------------|---------------------------------|----------------------------------|-----------------|----------------|-------------------------|
| 1 | Lez Brazzo | crifufeuwiro-4959@yopmail.com   | George St Parramatta 2150 Sydney | 580             | 1235657881     | SigSense - Captis Pulse |
| 2 |            | voprauyufretto-5822@yopmail.com |                                  | 595             |                | SigSense - Captis Multi |


Close

# Other features

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

## View Registered Interest

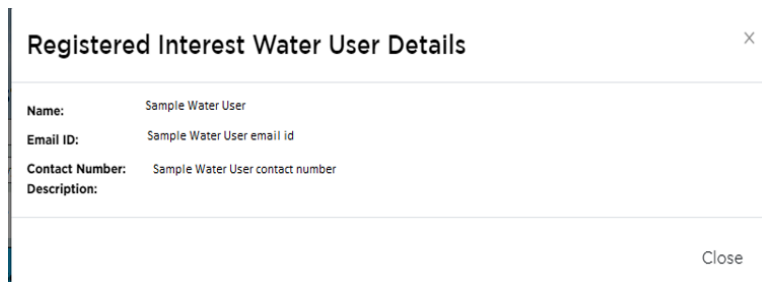
Click on the *View registered interest* button to view a list of water users that have expressed interest in your services.



The screenshot shows a user interface for an installer. At the top, there's a navigation bar with buttons: Home, View My Profile, View Registered Interest (highlighted with a red box), View Installer Location, View Supplier Location, and View Water User Location. Below the navigation bar, there are date pickers for 'Start Date' and 'End Date', both set to 'dd/mm/yyyy', and a 'View Registered Interest' button. The main content area is titled 'Details of water users that have expressed interest for your services'. It contains a table with the following data:

| # | Registered Interest ID | Service Required  | Description   | Distance | Address | Registered Interest Date | Location |
|---|------------------------|---|---|----------|---------|--------------------------|----------|
| 1 | INSRID084              | Pump and gravity fed systems, Floodplain Harvesting Systems | I have 3 storages that need to comply with the Floodplain Harvesting Metering and Measurement | 679      |         | 14 Feb 2022              | SeeOnMap |
| 2 | INSRID057              | Certified Meter Installer, Registered Engineer              |   | 408      |         | 10 Dec 2021              | SeeOnMap |

Click on *Registered interest ID* number to view details of water users that have expressed interest in your service offering.



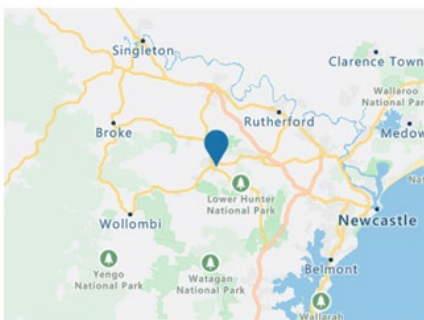
The screenshot shows a modal window titled 'Registered Interest Water User Details'. It contains the following information:

- Name: Sample Water User
- Email ID: Sample Water User email id
- Contact Number: Sample Water User contact number
- Description:

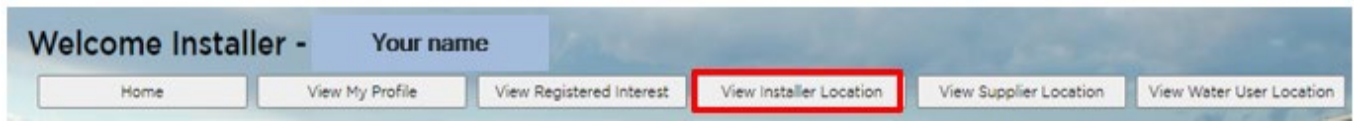
At the bottom right of the modal, there is a 'Close' button.

Click *See on map* to view the location of the water user on a map.

### User Location



## Installer location

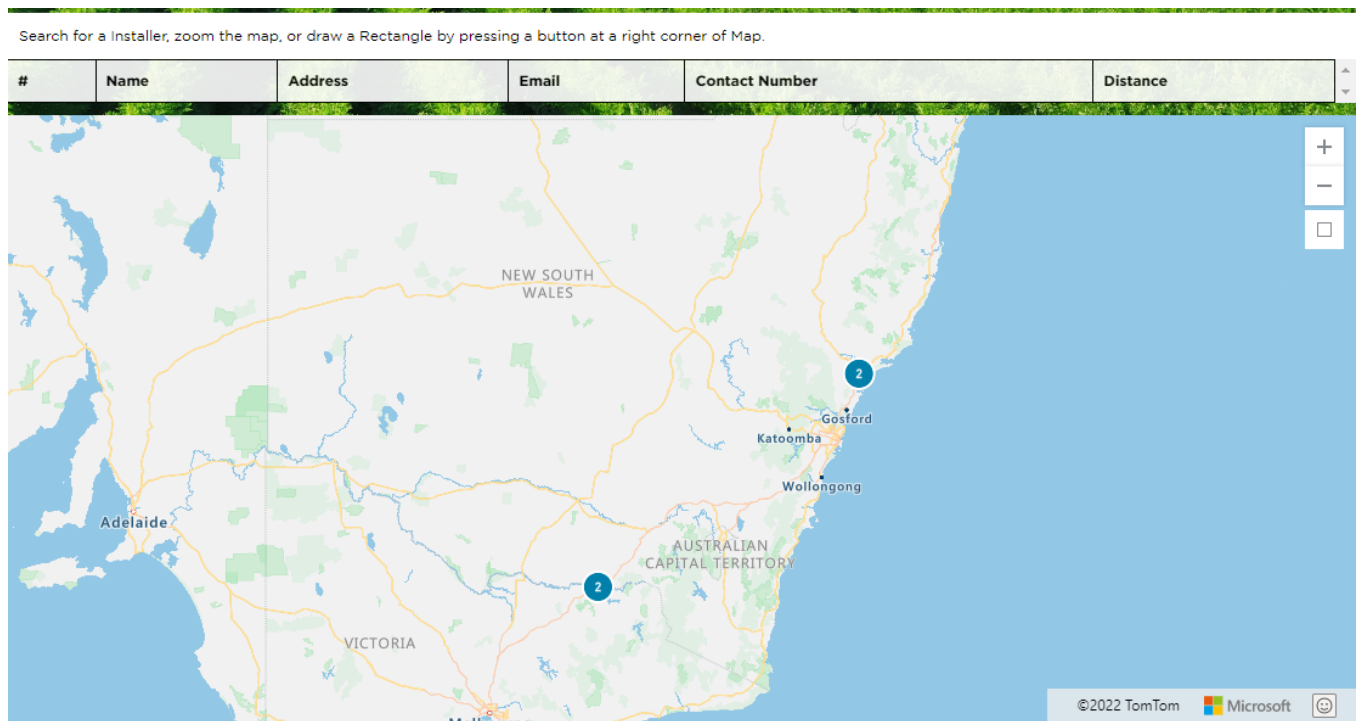


Click the *View installer location* button to view all installers that are currently registered in the Virtual Marketplace. You will be shown a table which lists the installers and their *Distance* in kilometres from your location.

**Note:** this table can be accessed through the *View installer location* button at any time.

| # | Name      | Address                   | Email                    | Contact Number | Distance |
|---|-----------|---------------------------|--------------------------|----------------|----------|
| 1 | Courtney  |                           |                          |                | 31.24    |
| 2 | Ian       |                           |                          |                | 47.5     |
| 3 | Hannah    |                           |                          |                | 56.18    |
| 4 | Jacinta I |                           |                          |                | 119.72   |
| 5 | Installer | Spring Street 2871 Forbes | installer001@yopmail.com | 9818578789     | 173.55   |

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.



If there are multiple installers at one location, you will see a blue circle with a number indicating how many installers 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).

| # | Name      | Address                   | Email                    | Contact Number | Distance |
|---|-----------|---------------------------|--------------------------|----------------|----------|
| 1 | Courtney  |                           |                          |                | 31.24    |
| 2 | Ian       |                           |                          |                | 47.5     |
| 3 | Hannah    |                           |                          |                | 56.18    |
| 4 | Jacinta I |                           |                          |                | 119.72   |
| 5 | Installer | Spring Street 2671 Forbes | installer001@yopmail.com | 9816576789     | 173.55   |

## Supplier location

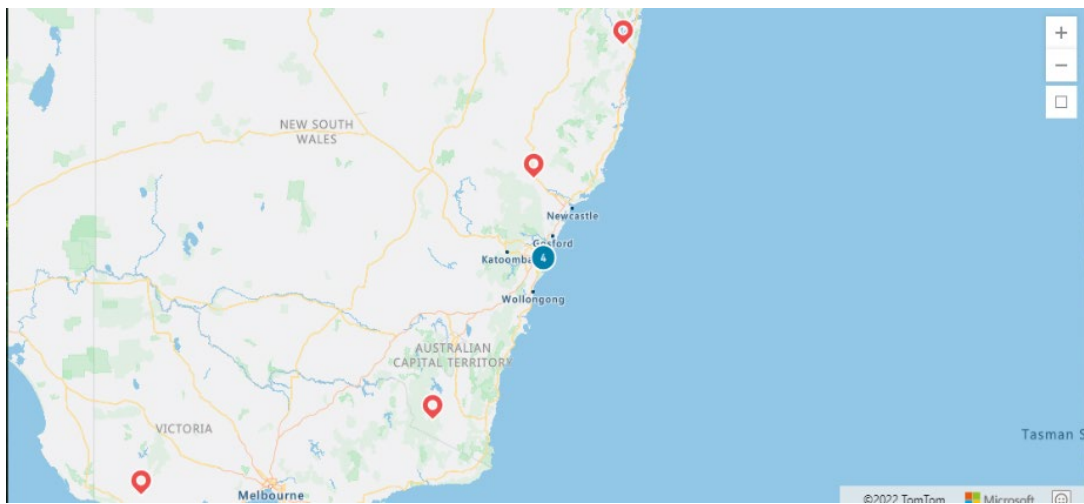
Click the *View supplier location* button to view all suppliers that are currently registered in the Virtual Marketplace.

The *View supplier location* screen operates the same as the *View installer location* screen.

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

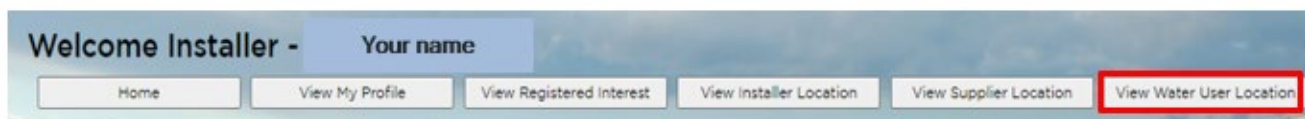
| # | Name          | Email Address                 | Distance | Address                      | Contact Number  | Location   |
|---|---------------|-------------------------------|----------|------------------------------|-----------------|------------|
| 1 | Supplier name | Supplier email address        | 456      | Supplier address             | Supplier phone# | See On Map |
| 2 | Darren Dion   | caceffekoyou-8326@yopmail.com | 580      | George Street 2150 Paramatta | 1254567891      | See On Map |
| 3 |               |                               | 590      |                              | 1234567891      | See On Map |
| 4 | Test Account  | testaccount09@silentgrid.com  | 588      | Victoria Street 2460 Grafton | 9923456787      | See On Map |
| 5 |               |                               | 595      |                              |                 | See On Map |

Click on the *See on map* button in the *Location* column to see where each supplier is located in a map view format.



## Water user location

Click on *View water user location* to view all water users that are currently registered in the Virtual Marketplace and who have agreed to share their data with other users.



The *View water user location* screen operates the same as the *View installer location* screen.

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

**View All Water User Details**

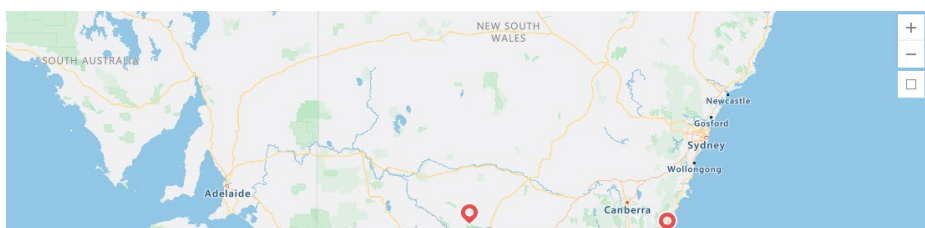
Search:

| # | Name            | Email Address                | Distance | Address            | Contact Number | Location   |
|---|-----------------|------------------------------|----------|--------------------|----------------|------------|
| 1 | Water User name | Water User email address     | 304      | Water user address | 56565000       | See On Map |
| 2 |                 |                              | 395      |                    |                | See On Map |
| 3 |                 |                              | 408      |                    |                | See On Map |
| 4 | Test Account07  | testaccount07@silentgrid.com | 410      |                    |                | See On Map |
| 5 |                 |                              | 411      |                    |                | See On Map |

Showing 1 to 5 of 19 entries

Previous Next


Click on the *See on map* button in the *Location* column to see where each water user is located in a map view format.





---

## User logout

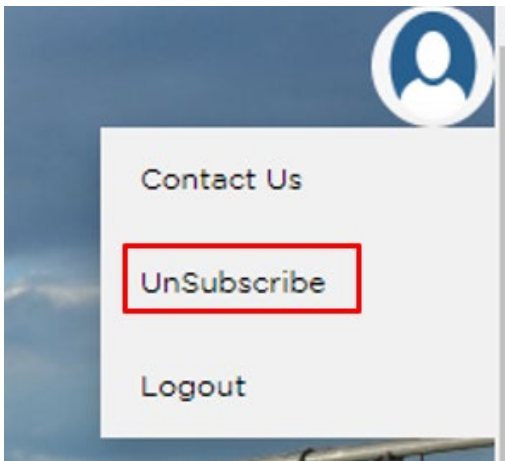
Under the profile icon  in the top right-hand corner of screen, click on *Logout* to log out of the Virtual Marketplace.

---

## 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](mailto:water.enquiries@dpie.nsw.gov.au) to reactivate your profile if you want to log in again.



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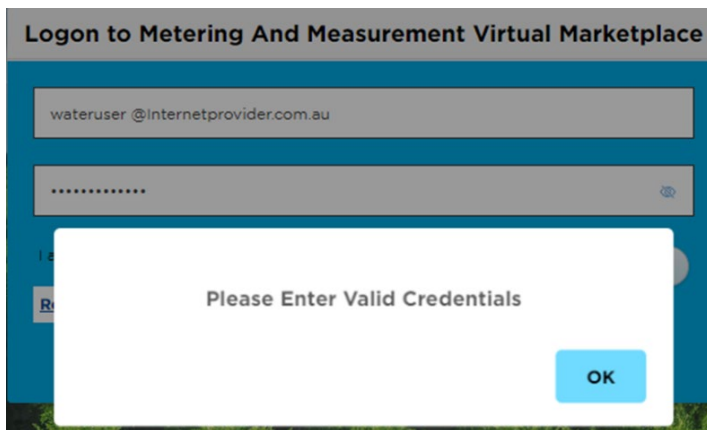
## Contact Us

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

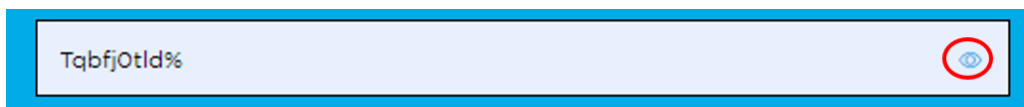
# Troubleshooting

## Incorrect email or password

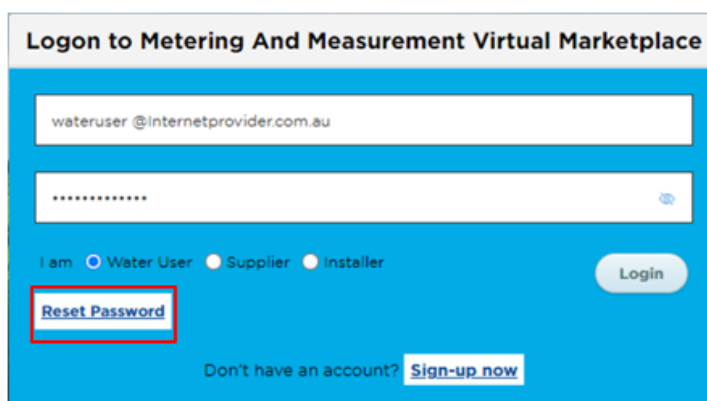
If you enter an incorrect password, when you try to login you will see the message below.



**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.

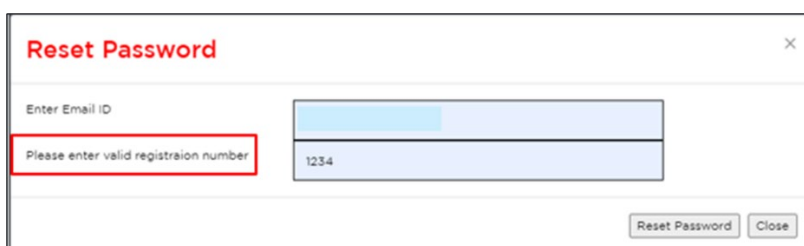


You can reset your password at any time by clicking on the *Reset Password* button.

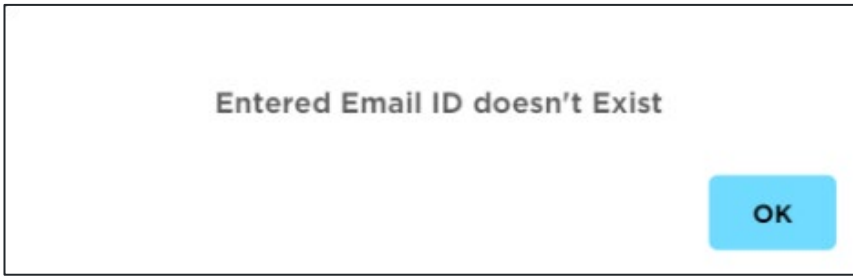


This will bring up the *Reset Password* window.

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

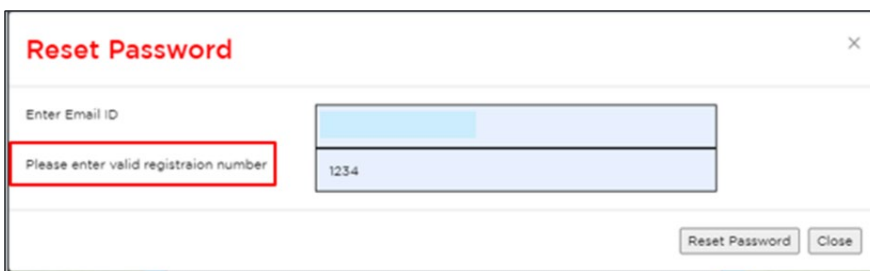


If there is an error in the email address or it does not match one registered in the Virtual Marketplace you will see the following message.



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

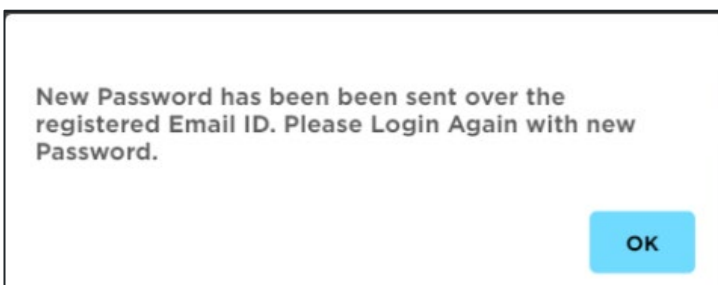
As a security feature, if you enter a registered email address you will be asked to enter the registration number associated with that email address.



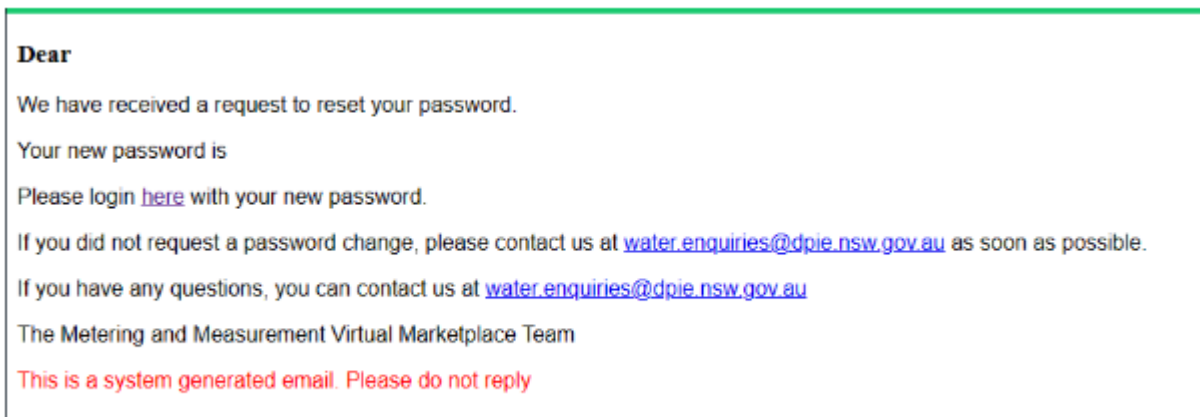
If you have incorrectly entered the registration number, or if you have entered the registration number associated with another email address, then you will see an error message asking you to enter a valid registration number.

Click *OK* and re-enter the correct registration number.

If the email address is registered and the registration 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.



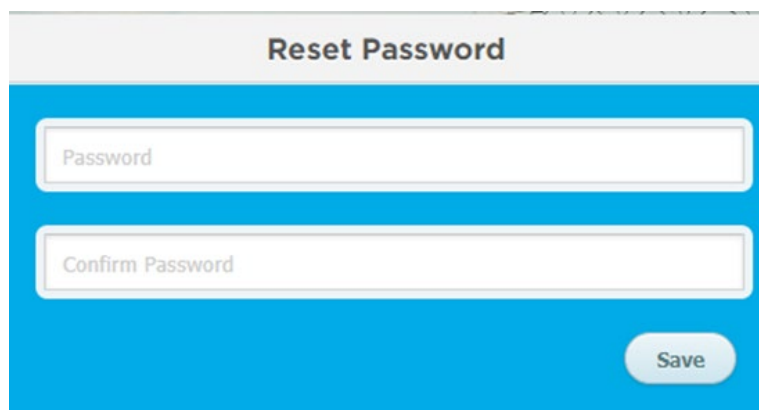
The email should look like what is shown below.



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" with a blue background. It features two input fields: "Password" and "Confirm Password". A "Save" button is located at the bottom right of the form.

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

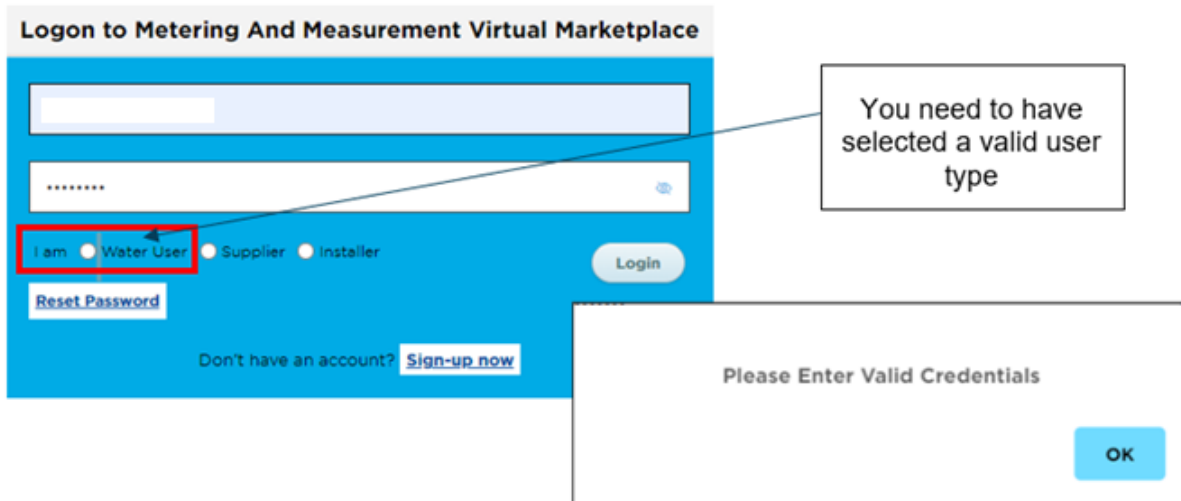
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## Invalid credentials error

### Error message

When trying to log in you may see 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.

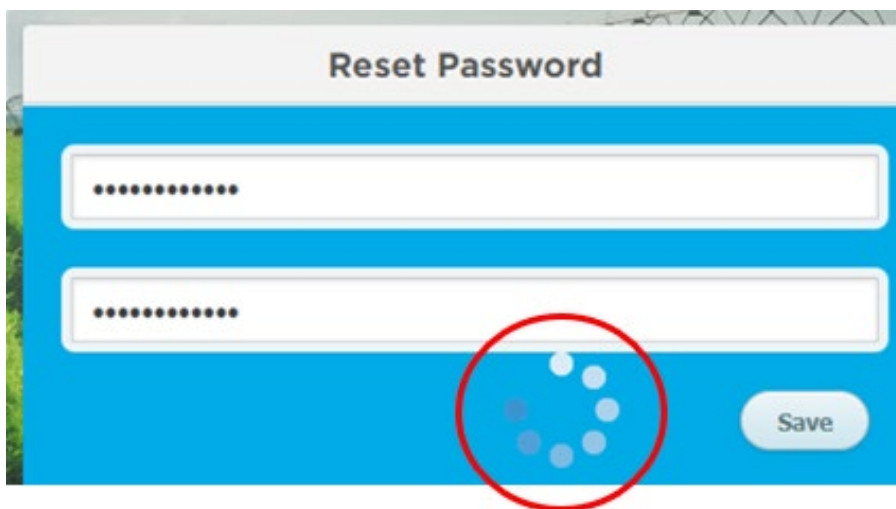


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## Spinning circles

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.



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## 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 \*

12-3458-78961

**Solution:** remove the spaces in the phone number.

Contact Number \*

12345878961

### 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](mailto: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.

## Registration number is already registered

**Error message:** *Registration number is already registered. Please contact [water.enquiries@dpie.nsw.gov.au](mailto:water.enquiries@dpie.nsw.gov.au).*

**Issue:** The system only allows a single registration number to be registered to a single email address. The same email address cannot be used for multiple registration numbers. Similarly, installer registration 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 registration number or email address of a currently registered pairing, you will need to contact Water Enquiries at [water.enquiries@dpie.nsw.gov.au](mailto:water.enquiries@dpie.nsw.gov.au).