User Manual:
CONSULTANTS

e-WULAAS
Electronic Water Use Application and Authorisation System

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Table of Contents

1 Overview

e-WULAAS (Electronic Water Use Licence Application and Authorisation System) has a twofold objective:

Firstly to provide an online portal to DWS clients to register and subsequently submit their water uses alongside the current paper based system.

Secondly the system will provide an internal web based interface for the authorisation staff to manage, coordinate, track and finalise the authorisation processes of registered water uses culminating in the issuing of a water use licence.

This document focuses on the actions of the Water Use Applicants (Consultants) during the online application process. The main actions of the Applicant are to
- *Register a Water Use Profile*
  - *As an consultant on behalf of a water use applicant*
- *Complete and submit the application online*
  - *Phase 0 – Prepare and submit the Pre-application Enquiry*
  - *Phase 1 – Prepare and submit the Application information (Administrative Documents, Water Uses and Property Details)*
  - *Phase 2 – Confirm the Site Inspection meeting (where relevant)*
  - *Phase 3 - Prepare and submit the Technical Documents and Water Use Registration Forms (where relevant)*
- *Receiving the Decision Document.*

2 Accessing the e-WULAAS system

The e-WULAAS system is available at http://www.dwa.gov.za/ewulaas/ or through the DWS website.

- To access it through the DWS website go to http://www.dwa.gov.za. Click on the **Go to website** link to open the DWS Home Page.
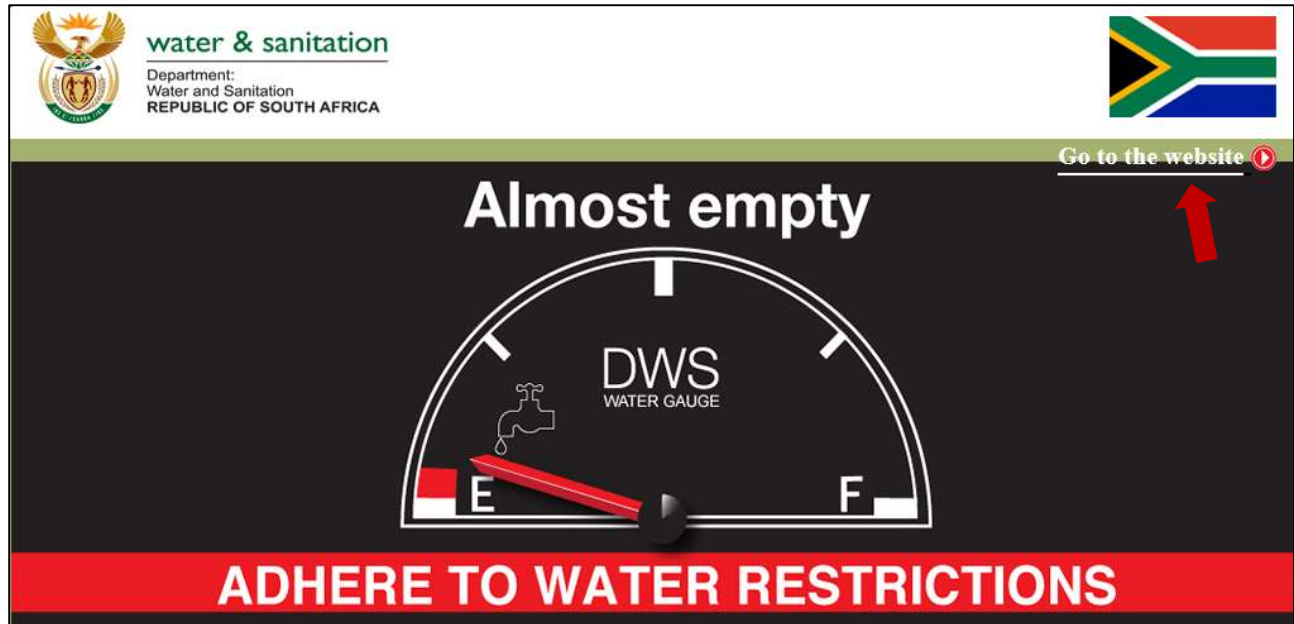
- Scroll down to the RELATED LINKS section and click on the **Apply for Water Use Licence Online** link to open the e-WULAAS Landing & Information Page.

- The e-WULAAS Landing & Information Page provides the following information –
    - Overview of the Water Use Authorisation process.
    - Overview of the Water Use Licencing process.
    - Documents.
    - Customer Support.
    - Link to the Online Application Portal. Click on the **Online Portal** button to open the application portal.

- The e-WULAAS Online Portal front page provides the following functionalities –
    - Login with e-mail and password after the profile registration (A)
    - Password recovery (B)
    - Register a Water User Profile (C)
    - Links to the e-WULAAS and DWS Landing pages, Contact Us and Frequently Asked Questions (D).

3 Register a profile as a Consultant

3.1 Profile registration

- Open the e-WULAAS Online Portal page (refer sec 2) and select **Not Registered?**
- The **e-WULAAS Profile Registration** page opens. Select the *Register as a Consultant* option to apply for water uses on behalf of other water users (clients).
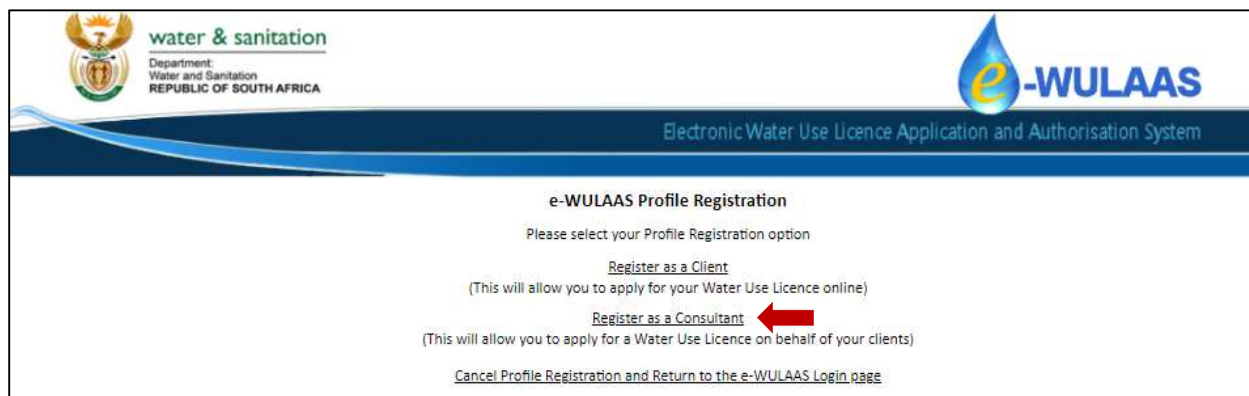
- The **Consultant Profile Registration** page opens

- Start the process by entering the e-mail address (of the consultant) in the e-mail textbox and click on the CONTINUE button. The process can be cancelled any time by clicking on

the <u>Cancel Profile Registration and Return to Login</u> link. (Note: if you do not have an e-mail address or access to online facilities, please contact your nearest DWS Office for assistance).

- The system verifies the e-mail address provided as only one can be linked to a profile owner. If the e-mail address is already linked to a profile, a pop-up alert will notify you to the effect. Follow the prompts on the screen or contact the Support Desk for further assistance.
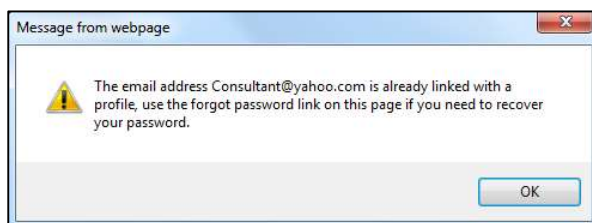
- If the e-mail is not already linked to a profile, the **Consultant Profile Registration** page opens. Complete the information on the page and submit.

- Click on the SUBMIT button. A password activation e-mail is forwarded to you.
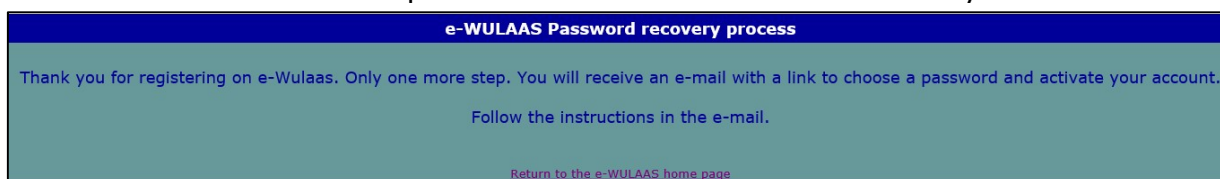
3.2 Profile activation

After the profile has been created the password activation e-mail is forwarded to you.
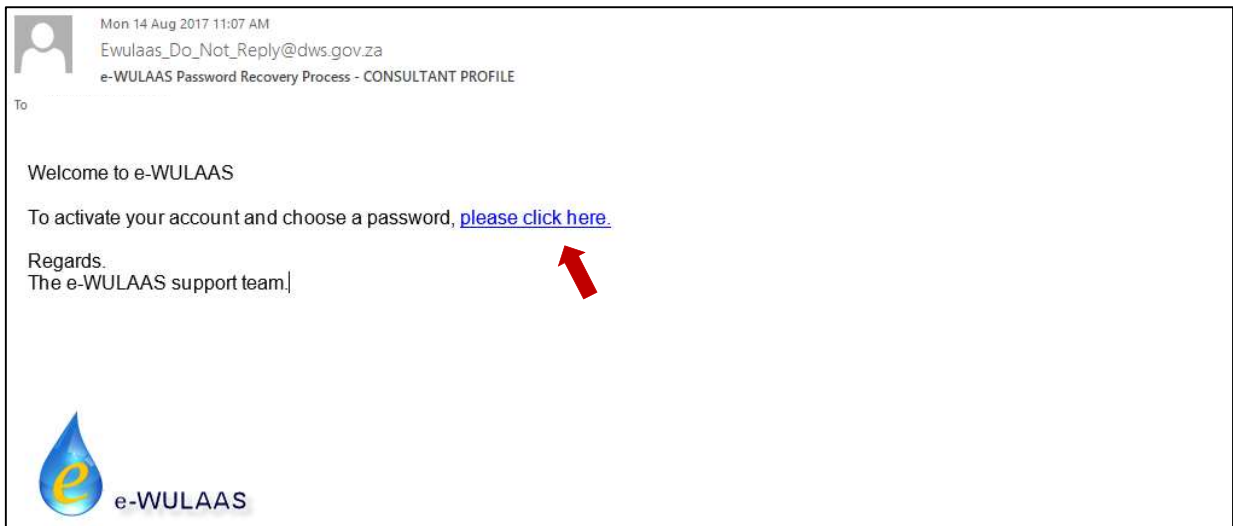
- Click on the link in the e-mail message to activate your account.
- Some e-mail software might perceive the link in the message as a security threat and will de-activate the link and display the following warning message at the top of the message:
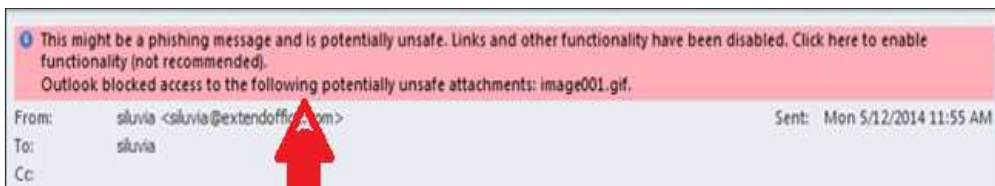
  o To activate the link right click on the message and select "Enable links" option.
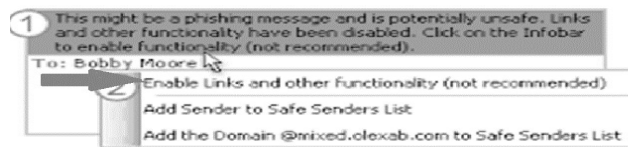
- The **e-WULAAS Confirm Password** page opens, displaying the cell phone number used during the profile registration process (A).

- Click on the REQUEST PIN CODE button (B). A secure PIN Code is send to the cell number provided during the profile registration process.

- The PIN number Verification pop-up screen opens. Add the code to the PIN Code textbox (C) and click on the VALIDATE PIN button (D).
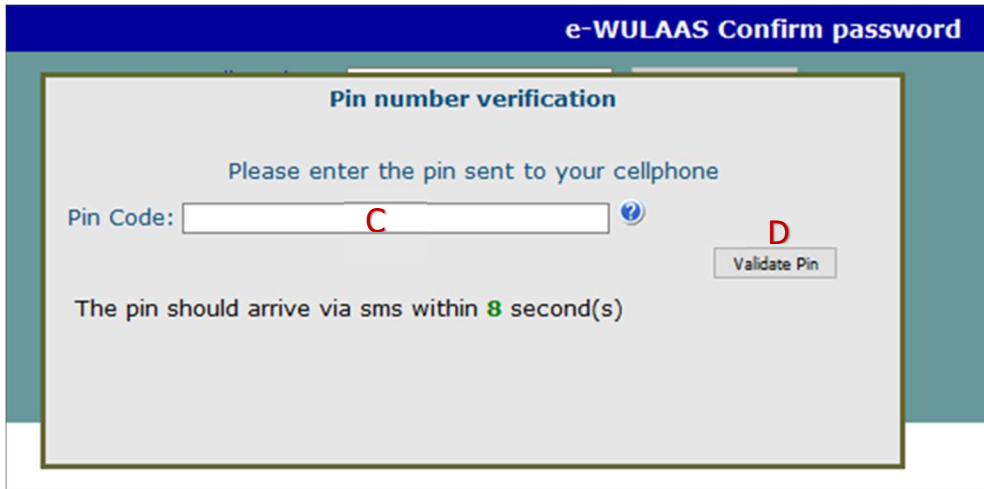
- The **e-WULAAS Confirm Password** page opens again with the password fields activated. Add (E) and confirm the password (F).

- Click on the SAVE PASSWORD button (G). You can now login to the system and start the water use application process.

4 How to login to the system

4.1 Logging in

- Open the e-WULAAS online portal page (refer to sec 2).
- Enter your e-mail address in the **e-Mail address** textbox (A).
- Enter your password in the **Password** textbox (B).
- Click on the LOGIN button (C).
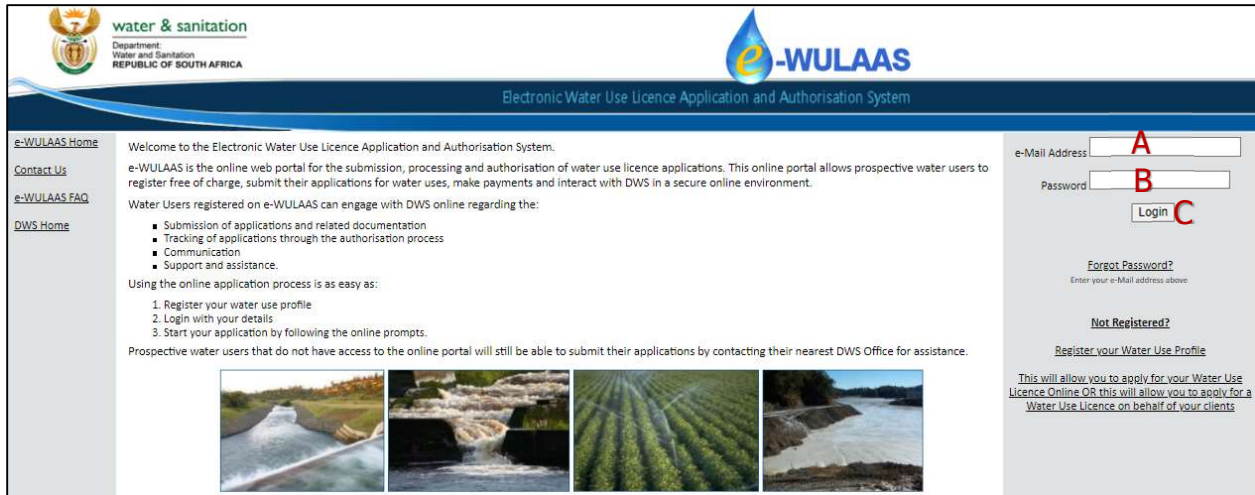
4.2 Forgot your password

- To recover a forgotten password type the e-mail address in the **e-Mail address** text box (A) on the e-WULAAS home page and click on the Forgot Password? link (B).

- The link opens the **e-WULAAS Password recovery process** message and sends a password recovery e-mail.

- The e-mail message contains a hyperlink directing you to the **Change Password** page.
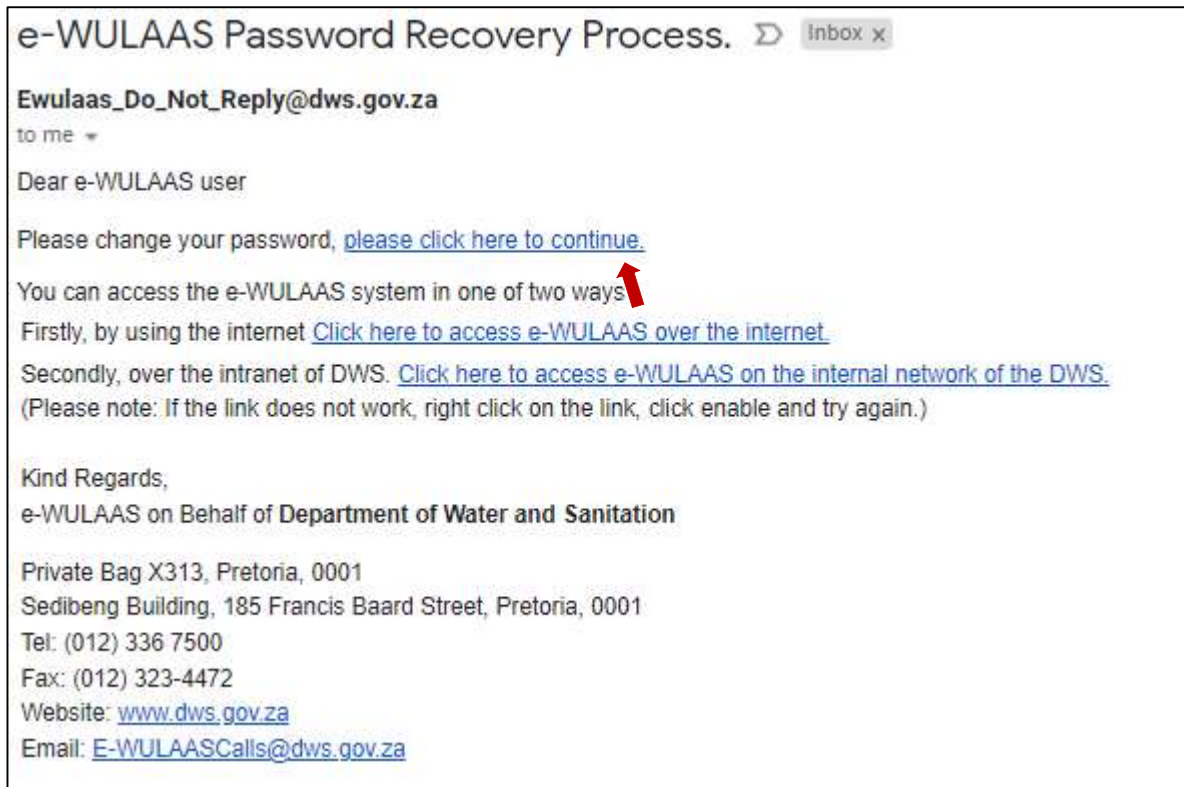
- Click on the link in the e-mail to confirm the registration and set the password.
- The link opens the **e-WULAAS Confirm password** page displaying your cell number as captured during the user registration process (A).

- Click on the REQUEST PIN CODE button (B). A secure PIN Code is send to the cell number provided during the profile registration process.
- The PIN number Verification pop-up screen opens. Add the code to the PIN Code textbox (C) and click on the VALIDATE PIN button (D).

- The **e-WULAAS Confirm Password** page opens again with the password fields activated. Add the password (E) and confirm it (F). Click on the SAVE PASSWORD button (G).
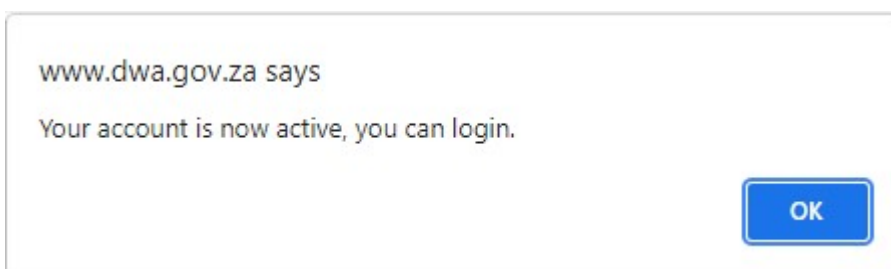
- The password set confirmation pop-up opens. Click the OK button on to return to the Home page to log in with the new password.

5 Create a link to a Client and an application

The next step is to register a client on your profile. The purpose of the **Link Clients** page is to register a new client and to request the client be added to your profile. The request, including the appointment letter, is forwarded to the Department for approval. The application section, where details of the water uses are captured, will be available once the client link request has been approved.

- After login click on the Consultant menu option.
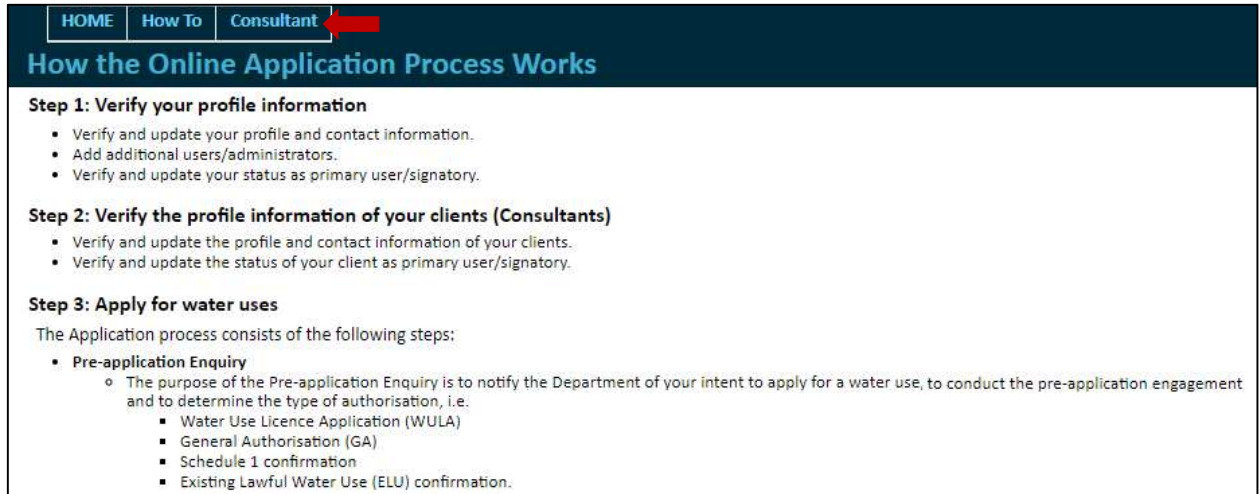
- The Consultant sub-menu opens. Select the <u>Link Client</u> sub-menu option.
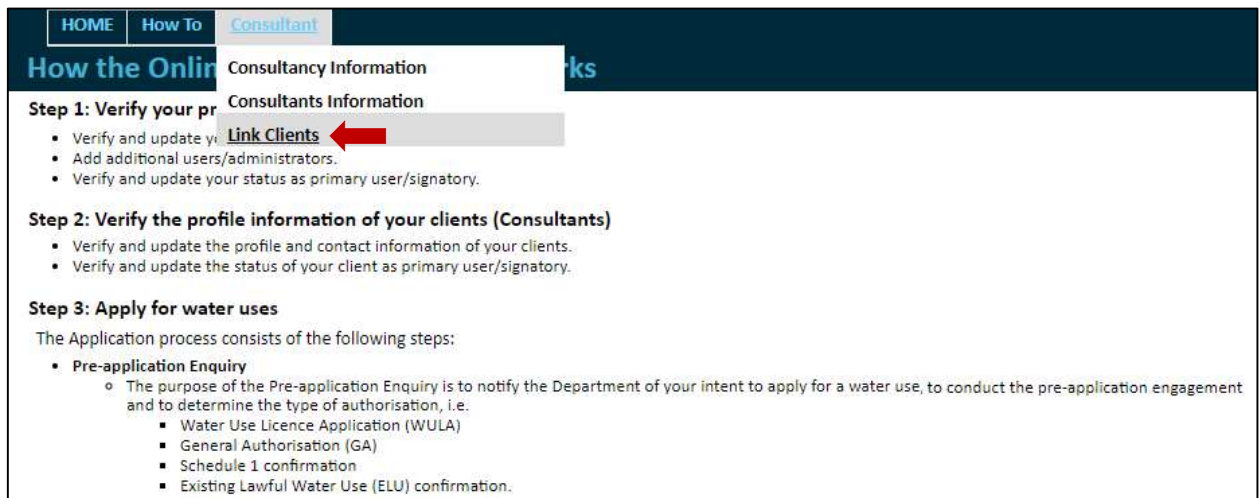
- The Link Clients page opens. Click on the REQUEST LINK TO CLIENT button.

- The Guidelines pop-up page opens. The pop-up page provides requirements for the Appointment Letter and Power of Attorney Letters as well as links to examples of the letters. Close the pop-up to open the Request Client Link page.

GUIDELINES

The following documents must be provided by a Water Use License Application Consultant in order to apply for water use on behalf of the potential or existing water user:

- Letter of Appointment, OR
- Power of Attorney

Letter of Appointment *(Click on the Hyperlink to see example of the Appointment letter)*

The appointed person is permitted to begin a new application, complete the ensuing process, but is not permitted to submit or sign-off the application on behalf of the applicant at any stage of the application process.

This letter must meet the following requirements:
- Clearly state the names of both parties
- Be printed on the contracting organization's letterhead (Applicable to companies/Not applicable to individuals)
- Specify the appointment start and end dates
- Be signed by both parties, including the date of signature

Power of Attorney *(Click on the Hyperlink to see example of the Power of Attorney/Proxy Letter)*

The selected or appointed person has the power to initiate new applications, complete processes, sign-off and submit applications on behalf of the applicant at any stage of the application process.

This letter must meet the following requirements:
- Clearly state the names of both parties
- Be printed on the contracting organization's letterhead (Applicable to companies/Not applicable to individuals)
- Specify the appointment start and end dates
- Outline the provisions of the Power of Attorney
- Be signed by both parties, including the date of signature.

- **The Request Client Link page.**

Request Client Link

Please supply the following information to link a Client/Water User

Client and Application Information

Province of Client's Main Activities / Operations	▾
Client Type	▾
Type of Application	▾
Proposed Name for Application (Max 100 characters - Example: Sandworks on Vaalriver)	
Summary of Water Uses (Give a list of the water use relevant to this client link)	
Brief Summary of the Client's Activity	
Property Description Ex. Portion 13 of Spitzkop 147	
Registration number (if any) As appears on the Water Use Registration Certificate	
DWA Regional Office	▾

- Complete the information. Please take note of the following:
  - The client's contact details should be captured under the *Client Contact Person* section, and not the details of the consultant

Client Contact Person

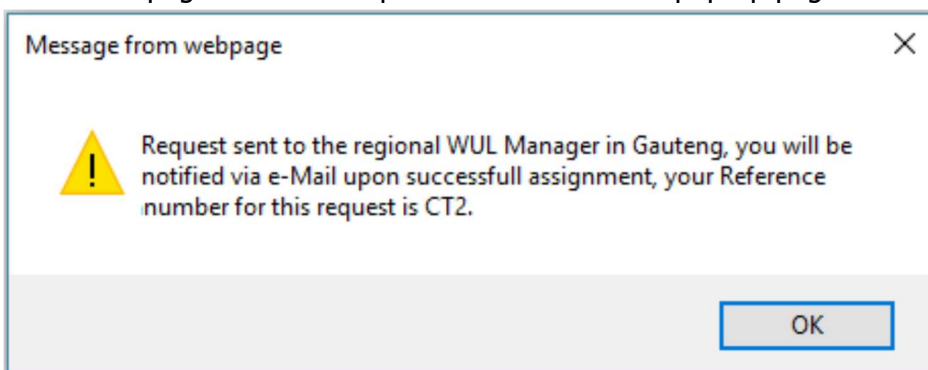|	
Contact Person Name	
Contact Person Surname	
Contact Person Email	
Cell Number (Eg. +27895555555)	
Tel Number	

  - The Appointment/Power of Attorney letter should contain the following information:

- Details of the client/applicant, i.e. Name, ID number, designation, company name and registration number.
- Details of the consultant, i.e. Name, ID number, name of the consultancy.
- Details of the water use application/project, i.e. description, start and/or end dates.
- Signed by the client/applicant.

Appointment Document

Power Of Attorney given by Client	No ▾
Appointment Letter / Power of Attorney Letter from Client	Choose File | No file chosen
Appointment Start Date	▾
Appointment End Date	▾

- Submit the link request by clicking on the SUBMIT LINK REQUEST button. The Request Client Link page closes and opens the Confirmation pop-up page.

Message from webpage ✕

⚠ Request sent to the regional WUL Manager in Gauteng, you will be notified via e-Mail upon successfull assignment, your Reference number for this request is CT2.

OK

- Click on the OK button. An e-mail notification is send to the Department.
- The link request will be in pending mode until it has been approved and will be listed under the PENDING section of the Link Clients page
- You will receive an e-mail notification once the link request has been approved or declined.

Dear Consultant

You have requested to be link to the client : 1345/99

Your reference number for the request is : CT2

Your request have been approved, you can proceed to apply for water use on behalf of the client.

You can access the e-wulaas portal from the DWS website : www.dws.gov.za/ewulaas

Thank you,
e-WULAAS Team

- After the link request has been approved, the application main menu items (A) are activated and the application is ready for processing. The next steps would be to update the Consultancy and Client information.

6 Updating Consultancy information

After login the system opens on the **Application Start/How To** page displaying the main menu which is always at the top of all the pages.

| A | HOME | How To | Consultant | Client | Applications | Withdraw | Cancel Licence | Status | Correspondence | Support | Logout |

How the Online Application Process Works

Step 1: Verify your profile information
- Verify and update your profile and contact information.
- Add additional users/administrators.
- Verify and update your status as primary user/signatory.

- Main menu (A):
    - How to – summary of the process
    - Consultant – contact information of the consultant/s
    - Client – page to submit client/application link requests
    - Applications – pages to add and submit the water use/s being applied for
    - Withdraw – facility to withdraw applications
    - Cancel Licence - facility to cancel licenced applications
    - Status – progress record of the application
    - Correspondence – record of all communication regarding an application
    - Support – facility to contact the Department for support
    - Logout.

The first step after profile registration is to complete the information about the consultancy on the **Consultancy Information** and **Consultants** pages.

6.1 Updating Consultancy information

The purpose of the **Consultancy** page is to provide information about the consultancy (company). The link to the **Consultancy** page is under the CONSULTANT menu option.

The following information is required:

- Registration number of the Consultancy
- Name of Consultancy
- Postal Address of the Consultancy
- Postal Code – please select from the list
- Residential Address of the Consultancy
- Residential Code – please select from the list
- Telephone number for the Consultancy
- Website details (optional).

6.2 Adding Consultant information

The purpose of the **Consultant Information** page is to manage access for consultants that will have access to the applicant's profile and applications. The link to the **Consultant Information** page is available under the CONSULTANT menu option. Staff members or consultants can be added as users/administrators to assist with the application.

The **Consultant Info** menu will only be available after a client link has been approved (Refer to section 5. Create a link to a Client and an application). The name of the consultant that created the profile is displayed on the **Consultant Info** page (A).

- Update your contact information and add the signatory status:
    - Complete and/or change the information displayed in the form (B).
    - Select the relevant Signatory Rights option (C).

        - Select the first option if you have received a Power of Attorney from the applicant to sign the documents and application on their behalf
        - Select the second option if you have received only an Appointment Letter and may not sign on behalf of the applicant.
    - Click on the SAVE INFORMATION button (G) to save the changes to the system.

- Add additional users/members to have access to the applications on your profile (main profile):
    - Click on the ADD CONSULTANT button (D).
    - Complete the information required in the form (B).
    - Click on the SAVE INFORMATION button (G) to save and add the new user to the profile
    - Note: The new user could either login with the main profile details or with their own profile details, e.g. username (email address) and password
    - To activate the profile of the new user to login with their own profile details, click on the CHANGE PASSWORD (F) button (refer to the *Change the passwords of the users* section below).

- Enable or Disable a user from the profile:
  - Select the applicable user from the user list (A).
  - Click on the REMOVE CONTACT button (E) to save the changes to the system.

- Change the passwords of the users:
  - Select the applicable user from the user list (A).
  - Click on the CHANGE PASSWORD button (F).
  - A message is sent to the registered e-mail address of the user. The user is to activate the password as per usual. (Refer to section 4.2. Forgot your password).

7 Updating the Client's information

The purpose of the clients pages (**My Client/Client Contacts**) is to provide the details of the client (the legal entity to which the Decision document is issued). The **My Client: Water Users** and **Client Contacts** menu items become available after the client link request is approved. The menu options are available under the CLIENT main menu option.

7.1 My Client: Water User information

The purpose of the **My Client: Water User** page is to capture the details of the client. Note that the name of the client is listed on the **My Client: Water User** page only after the client link request is approved (Refer to section 5. Create a link to a Client and an application). The **Client: Water User** menu option is available under the **Client** main menu option.

Select the client from the Water User(s) List (A) and complete the information in the form (B).

- Select the **Equity Status** from the drop-down list (C)

> B: BBBEE (HDI Owned Companies)
> Gov (Spheres of Government)
> HAI (Historically Advantaged Individuals)
> HDI (Historically Disadvantaged Individuals)
> SOE (State Owned Entities)
> W: BBBEE (HAI owned companies complying with BBBEE standards)

- Select the **Province of Main Activities/Operations** from the drop-down list (D).
- Select the **Type of Water User** from the drop-down list (E). More information is requested based on this selection in the **Please provide the following information** section (F):

> Company, business, partnership or community
> Individual
> National Department
> Provincial Department or Local Gov.
> Water Services Provider
> Water User Association
> WULA Consultant

   o If Company, Business, Partnership or Community:

   Please provide the following information.

Type of Company, Business, Partnership or Community	23 CLOSE CORPORATION
Registration Number Valid formats for validated numbers: YYYY/NNNNNN/NN	2010/123446/23
Registered Name of Company, Business, Partnership or Community	Shantellini CC
Trading as Name	Shantellini
Date Established	05-Apr-2005
Country where Established	South Africa

   o If Individual:

   Please provide the following information.

Title	Mrs
Initials	J
Full Names	Janet Frasier
Gender	Female

   Do you have a valid South African ID? ● Yes ○ No

ID Number	630209123|7083 ×

   Birth Date: 9-2-1963
   Gender: Female
   SA Citizen: Yes

   o If National Department:

   Please provide the following information.

Select the National Department	

o If Provincial Department:

Please confirm the following information.

Select the Provincial Department [▼] ?

o If Water Service Provider:

Please provide the following information.

Select Water Service Provider [▼] ?

Is the Water Service Provider a Billing Agent? ⦿ No   ◯ Yes

o If Water User Association:

Please provide the following information.

Select the Type of Water Use Association [▼] ?

Select Water Use Association [▼] ?

Is the Water Use Association a Billing Agent? ⦿ No   ◯ Yes

- Click on the SAVE INFORMATION button (G) to save the information.

7.2 Client Contact details

The purpose of the **Client Contacts** page is to capture the contact and signatory details of the client (the legal entity to which the Decision document is issued). The **Client Contacts** menu option is available under the **Client** main menu option.

CLIENT CONTACTS & SIGNATORIES

Ms Kamogelo Maditsi (Main Contact Person)

A

Title
Ms [▼] ?

First Name
Kamogelo ?

Surname
Maditsi ?

Initials
K ?

Postal Address
Postal Address ?

Postal Code 0001 ?

Residential Address
Residential Address ?

E **F**
Add Contact   Remove Contact

Residential Code 0001 ?

C
☑ I am the Main Contact Person for Water User **WSP : CAPE WINELANDS DISTRICT MUNICIPALITY** ?

Signatory Rights ?
D
◯ I am a Director of a Company, Individual or Designated Signatory and therefore HAVE Signatory Rights.
⦿ I am a Director/Client Contact Person, and DO NOT have Signatory Rights (Power of Attorney).

B
Do you have a valid South African ID?
◯ Yes ⦿ No

Select Country
South Africa [▼] ?

Passport Number
SA4321P ?

Cell No. (Eg. +27895555555)
+27895555555 ?

Tel No.
+27895555555 ?

Email.
kamogelo@mail.com ?

Capacity/Position/Job Title
Official ?

Website (optional)
?

H   **G**
Change Password   Save Information

To add the contact details of the client:
- Click on the ADD CONTACT button (E).

- The **User Contact E-mail Verification** window opens.

Script Prompt:	OK
Please enter the e-Mail address of the contact.	Cancel

- Add the e-mail address of the new user and click on the OK button. A *New Member* place holder is added to the Client List (A).
- Select the user and complete the information required in the form (B).
- Select the **Make Primary Contact** option (C). The function of the *Make Primary Contact* option is to indicate the person as the legal entity to which the Decision document is to be issued and the person with whom *you* will communicate. (Refer to section 8.1 Application Information).

> ☑ I am the Main Contact Person for Water User

- Click on the SAVE INFORMATION button (G) to save and add the new user to the system.
- To change the password, click on the CHANGE PASSWORD button (H). An e-mail message will be send to the client with instructions to update the password. (Refer to section 3.2 Profile activation).

7.2.1 Adding Signatory information

The purpose of the Signatory Rights section (D) is to indicate the signatory authority of your client for the application.

7.2.1.1 Authority to sign

- If you did not receive Power of Attorney to sign and submit on behalf of your client, select the first option. This option indicates that your client is the authorised signatory will therefore login to sign and submit the application.

> Signatory Rights ❓
> ○ I am a Director of a Company, Individual or Designated Signatory and therefore HAVE Signatory Rights.
> ◉ I am a Director/Client Contact Person, and DO NOT have Signatory Rights (Power of Attorney).
>   I   H   G
> [Notify Signatory]   [Change Password]   [Save Information]

- Save the information by clicking on the SAVE INFORMATION button (G). The NOTIFY SIGNATORY button (I) is activated and displayed.
- Click on the NOTIFY SIGNATORY button (I) to notify the signatory (your client) to activate their profile. The signatory will receive an e-mail notification to create a password and to activate the profile (Refer to section 3.2 Profile Activation).

From: Ewulaas_Do_Not_Reply@dws.gov.za [mailto:Ewulaas_Do_Not_Reply@dws.gov.za]
Sent: 11 November 2018 01:08 PM
To: Signatory
Subject: e-WULAAS User Notification.

Dear e-WULAAS Signatory

XYZ created you as a Signatory on the e-WULAAS System.

To activate your account and choose a password, please click here.

Contact XYZ for more information on +2712555555 / name@mail.com

Regards.
The e-WULAAS support team.

- When this option is selected, the client's details will be added to the *Authorised Signatory for Application Submission* drop-down list on the **Application** page.

Application Information (mandatory fields is indicated with a *)
*Authorised Signatory for Application Submission	Mr George Hammond ⌄ 🔵 Add New Authorised Signatory
*Primary Contact Person for Application	Dr Janet Frasier ⌄ 🔵 Add New Primary Contact
*Type of Application	New Application ⌄

- Select the client's name from the list to set the client as the signatory or select your name if you have received the Power of Attorney so sign on behalf of your client. The person indicated here will be able to sign and submit the application. The name of the designated signatory will only be listed here when that person has been indicated as the signatory at the Signatory Rights section on the **Client Contacts & Signatories** and/or **Consultant Info** pages.

7.2.1.2 Power of Attorney

- If you receive Power of Attorney to sign and submit on behalf of your client, select the second option. This option indicates that you are the authorised signatory and not your client. You will therefore be able to sign and submit the application.

Signatory Rights ❓

○ I am a Director of a Company, Individual or Designated Signatory and therefore HAVE Signatory Rights.
● I am a Director/Client Contact Person, and DO NOT have Signatory Rights (Power of Attorney).

Change Password	Save Information

- When this option is selected, your name will be added to the *Authorised Signatory for Application Submission* drop-down list on the **Application** page.

Application Information (mandatory fields is indicated with a *)
*Authorised Signatory for Application Submission	Dr Janet Frasier ⌄ 🔵 Add New Authorised Signatory
*Primary Contact Person for Application	Dr Janet Frasier ⌄ 🔵 Add New Primary Contact
*Type of Application	New Application ⌄

8 Capturing the application information

The next step is to provide specific information about the water uses being applied for. The **Applications** section starts on the **Pre-Application Water Use Enquiries/Current Water Use Applications** page where a summary of the applications are provided and where new applications are added, updated or removed. It is available under the **Applications** main menu option.

The **Applications** process consists of four (4) phases:

- Pre-application Enquiry phase where details of the intended water use(s) are provided.
- Phase 1 is the Application Phase (A) where more details about the water uses are provided (applicable to both Licence and GA applications).
- Phase 2 is the Site Inspection Confirmation Phase (B) (applicable to Licence applications only).
- Phase 3 is the Technical Report Phase (C) where additional technical documents are uploaded and the water use registration forms captured (applicable to Licence applications only).

Each phase is completed and submitted separately and in sequence to the Department. Each new phase becomes available after an action by the Department. An e-mail message will notify you when the next phase becomes active.

8.1 Pre-Application Enquiry Phase

The purpose of the **Pre-application Enquiry** phase is to notify the Department of your intention to apply for a water use and to provide general information about the application. A pre-application consultation meeting will be arranged after submission to determine the extent of the application and the relevant type of authorisation process, i.e. Licence or GA application.

The **Pre-application Enquiry** page provides the following information and functionality
- A list of existing clients (Water Users) and its related applications/projects (A)
- Add or remove new clients and applications (B)
- Information about the selected application/project (C)
- Save the application information (D)
- Submit the Pre-application Enquiry (E).

After the Client Link Request is approved (refer to section 5 Create a link to a Client and an application) the client is added to the Water User List. The next step is to firstly add the client contact details (refer to section 7.2 Client Contact Details) and to then complete the application information.

8.1.1 Adding the Pre-Application Enquiry Information

- To add the information for the new application select the relevant water user from the Water User(s) list (A) and click on the ADD NEW PRE-APPLICATION ENQUIRY button (C)

- The new application is added to the Application List (B) and a blank Application Information form (D) is opened. Add the missing information.

- Specify the signatory for the application by selecting the relevant person from the **Authorised Signatory for Application Submission** drop-down list (E). To change or add another signatory click on the Add New Authorised Signatory link. (refer to sec 7.2.1).
- Specify the person with whom the Department/system will communicate by selecting the relevant person from the **Primary Contact Person for Application** drop-down list (F). To change or add a new primary contact person click on the Add New Primary Contact link. (refer to sec 7.2).
- Select the **Application of Type** from the drop-down list (G).

*Type of Application	New Registration
	Minor Change
	Formal Ammendment

- Add a descriptive name for the application in the **Application Name** text box (H).

*Application Name | Pegasus Park Development

- **Why are you applying for a Water Use Application** text box (I). [Note: It is no longer required. Information from legacy applications will be displayed.]

*Why are you applying for a Water Use Application? | Water supply to the development

- **What is the Main Activity that will take place for this Application** text box (I). [Note: It is no longer required. Information from legacy applications will be displayed.]

*What is the Main Activity that will take place for this Application? | Abstraction and storage

- Provide the main purpose for the application. Select the **What is the Main Purpose of the Application** button (J). The **What is the Main Purpose of the Application** pop-up page opens.

What is the Main Purpose of the Application?

a. Taking of Water from a Resource

☐ for Irrigation   ☐ for Domestic   ☐ for Mining
☐ for Agricultural   ☐ for Industrial   ☐ for Development

b. Storage of Water

☐ In Stream   ☐ Off Stream

c. Working in or near a Water Course/Drainage Line

☐ Impeding/Diverting Flow   ☐ Changing the Beds/Banks   ☐ 500m from a Wetland

d. The Application is made up in terms of Appendix D2 of the GA

☐ Yes

e. Discharge of Water containing Waste

☐ Through Irrigation   ☐ Through On-Site Storage   ☑ Through Release to River

Cancel | Next

  o Select the relevant option/s on the page and click the NEXT button. Provide the relevant information regarding the selection/s on the pop-up page.

o Select the COMPLETE button to complete the process and save the information. The information is displayed in the **Main Purpose** textbox (K). The detailed information for each purpose is available on the **Main Purpose** pop-up page. To open the **Main Purpose** pop-up page and view the information, select the MAIN PURPOSE button.

o The CANCEL button cancel the actions and returns to the main page.
  Provide the **Distance to the Nearest Watersource (km)** (L).

- **Total Volume (Cubic Meters/Year) and Total Discharge Volume (Cubic Meters/Year)** (M). [Note: It is no longer required. Information from legacy applications will be displayed.]
- Select the relevant sector from the **Primary Sector** drop-down list and the main activity from the list (N).

- Indicate the beneficiaries from the water uses in the **How many People will Benefit from the Acquisition of the WU Licence** table (O).

Describe the Equity & Gender Status of the Prospective Beneficiaries

Equity/Status Total Number		Gender Total Number		Total Number	
Black	0	Male	0	Female	0
Coloured	0	Male	0	Female	0
Indian	0	Male	0	Female	0
White	0	Male	0	Female	0
Youth	0	Male	0	Female	0

Save Information   Cancel

- Add a brief description of the application activities in the **Description of Activities in Relation to the Water Use Application** textbox (P).

*Description of Activities in Relation to the Water Use Application (for what purpose)

Abstraction from two boreholes and storage for water supply to the development

- Indicate the **Location of the Main Activity** of the application:

Location of Main Activity
*Step 1 - Select the Nearest Town where the Main Activity is taking place
*Step 2 - Select the Nearest Point where the Main Activity is taking place
Latitude   Longitude   Show Map   Remove Coordinates

  o Step 1: Search for the town from the **Nearest Town where Main Activity is taking place** pop-up page (Q).
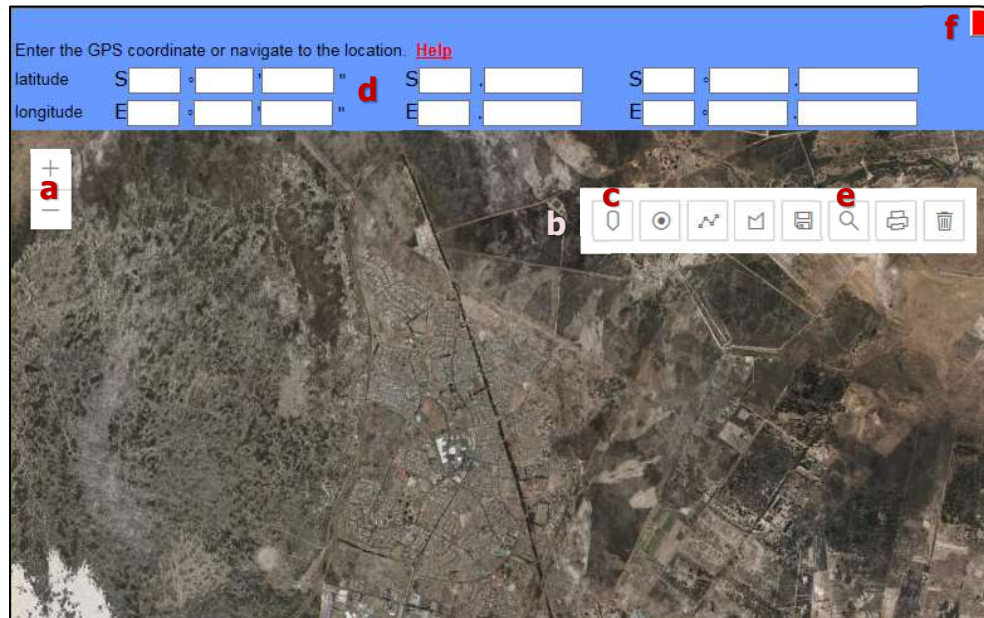
Enter the name of the town nearest to your
activity Atlantis   Find
Please select the town from the list below and click OK.
Atlantis - 18.5003, -33.5672

Ok

- o Step 2: Capture the co-ordinates of the main activity by clicking the SHOW MAP button (R). The map functions opens.

- o To zoom in or zoom out click on the + or – buttons on the map (a).
- o To move to another location on the map click and hold the mouse button and drag the map to the new location.
- o If you know the location of the main activity, zoom to the location on the map. Select the marker icon (c) from the list of icons (b). Select the Marker Icon (c) and move the mouse to the desired location. Click to drop the marker on the map. The co-ordinates of the main activity are added to the Latitude and Longitude textboxes.
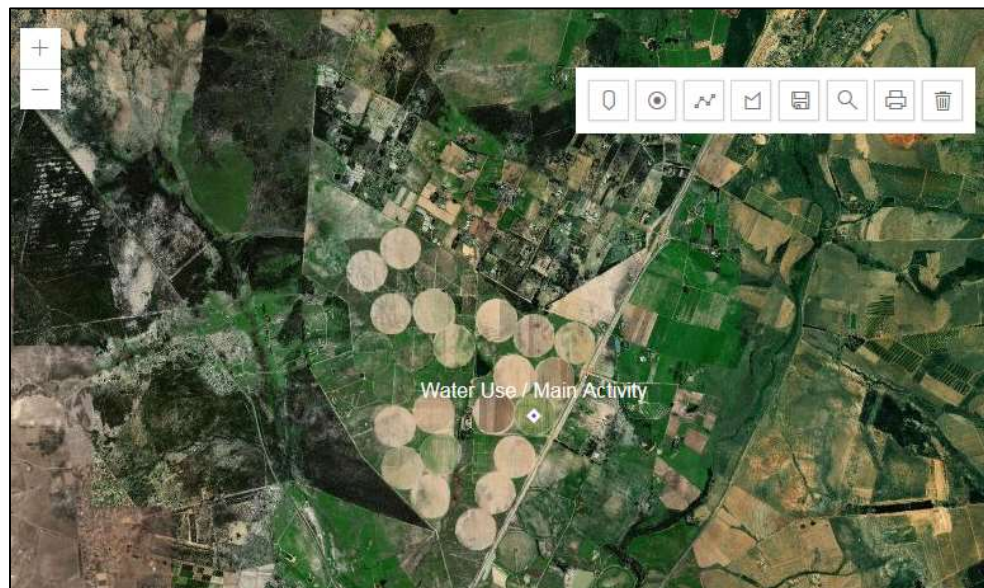
- o If you have the co-ordinates of the main activity, enter them in the relevant latitude and longitude fields (d). Click the LOCATE icon (e).

- o The map moves the curser to the centre position of the co-ordinates. Select the Marker Icon (c) and move it on top of the location indicated on the map. Click to drop the marker icon on the map.
- o Close the water use map by clicking on the red and white x at the top of the map (f).
- o The co-ordinates are added to the Latitude and Longitude textboxes.

Location of Main Activity
*Step 1 - Select the Nearest Town where the Main Activity is taking place Atlantis - 18.5003, -33.5672
*Step 2 - Select the Nearest Point where the Main Activity is taking place
Latitude -33.53229246494354   Longitude 18.640118191527826   Show Map   Remove Coordinates

- o To remove the co-ordinates, click on the REMOVE COORDINATES button (S).
- o When the information is saved (X) the Quaternary Area, Water Management Area and Authorisation Office relevant to the location of the main activity, are displayed (T). The application is submitted and directed to this Authorisation Office.

Location of Main Activity
*Step 1 - Select the Nearest Town where the Main Activity is taking place Atlantis - 18.5003, -33.5672
*Step 2 - Select the Nearest Point where the Main Activity is taking place
Latitude -33.53214937225937   Longitude 18.639946530150887   Show Map   Remove Coordinates

QUAT	WMA	Authorisation Office
G21D	Berg	Berg-Olifants - Belville

- Indicate if **Have you received an Authorisation for a Water Use on the Property** by selecting either Yes or No (U). If Yes, select the relevant Authorisation Type and provide the required information:

Do you have an Authorisation from the Department in Respect of this Application? ○ Yes ● No

- o If Water Use Licence Application (WUL):

*Type of Authorisation Water Use Licence Application (WUL) ▾
WARMS Register Number ____ ❓
Licence Number ____ ❓
Copy of Licence Choose File No file chosen
Copy of WARMS Certificate Choose File No file chosen

  - ▪ WARMS Register Number
  - ▪ Licence Number
  - ▪ Upload the copies of the Licence and WARMS Certificate by selecting the CHOOSE FILE button.
- o If General Authorisation (GA):

*Type of Authorisation General Authorisation (GA) ▾
WARMS Register Number ____ ❓
Copy of WARMS Certificate Choose File No file chosen

  - ▪ WARMS Register Number
  - ▪ Upload the copy of the WARMS Certificate by selecting the CHOOSE FILE button.

o If Existing Lawful Use (ELU):

▪ Upload the copy of the Section 35 Letter/Proof of Registration by selecting the CHOOSE FILE button.

- Indicate **Is the Water Use currently in Operation**? by selecting either Yes or No (V).
- Select the tickbox to confirm the information as correct (W).

- Click on the SAVE APPLICATION INFORMATION button (X) to save the information. The information can be saved at any time during the capturing process. Remember to submit the Pre-Application Enquiry to the Department when ready. (refer 8.1.2 Submitting the Pre-Application Enquiry).

8.1.2 Submitting the Pre-Application Enquiry

- When all the information has been added, click on the SUBMIT PRE-APPLICATION ENQUIRY button (Y) to submit the pre-application enquiry to the Department. The **Electronic Signature** pop-up page opens.
  - o Click on the REQUEST SECURE ELECTRONIC SIGNATURE PASSCODE button (a). The secure passcode (PIN) will be send to your cell number and e-mail address.
  - o Add the PIN to the Enter Electronic Signature Passcode textbox (b).
  - o Click on the SIGN button (c) to submit the application to the Department.

- The application is submitted to the Authorisation Office relevant to the location of the main activity and is confirmed by a pop-up page and an e-mail message.

```
Dear Water User

A request for consultation for the following Pre-Application Water Use
Enquiry has been submitted to the department:

Application Name

Your request for consultation was submitted to:

Name: User Name (WULA Manager)
e-Mail: WULA@dws.gov.za
Tel: +27555555555

Thank you,
e-WULAAS Team
```

- An Assessor/Case Officer will contact you to arrange the pre-application consultation meeting.
- Phase 1 will become available after the decisions made at the pre-application consultation meeting are captured by the Assessor/Case Officer. You will be notified by e-mail message when to continue with Phase 1.

8.2 Phase 1: Application of water uses

The purpose of **Phase 1: Application** is to capture the water uses, property details and required additional administrative documentation.

Phase 1 will be activated by the case officer after the pre-consultation meeting. You will be notified with an e-mail message.

Phase 1 provides the following functionalities:
- Current Applications - overview about the application submitted during the Pre-application Enquiry phase.
- Water Uses – details of the water uses applied for.
- Properties - property details where the water uses are to take place and details of the property owner.
- Administrative Documents – additional documentation.
- Submit Pre-application – summary of the application details and submit functionality.

HOME	How To	Water User	Applications	Withdraw	Cancel Licence	Status	Correspondence	Support	Logout

Phase 1: Application	Water Uses	Properties	Admin Docs	Application Forms	Submit	Phase 2: Site Visit	Confirm Site Visit	Phase 3: Tech Report	Application Forms	Tech Docs	Submit

Pre-Application Water Use Enquiries/Current Water Use Applications

Water User(s)
Pegasus CC
WU11351 - Grapes on Mars

Application Information (mandatory fields is indicated with a *)
*Authorised Signatory for Application Submission: Dr Janet Frasier — Add New Authorised Signatory
*Primary Contact Person for Application: Dr Janet Frasier — Add New Primary Contact
*Type of Application: New Application

8.2.1 Add Water Uses

The **Water Uses** page provides the functionality to add and plot the location and details of the water uses on an interactive map.

To add a new water use to the application:

- Open the **Water Uses** page by selecting the **Water Uses** menu option from the Phase 1 menu.
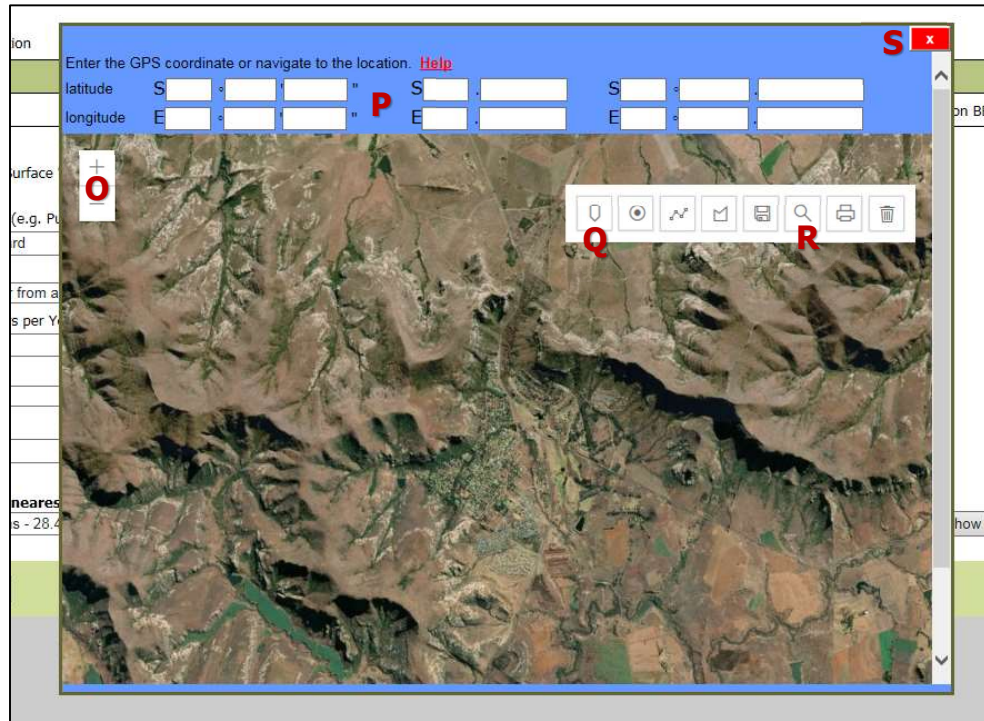- Click on the ADD WATER USE button (A).

- The Add Water Use Form opens, listing a New Water Use (A) in the **My Water Use(s)** table. Add the details of the water use:
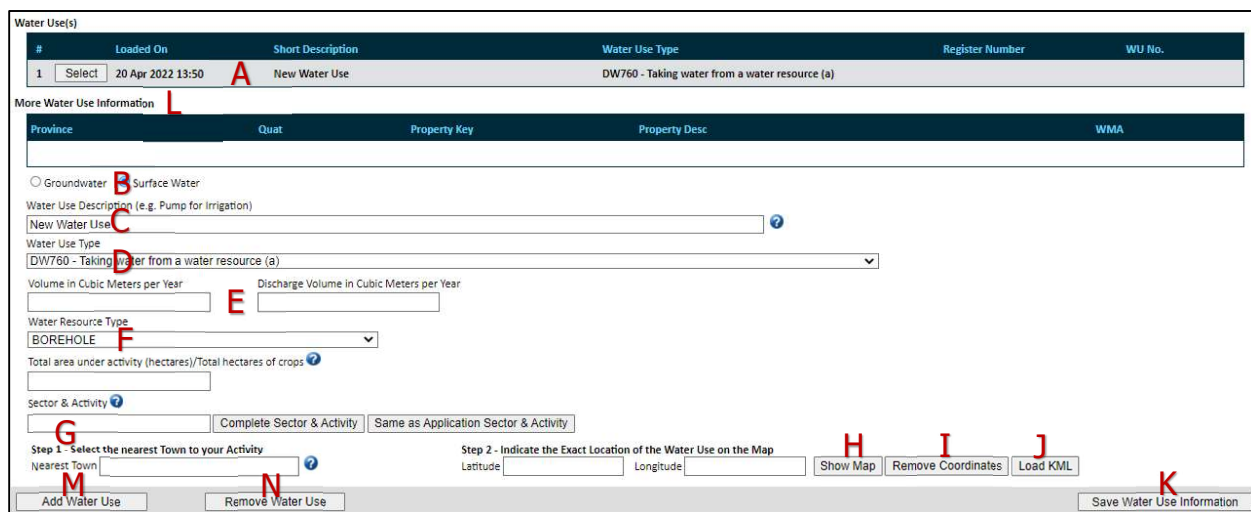
- Select the relevant option between Ground or Surface Water (B).
- Give a short description of the water use (C).
- Select the relevant **Water Use Type** from the drop-down list (D).
- Add the details of the water use, e.g. volume and hectares (E).
- Select the relevant **Water Resource Type** from the drop-down list (F).
- Plot the location of the water use by completing steps 1 and 2 –
  - Step 1: Search for the nearest town to the property in the Nearest Town search pop-up page (G).
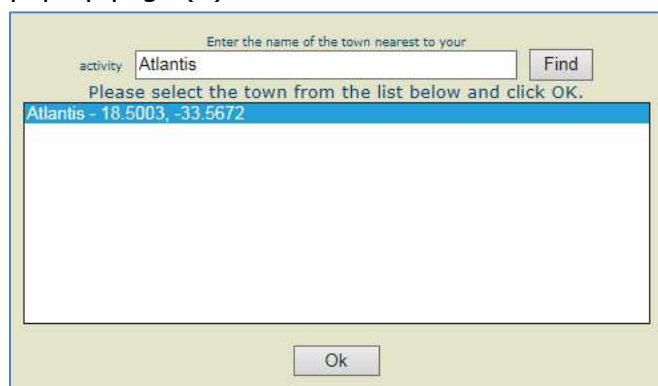
o   Step 2: Provide the co-ordinates of the water use by clicking the SHOW MAP button (H). The map functions opens.

o   To zoom in or zoom out click on the + or – buttons on the map (O).
o   To move to another location on the map click and hold the mouse button and drag the map to the new location.
o   If you know the location of the water use, zoom to the location on the map. Select the marker icon (Q) and move the mouse to the desired location. Click to drop the marker on the map. The co-ordinates of the main activity are added to the Latitude and Longitude textboxes
o   If you have the co-ordinates of the main activity, enter them in the relevant latitude and longitude fields (P). Click the LOCATE icon (R).
o   The map moves the curser to the centre position of the co-ordinates. Select the marker icon (Q) and move it on top of the location indicated on the map. Click to

drop the marker icon on the map.

- o To close the water use map, click on the red and white x at the top of the map (S).
- o To change the co-ordinates, click the REMOVE COORDINATES button (I) and repeat steps (G) – (S).
- o A KML File can be uploaded as a visual guide to the location of the water uses. However it will not generate the co-ordinates of the water use locations but servers only a visual layer. The co-ordinates will have to be added by following the above steps.
    - ▪ To upload the KML File click the LOAD KML button (J). The **Upload Maps** pop-up page opens.

    - ▪ Give name to the layer (a). More than one file can be uploaded.
    - ▪ Browse to the file (b) and click on the SUBMIT button (c).
    - ▪ The file will be listed in the List of Uploaded Shape File Layers table (d).
    - ▪ To remove a file, click on the REMOVE FROM LIST button (e).
    - ▪ Close the pop-up page by clicking on the red and white x at the top of the window.

- Click on the SHOW MAP button (H) to open the map and view the KML layer.

- Click on the SAVE WATER USE INFORMATION (K) button to save the information.
- The water use information is displayed in the **More Water Use information** table (L).
- To add another water use click on the ADD WATER USE button (M) and repeat the steps described above.
- To remove a water use, select it from the **My Water Use(s)** table (A) and click on the REMOVE WATER USE button (N).

8.2.1.1 Add Linear Water Uses

The **Water Uses** page also provides the functionality to add linear water uses. The process is to firstly create a parent (main) water use and to create the child (secondary) linear water uses by copying the information from the parent to the child (secondary) water use.

To add linear water uses:
- Create a parent water use by following the steps described in section 8.2.1 above
- When either Section 21 (c) or (i) water uses are selected, the option opens to indicate if this water use is a Linear Water Use Type

  - If YES, this water use, i.e. Linear, will become the parent water use from which the child (linear) water uses will be copied.
  - If NO, this water use will not be created as a parent water use, and no secondary water uses will be created from it.
- After the parent water use information is saved it is listed in the **Water Use(s)** table and a COPY button added to the water use

- Select the COPY button. A new water use form is opened as the secondary linear water use with the same name as the parent water use, e.g. Linear 1, Linear 2, etc. The name may be changed if preferred.

- The system confirms that a new linear water use was created and that the location of the new (child) water use should still be completed.

  o Select the OK button.
- The map function opens for the capturing of the location of the new (child) water use
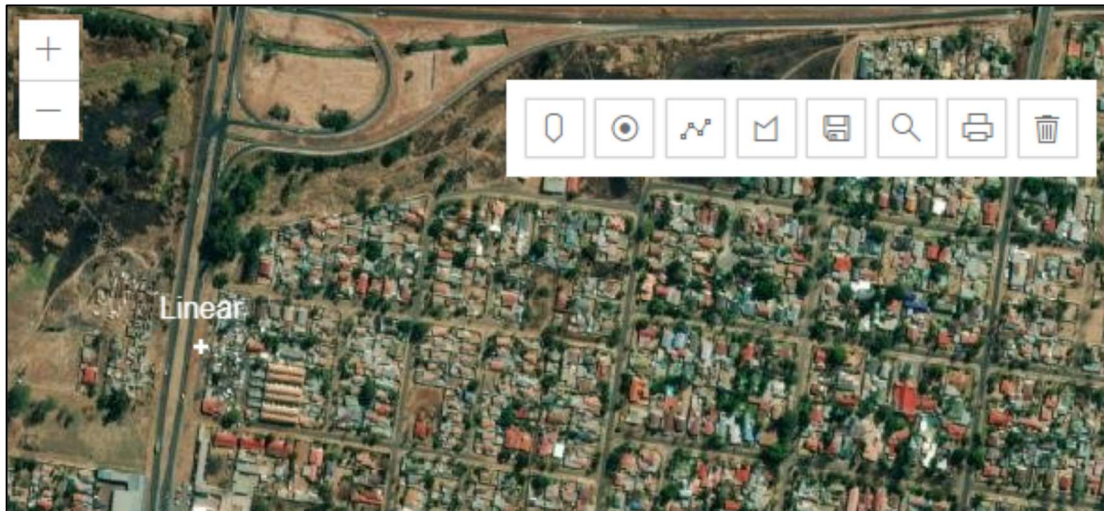
- Capture the location of the new (child) water use (refer to section 8.2.1 above).
- Click on the SAVE WATER USE INFORMATION button to save the information. The main information is copied from the parent water use and added to the location details of the new water use, e.g. co-ordinates, Quat, WMA, Province and Property Key.
- The message to confirm the creation of the child water use is displayed. The OK button closes the message window.

- The child water use information is displayed in the **More Water Use information** table.
- Note: additional property detail forms and DW Water Use Registration forms are triggered and should be completed. The details of the parent water use are however copied to the additional forms. Please confirm the copied information and add additional information where required.

#		Description	Form	Date Created	Submitted
1	Open	Linear	DW763 - Impeding or diverting the flow of water in a watercourse (c)	11/24/2021 9:11:18 AM	Pending
2	Open	Linear 1	DW763 - Impeding or diverting the flow of water in a watercourse (c)	11/24/2021 2:10:36 PM	Pending

- To add more linear water uses repeat the steps above.

8.2.2 Add Property Details

The purpose of the **Property Details** page is to add the properties information where the water uses occurs.

To add the property information:
- Open the **Properties where Water Use will occur** page by selecting the Properties option from the Phase 1 menu.
- Click on the COMPLETE PROPERTY INFO and COMPLETE OWNER INFO buttons (A) and complete the information in the pop-up pages.

1) Property Information:
- Click on the COMPLETE PROPERTY INFO button to open the **Property Detail** pop-up page.
- The name of the relevant water use/s located on the property is displayed at the top (A).
- Select the relevant District Municipality, as on the Title Deed, from the dropdown list (B).
- Select the relevant property type from the **Property Type** drop-down list (C).
- If a title deed is not applicable to the application, select option D.
- Complete and update the rest of the information on the form (E). The property information generated during the plotting of the water use locations are inserted and displayed in the form.
- If the property description and key generated by the system are incorrect, it can be updated.
  - o Add the *Title Deed Number* as on the Title Deed Document (F)
  - o Add the *Title Deed Property Description* as on the Title Deed Document (G).
- Click on the SAVE PROPERTY INFORMATION button (H) to save the information and close the pop-up page. Click on the CANCEL button (I) to cancel the action.

2) Owner Information:
- Click on the COMPLETE OWNER INFO button to open the **Property Owner Details** pop-up page.
- The relevant water use/s and property details are displayed at the top (A).
- Click on the GET DETAILS FROM OPERATIONAL UNIT & SELECTED CONTACT button (B). The information previously captured on these pages is added to the relevant fields (C).
- Add or update information where relevant.
- Click on the SAVE INFORMATION button (D) to save the information and close the pop-up page. Or click on the CANCEL button (E) to cancel the action.

8.2.3 Add the supporting Administrative Documents

The purpose of the **Administrative Documents** page is to upload the relevant supporting documents.

To add the Administrative Documents:
- Open the **Administrative Documents** page by selecting the Admin Docs option from the Phase 1 menu.

To upload a document:

- Click the UPLOAD NOW/UPLOAD MORE button (A) of the relevant document in the **Supporting Document** table (B). The **Upload Administrative Document** pop-up page opens.

Upload Administrative Document

Document to be Uploaded
Certified ID copy of the applicant

Find the Document to Upload
(C Choose File | No file chosen

Give a Description of the Content of the Document you are Uploading

D

E
Upload Document | Cancel

- Click on the CHOOSE FILE button (C) and select the relevant document on your computer. The file name is displayed next to the CHOOSE FILE button.
- Add a description of the document to the **Description** textbox (D) and click on the UPLOAD DOCUMENT button (E).
- The document is added to the **Supporting Document** table (B) and the status changes from Outstanding to Submitted.

To view an uploaded document:
- In the View column of the **Supporting Document** table (B), click on the View Document link (F).
- Choose OPEN WITH to open and view the document or
- Choose SAVE FILE to save the document to your computer to open it later.
- To remove a document click on the REMOVE button (G) of the relevant document.

8.2.4 Submit the Application

The **Submit Phase 1: Application** page gives and overview of the status of the application and provides the functionality to sign-off and submit the application to the Department.

The information on the overview page is available for printing. Click on the VIEW DW755 SUMMARY REPORT button (A).

Submit Phase 1: Application

View DW755 Summary Report ◄ A

WATER USER INFORMATION

Type of Water User	Company, business, partnership or community
Name of Water User	CIPRO PTY Ltd (2021/123432/07)
Equity Status	HDI (Historically Disadvantaged Individuals)
Primary Contact Person	Dr Janet Frasier Cell: +27828837899 Tel: +27335555555 Email: FrasierJ@cosmos.net

APPLICATION INFORMATION (Return to *New/Current Applications* to complete missing or invalid information)

Ref No	WU11392
Application Name	Cipro Bottling
Province / WMA / Quat	Eastern Cape **WMA** Mzimvubu_Tsitsikamma **Quat** R20G
Sector	Industry
Activity	Water Bottling
Description of Activities in Relation to the Water Use Application	Description of Activities
Pre Application Enquiry Submission Date	2022/04/20 09:44:16 AM
Authorised Signatory	Dr Janet Frasier Cell: +27828837899 Tel: +27335555555 Email: FrasierJ@cosmos.net
How many People will Benefit from the Acquisition of the WU Licence?	2

Equity/Status	Gender	
Total Number	Total Number	Total Number
Youth: 2	Male: 1	Female: 1

WATER USE(S) (Return to *Water Uses* to complete missing or invalid information)

WATER USE FOUND

#	Water Use Type	Province / WMA / Nearest Town / Lat / Lon
1	**Abstraction point** DW760 - Taking water from a water resource (a)	**Province:** Eastern Cape **WMA:** Mzimvubu_Tsitsikamma **Nearest Town:** East London - 27.8999, -33.0192 **Latitude:** -33.02176276095931 **Longitude:** 27.901508878810287

PROPERTIES & PROPERTY OWNERS (Return to *Properties* to complete missing or invalid information)
PROPERTY FOUND (Return to Properties to complete missing/invalid information)

#	Property	Property Owner
1	**Property Type:** MISSING **Description:** Land Parcel 31455 of the Minor Region EAST LONDON **Province:** Eastern Cape **Nearest Town:** East London - 27.8999, -33.0192 ◄ B	**Property Owner Type:** MISSING **Property Owner:** MISSING **Address:** **Tel No:**

ADMINISTRATIVE DOCUMENTS (Return to *Administrative documents* to upload missing documents)

Legend:	🟥 Outstanding	🟧 Optional	🟩 Uploaded

#	Status	Document	Description	Loaded By On
1	Optional	Certified ID copy of the applicant		
2	Missing	Proof of Payment Application Fee		
3	Compulsory	Company Registration certificate	Company Registration certificate	Janet Frasier 2022/04/21 08:12:54 AM
4	Optional	Other Document		

SUBMIT APPLICATION

Submit Application Please complete the missing or invalid information before submitting your application ◄ C

Submit Application ◄ D

The areas indicated in red (B) are missing or incomplete information and must be completed before the application can be submitted. The submit function and SUBMIT APPLICATION button (D) will only be available once all the compulsory information has been added. The submit function and SUBMIT APPLICATION button will be inactive until all the compulsory information has been added (C).

To add the missing information, navigate to the relevant sections to complete the and save the information.

Once all the information has been added submit button will be available. Click on the SUBMIT APPLICATION button (D). The **Electronic Signature** pop-up page opens. (You may have to scroll to the top of the page so view the pop-up page.)

- Click on the REQUEST SECURE ELECTRONIC SIGNATURE PASSCODE button (a). The passcode PIN is send to the cell number displayed on the window (b) and is the number given during the profile registration.
- Enter the passcode (c) and click on the SIGN button (d).
- Request another PIN code by clicking on the RESEND PIN button (e).
- The application is forwarded to the Department and is confirmed by a pop-up page and e-mail message.

8.3 Phase 2: Site Visit

The purpose of Phase 2: Site Visit is to confirm and complete the site visit arrangement.

Phase 2 will be activated after the review of the application information submitted during Phase 1. An e-mail message will notify you to continue with Phase 2 by proposing a date for the site visit. The date for the site visit should be confirmed within five (5) days of the e-mail notification. If the date is not confirmed within the five days, the application will be closed by the Department and the application process will have to be restarted.

Phase 2: Site Visit will be active after you have received the e-mail notification:

- Select the Confirm Site Visit option from the Phase 2 menu to open the **Confirm and Arrange Site Visit** page.

- Select the proposed date and time for the site visit meeting (A).
- Add a message (B) and click on the SUBMIT PROPOSED SITE VISIT DATE button (C) to return the application to the Department.
- The submit action is confirmed by a pop-up page. Click on the OK button.

- The Electronic Signature pop-up page opens. Request the secure electronic signature passcode (PIN) and click on the SIGN button (refer section 8.2.4 Submit the application).

- The application is forwarded to the Department and is confirmed by a pop-up page and e-mail message.

- After the site visit has been concluded Phase 3 will be activated by the Department. An e-mail message will notify you when it has been activated and when to continue with Phase 3. The Acknowledgement Letter, indicating the list of additional technical reports required, is included in the e-mail message.

8.4 Phase 3: Tech Report

Phase 3 is the Technical Report Phase where the additional technical documents are uploaded and the water use registrations forms completed. Phase 3 provides the following functionalities:
- Application Forms – list of the water use registration forms to be completed.
- Technical Docs – list of the Technical Documents to be uploaded, e.g. EIA, Management Plan, etc.
- Overview of the information and submit function.

8.4.1 Completing the Water User Registration Forms

The **Application (Registration) Forms** page provides a list of the water use application forms (DW forms) to be completed. The forms, including the relevant supplementary forms, are

generated by the system based on the water uses indicated on the **Water Use** page during Phase 1.

To open and navigate through a form:

- Click on the OPEN button (A) in front of the relevant form. The form opens in a pop-up page.

- To navigate through the pages
  - o Select the PREVIOUS or NEXT buttons (B) or
  - o Select the relevant page from the page dropdown list (C).

To complete the form:

- Add the information on all the pages. The information is saved as you moved from one page to the other. [It is advisable though, to save regularly if it takes a while to complete a page.] Click on the SAVE PAGE button (D) when the last page has been completed.
- The system will alert you when compulsory information has been missed. Fields in red as compulsory fields and must be completed.
- To check if all information has been captured, click on the VALIDATE FORM button (E). A list of missing/incorrect information is displayed at the top of the form (G).

- o Move through the pages to correct the information or
- o Click on the relevant notification to move directly to the required information
- o Complete the missing information as indicated and save by clicking the SAVE PAGE button (D).
- o Validate the form again to ensure all information has been captured (H).

- Click on the SAVE PAGE button (D) when all the information has been added.
- To close the form click on the red and white X at the top of the form. The page will confirm the status of the forms (I).

- o New (Yellow): new form, has not been opened
- o Incomplete (Orange): has been opened but not completed
- o Completed (Green): all information has been completed
- o Submitted (Blue): the form have been submitted and signed.
- The forms are signed electronically when Phase 3 is submitted on the **Submit Tech Report** page. The electronic signature is added to each form during this process.
- Click on the PRINT PAGE button (F) to print a particular page.

8.4.2 Adding Technical Documents

The **Technical Docs** page provides a list of the required *WUL Technical Reports* as well as the *WULA Summary Report* as stipulated in the Acknowledgement Letter. The *WUL Technical Report* is a compiled report that includes all the technical studies conducted by yourselves in order to support your application. The *WULA Summary Report* is a typed summary of all the information contained in your application that must be taken into consideration by the DWS.

This is aimed at insuring that the process of assessing your application is fast-tracked to be finalized within 90 days and information that will end up in the Decision Document has as minimal errors as possible. The Acknowledgement Letter and the WULA Summary Report are both attached in the e-mail message when you are notified that Phase 3 is activated for your attention.

To upload a document:

- Click the UPLOAD NOW/UPLAOD MORE button (A) of the relevant document in the **Technical Reports** table (B). The **Upload Technical Reports** pop-up page opens.

- Click on the BROWSE button (C) and select the relevant document on your computer. The file name is displayed next to the BROWSE button.
- Add a description of the document in the **Description** textbox (D) and click on the UPLOAD TECHNICAL DOCUMENT button (E).
- The document is added to the **Technical Reports** table (B) and the status changes from Outstanding to Uploaded (H):
    - ○ Outstanding (Red): documents not uploaded
    - ○ Optional (Orange): additional documents not officially required
    - ○ Uploaded (Green): documents added successfully.

To view an uploaded document:
- In the View column of the **Technical Reports** table (B), click on the <u>View Document</u> link (F).
- Choose OPEN WITH to open and view the document or
- Choose SAVE FILE to save the document to your computer to open it later.
- To remove a document click on the REMOVE button (G) of the relevant document.

8.4.3 Submitting the applications

The **Submit the Application** page provides an overview of the status of the application and the functionality to sign and submit the application to the Department.

The areas indicated in red are missing or incomplete information and must be completed before the application can be submitted. The submit function and button (A) will only be activated when all the information has been added.

To add the missing information, navigate to the relevant sections indicated and add the information.

Once all the information has been added click on the SUBMIT APPLICATION button (A).

- Note that only the signatory indicated on the **Applications** page will be allowed to sign and submit Phase 3 (refer to sec 7.2). If you are not the signatory the SUBMIT APPLICATION button will remain inactive (B).

- o The relevant signatory should be notified outside of the system, either by e-mail or telephonically.
- The Sign-off pop-up page opens.

- Click on the REQUEST SECURE ELECTRONIC SIGNATURE PASSCODE button (B). The passcode PIN is send to the cell number displayed under **Contact Number** and is the number indicated during profile registration.
- Enter the passcode (C) and click on the SIGN button (D).
- Request another PIN code by clicking on the RESEND PIN button
- The application is forwarded to the Department and is confirmed by a pop-up and e-mail message.
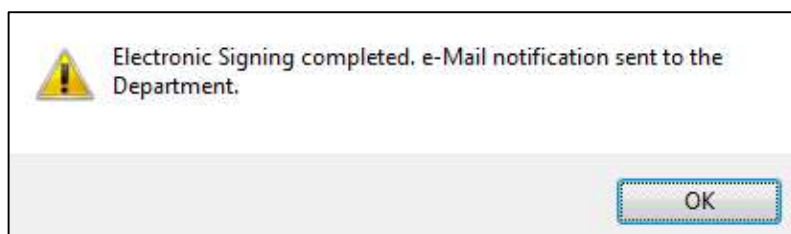
This concludes the Application process. You will be notified when the assessment has been completed and when the decision documents have been dispatched.

9 Withdrawal

The purpose of the **Withdraw my Application** page is to provide the facility to compile the withdrawal notification and send it to the Department.

- Select the relevant Operational Unit and Application from the drop-down lists (A).
- Add the reason for the withdrawal in the Motivate Application Withdrawal textbox (B).
- Click on the SUBMIT button (C) to forward the notification to the Department.
- A list of withdrawn applications is displayed in the Withdrawn Applications table (D).

10 Status Log

The purpose of the **Application Status** page is to display the progress of the application as it moves through the authorisation stages. The page shows the total duration, current status, current location of the application and the duration in a specific status.

11 Communication Log

The **Application Communication Log** page displays a summary of all communications between you and the Department.

- To open a document/letter, click on the document icon (A). The document will open as a PDF document.
- To view an e-mail or SMS message, click on the link (B).

12 Support

The **Support** page provides the functionality to send general support requests via the system to the Department. The support requests are forwarded to the Water Use Official in the Region selected and a history of the existing general support requests, its progress and outcomes are displayed.

- Select the applicable region from the **Region** drop-down list (A).

- Type the details of the support needed into the **Description** text box (B).
- Click on the SEND SUPPORT REQUEST button (C).
- The request is send to the relevant regional office and is listed in the **Support Request List** table (D).

13 Annexures

13.1 Example of an Appointment Letter

LOGO
Not applicable of
individual

[CLIENT NAME & ADDRESS]

To Whom It May Concern

Dear Sir/Madam

WATER USE LICENCE APPLICATION CONSULTANT APPOINTMENT LETTER

It is hereby confirmed that *[CONSULTANT NAME]* of *[CONSULTANCY]* has been appointed by *[CLIENT NAME]* to undertake the Water Use Licence Application process on behalf of *[COMPANY NAME / CLIENT NAME]* for the proposed *[PROJECT NAME]*.

Appointment Start Date: *[START DATE]*
Appointment End Date: *[END DATE]* (or until the project scope has been completed)

The details of the relevant contact persons are included below:

Contact details of the Consultant

Company Name:			
Name of Representative:			
Physical address:			
Postal code:	Cellphone:		Telephone:
Email:			

Contact details of the Applicant

Name of Applicant:			
Signatory:			
Primary Contact person:			
Physical address:			
Postal code:	Cellphone		Telephone:
Email:			

_____

[CLIENT SIGNATURE]   *[DATE]*

13.2 Example of a Power of Attorney/Proxy Letter

Logo
Not applicable if
individual

[CLIENT NAME]   *[DATE]*

To Whom It May Concern

WATER USE LICENCE APPLICATION CONSULTANT POWER OF ATTORNEY LETTER

I the undersigned *[CLIENT NAME]*, hereafter referred to as the Water Use Applicant, hereby appoint *[CONSULTANT NAME]* of *[CONSULTANCY]* to represent *[COMPANY NAME / CLIENT NAME]* for the proposed *[PROJECT NAME]*.

This letter severs as the Power of Attorney for *[CONSULTANT NAME]* to apply for water use license in terms of the Section 21 of the National water for the above-mentioned project.

- to prepare and submit the Water Use License Application;
- to sign the necessary Application Forms;
- to serve as the contact person between the Responsible Authority and the Water Use Applicant;
- to act on behalf of the Water Use Applicant for any issues related to the Water Use License Application.
- *[MORE CONDITIONS]*

Appointment Start Date: *[START DATE]*

Appointment End Date: *[END DATE]* (or until the project scope has been completed)

The details of the relevant contact persons are included below:

Contact details of the Consultant

Company Name:				
Name of Representative:				
Physical address:				
Postal code:		Cellphone:		Telephone:
Email:				

Contact details of the Applicant

Name of Applicant:				
Signatory:				
Primary Contact person:				
Physical address:				
Postal code:		Cellphone:		Telephone:
Email:				

_____
[CLIENT SIGNATURE]   *[DATE]*

END.