



# ONLINE CERTIFICATES



Dubbo Regional Council has implemented Online Certificates which provides an efficient service for businesses and individual customers. Expand the sections below to find out more.

## HOW CAN I APPLY

Dubbo Regional Council has implemented Online Certificates which provides an efficient service for businesses and individual customers by offering:

- 24 x 7 access to web services
- The ability to process multiple certificate types in one transaction
- The ability to apply for certificates on multiple properties in one transaction and
- A reduction in processing time by eliminating delays caused by

posting documents

**Proceed to DRC&ME** (By following this link, you signify your agreement to the terms and conditions outlined below.)

**To use this service customers and businesses are required to register an account on the portal. Once registered, applications for certificates can be processed instantly.**

## **TYPES OF CERTIFICATES AVAILABLE FOR ONLINE APPLICATION**

The following types of certificates are available to be applied for online:

- Section 10.7(2) Certificate
- Section 10.7(2)(5) Certificate
- Drainage Diagram
- Section 603 Rating Certificate
- Special Water Meter Reads
- Section 121ZP Certificate
- Section 735A Certificate
- Section 608 Certificate
- Fire Flow Investigation

Urgent 10.7 and 603 Certificates can be processed within 16 working hours, urgency fees are outlined in Council's Fees and Charges (4.1MB).

Please note, to use this service you need a MasterCard or Visa credit card.

If you require any further information, please do not hesitate to contact Kim Edwards, Council's LIS and e-Services Coordinator on (02) 6801 4674.

By following this link, you agree to the Terms and Conditions outlined below. Proceed to DRC&ME to lodge an Online Certificate Request.

## CONDITIONS OF USE AND DISCLAIMER

Before proceeding, please read and signify your agreement to the following terms and conditions.

In using this service, you accept and understand that:

1. Certificates are costed and processed according to Dubbo Regional Council's current Fees and Charges as well as our Service Levels outlined in the current Operational Plan, both available for your review here.
2. It is your responsibility to accurately identify and verify the identification of the land subject to the certificate. No refund will be issued if the wrong property was selected or previously ordered.

3. It is your responsibility to verify that a property is connected to Council's water supply prior to ordering a Special Water Meter Read. Separate fees are applicable for residential and commercial properties. No refund will be issued if the property is not connected to Council's water supply.
4. Where delivery by email is selected, you are responsible for specifying the correct email address. Dubbo Regional Council does not verify the validity of email addresses and whether certificates have been received.
5. Online Certificates relies on the internet to receive applications and deliver certificates via email (where selected). Access to the internet by users of the service is dependent on numerous factors, technologies and systems, many of which are beyond Dubbo Regional Council's authority and control. Dubbo Regional Council will not be liable or responsible for:
  - a. Any inability of yours to access the internet;
  - b. Emails not being delivered promptly, or at all; or
  - c. Certificates being or becoming corrupted or damaged in their passage across the internet by reason of any factor beyond Dubbo Regional Council's authority and control.
6. Dubbo Regional Council excludes any liability to you arising from related in any way to:
  - a. Any act or omission of Dubbo Regional Council in good faith and without negligence;

- b. The failure of Dubbo Regional Council to receive any instructions, information or document by a particular time or at all unless the failure was the result of a negligent act or omission of Dubbo Regional Council; or
- c. Any act or omission of a third party including, without limitation, a telecommunications or internet service provider.

All matters relating to this service are governed by the laws of the State of New South Wales.

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