



Water for All: Conserve, Value, Enjoy

Date: 21 Apr 2015

Owners, Developers, Architects, Engineers, Contractors and Builders

Dear Sir/ Madam

Introduction of New E-Service to request for PUB services plan (SIP/DIP/WSP)

Background

1. Currently, the public make request for sewerage information and drainage interpretation plans (SIP/DIP) from NEA and water services plans (WSP) from PUB respectively. SIP/DIP request are made through yellow pages at \$40 per mapsheet and WSP are made in written requests to PUB.

New E-Service

2. As part of the effort to improve service to the industry, PUB will be introducing a new E-Service to make request for all three types of services plans instead of having to approach 2 different agencies for the information. This new e-service would replace the existing channels for requesting PUB services plans.
3. The new e-services will be available from the following link on the PUB website from 30 Apr 2015 onwards.

<http://www.pub.gov.sg/customer/QPPortal/Pages/ServicePlans.aspx>
4. The fee for using the new e-service would be \$14 per mapsheet per type of plan requested. Details are in the attached annex.

Clarification

5. Should you have further queries on the above changes, please contact PUB at pub_bpu@pub.gov.sg or PUB's hotline 67313512.

Thank you.

Goh Pin Cheh
Head (Building Plan Unit)
PUB

ANNEX

Details on New E-Service

User Instructions: Request for Service Plans

1. Click on the link below to launch the online request for service plans.

The screenshot shows the 'Request for Services Plans' homepage. At the top right, there is a 'Customer Service' banner. Below it, a navigation breadcrumb reads 'Home > Customer Service > Qualified Persons Portal'. A row of social media icons (Video, Facebook, Twitter, YouTube, RSS, and a printer icon) is visible. On the left, a green sidebar menu lists categories: Households, Industry & Commercial Operators, Contractors & Developers, and Qualified Persons Portal. Under 'Qualified Persons Portal', there are sub-links for Process Flow, New Forms, Consultation, Catchment Maps, Code of Practice, Guidelines for Drainage, Water and Used Water, and Quick Submission Guides. Below the menu is a 'Whistleblowing Channel' link. A call center contact box provides the following information: PUB 24-hour Call Centre, 1800-2846600 (Local), +65-62846600 (International), SMS: 70400, Fax: +65-6725 8015, and Email: PUB_One@pub.gov.sg. The main content area is titled 'Request for Services Plans' and contains five numbered instructions. A blue button with the text 'Click Here to Proceed with Request for Services Plans' is located at the bottom of the instructions, with a red arrow pointing to it from the left.

Home > Customer Service > Qualified Persons Portal

Request for Services Plans

1. Before proceeding with the design of a proposed development, QP must apply to PUB for the relevant sewerage, drainage and water information:
 - Sewerage Information Plan (SIP) indicates the location and alignment of public sewers or pumping mains in the vicinity of the development. Details of the existing sewer connections at the development may not be shown on the SIP. QP should ascertain/verify details of the existing sewer connection on site;
 - Drainage Interpretation Plan (DIP) indicates drainage reserves or land reserved for future drainage schemes. The DIP may not show details of the common drain at the development. QP should ascertain/verify details of the common drains on site; and the Minimum Platform Level (MPL) for effectual surface water drainage.
 - Water Service Plan (WSP) indicates the approximate position of the water mains and raw water mains in the vicinity of the development. Smaller submains and connection pipes (< 100 mm) to customers' premises/properties may not be included. QP is to determine and indicate the exact alignments and depths of the watermains, submains and connections, on site by means of trial holes before commencement of any work. The position and alignment of the watermains shall be indicated on the survey plan, and shown at site to allow easy identification of the watermains in future after completion.
2. QP must provide the following for infrastructure plans application to be approved: The location of the development site (details such as Mukim No, Lot No. and address); A site plan showing the location of site if it is reclaimed land or has recently been subdivided/amalgamated; and An outline of the proposed development.
3. QP need not apply for infrastructure plans for additions and alterations to existing developments which do not involve an increase in the existing building coverage area.
4. QP can apply for infrastructure plans online by clicking on the button at the bottom, subjected to the [terms and conditions](#). Click here for the [user instructions](#). Please call PUB Building Plan Unit hotline 6731 3512 if you need any clarification/assistance or email pub_bpu@pub.gov.sg. Please call hotline only during office hours between 9am to 5pm. Applications for SIP/DIP will be processed within 7 working days and emailed to the email address provided.
5. Upon receipt of infrastructure plans, QP shall conduct site surveys to verify the alignments and invert levels of the public sewers/pumping mains/sewer connections and drainage reserves/common drains/water mains.

[Click Here to Proceed with Request for Services Plans](#)

Figure 1: Request for Services Plans Homepage

2. Fill in the request form with the relevant (i) Lot Information, (ii) Plan Type and (iii) Requestor Details.

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Infrastructure Maps Self-Service

Request for Services Plans

Important Notes

- The estimated file size is 2MB per plan, please ensure that you have sufficient space in your email. If you do not receive the plan within 7 working days, please contact BPU at pub_bpu@pub.gov.sg or 67313512
- Please apply for the services plans for one lot per application. The price of each plan is \$14.00 (Incl GST)
- Please complete the compulsory fields marked with an *

Enter Lot Information

Lot Type* (i)

MK or TS No.*

Lot No.*

Choose Plan Type* Please choose at least one type of plan (ii)

Drainage Interpretation Plan

Sewerage Information Plan

Water Service Plan

Total Price (Incl. GST):

Plan Type	No. of Mapsheet	Unit Price	Sub Total (Incl GST)
DIP	1	14	14
SIP	1	14	14
WSP	1	14	14
Order Total (Incl GST)	3		42
GST(7%)			\$2.75

Requestor Details

Requestor Name*

Requestor Contact No.*

Requestor Email Address*

Re-Enter Email Address*

Company Name

Project Title

Remaining character count: 500 I here by agree to the Terms and Condition

[Click Here to Proceed to Payment](#)

All queries on submissions may be made through a hotline +65 6731 3512 or email pub_bpu@pub.gov.sg. Please call hotline only during office hours between 9am to 5pm.

Figure 2: Request Form

(i) Lot Information

Fill in the relevant fields for Lot Information. The details are as follows:

- Lot Type : Dropdown list ('MK' and 'TS')
- MK or TS No. : 2-digit numeric value (i.e. '01', '24', '69')
- Lot No. : Alphanumeric value, 5 digits followed by 1 letter (i.e. '03808K', '00583C')

Enter Lot Information

Lot Type*

MK or TS No.*

Lot No.*

Figure 3: Lot Information

(ii) Plan Type

Select the type of service plan required. The number of plan(s) selected will determine the total price to be paid.

Choose Plan Type*

Please choose at least one type of plan

- Drainage Interpretation Plan
- Sewerage Information Plan
- Water Service Plan

Figure 4: Type of Services Plan

Plan Type	No. of Mapsheet	Unit Price	Sub Total (Incl GST)
DIP	1	14	14
SIP	1	14	14
WSP	1	14	14
Order Total (Incl GST)	3		42
GST(7%)			\$2.75

Figure 5: Total Price Summary

(iii) Requestor Details

Fill in the relevant fields for Requestor Details. The details are as follows:

Requestor Name : Alphanumeric value
Requestor Contact No. : Numeric value
Requestor Email Address : Email (xxx@xxx.xxx)
Re-Enter Email Address : Email (xxx@xxx.xxx)
Company Name : Alphanumeric value
Project Title : Alphanumeric value (max 500 characters)



The screenshot shows a form titled "Requestor Details" with the following fields and values:

Requestor Name*	John Tan
Requestor Contact No. *	67314072
Requestor Email Address *	johntan@abcarchitects.com
Re-Enter Email Address*	johntan@abcarchitects.com
Company Name	ABC Architects
Project Title	PROPOSED ERECTION OF A 2 STOREY SEMI-DETACHED DWELLING HOUSE WITH ATTIC ON LOT <u>12345K</u> <u>MK</u> 01 AT NO.40 <u>SCOTT'S</u> ROAD

Figure 6: Requestor's Details

3. Click on the **"Terms and Condition"** which is highlighted in blue. A pop-up window of the Terms and Condition will be displayed. Select the **"I hereby agree to the Terms and Condition"** checkbox after reading the Terms and Condition.
4. Click on **"Click Here to Proceed to Payment"** button. You will be prompted to fill in the relevant information in the compulsory fields should there be any invalid values. Otherwise, you will be redirected to ENETS page for payment.

5. On ENETS portal, the amount payable will be reflected. Enter the following credit card information to complete the purchase process.
- Name on Card
 - Card Number
 - CVV Number
 - Expiry Date (Month and Year)

Check the terms and conditions checkbox and click “**Submit**”. To cancel the payment and go back to the request page, click “**Cancel**”.

eNETS Tuesday, 31 March 2015

Consumer eNETS

[Privacy Policy](#)
[Security Guidelines](#)
[Customer Service](#)

credit/debit card payment

If you are using a pop-up blocker, please add the following list as your allowed sites. Otherwise, the relevant transaction pages from the banks may not be displayed, or your transaction request may not be completed.

1. www.enets.sg

TRANSACTION INFORMATION

Merchant Name: TEST: Public Utilities Board
 Merchant Reference Code: 20150331162921
 NETS Reference Code: 20150331162932768
 Amount: SGD 10.00

Important Notice: Please note down the transaction information in this section just in case you need to raise any query on this transaction.

CREDIT/DEBIT CARD INFORMATION

Name on Card:
 Card Number:
 Please note that the Credit Card Number should be 13 or 16 digits. Please input your card number without space or dash.
 CVV / CVC2: [\[What is CVV/CVV2/CID\]](#)
 Expiry Date: Month (eg: 2015)

I have read, understood and accepted the following:

- The return & refund policy for the purchase of relevant products / services.
- The collection, use, disclosure and sharing of this information, which to the best of my knowledge and belief is true and accurate and is for purposes reasonably required to process my application which are set out in [NETS' Data Protection Policy](#).

Important: Please do not use your BACK or RELOAD/REFRESH browser functions or CLOSE your browser while using this service

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Secured by **NETRUST**
NETS
 a better way to pay

Figure 7: ENETS Payment Gateway

6. Upon the completion of the successful payment process, ENETS will show following details in a pop-up window (popup must be allowed for the website enets.sg):

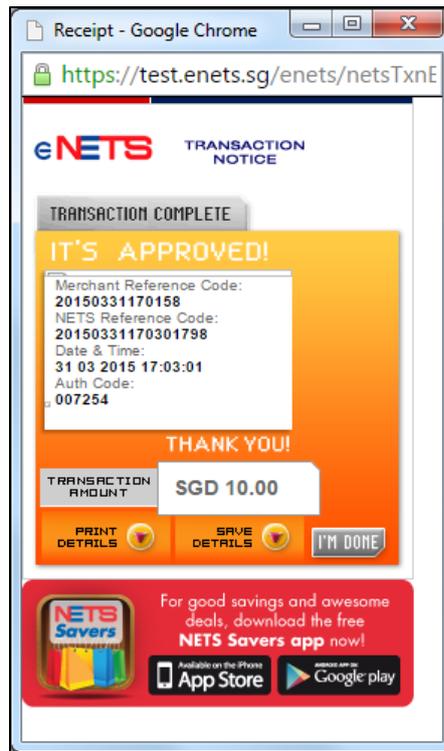


Figure 8: ENETS Payment Receipt

In addition, you will be redirected back to the request page where the following information will be displayed:

- Reference No.
- Order Details (total price)
- Requestor Details
- NETS Reference Details

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Request Success - Reference No BP000214

Your request has been successfully accepted.

The estimated file size is 2MB per plan, please ensure that you have sufficient space in your email. If you do not receive the requested plan within seven (7) working days, please contact BPU at pub_bpu@gov.sg or call us at +65 67313512

Order Details

Lot Name: MK-123456

Plan Type	No. of Mapsheet	Unit Price	Sub Total (Incl GST)
DIP	1	14	14
SIP	1	14	14
WSP	1	14	14
Order Total (Incl GST)	3		42
GST(7%)			\$2.75

Name of Requestor: John Tan
 Name of Requestor's Company: ABC Consultants
 Contact Number of Requestor: 91234567
 Requestor's Email Address: johntan@abc.com

Merchant Reference Code: 201503314578946
 NETS Reference Code: 201503014623121456
 Date & Time: 31 03 2015 17:03:01
 Auth Code: 007254

[Print Receipt](#) [Purchase More Service Plans](#)

Figure 9: Notification for Successful Payment

Click **"Print Receipt"** button to print out this page.

Click **"Purchase More Service Plans"** button to purchase another service plan.

7. In the event where there is an issue in completing the payment (as determined by ENETS), you will be redirected to the following "Request Unsuccessful" page.

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Request Unsuccessful

Your transaction could not be processed at this time. Please contact BPU at pub_bpu@gov.sg or call us at +65 6731 3512

Alternatively, please click [HERE](#) to purchase new Service Plans

Figure 10: Notification for Unsuccessful Payment

Click "[HERE](#)" to return back to the landing page and to purchase new Service Plans.

8. If you click "**Cancel**" in step no. 5, you will be redirected back to the following "Payment Cancelled" page.

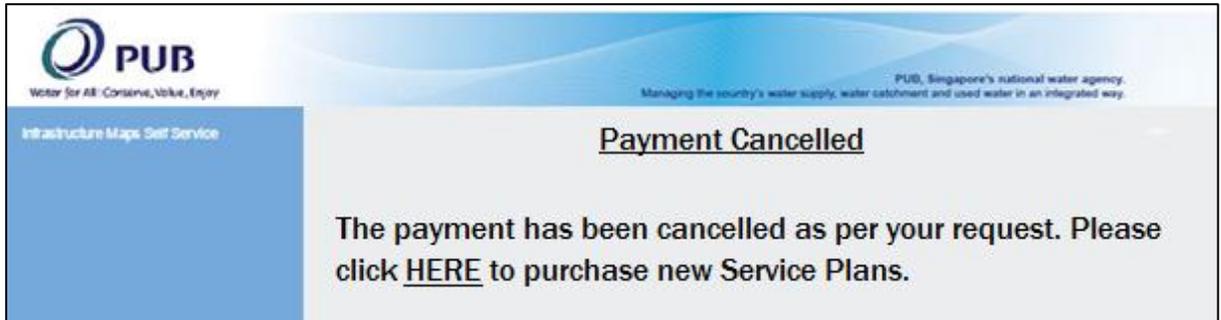


Figure 11: Notification for Cancelled Payment

9. Upon successful payment, the requested service plan(s) will be sent to the email address provided within 7 working days from date of application.
10. The estimated file size is 2MB per plan. Please ensure that you have sufficient space in your email to receive the plan(s).
11. If you do not receive the plan(s) within 7 working days, please contact PUB Building Plan Unit at pub_bpu@pub.gov.sg or 6731 3512.