

# Electronic Certificates of Compliance

Booking audits via Plumbbooking and eCoC

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# PLEASE NOTE

1. After July 1<sup>st</sup> 2018 you must use the eCoC System to submit CoC's. Paper copies will no longer be accepted after this date
2. The eCoC System is protected by strong security measures. If you are inactive on the eCoC system for 15 minutes or longer you will be signed out. This is to protect your privacy. You will need to re-enter your password to continue if you are timed out.

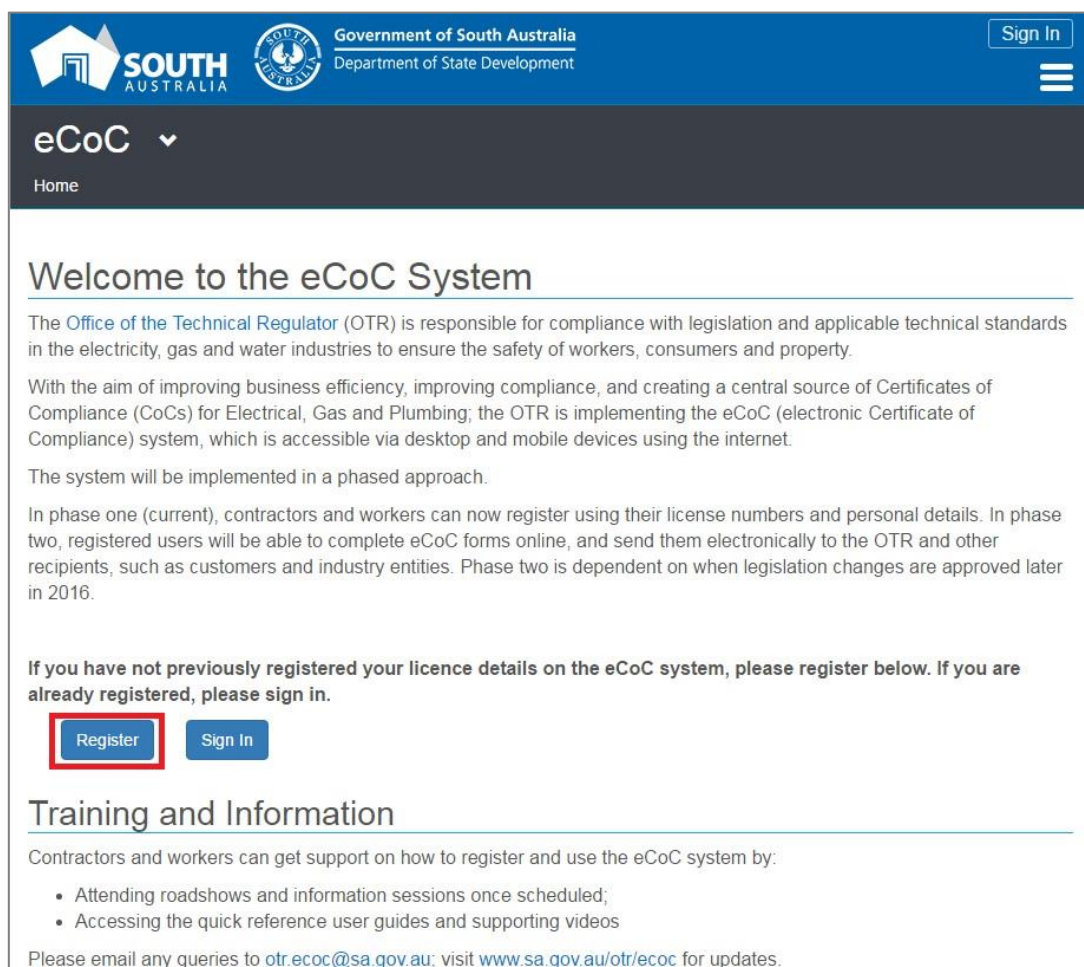
## 1. ECOC

Register for the eCoC system before following any other instructions in this manual, as this is required for all the functions of the system.

To Register please go to [www.sa.gov.au/otr/ecoc](http://www.sa.gov.au/otr/ecoc)

Click on **Register** and enter the information requested. You will need:

- Your licence number and expiry date
- Your contact information



The screenshot shows the eCoC System homepage. At the top, there is a blue header with the South Australia Government logo, the text 'Government of South Australia Department of State Development', and a 'Sign In' button. Below the header, there is a dark blue bar with 'eCoC' and a dropdown arrow, and a 'Home' link. The main content area has a heading 'Welcome to the eCoC System'. Below this, there is a paragraph about the Office of the Technical Regulator (OTR) and its role. Another paragraph explains the aim of the eCoC system. A third paragraph states that the system will be implemented in a phased approach. A fourth paragraph describes the current phase one where contractors and workers can register. A fifth paragraph mentions phase two where users will be able to complete eCoC forms online. Below this, there is a section for registration with a 'Register' button (highlighted with a red box) and a 'Sign In' button. The bottom section is titled 'Training and Information' and provides support resources. At the very bottom, there is a footer with contact information.

Government of South Australia  
Department of State Development

Sign In

eCoC ▾

Home

### Welcome to the eCoC System

The Office of the Technical Regulator (OTR) is responsible for compliance with legislation and applicable technical standards in the electricity, gas and water industries to ensure the safety of workers, consumers and property.

With the aim of improving business efficiency, improving compliance, and creating a central source of Certificates of Compliance (CoCs) for Electrical, Gas and Plumbing; the OTR is implementing the eCoC (electronic Certificate of Compliance) system, which is accessible via desktop and mobile devices using the internet.

The system will be implemented in a phased approach.

In phase one (current), contractors and workers can now register using their license numbers and personal details. In phase two, registered users will be able to complete eCoC forms online, and send them electronically to the OTR and other recipients, such as customers and industry entities. Phase two is dependent on when legislation changes are approved later in 2016.

If you have not previously registered your licence details on the eCoC system, please register below. If you are already registered, please sign in.

[Register](#) [Sign In](#)

### Training and Information

Contractors and workers can get support on how to register and use the eCoC system by:

- Attending roadshows and information sessions once scheduled;
- Accessing the quick reference user guides and supporting videos

Please email any queries to [otr.ecoc@sa.gov.au](mailto:otr.ecoc@sa.gov.au); visit [www.sa.gov.au/otr/ecoc](http://www.sa.gov.au/otr/ecoc) for updates.

## 1.1 Step 1 of 3 – Licence Check

### User Registration - Licence check

[Licence Check](#)[Licence Details](#)[Account Details](#)

#### Licence Check

Licence Number \*

Examples: PGE000000 or BLD123456


Expiry Date \*

DD/MM/YYYY

Human Verification

☐

I'm not a robot

  
reCAPTCHA  
[Privacy](#) - [Terms](#)

Next

1. Enter your licence number using the format **PGE123456** or **BLD123456**.
2. Enter your licence expiry date. Ensure that this is correct.
3. Click the box for **Human Verification** and follow the prompts it provides. This box is marked '**I'm not a robot**'.
4. Once you have completed the verification, click **Next** to proceed to Step 2 of 3.


## 1.2 Step 2 of 3 – Licence Details

**User Registration - Licence details**

[Licence Check](#)   **[Licence Details](#)**   [Account Details](#)

**Licence Details**

Licence Number:

Expiry Date:  

☐ Tick this box if you are not a contractor

Business Name \*:

First Name \*:

Last Name \*:

Business Phone \*:

Mobile Phone:

Address \*:  [Verify](#)

[Back](#) [Next](#)

5. Enter your Business Name (if you're a contractor), and your First and Last names.

6. Enter your phone number or numbers.

Ensure there are no spaces in the phone number, for example a mobile phone number would be entered as 0412345678

7. Enter the first section of your address and click **Verify** to search for the address.

Address \*: 

--- FOUND MATCHING ITEMS ---

11 WAYMOUTH STREET, ADELAIDE, SOUTH AUSTRALIA, 5000

SHOP 1 11 WAYMOUTH STREET, ADELAIDE, SOUTH AUSTRALIA, 5000

SHOP 2 11 WAYMOUTH STREET, ADELAIDE, SOUTH AUSTRALIA, 5000

SHOP 3 11 WAYMOUTH STREET, ADELAIDE, SOUTH AUSTRALIA, 5000

SHOP 4 11 WAYMOUTH STREET, ADELAIDE, SOUTH AUSTRALIA, 5000

[Back To Search](#)

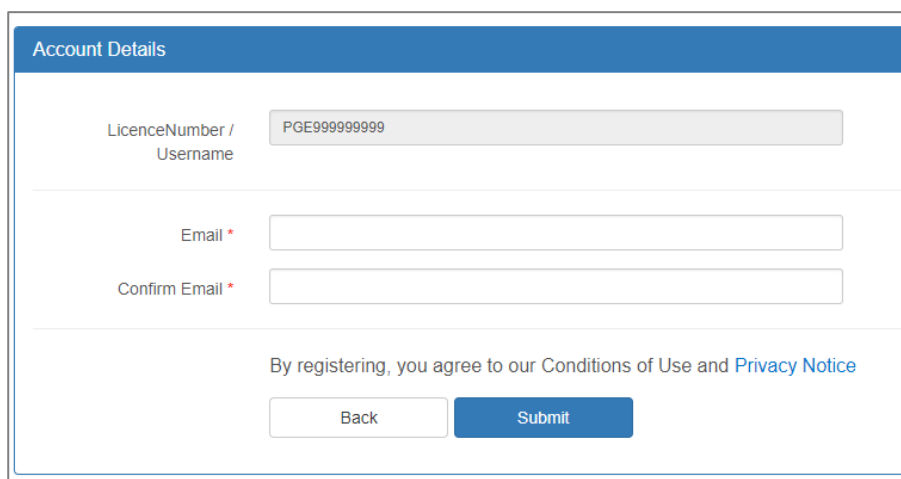
☐ Address couldn't be found? Please enter below

8. Pick an address from the list. If the correct address was not found, tick the 'Address couldn't be found?' box to enter the address manually.

When manually entering an address, search for the postcode by typing the suburb name and clicking the magnifying glass button.

9. Click **Next** to continue.

## 1.3 Step 3 of 3 – Account Details



10. Enter your email address, then type it again to confirm.

**Note that email addresses are used for password recovery, and so for security they must be unique to each eCoC account.**

11. Once complete, click **Submit**.

### Registration Successful

12. If your registration has been successful, you will receive an email inviting you to set a password for your eCoC account. Follow the link in that email to set a password, and your registration is complete.

### Registration Under Review

13. If your registration is listed as under review, this indicates that one or more of the details submitted have not matched with the details on the Consumer and Business Services occupational licencing database.

The OTR will review your application, and will follow up with an email approving or rejecting your application.

14. If your application is rejected, an email will be sent containing a link you can follow to alter the information and resubmit your application.

## 2. CREATING A PLUMBING ECOC

This section assumes you are registered to use eCoC, please refer to the eCoC Registration section if you have not yet registered.

Go to [www.sa.gov.au/otr/ecoc](http://www.sa.gov.au/otr/ecoc) and sign in to your registered account. If you have not yet registered please go back to step 1 and register for your eCoC account.

1. To create a new eCoC, go to the **Create eCoC** tab located in the menu bar at the top of the screen.

2. Select the *Licence Number* to use for the Worker's section of the eCoC (the worker signing this section must be appropriately licensed and able to certify).
3. Select which Contractor will sign the certificate. There will be 3 options presented:
  - Use one of my licences for the contractor's section.

This option applies if you are signing both as worker and contractor using the same licence number.

- Use my employing contractor's licence for the contractor's section.

This option applies if you are a worker employed by a contractor, or need to use a separate eCoC account for the contractor's section.

- I am not employed by a contractor for this job.

This option is applicable where a Contractor is not required, such as work without receiving reimbursement, or as an in-house worker.

4. Select which industry the eCoC relates to, either Plumbing, Gas or Electrical.

### 2.1 Section 1 – Customer Details

Complete the details of the customer and the site on the first page of the eCoC form. When all fields are completed, click on Continue to proceed to the next page, and at which point a CoC number will be generated in the top right of the form.

CoC Type **Customer Details** Job Details Sign and Submit

**Customer Site Details** DRAFT

Contact Details

Owner/Client Name \*

Phone or Mobile \*

Email address

1. Enter the Owner/Client Name, a contact phone number and their email address.
2. Note that the email address is not mandatory information. If an address is entered here, the customer will receive a copy of the certificate.

**If an email address is not entered, the customer must still receive a copy of the eCoC, whether this be electronically or as a printed hard copy.**

Installation Details

Installation Address \*

☐ 'Postal Address' same as Installation Address

Postal Address \*

Verify

Verify

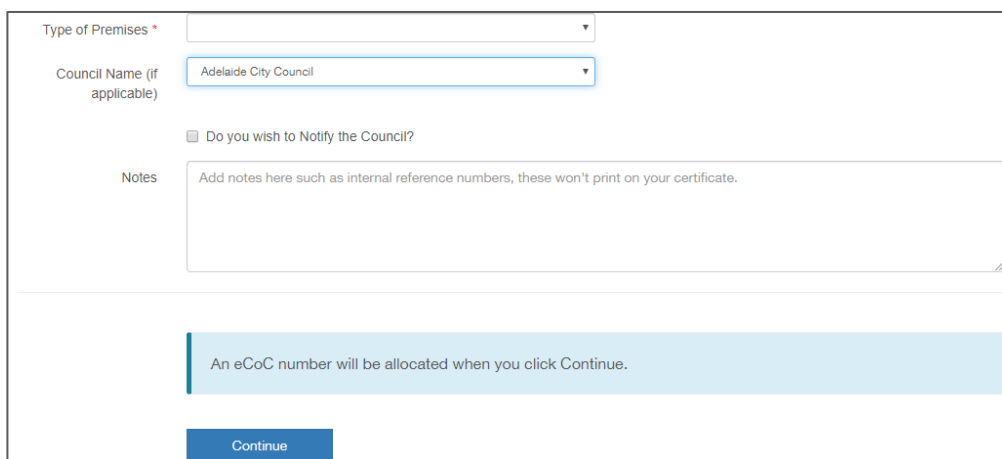
3. Enter the first part of the installation address and click on *Verify* – this opens a window of addresses from Location SA. Select the correct address from the list shown which will then complete the details.

**If an address could not be found, close the pop up window. You can then tick the box labelled *Installation Address couldn't be found?* To manually enter the address.**

4. The next step is to enter the postal address. If the postal address is the same as the installation address, tick the 'Same as Installation Address box'. If the postal address **is not** the same as the installation address, use the search box to find and verify the address.

**If an address could not be found, close the pop up window. You can then tick the box labelled *Installation Address couldn't be found?* To manually enter the address.**





Type of Premises \*

Council Name (if applicable) Adelaide City Council

☐ Do you wish to Notify the Council?

Notes  
Add notes here such as internal reference numbers, these won't print on your certificate.

An eCoC number will be allocated when you click Continue.

Continue

5. Click on the *Type of Premises* dropdown menu and select a description that matches the installation such as House/Domestic or Industrial.
6. Note the Council if required for the certificate. You may tick the box underneath your selection to automatically forward a copy of the eCoC to the Council on submission.
7. Enter Notes if required.

**Notes entered in this section are for internal reference only and will not print on the certificate.**

8. Click Continue to generate an eCoC number and move to the next section.

**An eCoC number (as required to book work for inspection) will be issued after you complete the Customer Details. This can be found in brackets at the top of the eCoC form.**

**Note you are required to complete and submit the eCoC after completion of the work. Please see the 'Using eCoC – For Plumbers' guide for further details.**

## 3. PLUMBBOOKING

Lodge bookings for OTR inspections through the Plumbbooking section of eCoC.

### 3.1 Obtaining an eCoC number for booking inspections

Note that you will require a certificate number (eCoC number) for your booking.

To obtain a certificate number if using eCoC:

1. You will need to create your eCoC before you can make a booking.
  - If you have not created an eCoC for this job please refer to **Section 2. Creating a Plumbing eCoC** and create your eCoC **or**,
  - If you have already created an eCoC please go to **My eCoC's (in the top bar)** to find the eCoC number.

When you have the eCoC number you can proceed to the next step.

2. Enter the details of the site and owner and click either Continue or Save Draft.
3. Record the eCoC number provided in the top right of the screen for your booking.
4. Enter the details of the booking

### 3.2 Making a booking

Bookings can be lodged with the OTR either via the Plumbbooking menu on eCoC, or via the Create Booking button found on the Job details page of an eCoC.

If there is more than one audit request for the same job, e.g. Drainage and Underfloor, then you will need to book both jobs separately using the same CoC/eCoC No.  
For help please contact the OTR at [otr.ecoc@sa.gov.au](mailto:otr.ecoc@sa.gov.au)

Enter CoC/eCoC Number below and click Search.

|                    |           |        |
|--------------------|-----------|--------|
| CoC/eCoC Number: * | 123456789 | Search |
|--------------------|-----------|--------|

|  |   |                |
|--|---|----------------|
| Site Contact Name: *   | Joe   |                |
| Mobile No: *   | 0423456789  |                |
| Owner/Builder Name: *  | Bob   |                |
| Site Address   | 11 WAYMOUTH STREET, ADELAIDE, SOUTH AUSTRALIA, 5000 | Back To Search |
| <input type="checkbox"/> (note: check this checkbox if the address is not listed in the drop down list). |   |                |
| Site Address Line 1: *   | 11 WAYMOUTH STREET                                  |                |
| Site Address Line 2:   |   |                |
| Suburb *   | ADELAIDE  | Q              |
| Postcode *   | 5000  | Q              |
| State: *   | SOUTH AUSTRALIA                                     |                |

## CoC/eCoC Number

This section requires you to enter a CoC (Certificate of Compliance) number or eCoC number.

If you have booked a job on that CoC/eCoC number before, then you will notice that the Address and Owner Name will be completed for you. Using an eCoC will also copy that information from the certificate.

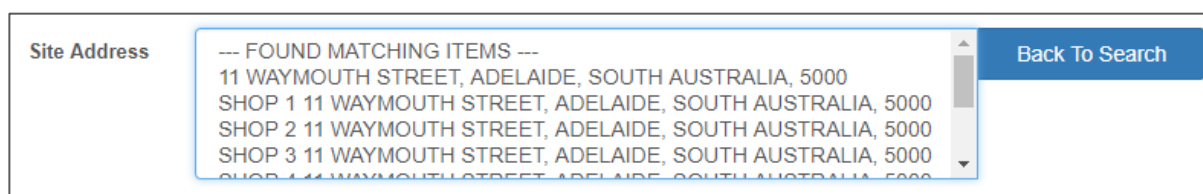
## Contact Details

The Site Contact Name, Mobile phone number and Owner or Builder Name all form the contact details for this booking.

## Site Address

The Plumbbooking System supports location search through Location SA.

To find an address, enter some of the details (such as street number and name) into the *Site Address* field and click *Validate*.



The screenshot shows a search interface for the 'Site Address' field. A dropdown menu is open, displaying a list of matching addresses. The first item is '11 WAYMOUTH STREET, ADELAIDE, SOUTH AUSTRALIA, 5000'. Below it are three items labeled 'SHOP 1', 'SHOP 2', and 'SHOP 3' at the same address. The dropdown is titled '--- FOUND MATCHING ITEMS ---'. To the right of the dropdown is a blue button labeled 'Back To Search'.

You will be presented with a list of addresses that match the terms, click *Back to Search* if you wish to re-enter the address.



The screenshot shows the 'Site Address' form. The 'Site Address' field is a dropdown menu with '11 WAYMOUTH STREET, ADELAIDE, SOUTH AUSTRALIA, 5000' selected. Below it is a checkbox labeled '(note: check this checkbox if the address is not listed in the drop down list)'. The form has several other fields: 'Site Address Line 1: \*' with '11 WAYMOUTH STREET', 'Site Address Line 2:' (empty), 'Suburb \*' with 'ADELAIDE', 'Postcode \*' with '5000', and 'State: \*' with 'SOUTH AUSTRALIA'. Each of these fields has a magnifying glass icon on the right. A blue 'Back To Search' button is at the top right.

If the address could not be found, select an address from the list, and click the tickbox below Site Address and manually enter the address in the fields below. The details of the address selected from the list will be retained but can be edited or removed if they are incorrect.

**PLEASE NOTE: The address MUST BE correct. Please check that you have the correct spelling, lot number, house number and suburb.**

To search by suburb or postcode, type into the suburb or postcode fields and click the magnifying glass at the right end of the field.

## Requested Date and Time

Enter the date and time of the booking request.

**Note that this should be within Monday-Friday, 8.00am to 3.30pm.**

## Property Type

The property types available are as follows:

- Commercial/Industrial
  - o For commercial and industrial properties
- Residential
  - o For private homes, apartments etc.

## Audit Type

The Audit Type briefly describes the work that will be inspected by the OTR for this job. This includes:

- Above Ground Sanitary Plumbing
- Drinking Water for Irrigation on Parks and Recreational Sites
- Final Audit
- Fire Services (in ground)
- Greywater Systems
- Hot and Cold (first fix)
- Hot Water Heater Installation
- Non Drinking Water (in ground)
- Non Drinking Water (in wall)
- Non Drinking Water for Irrigation on Parks and Recreational Sites
- Sanitary Drainage Installations
- Trade Waste
- Underfloor Plumbing

## Special Bookings: Does the work relate to any of the following?

This is a yes or no question, and the answer will determine what is asked next. These types of developments require additional attention from the OTR.

- Commercial or Industrial
- Non-Drinking Water
- Alternative Plumbing Performance Solutions
- Developments with 3 (or more) Residential Buildings on a Property

If you answered Yes to the previous question, select the Development Type. (If you answered No then this section will not appear)

## Development Types

Select from the following options:

- Commercial or Industrial Development including Extensions
- Multi-Storey Developments of 3 or more levels
- Building Developments within the CBD
- Housing Developments of 3 or more Dwellings
- Installation of an Alternative Performance Based Plumbing Design
- Non-Drinking or Drinking Water for Recreational and Commercial/Industrial Sites
- Residential Site where a Water Entity is Providing Non-Drinking Water



## Hydraulic Plumbing Designs

Certain types of Jobs require submission of a plan to the OTR.

Simply select Yes or No. If you select Yes you will be prompted for a Hydraulic Plumbing Design number which will have been provided to the plumber by the OTR.

## Encumbrances

An encumbrance is the way a piece of non-compliant plumbing is recorded by the OTR.

When an owner prepares to sell their home, they are advised that this exists and in most cases will want to resolve the issue.

Plumbers who are rectifying encumbrance related work are required to book that work in for inspection, so the OTR may remove the encumbrance from the property.

The OTR must attend all these bookings, and so it is critical that you note whether the booking relates to a plumbing encumbrance.

## Booking Comments

This section of the form can be used to capture any additional information that relates to the booking such as:

- Instructions on site access
- Warnings
- Description of the site location

## Submit

Once the details of the booking have been entered, click the Submit button to complete the booking.

|  |   |
|--|---|
| Job submitted successfully.  |   |
| Job details added successfully. Please note your Job ID: <b>CP446205</b> . |   |
| <a href="#">Done</a>   | <a href="#">Next Booking (retain details)</a> |

Clicking *Done* will open a new booking, and clear all the fields.

Clicking *Next Booking (retain details)* will open a new booking but retain the CoC/eCoC Number. Click the *Search* button next to the CoC number if the new booking will use that same number, and the address fields will be completed automatically.

## 8. MY PLUMBBOOKINGS

View a list of your bookings, determine whether a booking has been allocated for audit, access contact details for OTR auditors, and view a history of audit results in this section.

| My Plumbbookings |                |                 |   |             |  |            |           |  |
|------------------|----------------|-----------------|---|-------------|--|------------|-----------|--|
| Help             |                |                 |   |             |  |            |           |  |
| Show 50 entries  |                | Export To Excel |   | Search:     |  |            |           |  |
|                  | Booking Number | eCoC Number     | Audit Type  | Status      | Address  | Req. Date  | Req. Time |  |
| Open             | CP447168       | P100496         | Underfloor Plumbing   | Unallocated | 10 LILY STREET BLAIR ATHOL 5084 SA             | 12/04/2019 | 10:00 AM  |  |
| Open             | CP447167       | p100463         | Drinking Water for Irrigation on Parks and Recreational Sites | Passed      | 11 WAYMOUTH STREET ADELAIDE 5000 SA            | 19/03/2019 | 8:00 AM   |  |
| Open             | CP447166       | P100477         | Sanitary Drainage Installations                               | Unallocated | 22 PALMER ST HIGHLAND BELLEVUE HEIGHTS 5050 SA | 20/03/2019 | 1:00 PM   |  |
| Open             | CP447165       | p100472         | Trade Waste   | Unallocated | 11 MALLARD CRESCENT MAWSON LAKES 5095 SA       | 18/03/2019 | 2:00 PM   |  |
| Open             | CP447164       | P100475         | Fire Service (in ground)                                      | Unallocated | 11 WAYMOUTH STREET ADELAIDE 5000 SA            | 12/03/2019 | 10:00 AM  |  |
| Open             | CP447157       | P100472         | Underfloor Plumbing   | Unallocated | 11 MALLARD CRESCENT MAWSON LAKES 5095 SA       | 7/03/2019  | 8:00 AM   |  |

### 8.1 My Plumbbookings Dashboard

#### Booking Number

Reference number for the booking. One eCoC may have any number of bookings.

#### eCoC Number

Reference number for the eCoC that relates to that booking.

#### Audit Type

Audit type for the booking, selected when lodging the booking via Plumbbooking.

#### Status

Used to communicate the status of the booking:

- **TBA:**  
The booking has been lodged, and it will be announced 30 minutes prior to the booking time if it has been scheduled for audit.
- **Scheduled:**  
The booking will be attended by an OTR Officer
- **Unallocated:**  
The booking has not been allocated for audit by an OTR Officer
- **Passed:**  
After audit, the OTR Officer attending determined that the work they inspected is compliant
- **Failed**  
The OTR Officer attending that booking found work requiring rectification during the audit.

#### Address

Address of the site.

#### Req Date and Req Time

Date and time requested for the audit.

## 8.2 Booking Details

|                                |              |
|--------------------------------|--------------|
| Plumber Job Request (CP447168) |              |
| OTR Schedule Details           |              |
| Booking Status:                | Scheduled    |
| Officer Name:                  | Bob          |
| Officer Phone:                 | 0412 345 678 |

Click *Open* next to a booking on your My Plumbbookings dashboard to view the details of the booking.

If the booking has been allocated for audit by the OTR, you will also find contact details here for the auditor allocated to the booking.