

Procedure statement

Purpose	The purpose of this procedure is to detail the process by which those required to comply, or ensure compliance, with SA Water's technical requirements may seek dispensation from those requirements.
Scope	<p>This procedure applies to all works required to comply with, or ensure compliance with, SA Water's requirements where a departure from one of the following SA Water documents is proposed:</p> <ul style="list-style-type: none"> • Technical Standards • Technical Guidelines • Standard or Typical Drawings • WSAA Codes, and SA Water's Supplements to these • SA Water Technical Specifications <p>Supporting information regarding how dispensations are applied to works is provided below.</p>

Roles and Responsibilities

Role	Responsibilities within Procedure
SA Water Manager Engineering Quality and Innovation	Procedure owner
SA Water Principal Engineer or Discipline Lead	Approves/Declines dispensation request submissions
Designer or Designer's Representative <i>(Person accountable for the design)</i>	Completes and submits Dispensation Request Form

Dispensation Procedure

No.	Step Description	Responsibility
1.	<p>Dispensation Request Form Completion</p> <p>Complete a Technical Dispensation Request Form, ensuring all supporting information is supplied.</p> <ul style="list-style-type: none"> Please note that all fields are mandatory and must be completed to proceed. <p>SA Water requires sufficient information to assess dispensation requests and their potential impact. The onus is therefore on the proponent to justify dispensation request submissions and provide suitable evidence to support them.</p> <ul style="list-style-type: none"> Further detail regarding this is provided in the Supporting Information below. 	<p>Designer or Designer's Representative</p>
2.	<p>Dispensation Request Form Submission</p> <p>Submit the Technical Dispensation Request Form by accessing the link provided on SA Water webpage under "SAWater - Engineering Standards" for consideration. <u>Submissions lodged via any other channel will not be considered.</u></p> <p>Please allow up to 10 business days from lodgement for a response.</p>	<p>Designer or Designer's Representative</p>
3.	<p>Assessment</p> <p>The dispensation request is assessed by the relevant Principal Engineer/s or Discipline Lead on a case-by-case basis.</p> <ul style="list-style-type: none"> If supporting information is insufficient, dispensation requests will be returned pending submission of additional information. <u>The response time under these circumstances resets</u> and may therefore take longer than 10 days. 	<p>Principal Engineer/s or Discipline Lead</p> <p>Manager Engineering Quality and Innovation</p>
4.	<p>Response</p> <p>The dispensation will be approved or declined based on the information supplied, and a response issued to the person or company required to comply with, or ensure compliance with, SA Water's requirements.</p> <ul style="list-style-type: none"> The response will be assigned a unique dispensation request number and signed by the relevant Principal Engineer/s or Discipline Lead. 	<p>Manager Engineering Quality and Innovation</p>

Supporting Information

SA Water uses the dispensation process to monitor where compliance with its standards may not be achievable. This information is used to support continuous improvement of SA Water Technical Standards and requirements, through engagement with and feedback from the market.

Further information regarding SA Water's Technical Dispensation Request Procedure is provided below for reference and use by applicants.

1. Extent of Dispensations

Until accepted and incorporated as a formal change to one of the documents defined in the scope of this procedure, any and all dispensations are granted only for the specific situation (design, contract, agreement) against which it has been raised.

2. Dispensation Request Form Completion

a. General

To allow SA Water to assess dispensations in a timely and consistent manner, applicants are to ensure that their Technical Dispensation Request Form:

- 1) Is fully complete.
- 2) Contains sufficient detail and includes relevant supporting information.
 - o General statements regarding cost savings (to SA Water), design, products, risk, safety etc. are not sufficient.
 - o If any or all of these are being cited as justification to deviate from SA Water's established technical requirements, it is expected that sufficient detail is provided to support them.
- 3) Contains logic that can be substantiated by the information supplied in the request.
- 4) Provides a technical assessment from the Designer of any proposals in the dispensation to determine their merit and suitability.

Per Step 1 of the Dispensation Procedure above, the onus is on the proponent to justify dispensation request submissions and provide suitable evidence to support them. If the foregoing requirements have not been satisfied, the dispensation request will be returned to the applicant for amendment.

The information provided above is general in nature and intended to support applicants in completing a dispensation request. Applicants remain responsible for the content of their submissions, and for any delay in receiving SA Water's formal response that results from insufficient/incorrect/incomplete information being submitted.

b. Non-Conformances

SA Water preference is that dispensation requests are sought prior to construction, to allow assessment of submissions to occur before works on site are impacted. However, SA Water recognises that there may be circumstances where dispensations are sought for non-conforming construction (i.e., infrastructure that fails an inspection/test during delivery of a project or works that have not been delivered in accordance SA Water's requirements).

Where dispensations are submitted seeking to leave non-conforming works in place, applicants must satisfy **all of the following requirements** in order for the request to be considered:

- 1) A quality management process relating to the non-conformance must have been undertaken, along with evidence that SA Water's Construction Services Team have been informed/involved.
- 2) Following point 1) above, a non-conformance report is to be provided (with evidence of submission to SA Water's Construction Service Team) which details:
 - a) The root cause of the non-conformance.
 - b) Actions to prevent a reoccurrence of the non-conformance.
 - c) Corrective actions with respect to the constructed works.
- 3) With respect to point 2c) above, SA Water's first preference is for infrastructure to be constructed in accordance with the corporation's documented technical requirements.

Thus, where there is any proposal to leave non-compliant works in place, the Designer's Representative shall provide a technical assessment of the corrective actions proposed, to determine their merit and suitability. This assessment is to consider:

- a) Matters from SA Water's perspective, which may include issues associated with non-compliant construction such as (but not limited to):
 - o Stresses induced in pipes due to deformations, impacts on infrastructure durability/longevity, future maintenance implications, potential for leaks/failures, safety consequences etc.
- b) The risk/s posed by the non-conforming work to the community, SA Water's customers, the environment and SA Water personnel in both the long and short term.

If the foregoing requirements have not been addressed satisfactorily, the dispensation request will be returned to the applicant.

3. Dispensation Expiry

Dispensation requests that have been approved by SA Water remain valid for up to two years.

Dispensations that have not been implemented within this timeframe become invalid and must be resubmitted for approval.

4. Dispensation Appeals

SA Water's response to dispensation requests is final and is not subject to appeal.

At SA Water's sole discretion, dispensation requests may be reviewed. The criteria required for this review to occur include:

- a) Dispensations being updated/amended by the applicant based on SA Water's initial response or,
- b) New information is provided in support of the original dispensation that was not considered in SA Water's first response.

5. Dispensation Disclaimer

SA Water's approval of dispensation requests is not inclusive of safety in design, detailed design, or other statutory requirements, which remain the responsibility of the Designer or Designer's Representative.

Delay claims and/or variations are not included in this procedure and must be resolved within contractual/agreement processes.

Document Control

Approved by	Manager Engineering Quality and Innovation
Effective Date	22/06/2023
Next Review Date	-
Documents superseded by this document	Technical Dispensation Request Procedure – Version2.0

Version History

Version	Date	Author	Comments
0.1	03/09/2020	Davis, Matthew	First draft.
0.2	21/09/2020	Davis, Matthew	Second draft, feedback from Sally Silz & Tim Ingram incorporated
1.0	14/10/2020	Davis, Matthew	Final.
1.1	03/11/2020	Davis, Matthew	Minor bug fixes.
2.0	25/10/2021	Davis, Matthew	Major Revision.
3.0	22/06/2023	Davis, Matthew	Major Revision, Request submission through online form.