

# Water Act: Online Submission of (TDL) Temporary Diversion Licence Applications

## Online Submission of Temporary Diversion Licence (TDL) Applications

Under the *Water for Life* action plan, a key strategy was to develop an automated decision support system for issuing surface water and groundwater Temporary Diversion Licences (TDL).

In 2008, a pilot project was initiated as an internal department tool to process TDLs, using an internet-based system, incorporated with established business and condition rules. The internal pilot successfully demonstrated the feasibility of applying internet technology to automate the process for issuing TDLs.

This system is referred to as the *Water Act* TDL Electronic Review System (WATERS) and it is available to applicants to submit TDL applications online. The system allows applicants to better track the status of applications, provides for automated decision-making and streamlines the issuance of all TDLs.

## Individuals

Individuals need to visit our website to create their own account and when that is complete, they can then submit TDL applications for themselves. Individuals that need to affiliate themselves with an organization will need to take additional steps. They can apply to be a representative and submit TDL applications on behalf of the organization, or to be an administrator and make decisions on behalf of an organization.

- [Online Application for a TDL](#)

## Organizations

After creating an individual account, many of our clients will need to affiliate themselves to a company of some kind. Our system provides flexibility because companies in Alberta go about their business in different ways.

The WATERS system puts control of who represents a company, into the hands of the company.

Organizations that have employees submitting TDL applications will first need to set-up one employee as an administrator. The initial request to be an administrator is verified by Alberta government staff. After the employee is approved as an administrator, they can then directly process the requests from the other employees that register in the system to either be representatives that submit TDL applications, or to be an additional administrator for their company.

Organizations that have a consultant submitting their TDL applications can choose to have an employee be an administrator and delegate the role of representative to their consultant. Optionally, some companies may wish to also delegate the role of administrator to a consultant. Any initial request to setup an administrator of an organization is verified by Alberta government staff. Each organization is ultimately responsible for making decisions that pertain to selecting their administrators or representatives.

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## Consultants

After creating an individual account, all consultants will need to affiliate themselves with an organization. If the organization already has an administrator in the system, the consultants request will go directly to that individual. If the consultant is making a request to be an administrator for a particular organization, they will need to provide a form that is signed by the company and verified by Alberta government staff. This process is integrated into the system. Consultants are not limited to the number of organizations they can be affiliated with.

## Submit Applications

Once registered in the online system, you can submit TDL applications and supporting documentation. You will also be able to view the progress of your applications as well as retrieve your historical TDL information.

When online TDL applications are submitted, most will be reviewed by department staff and the result of the decision will be emailed back to the applicant. In some cases, if the proposed diversion meets all the requirements and criteria as determined by the department, the application may be automatically processed by the system and the automated decision emailed back to the applicant.

Submitting a TDL application electronically will require an appropriate internet connection and an internet browser that supports a flash viewer. The supported browsers are Internet Explorer 7.0 and Firefox 3.5 or higher. Note that the iPhone and iPad are not currently supported.

Applicants who have limited access to the online system can continue to submit TDL applications by traditional methods (mail or fax).

For additional information, you can contact the Information Centre at 310-ESRD (3773) or you can access our website at:

- [AEP.alberta.ca](http://AEP.alberta.ca)

The screenshot displays the 'WATERS Home' website interface. On the left is a navigation menu with categories: 'WATERS Home', 'TDL APPLICATIONS' (containing 'Submit New Application' and 'View TDL Applications'), 'TDLs' (containing 'View TDLs'), and 'APPLICANTS' (containing 'Apply to Represent Applicant' and 'Apply to be an Applicant's Administrator'). The main content area is titled 'Welcome to Environment and Sustainable Resource Development's Temporary Diversion Licence (TDL) Online application system'. It features a map of Alberta with a red location pin, an arrow icon, and text stating: 'Environment and Sustainable Resource Development is now accepting electronic applications for the temporary diversion of water. The system will allow you or your representative to submit a TDL application and support documents. This will enable Environment and Sustainable Resource Development to improve service by immediately reviewing your application relative to current water restrictions. If water is available and your proposed diversion meets requirements, the system will approve and issue a temporary diversion licence and email it to you. The system will also allow you to view the current status of an application as well as to query and view temporary diversion licences issued in the last 12 months.'