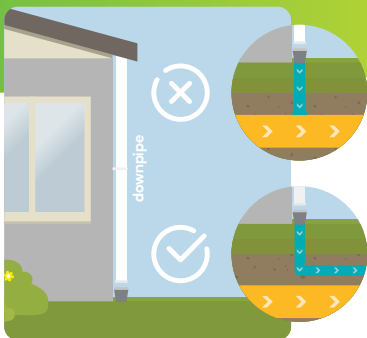


stormwater infiltration

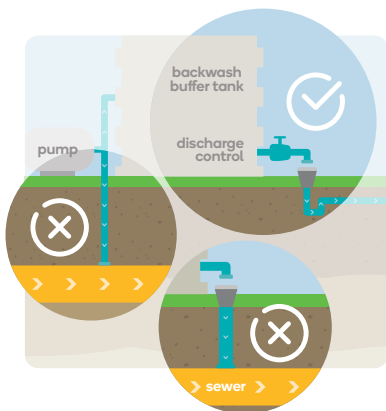
Recently, a number of Altogether water customers experienced significant wet weather. Some residences produced more wastewater than normal, when compared to a dry day.

The additional flow during wet weather points to stormwater entering your home's wastewater system, so we suggest you ask your plumber to focus on potential sources of stormwater infiltration.

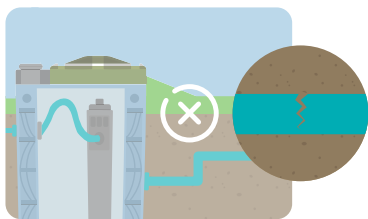
Here are some common areas where this can occur and how to resolve them:



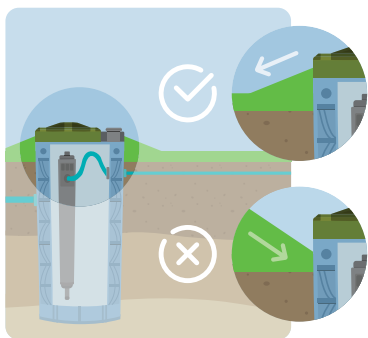
Downpipes must be connected to stormwater, not the sewer. A qualified plumber can check this using a smoke or flow test



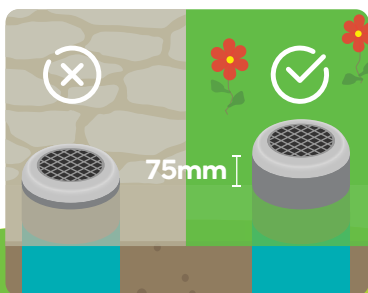
Pool backwash rate must be limited to no more than 0.5 L/s. A buffer tank or pump with restrictor can achieve this.



Cracks in customer pipework allows unwanted groundwater to enter the wastewater tank. A qualified plumber can check for this using CCTV.



Landscaping around Altogether's collection tank must drain away from the lid, not towards it.



Overflow relief gully must be at least 75mm above surrounding ground level.

For more information please refer to Altogether's Builder's guide, Pool and Spa guide, and Landscaping guide. Altogether does not carry out the initial inspection of your property. You must use your own plumber.

Once the source of the stormwater infiltration has been identified and repaired, you can submit a request for an Altogether inspection on our website and we will check if the repairs comply with our guides as well as the relevant standards and codes of practice. If the issue has been resolved you won't be charged for the Altogether inspection.

questions?
get in touch with us

📞 1800 803 803

🌐 altogethergroup.com.au

altogether.