

Standard Commercial Lot Sales Disclosure Notice

Abbreviations

In this notice:

Altogether, Our, We and Us means Altogether Group Pty Ltd ACN 136 272 298 and its Licensed Network Operator entities.

Altogether's Commercial & Multi-residential Developer Guide means Our [Developer Guide – Commercial and Multi-Dwelling Residential \(Water\)](#) as updated from time to time and published in the Help and Support Centre of Our website.

Community means a community listed in Annexure 1.

Help & Support Centre means Our help centre, published on Our website.

Multi-Unit Residential means more than one dwelling, whether separately titled or not.

Network means a network referred to in section 5(b).

Licensed Network Operator means the entity listed under the heading 'Licensed Network Operator' in Annexure 1, each of which is a wholly-owned subsidiary of Altogether.

On Lot Infrastructure has the meaning given in section 5(c).

Plumbers Guide means our [Plumber's Guide \(Water\)](#) as updated from time to time and published in the Help and Support Centre of Our website.

Recycled Water Uses means the purposes set out at in your [Community](#) as noted in section 2.

1. Purpose of disclosure notice

The purpose of this disclosure notice is to detail to potential new lot owners in communities serviced by Us the licensing and infrastructure requirements with which their property will need to comply prior to Us being able to provide the various services identified in Annexure 1. As the owner of property in a Community serviced by Us, you can become a customer of Altogether.

We are a private water utility supplying recycled water (which is suitable for washing machine, toilet flushing and external uses) and wastewater (i.e. sewerage) services and drinking water services (depending on the community) to various Communities, as set out in Annexure 1. These services are supplied under Our Retail Supplier's Licence Number 13_001R issued under the *Water Industry Competition Act 2006* (NSW) and regulated by the Independent Pricing and Regulatory Tribunal (IPART). Altogether entities also operate water infrastructure at a number of Communities under Licensed Network Operator licences, as set out in Annexure 1. These operator entities are also regulated by IPART.

Where a water service is not provided by Us at your Community, another provider, such as Sydney Water or Hunter Water, will be responsible for provision of that service. In that case, you will receive two accounts, one from the other provider for the services it provides, and one from Altogether for the services provided by Altogether.

2. Our services

Once your property is connected to Our Network, We will provide the water services indicated at <https://altogethergroup.com.au/about/communities/> - just select your Community from the options at this link. For up-to-date information about these services, please visit the above link.

If you have purchased a lot with the intention of developing a Multi-Unit Residential or any form of non-residential use (i.e. a commercial, retail, industrial or community facility), you may need to install new or upgrade existing On Lot Infrastructure to meet the additional demands on Our network arising from your development. For more information, see *Altogether's Commercial & Multi-residential Developer Guide*.

Wastewater collection and treatment

We will collect your property's wastewater via Our On-Lot Infrastructure and treat it at Our local water centre located in the Community. See section 5(a) for more information on Our local water centre.

Recycled water supply

Our local water centre will produce high quality recycled water, compliant with the *Australian Guidelines for Water Recycling*, for supply directly to your property. Recycled water is not for drinking, bathing or kitchen uses.

Recycled water must only be used for the purposes set out in the water section of Our website. Typically, this includes watering gardens, washing cars and general wash down, flushing toilets and for cold-water supply to your clothes washing machine (**Recycled Water Uses**).

These uses can change. To ensure you have up-to-date information, please visit the water section of Our website. It is important for your compliance with your conditions of development consent and Our conditions of supply that Recycled Water Uses are connected and plumbed to your premises appropriately, as referred to in section 3(d).

3. Approval, connection and fees

To receive Our services, you must follow the steps detailed in *Altogether's Commercial & Multi-residential Developer Guide* and this disclosure notice.

The process for connection, which includes obtaining a compliance certificate and occupation certificate, begins before you start construction. It is therefore important to take note of the process set out in this disclosure notice and *Altogether's Commercial & Multi-residential Developer Guide*.

(a) Fees

For information about the applicable fees and charges please visit Our Help and Support Centre.

(b) Application to connect

Before you start construction, you must apply to connect by following the process set out in *Altogether's Commercial & Multi-residential Developer Guide*. We will review your application once it is lodged and if the development can be serviced, Altogether will issue a Notice of Requirements (**NOR**) detailing the prerequisites that must be met to connect to Our services. You should allow up to 4 weeks from the application lodgement date for

Altogether to confirm servicing options and to issue Our NOR.

Irrespective of any conditions of the development consent issued by your local council or your private certifier for the construction of your premises, you must satisfy our requirements set out in Our NOR and obtain a certificate of compliance before you can connect to our services.

(c) **Building your premises**

You must ensure that your premises are built in strict compliance with Our NOR and any other requirements. If they are not, We will require compliance and this may delay completion of your premises.

In Communities where We supply drinking water, We will supply drinking water and a meter for construction purposes. In Communities where We don't supply drinking water, your builder will need to separately arrange for drinking water during construction.

If you contract a builder for construction of your premises, they will usually manage the connection process and pay any relevant fees on your behalf. When negotiating your building contract, ensure that you are clear whether the applicable Infrastructure, Connection and other fees set out the Help and Support Centre are included within the price.

(d) **On-property plumbing and trade waste**

To ensure that all internal and external Recycled Water Uses are connected and plumbed to your premises appropriately, you must make sure that your builder and/or plumber follows Our *Plumber's Guide*.

If you or a business carried out on your premises is involved in manufacturing, food preparation, or other commercial processes that generate wastewater, you or that business must apply for Our consent to discharge trade waste into our sewerage system.

Before applying for a trade waste permit, please review our [Trade Waste Policy](#), our [Trade Waste Price Fact Sheet](#) and our [Commercial Fees and Charges](#).

(e) **Connection**

Once you have fulfilled our requirements and received a certificate of compliance, your development will have access to Our services. Our certificate of compliance will enable you to apply to your local council or private certifier for an occupation certificate. Your occupation certificate will provide you with authority to commence use, occupy and/or settle sale of relevant components of your development.

4. Customer contract and fees

The terms and conditions for supply of our services are set out in Our customer contract which is entered into between you and Us as part of Our customer registration process. Our customer contract is published on Our Help and Support Centre.

In addition to any fees payable prior to connection of your wastewater service, you will also have to pay Us for:

- (a) the ongoing supply of wastewater and recycled water services;
- (b) drinking water services from the connection of drinking water prior to construction (where applicable); and
- (c) trade waste services (if applicable).

For details of these fees and charges, please visit Our Help and Support Centre.

5. System Infrastructure

The Licensed Network Operator is regulated by IPART and is responsible for operating and maintaining all recycled water (which excludes drinking water) and wastewater infrastructure within the Community, including the following:

(a) Local Water Centre

A local water centre (which includes plant and equipment for wastewater treatment and recycled water production, together with associated storage) is or will be located within the Community, treats wastewater from the Community and produces and delivers recycled water for Recycled Water Uses to the Community.

(b) Our Network

Our Network located within the Community comprises:

- (i) a wastewater collection reticulation network (known as a pressure sewer network) which delivers wastewater to the local water centre;
- (ii) a recycled water reticulation delivery network which takes recycled water from the local water centre and delivers it to your development for Recycled Water Uses; and
- (iii) where applicable in your Community, a drinking water reticulation delivery network, which may include storage and re-chlorination infrastructure, from a bulk connection with the nearby public water utility.

(c) On-Lot Infrastructure

Infrastructure located within your development (**On-Lot Infrastructure**) generally comprises an in-ground wastewater collection tank, a boundary kit, discharge pipework and a recycled water pipe connecting your development to Our Network. In Communities where We provide drinking water, On-Lot Infrastructure will also include a drinking water pipe connecting your development to Our drinking water network.

Although located within your premises, all On-Lot Infrastructure must not be disturbed, removed, altered, damaged or modified, unless authorised by Us in writing beforehand.

(d) On-Lot Infrastructure access, operation and maintenance

Under Our customer contract:

- (i) you must ensure that We have safe access to your development to install, commission, inspect, test, maintain, repair, alter, upgrade or replace Our On-Lot Infrastructure - see section 9.1 of the customer contract;
- (ii) you are responsible for:
 - A. maintaining all electrical circuitry between your electricity meter and the control/alarm panel; and
 - B. any damage to or obstruction or blockage impeding the operation of On-Lot Infrastructure, to the extent not caused or contributed to by Us; and
- (iii) We are responsible for maintaining and repairing On-Lot Infrastructure:
 - A. at Our own cost to the extent to which, in Our reasonable opinion, the need for the maintenance and repair is due to normal use; and
 - B. at your cost in all other cases, including damage to the extent not caused or contributed to by Us.

6. On-sale of your development

If, before registering as a customer with Us, you decide to sell any component of your development, you must ensure that a copy of this document is enclosed with and forms part of your contract of sale with the purchaser.

If you sell any component of your development after registering as a customer with Us, you must:

- (a) give Us the purchaser's details, including the settlement date and the purchaser's name and contact details. If you do not do so, you will remain liable for all fees and charges as if you continued to be the owner of the development; and
- (b) if any modifications have been made to the water plumbing at the development, arrange for a cross-connection check to be carried out by:
 - (i) a licensed plumber at your own cost and provide us with a certificate from the plumber certifying that it has carried out a satisfactory cross-connection check; or
 - (ii) our Licensed Network Operator, subject to your payment of the applicable fee.

To receive Our services, the new owner of the development must register as a customer and follow the steps detailed in *Altogether's Commercial & Multi-residential Developer Guide* and this disclosure notice.



**ANNEXURE 1
ALTOGETHER SERVICE LOCATIONS**

Community	Licence Number	Licensed Network Operator	Services available from Altogether ¹	Services available from public water authority
Cooranbong	Licence no. 15 033	Altogether Cooranbong Pty Ltd ACN 169 450 453	Drinking water, recycled water and wastewater	N/A
The Gables - Box Hill	Licence no. 16 037	Altogether Operations Pty Ltd ACN 603 106 305	Recycled water and wastewater	Drinking water (Sydney Water)
Huntlee	Licence no. 15_030	Altogether Huntlee Pty Ltd ACN 167 418 608	Drinking water, recycled water and wastewater	N/A
Aria	Licence no. 15_030	Altogether Huntlee Pty Ltd ACN 167 418 608	Drinking water, recycled water and wastewater	N/A
Pitt Town	Licence no. 10 014	Altogether Pitt Town Pty Ltd ACN 141 705 660	Recycled water and wastewater	Drinking water (Sydney Water)
Glossodia	Licence no. 19 043	Altogether Operations Pty Ltd ACN 603 106 305	Under development [Recycled water and wastewater]	Under development [Drinking water (Sydney Water)]
Central Park	Licence no. 12_022	Altogether Central Park Pty Ltd ACN 151 072 838	Drinking water, recycled water and wastewater	N/A
Discovery Point	Licence no. 13_025	Altogether Discovery Point Pty Ltd ACN 142 392 541	Drinking water, recycled water and wastewater	N/A



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Shepherds Bay	Licence no. 17_042	Altogether Operations Pty Ltd ACN 603 106 305	Drinking water, recycled water and wastewater	N/A
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