

Disclosure notice

This document is applicable for customers of Altogether Group Pty Ltd ABN 28 136 272 298 connected to our water network supplied under our retail suppliers' licence issued under the *Water Industry Competition Act 2006* (NSW).

This disclosure notice contains important information for you to read before entering into a contract to supply water and/or wastewater services to your home or business. It is a requirement of our licence that we provide this notice.

Fees and charges

Please ensure that you read and understand the fees and charges payable in respect of the supply of water/wastewater services at [fees and charges](#).

Our procedures for handling customer complaints

If you have a concern or complaint, we would like to hear from you. Our complaint handling procedures are set out at [customer complaints](#). If you are unable to pay your bill, or have a problem with your bill please follow the relevant steps online at [missed payments](#) or contact us on 1300 803 803.

The circumstances in which your premises may be disconnected from the water or sewer main

Your premises may be disconnected from the water main or sewer main in the circumstances specified in section 6.2 of our [customer contract](#). In circumstances such as non-payment of water bills, we may restrict the flow of water to your premises. Any restrictions or disconnections to service are subject to legislated safeguards.

Rebates and concessions

If you are an eligible concession holder, you are entitled to a discount on our water services. For more information and to get updates on any available Government-funded rebates, please visit [concessions](#).

Where to obtain a copy of our customer contract

To obtain a copy of our customer contract, please visit our [customer contract](#).

Privacy

Altogether Group Pty Ltd is committed to preserving and respecting the privacy of our customers' personal information. Please read our [privacy policy](#).
