

### Your checklist to connect your home to our services

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#### ☐ Register online

Visit [altogethergroup.com.au](https://altogethergroup.com.au), select Connect and enter your postcode

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#### ☐ Review our requirements (check the building and developing tab)

Before you start designing your home, review our requirements so they can be integrated into your house plans. This will help with swift approval of your plans. These requirements are outlined in our [Builders' Guide](#). Depending on your lot, the location of your wastewater collection tank may vary and the design requirements may need to be adjusted for us to approve your designs. If you think this is the case, call us early in the process so we can give you advice about your design.

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#### ☐ Submit your house plans

Submit your plans for review after you have finished designing your home. We aim for a three-business day turnaround on this review. However, if your building is of non-standard design, allow ten business days. Our stamped approval on your plans is required and, in your interest, to ensure that costly alterations are not required later.

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#### ☐ Inform your tradespeople

Make sure your builder and other trades, such as the plumber and electrician, know your home will have a dual water supply and be serviced by a pressure sewer network. Information about our technical requirements for builders, plumbers and electricians are available under the building and developing tab on our website

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#### ☐ Check with your builder

Check that your builder understands you don't need a rainwater tank to comply with BASIX. Connecting to our network meets your BASIX requirements for water and costs no more than installing and connecting a rainwater tank and pump. Be sure that any building quotes you obtain detail the costs included to connect to our network and compare these to the recommended pricing on our website.

### **Apply through us for a builder's water supply (where applicable)**

If Altogether supplies the drinking water in your community, before you begin construction, apply for a builder's water supply. More information, and the application form can be found at [Apply for a Drinking Water Meter](#). Once this is processed, we will send out the drinking water meter to the specified address to connect your block to the drinking water supply so building can begin.

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### **Final plumbing and drainage inspection**

Once construction of your home is complete, a final plumbing and drainage inspection needs to be carried out on your property. Your builder/plumber needs to organise this with NSW Fair Trading or your local council. This approved inspection report needs to be emailed to us at [contact@altogethergroup.com.au](mailto:contact@altogethergroup.com.au) Receiving the final plumbing and drainage report lets us know that you are now ready to have your home connected to our network. We will then begin to organise your connection.

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### **Pre-Connection Inspection**

Our technicians will complete a pre-connection inspection to ensure that your home and the builders completed works comply with our requirements prior to connection. We will need access to your home to complete this pre-connection inspection.

If your home is ready to connect then we will then notify you and your builder of your connection date.

If your home does not pass the inspection, then we will let your builder know what needs to be fixed and keep you in the loop.

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### **Connection and Connection Certificate**

Our licensed technicians will install a pump in the wastewater collection tank, a recycled water meter and a control panel. They will also do a cross-connection check to make sure your two water supplies are connected properly. We will issue a Connection Certificate once this is complete.

You won't be able to get your Occupation Certificate from Council or a private certifier without our Connection Certificate which verifies that your home is

suitable for occupation and use from a water services and sanitary drainage perspective.

Note: connections are completed on a first come first served basis, connections are also weather dependent, please allow at least 10 business days for the connection process.

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### Occupation Certificate

You will need the Connection Certificate to apply to local council or your private certifier for an Occupation Certificate. No-one is permitted to live in the home until the Occupation Certificate has been issued and without the Connection Certificate your sewer system will not be operational.

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### 1 Buying your home

Choosing to build in a community which has a local water utility has benefits including a pressure sewer system rather than a gravity system. There are also two water supplies, recycled water supply for watering your garden, flushing toilets and in washing machines and other authorised purposes in your community. This means it has a low environmental impact and makes your home more water efficient. Your new home will be within a recognised recycled water precinct for BASIX certification. Which means you need to install the Altogether Basix water kit and you will not need a rainwater tank.

### 2 Purchasing a BASIX water kit

Depending on when you purchased your block of land this cost may have been covered by the developer. Please check with the developer sales team and your sales contract if this cost was included or whether you are required to pay it separately.

If you are required to purchase the BASIX water kit

Option 1: Buy the kit directly from Altogether, we will provide you with a quote so that you can add it into your finance application and we will set you up on a 6 or 12-month payment plan so you can pay it off while you build your home.

Option 2: Include the BASIX water kit fee into your builder's tender, this allows you to add this cost into your finance arrangements and pay it off over an extended time.

Please be aware that your builder may charge you a premium to include this kit in the home building package and we recommend that you check the [Fees and Charges](#) on our website for the BASIX water kit cost prior to accepting your builders quote. If your builder has any questions on the work that is required before they quote then we are happy to assist them.

### 3 Connecting your home

The BASIX water kit is installed in two stages:

1. There is already infrastructure on your lot that the developer installed to connect your home's water and wastewater services to. This includes an in-ground wastewater collection tank, boundary kit and capped recycled water and drinking water pipes that connect to the network. Your builder must have Altogether's consent to connect to its infrastructure and they and other suppliers need to follow Altogether's and Australian standards to correctly plumb the recycled water supply and configure the power source to connect this supply to your home.
2. The second stage is completed by our service technicians and requires the following work from your builder

- Apply for an install a drinking water meter (where applicable)
- Connect the house drainage to the waste water collection tank (this is no different to connecting to a gravity sewer system)
- Install a separate 10amp power supply and circuit breaker in the electrical distribution board
- Install a data cable from the network interface device to the junction box
- Run electrical conduits from the waste water collection tank location and water meters to the control panel location – for more detail refer to the Builders Guide and electrical requirements standard drawings FSI-1003-FS

## 4 Living in your home

Standard fees and charges are applied for the wastewater and water services we provide. These are adjusted annually and up to date information is available on our website.

We own the BASIX water kit on your property, which means you don't have to worry about maintaining it like you would with a rainwater tank and pump. We will need to access it from time to time for routine maintenance, inspections or repairs. We won't do this without trying to contact you beforehand.

Unlike a rainwater tank and its pump, if you follow our Homeowners' Guide, you will never need to pay to replace or maintain the BASIX water kit. Like all other homes, there are things you shouldn't put down the sink or toilet. Information about the dos and don'ts are included in our Homeowners' Guide. If the system becomes blocked by wipes, sanitary items or other foreign objects not permitted in the system, which has come from the house, there is a fee for restoring your service, just as there would be with any utility service.

## 5 Complying Development

Some builders may use complying development rather than seeking development consent which is a fast track approval process for straightforward residential, commercial and industrial development. Providing the application meets specific criteria then it can be determined by a council or accredited certifier without the need for a full development application. Your builder will still be required to lodge the house plans for approval with Altogether as the house drainage needs to comply with our pressure sewer and recycled connection requirements. Failure to provide compliant plans at this early stage may result in your home's plumbing not being installed correctly potentially leading to costly alterations and delay at the end.

## 6 Occupation Certificate

When Altogether's technicians complete the final connection process, Altogether will issue a Connection Certificate confirming that the lot is connected to the sewer,

drinking water (where provided by Altogether) and recycled water network in accordance with our requirements. Please allow three business days after Altogether's final connection for this Connection Certificate to be issued.

Only once Altogether issues this Connection Certificate can the home be suitable for occupation or use. What this means is that your home cannot be occupied unless it is suitably connected to sewer and water services, which are essential for hygiene and habitation of a dwelling.

You will need the Connection Certificate to apply to local council or your private certifier for an Occupation Certificate.