

altogether.

Operating & Communications Protocol

High Rise Communities

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1 Introduction

1.1 Definitions

Term	Definition
Customer	<p>The owner of the Property to which Services are supplied. In the case of:</p> <ul style="list-style-type: none"> the common property this is the Owners Corporation each residential apartment, this is the owner of the apartment retail tenancies, this may be the retail tenant or the Landlord
Customer's Connection Point	<p>This means the 'customer's connection point' referred to in the definition of 'water infrastructure' in the WIC Act.</p>
Facilities/Building Manager	<p>The company contracted by the Owners Corporation to manage the common property of a residential, commercial, retail, industrial or mixed-use property development</p>
Altogether	<p>Altogether Group Pty Ltd and its Network Operator.</p>
Local Water Centre	<p>The recycled water plant located in the basement of the Property or a nearby Property, and which produces recycled water and treats wastewater.</p>
Network Operator	<p>The operator of the Local Water Centre.</p>
Owners Corporation	<p>An owners corporation (formerly called a 'body corporate') constituted under the Strata Schemes Management Act 1996 (NSW), which manages the common property of a residential, commercial, retail, industrial or mixed-use property strata development.</p>
Property	<p>This has the meaning given in the Customer Contract, i.e. relevantly: that is connected, or for which a connection is available, to the Altogether water supply system or wastewater system or within a declared drainage area.</p> <ul style="list-style-type: none"> an individual dwelling or premises used for any purpose; or

	<ul style="list-style-type: none"> land, whether built or not (excluding public land); or a lot in a strata plan that is registered under the Strata Schemes (Freehold Development) Act 1973 or the Strata Schemes (Leaseholder Development) Act 1986; or common property in such a strata plan,
Public Water Utility	A State Government or Council-owned water authority such as Sydney Water, Hunter Water and Water Supply Authorities under the Water Management Act 2000 (NSW) such as Gosford City and Wyong Shire Councils.
WIC Act	Water Industry Competition Act 2006 (NSW) and associated regulations.

1.2 Purpose

This document is an operating and communications protocol between Altogether , the Owners Corporation and the Facilities/Building Manager.

The purpose of this document is to:

- explain the respective responsibilities of the various parties involved in:
 - providing water and wastewater (i.e. sewage) services (Services) to end users within a multi-level mixed-use property development; and
 - operating and maintaining infrastructure associated with the Services; and
- describe the communication and notification protocols between these parties.

1.3 Other documentation

This document should be read in conjunction with the following documents:

- Customer Contract
- Trade Waste Permits
- Water Industry Competition Act 2006 (NSW)

2 Water services responsibilities

Provision of water services (by other than Public Water Utilities) is regulated under the Water Industry Competition Act 2006 (NSW) and associated regulations (WIC Act). The WIC Act sets out strict licensing rules to ensure that drinking water,

recycled water and wastewater services meet Australian Standards, are 'fit for purpose', and are delivered in a safe, reliable manner with minimal environmental impacts.

Altogether and the Owners Corporation each have responsibilities under the WIC Act. The Owners Corporation typically enters into a contract with the Facilities/Building Manager to perform or manage its responsibilities.

The schematic diagram in Appendix A shows graphically the delineation of responsibilities for the provision of water services and for operating and maintaining infrastructure associated with the Services. These are also described below.

2.1 Drinking (potable) water

- The Public Water Utility is responsible for supplying drinking water via a water main operated by the Public Water Utility to the connection point with Altogether , typically an isolation valve located adjacent to the main.
- Altogether is responsible for transporting this drinking water from the Public Water Utility water main via a pipe to the Customer's Connection Point, which is the upstream face of the flange at the domestic drinking water booster pumps, usually located in the building basement.
- The Owners Corporation is responsible for transporting this drinking water from the Customer's Connection Point to the Customers' drinking water plumbing fixtures via the main internal building plumbing.
- Operation and maintenance of this main internal building plumbing (i.e. other than within individual Customers' Property) is the responsibility of the Owners Corporation.
- The Customer is responsible for operating and maintaining the drinking water plumbing within their Property downstream of the Customer's Connection Point and main internal building plumbing.
- Any changes to any drinking water plumbing must be approved by the Facility/Building Manager and may need to be approved by Altogether .

2.2 Wastewater (sewage)

- The Customer is responsible for operating and maintaining the wastewater plumbing within their Property upstream of the Customer's Connection Point and the main internal building plumbing.
- The Customer's Connection Point for wastewater is typically the start of the main "horizontal" sewer pipe (downstream of any private sewage pumping station where applicable) usually located in the building basement.

- The Owners Corporation is responsible for transporting wastewater from the boundary of the Customer's Property to the Customer's Connection Point via the main internal building plumbing.
- Operation and maintenance of the main internal building plumbing (i.e. other than within individual Customers' Property) is the responsibility of the Owners Corporation.
- Altogether is responsible for transporting wastewater from the Customer's Connection Point to the Local Water Centre.
- Altogether is responsible for treating the wastewater and operating and maintaining the Local Water Centre.
- Any changes to any wastewater plumbing must be approved by the Facility/Building Manager and may need to be approved by Altogether.

2.3 Recycled water

- Altogether is responsible for transporting recycled water from the Local Water Centre to the Customer's Connection Point, which is typically the upstream face of the flange at the recycled water booster pumps, usually located in the building basement.
- The Owners Corporation is responsible for transporting recycled water from the Customer's Connection Point to the Customers' recycled water plumbing fixtures via the main internal building plumbing.
- Operation and maintenance of this main internal building plumbing (i.e. other than within individual Customers' Property) is the responsibility of the Owners Corporation.
- The Customer is responsible for operating and maintaining the recycled water plumbing within the Property downstream of the Customer's Connection Point and main internal building plumbing.
- Any changes to any recycled water plumbing must be approved by the Facility/Building Manager and may need to be approved by Altogether.

2.4 Rainwater (where applicable)

- The Customer's Connection Point for rainwater is typically the start of the main "horizontal" rainwater pipe (downstream of any private rainwater pumping station where applicable) usually located in the building basement.
- The Owners Corporation is responsible for transporting rainwater from the various rainwater collection points to the Customer's Connection Point via the main internal building plumbing.

- Operation and maintenance of the main internal building plumbing (i.e. other than within individual Customers' Property) is the responsibility of the Owners Corporation.
- Altogether is responsible for transporting rainwater from the Customer's Connection Point to the main rainwater collection tank adjacent to the Local Water Centre.
- The Owners Corporation is responsible for transportation and discharge of rainwater that is not diverted by Altogether to the Local Water Centre.
- Any changes to any rainwater plumbing must be approved by the Facility/Building Manager and may need to be approved by Altogether .

2.5 Hot water and cooling services and

- Altogether is not responsible for any hot water or air-conditioning services or any associated infrastructure.

3 Controlling water infrastructure risks

3.1 Controlling drinking water risks

The property development is serviced via a dual reticulation system. This means that each Property is provided with a drinking water pipe and a recycled water pipe.

- The drinking water pipe services domestic taps, showers and the washing machine hot water connection.
- The recycled water pipe services toilets, the washing machine cold water connection and irrigation connections.

Although the recycled water is treated to very high standards, it is not meant for drinking. The dual reticulation is designed and constructed to strict requirements to ensure that there is no risk of cross connections between the two water supply.

The Owners Corporation's appointed Facilities/Building Manager plays an important role to maintain this strict segregation to prevent the risk of cross connections.

The Owners Corporation must ensure that the Facilities/Building Manager is responsible to:

- Conduct cross connection checks at least annually in accordance with NSW Health requirements and submit these test reports to Altogether. These cross-flow connection checks should cover no less than 20% of water connections across the building every five years.
- Pre-approve any proposed plumbing works requested by Customers.

- Manage and oversee all plumbing works to ensure there are no cross connections, and submit all plumbing works compliance certification to Altogether once completed.
- Educate Customers, plumbing contractors and other Facilities/Building Manager staff about the dual reticulation system and the risk of cross connections.
- Ensure all recycled water outlets are clearly labelled and colour-coded correctly.
- Conduct annual testing of backflow prevention devices – this is a Sydney Water requirement - and submit backflow test reports to Altogether.

3.2 Grease trap management

Altogether owns, operates and maintains the Local Water Centre for the development, which treats wastewater and produces high quality recycled water. The Local Water Centre is sensitive to grease disposed of into the sewerage system. For this reason there are grease traps in place to prevent grease from entering the Local Water Centre.

Altogether will manage the grease trap pump outs.

The Facilities/Building Manager plays an important role in protecting the Local Water Centre. It is the Facilities/Building Manager's responsibility to:

- facilitate the grease trap pump outs (which, as noted above, are managed by Altogether) and associated access, in accordance with Altogether's requirements;
- manage odour control; and
- manage the maintenance of the grease traps.

3.3 Asset protection

The water services provided by Altogether and the Owners Corporation are essential public health services. These essential services can be interrupted if infrastructure assets such as pipes and pumps are damaged.

The Facilities/Building Manager plays an important role in protecting the water service assets. It is the Facilities/Building Manager's responsibility to:

- maintain height restrictions on underground car parks;
- ensure no unauthorised access to assets such as pump and utility meter rooms; and
- ensure all building booster pumps and main internal building plumbing is well maintained.

Part 7 of the WIC Act contains prohibitions on unauthorised:

- interference with a licensed network operator's water industry infrastructure;
- connection of any pipe or fitting to a licensed network operator's water main or sewer main; and
- increase in the capacity of an existing connection.

4 Faults & complaints

4.1 Faults, incidents and emergencies

The water Services provided by Altogether and the Owners Corporation are essential public health services. It is therefore important that any faults, incidents and emergencies are dealt with quickly and efficiently and that the relevant parties are notified immediately.

The Facilities/Building Manager plays an important role in managing incidents, faults and emergencies. Examples are:

- Interruption to drinking water or recycled water supply
- Interruption to wastewater services

It is the Facilities/Building Manager's responsibility to:

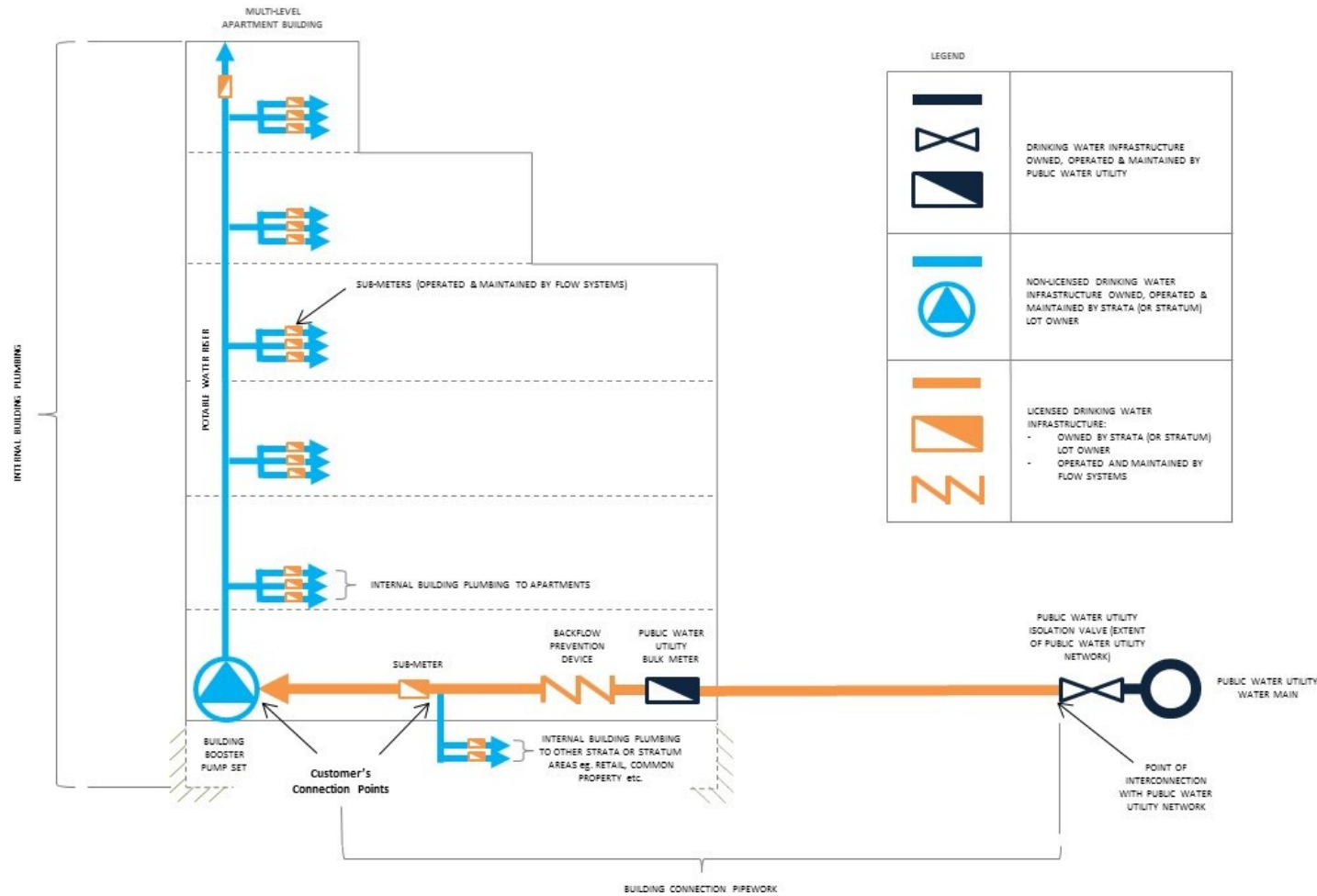
- Follow the troubleshooting Altogether chart provided in Appendix B.
- Maintain a contract with a competent licensed and suitably skilled plumbing contractor to provide on call emergency services 24 hours a day, 365 days per year.
- Maintain an up to date contact list that is made available to Altogether at all times.
- Submit to Altogether a completed Incident Notification for (Appendix C) in the event of an incident.

4.2 Water quality concern or complaint

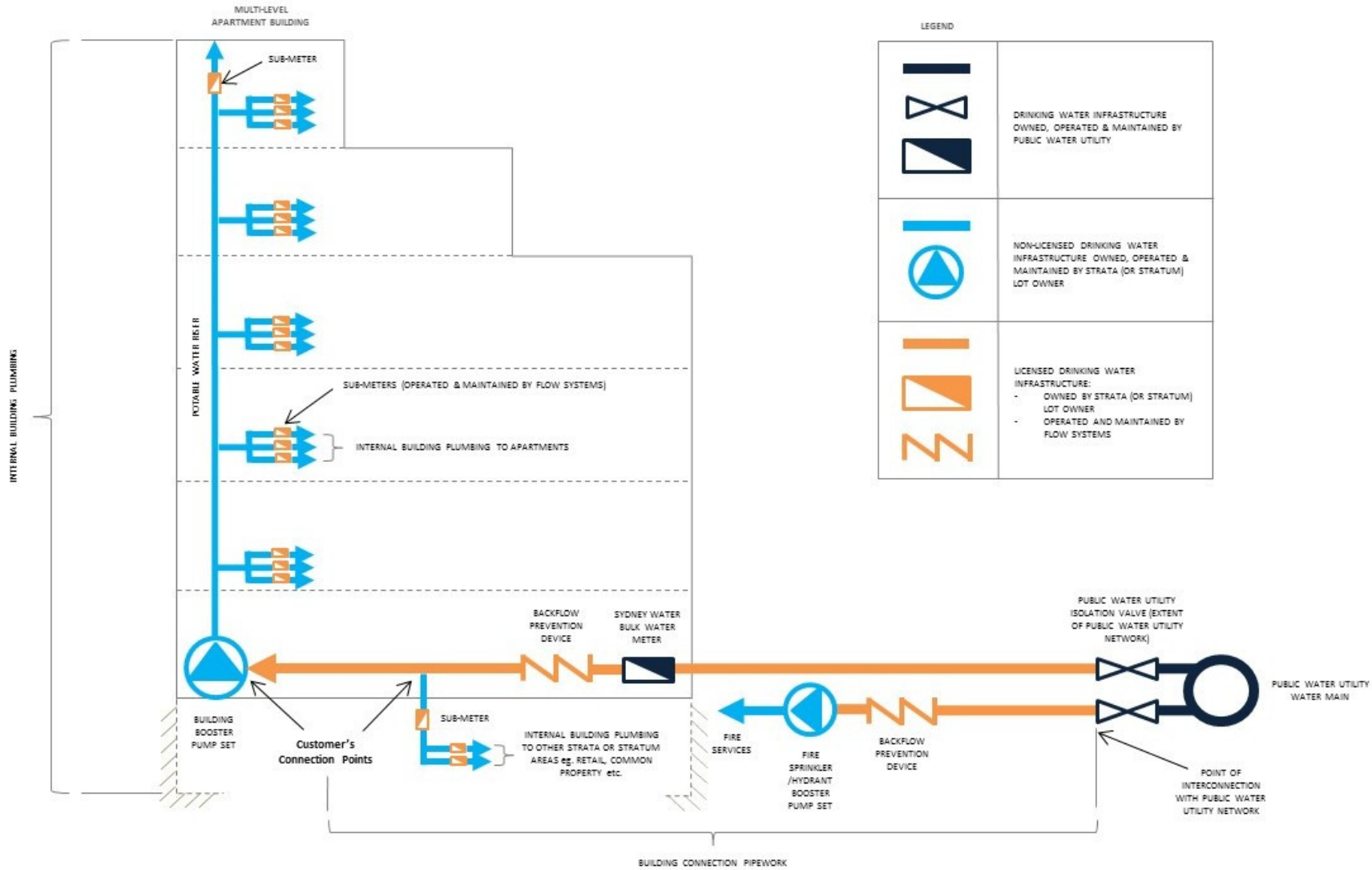
If a Customer or tenant complains to the Facilities/Building Manager of a water quality issue such as discolouration, taste or illness, the Facilities/Building Manager is to refer them immediately to Altogether's customer contact number 1300 803 803.

Appendix A Water Services Infrastructure Schematic

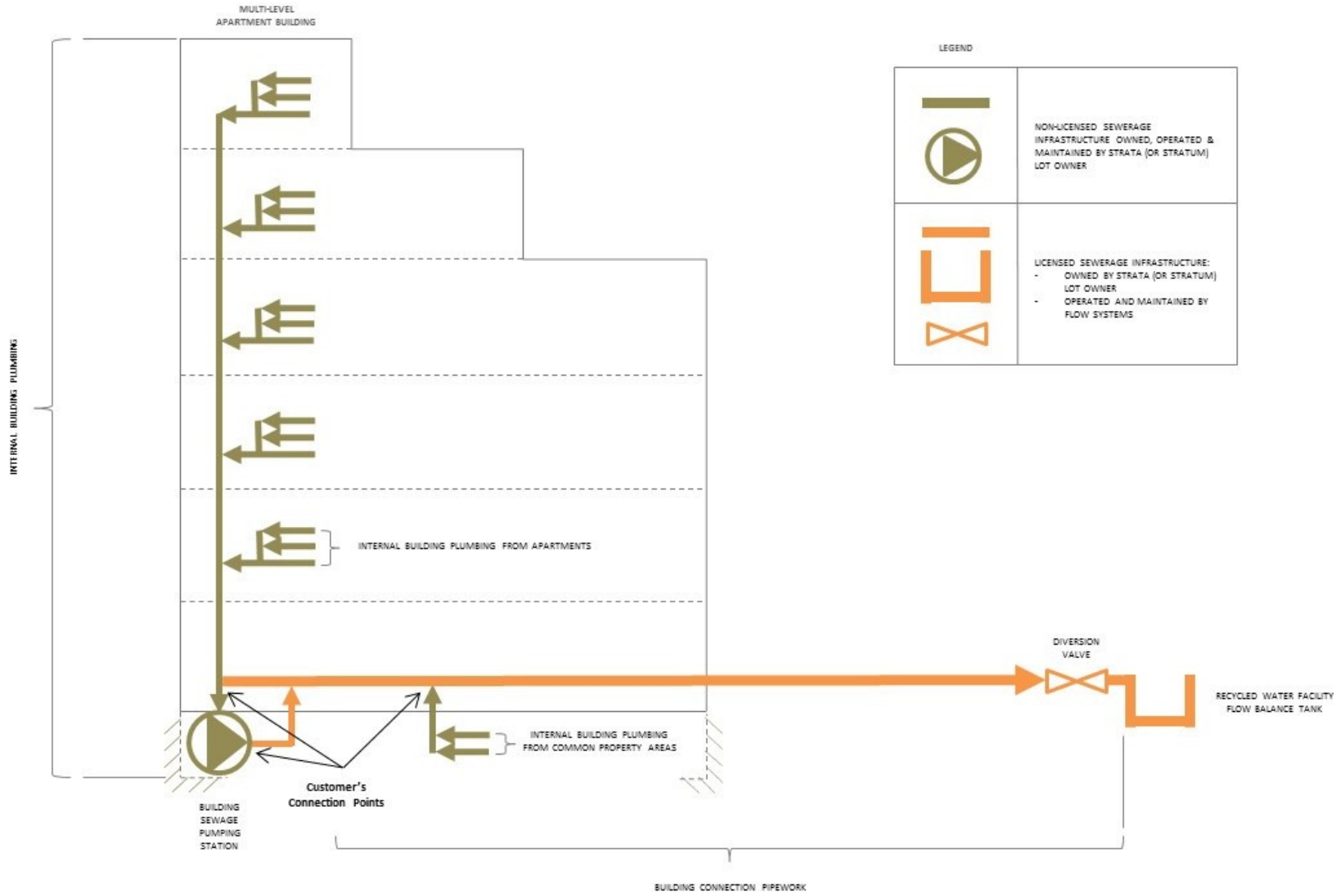
DRINKING (POTABLE) WATER INFRASTRUCTURE – TYPICAL OWNERSHIP & O+M RESPONSIBILITY SCHEMATIC



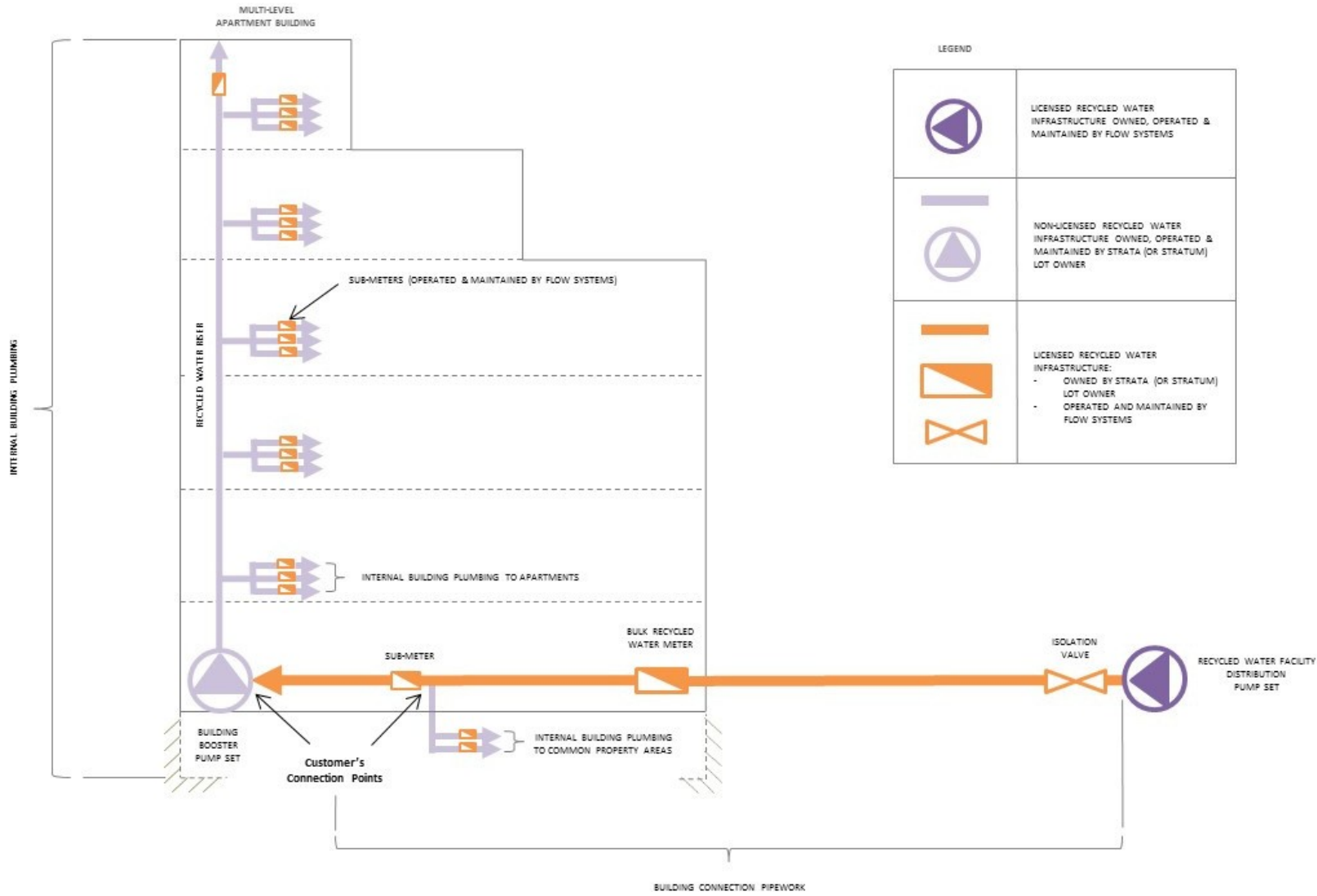
DRINKING (POTABLE) WATER INFRASTRUCTURE (INCL. FIRE SERVICES WHERE APPLICABLE) – TYPICAL OWNERSHIP & O+M RESPONSIBILITY SCHEMATIC



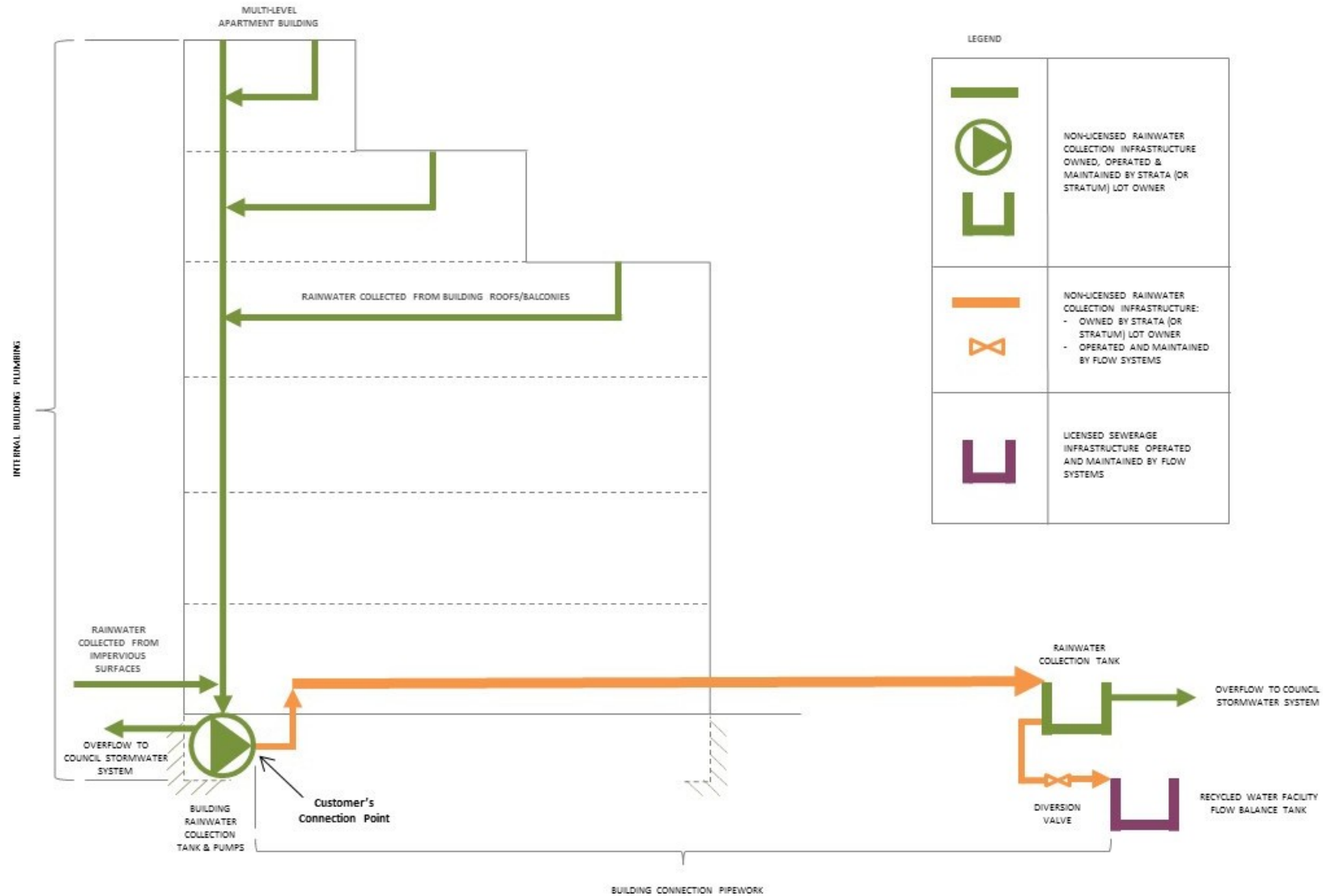
WASTEWATER INFRASTRUCTURE – TYPICAL OWNERSHIP & O+M RESPONSIBILITY SCHEMATIC



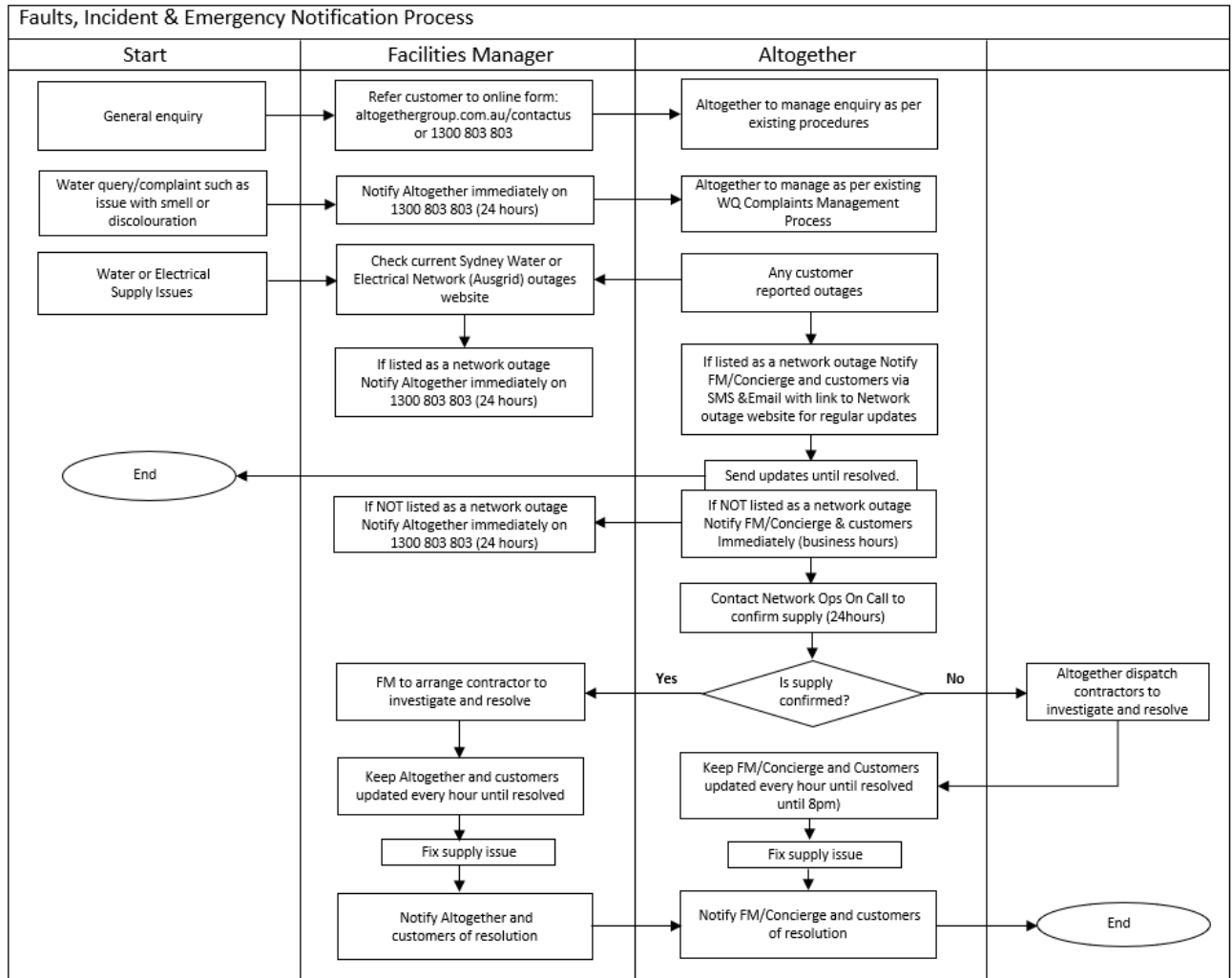
RECYCLED WATER INFRASTRUCTURE – TYPICAL OWNERSHIP & O+M RESPONSIBILITY SCHEMATIC



RAINWATER COLLECTION INFRASTRUCTURE (WHERE APPLICABLE) – TYPICAL OWNERSHIP & O+M RESPONSIBILITY SCHEMATIC



Appendix B Fault, Incident & Emergency Notification flowchart



Appendix C Incident Notification Form

Email this completed Incident Notification Form within 24 hours to
faults@Altogethergroup.com

The Email subject must contain the word "INCIDENT"

To:	Altogether	faults@Altogethergroup.com
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From:	Company		
	Contact Person in charge of dealing with the incident	Name:	
		Position:	
		Phone:	
Email:			

Immediate Phone Notification Details:

Contact	Time / Date	PERSON CONTACTED (indicate if message was left with the contact)
Altogether 1300 803 803		
Other agencies or persons notified (provide name and contact details)		
Sydney Water/ Hunter Water		
Council		
Emergency Services		
Others		

Incident Details:

Date	
Time	
Location and affected area (include map if possible)	
Description of event	
Description of potential/actual impact: <ul style="list-style-type: none"> • Number of customers • Water quality • Location 	
Reason or possible causes of incident	
Corrective actions taken to rectify the incident	
If incident not ceased anticipated date of cessation	
Follow up actions (including repair work, review of plans, possible changes to protocol etc.)	