

altogether.

**safety protocol for
embedded energy services**

**Between Altogether Group Pty Ltd, the Owners Corporation,
and their contracted Facilities/Building Manager**



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1 Introduction

1.1 Definitions

Terms used in this document have the meaning given in the customer contract on our website.

Table 1 – Definitions

TERM	DEFINITIONS
Customer	The owner of the Property within our area of operations and the property is connected to a service owned and/or operated by us or any subsidiary of ours. Note: in this case the customer is the Owners Corporation.
Customer's Connection Point	The physical point where the customer's corresponding electricity meter is connected to Altogether's electricity network.
End User	The user of the service. In this case it is the tenant or owner.
End User Connection Point	The point of connection between the relevant Owners Corporation's reticulation infrastructure and the Property to which the end-user Customer relates.
Facilities/Building Manager	The company contracted by the Owners Corporation to manage the common property of a residential, commercial, retail, industrial or mixed-use property development.
Altogether	Altogether Group Pty Ltd and its licensed Network Operator.
Network Operator	The licensed operator as defined in the Embedded Network Operator Exemption license.
Owners Corporation	An Owners Corporation (referred to as a 'body corporate' in Queensland) is established under the <i>Strata Schemes Management Act 2015</i> (NSW) for New South Wales and the <i>Body Corporate and Community Management Act</i> (BCCMA) for Queensland. It holds responsibility for overseeing the common property of a residential, commercial, retail, industrial, or mixed-use property strata development. Where relevant, any mention of the Owners Corporation in this document also encompasses a Body Corporate and the Facilities/Building Manager if such a role has been engaged to deliver services on behalf of the Owners Corporation or Body Corporate.
OEM	Original Equipment Manufacturer.
Planning Approval	The development consent and/or any other planning approval granted pursuant to the <i>Environmental Planning and Assessment Act 1979</i> (NSW) and <i>Environment Protection Act</i> (QLD) which governs the construction and ongoing maintenance of the Property and its improvements.

Plumbing and Drainage Act	<i>Plumbing and Drainage Act 2011</i> (NSW), <i>Plumbing and Drainage Act 2018</i> (QLD) and the associated regulations under that Act that sets the standards and supervision requirements for plumbing installations. The purpose of the Act is to regulate the execution of plumbing or drainage works in a way that reduces risks to: <ul style="list-style-type: none"> a) public health and safety; and b) the environment.
Electrical Safety Act	Electricity Supply Act 1995 No 94 and the associated regulations under that Act that sets the standards and supervision requirements for electrical installations.
Property	‘Property’ includes: <ul style="list-style-type: none"> a. an individual dwelling or premises used for any purpose; or b. land, whether built on or not built on (excluding public land). c. a multi-storey Building; or d. a lot in a strata plan or a stratum lot that is registered under relevant law; or e. common property in such a strata plan, that is connected, or for which a connection is available, to any of our services or is within a declared drainage area.
Network Distributor	Electricity and natural gas distributors which own and maintain the distribution networks, including electricity powerlines, electricity transmission poles, and natural gas pipelines that carry electricity and natural gas to houses and businesses.
Gate Meter Retailer	The gate meter records the total energy consumed within the embedded network. The Gate Meter Retailer is the Retailer supplying energy to the Gate Meter.
Embedded Network Infrastructure	The related infrastructure within a building that is used to supply energy to customers for an embedded network.

1.2 Purpose

This document is a safety protocol between the Owners Corporation, the Facilities Manager and Altogether.

The purpose of this document is to:

- explain the respective responsibilities of the various parties involved in:
 - providing embedded energy, thermal services (cooktop gas, hot water and air conditioning), solar and EV to end-users and common areas within a multi-level, mixed-use property development; and
 - operating and maintaining infrastructure associated with the services.

1.4 Compliance

The Owners Corporation must ensure any work activities on site which are not the responsibility of Altogether, but have a direct or indirect impact to the operations of Altogether equipment, provides/complies with the following within one month after a request by Altogether (or as otherwise reasonably required):

- Confirmation that all electrical/plumbing work has been carried out by a licensed tradesman.
 - Confirmation that the plumber/electrician that completes any work on site holds/maintains all relevant insurances and uses tools, equipment, and materials that are fit for purpose (including the up-to-date calibration of tools) and recognized as industry leading brands.
 - Before commencing any work, the licensed plumber/electrician must provide Altogether evidence of their license, insurances, certificates, along with the relevant safety documents such as Safe Work Method Statements (SWMS) and Job Safety Environment Analysis (JSEA), and ensure that Altogether approval has been obtained.
- Updated drawings and schematics resulting from any changes to the building infrastructure.

The Owners Corporation must also provide updated contact details of personnel relevant to the implementation of this document (eg. Building manager) – please refer to Appendix A for the relevant form to complete.

2 Services

2.1 Electricity

- The Distributor is responsible for supplying electricity to the bulk electricity meter and delivery points within the building, typically the main building switchboard. The gate retailer owns, operates, and maintains the bulk electricity meter.
- The Owners Corporation is responsible for the delivery of electricity from the Distributor via the electricity cabling risers and internal building electricity infrastructure owned by the Owners Corporation, to the electricity sub-meters owned by Altogether.
- Operation and maintenance of this main internal building electricity infrastructure, other than within an individual Customer’s Property, is the responsibility of the Owners Corporation.
- The individual Customer is responsible for operating and maintaining the electricity infrastructure within their Property.
- Altogether (or its nominees) own, and Altogether is responsible to operate and maintain the electricity sub-meters, and any associated telemetry and advanced meter reading (AMR) equipment, communications equipment and control systems.
- Any changes to the internal building electrical network which may affect the provision of utility services by Altogether must be approved by the Facility Manager and Altogether, such approval not to be unreasonably withheld.

Table 3 – Electricity O&M Responsibility Matrix

ELECTRICAL INFRASTRUCTURE	OPERATE & MAINTAIN	OWNER OR SERVICE RECEIVER
Connection to grid/distributor from EEN parent meter	Distributor	Distributor
EEN parent meter	Distributor	Distributor
Substations	Distributor	Distributor
Switchboards (except LWC switchboard)	Owners Corporation	Owners Corporation
Switchboard (LWC)	Owners Corporation	ALTOGETHER or its nominee
Electrical reticulation – estate	Distributor (operate) Owners corporation (maintain)	Distributor
Electrical reticulation – within building	Owners Corporation	Owners Corporation

Electrical Embedded Energy Equipment (Meters ⁴ , and telemetry wiring)	ALTOGETHER	ALTOGETHER or its nominee
Meter communications infrastructure and control systems	ALTOGETHER	ALTOGETHER or its nominee

2.2 Hot Water

- Altogether (or its nominee/financier) owns and Altogether is responsible to operate the hot water plant and for supplying hot water to the building hot water hydraulic infrastructure connection point downstream from the hot water plant’s heat exchangers. The building hot water hydraulic infrastructure downstream that connection point to the End-user Connection Point is owned by the Owners Corporation.
- The Owners Corporation is responsible for transporting the hot water from the Customer Connection Point to the End-user Connection Point with the Customer’s hot water plumbing fixtures via the main internal building hot water infrastructure.
- The Owners Corporation is responsible for the pressure/flow rate of the hot water from the Customer Connection Point to the End-user Connection Point
- Operation and maintenance of this main internal building hot water infrastructure, other than within individual Customer’s Property, is the responsibility of the Owners Corporation.
- The Customer is responsible for operating and maintaining the hot water plumbing infrastructure within their Property downstream from the End-user Connection Point.
- Altogether (or its nominees) own, and Altogether is responsible to operate and maintain, the hot water sub-meters and any associated telemetry and advanced meter reading (AMR) equipment on the main internal building hot water infrastructure serving individual Customer’s Properties.
- Any changes to any internal hot water plumbing which may affect the provision of utility services by Altogether must be approved by the Facility Manager and by Altogether, such approval not to be unreasonably withheld.

Table 6 – Hot Water O&M Responsibility Matrix

HOT WATER (HW) INFRASTRUCTURE	OPERATE & MAINTAIN	OWNER OR SERVICE RECEIVER
HW Equipment ⁵	ALTOGETHER	ALTOGETHER or its nominee
HW centre sites (8) – leasehold improvements	ALTOGETHER	ALTOGETHER or its nominee
HW building plumbing ⁶	Owners corporation	Owners corporation

Hot Water Meters ⁷	ALTOGETHER	ALTOGETHER or its nominee
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2.3 Gas

- The Gas distributor is responsible for supplying gas to the Gas distributor bulk meter.
- The Owners Corporation is responsible for transporting the gas from the bulk meter via the main internal building gas reticulation infrastructure to the Customer Connection Points. Operation and maintenance of this main internal building gas reticulation infrastructure, other than within individual Customer’s Property, is the responsibility of the Owners Corporation.
- The Customer is responsible for operating and maintaining the gas reticulation infrastructure within their Property downstream of the Customer Connection Point and the main internal building gas reticulation infrastructure.
- The Gas distributor owns, operates, and maintains the bulk gas meter.
- Altogether does not own, nor does it operate or maintain, any gas reticulation infrastructure.
- Any changes to any internal gas reticulation which may affect the provision of utility services by Altogether must be approved by the Facility Manager and Altogether, such approval not to be unreasonably withheld.

Table 7 – Gas O&M Responsibility Matrix

COOKER GAS INFRASTRUCTURE	OPERATE & MAINTAIN	OWNER OR SERVICE RECEIVER
Connection to natural gas main from Building natural gas gate	Owners Corporation	Owners Corporation
Building natural gas gate meter	Gas distributor	Gas distributor
Cooker Gas Reticulation Infrastructure	Owners Corporation	Owners Corporation

3 Asset Protection

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

The Owners Corporation is responsible for protecting the service assets. This responsibility may be contracted a Facilities/ Building Manager to provide services on behalf of the Owners Corporation. It is the Owners Corporation 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.

4 Access

Altogether contractors who require access to utility meter rooms, hot water plants or any reticulation infrastructure on site are permitted 24/7, providing Altogether identification is shown.

5 Planned and Unplanned Interruptions

Supply may need to be interrupted for maintenance, repair, or upgrade work on parts of the Altogether (or Altogether nominee) owned and operated infrastructure.

5.1 Planned Interruptions – Owners Corporation or Facilities Management Initiated

Altogether requires 14 business days' notice to review and approve any planned work including outage and safety management plans. We are required to notify any medically dependent (Life Support) customers and gain their explicit informed consent prior to any outage. No work can proceed without Altogether approval.

5.2 Planned Interruptions – Altogether Initiated

Planned interruptions are kept to a minimum, but when they are unavoidable, the Facilities Manager will be given at least 4 business days' notice.

5.4 Disconnection

Altogether may disconnect apartments and other properties. The Electrical Safety Regulations sets out the minimum safety standards for disconnecting and reconnecting electricity supplies where the supply has been disconnected due to (but not limited to):

- Overdue Account or Non-Payment
- No Account Holder
- Account Holder Request
- Safety

The Electrical Safety Regulations also set out strict protocols for the reconnection of electricity supplies.

Under no circumstances should an Owners Corporation, Committee Member, Strata Manager, Facilities Manager or Unit Manager disconnect or reconnect electricity meters without contacting the Altogether Group.

important – safety protocol



Do you have approval from Altogether to de-energise this network?

Scan the QR code to register for a Network (power) outage at this property. This is required to comply with working on live electrical equipment under the state's specific electrical safety legislation.

This network is managed by **altogether.**

📞 1300 806 806

5.5 Unplanned Interruptions

In rare circumstances supply can be impacted by factors beyond Altogether's control. These can include:

- damage or interference through third party civil works activity
- extreme weather, such as storms, floods, or extreme heat
- local distributor area works or network fault

In the unlikely event of an unplanned interruption, refer to Section 5.6 for troubleshooting. Please always contact us if it is an emergency or the interruption cannot be rectified.

It is the Owners Corporation responsibility to:

- Follow the Altogether troubleshooting charts provided in Appendix B.
- Maintain a contract with competent, licensed, and suitably skilled plumbing and electrical contractors to provide on-call emergency services 24 hours a day, 365 days per year.
- Maintain an up-to-date contact list, included in Appendix A that is made available to Altogether at all times.
 - The list should include who Altogether needs to notify for planned interruptions and during faults, incidents, and emergencies.
- Submit to Altogether a completed Incident Notification Form, provided in Section 5.6.5, within 24 hours in the event of an incident.

5.6 Troubleshooting and Notification

5.6.1 Loss of Hot Water supply or pressure

If the building loses the drinking water supply, it may be caused by a drinking water outage from the distributor network. Check the local drinking water distributor website for further details and regular updates. For internal plumbing related issues such as low flow or lack of water pressure check the building booster pumps.

5.6.2 Loss of Power or Gas

If the building loses power or gas supply, the building manager should check the local distributor websites, refer to Table 8 and 9 listed below, for any reported area outages.

If an individual apartment loses power, the tenant should check the internal fuse board and contact the building manager to investigate.

Refer to Appendix B for Incident notification and troubleshooting flowcharts.

Table 8 – NSW Outage Contacts

NSW	OUTAGES WEBSITE	CONTACT 24/7
Ausgrid Energy	https://www.ausgrid.com.au/Outages/Current-Outages	13 13 88
Endeavour Energy	https://www.endeavourenergy.com.au/outages	133 718
Essential Energy	https://www.essentialenergy.com.au/outages-and-faults/power-outages	13 20 80
Jemena Gas	https://www.jemena.com.au/outages-and-faults/gas	131 909

Table 9 – QLD Outage Contacts

QLD	OUTAGES WEBSITE	CONTACT 24/7
Energex Energy	https://www.energex.com.au/home/power-outages/outage-finder	13 62 62
Ergon Energy	https://www.ergon.com.au/network/outages-and-disruptions/power-outages	13 16 70
All Gas		1300 001 001
All Gas Networks	https://www.australiangasnetworks.com.au/gas-explained/about-natural-gas/gas-leaks-and-emergencies	1800 898 220

5.6.3 Suspected Gas Leak

If you believe there is a major gas leak and the situation may be dangerous to life or property, call 000 immediately.

A gas leak can pose a potential danger. If there is an unidentified smell of gas, leave the area and contact the local gas distributor.

5.6.4 Verbal Notification

Immediately notify Altogether on 1300 803 803 if:

- Any event outlined in section 5 that is unresolved or has multiple occurrences; or
- Any event not identified which could threaten public health, safety, or the environment.

This number is available for Faults and Emergencies 24/7.

5.6.5 Written Notification

Email this completed Incident Notification Form within 24 hours to

opsnetwork@altogethergroup.com.au

and

clientoffice@altogethergroup.com.au

The email subject must contain the word "INCIDENT"

To:	Altogether Group	opsnetwork@altogethergroup.com.au clientoffice@altogethergroup.com.au
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From:	Company		
Contact Person in charge of dealing with the incident	Name:		
	Position:		
	Phone:		
	Email:		

Incident Details:

Date	
Time	
Location and affected area (include map if possible)	
Description of event	
Reason or possible causes of incident	
Corrective actions taken to rectify the incident	
Follow up actions	

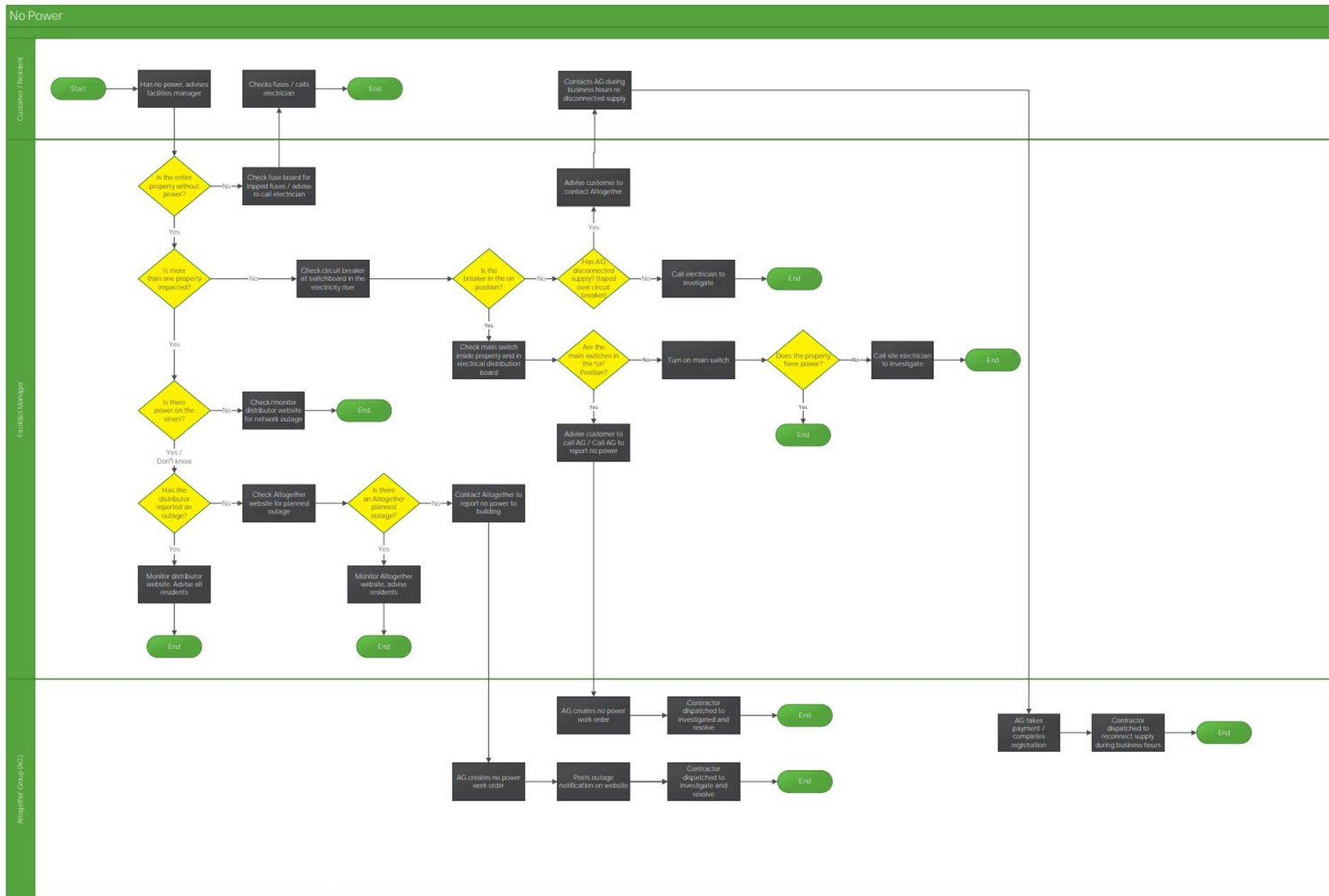
6 Document Control

REVISION	ISSUE DATE	CHANGES	AUTHOR	APPROVER
1	August 2023	Document created	Altogether Group	Allan Parker

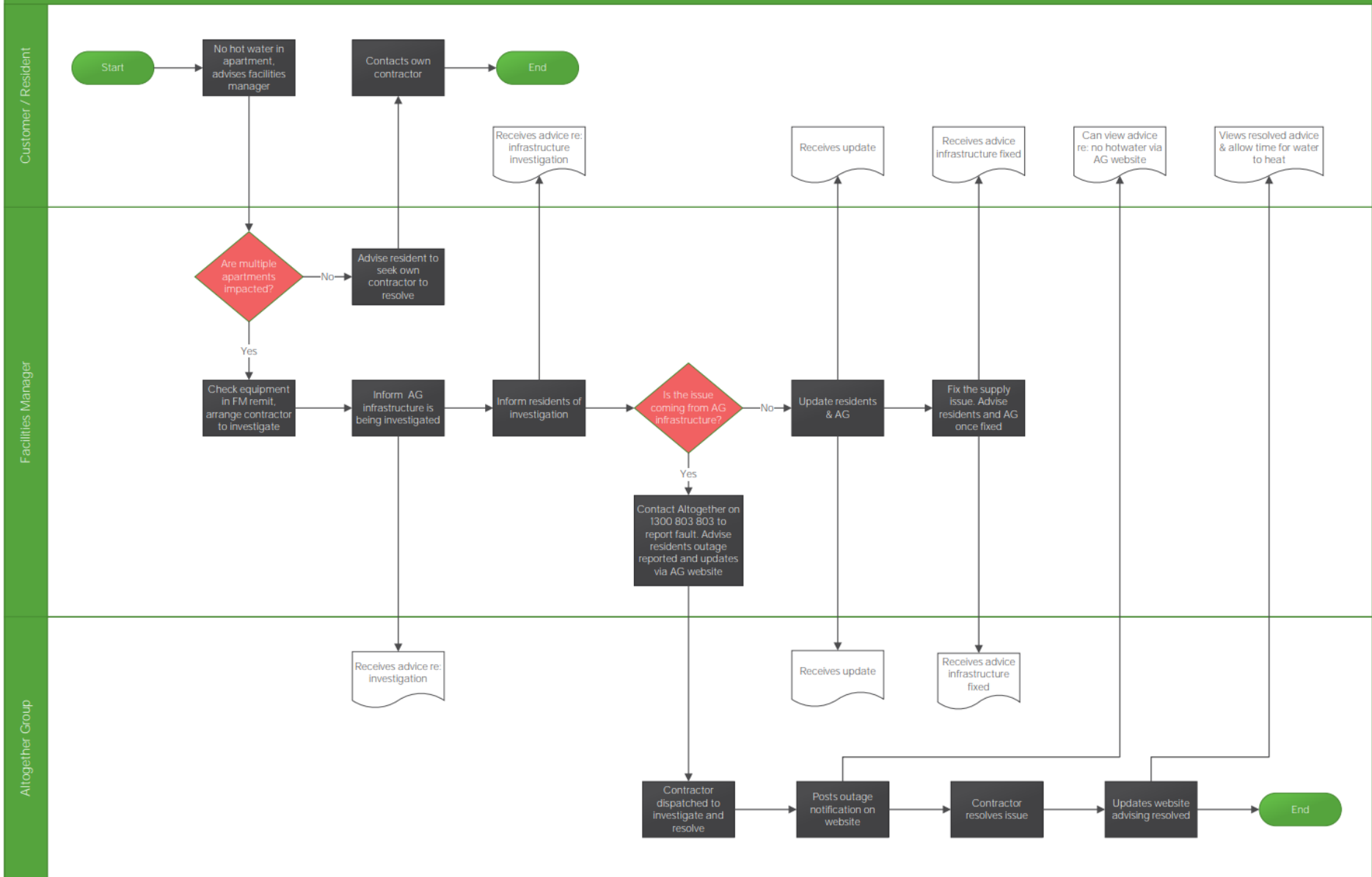
Appendix A – Building Details Table

	[Scheme name]
Address	
Strata Manager Name	
Strata Company	
Contact Number	
Email	
Building Manager Name	
Company	
Contact Number	
Email	

Appendix B – Incident Notification and Troubleshooting Flowcharts

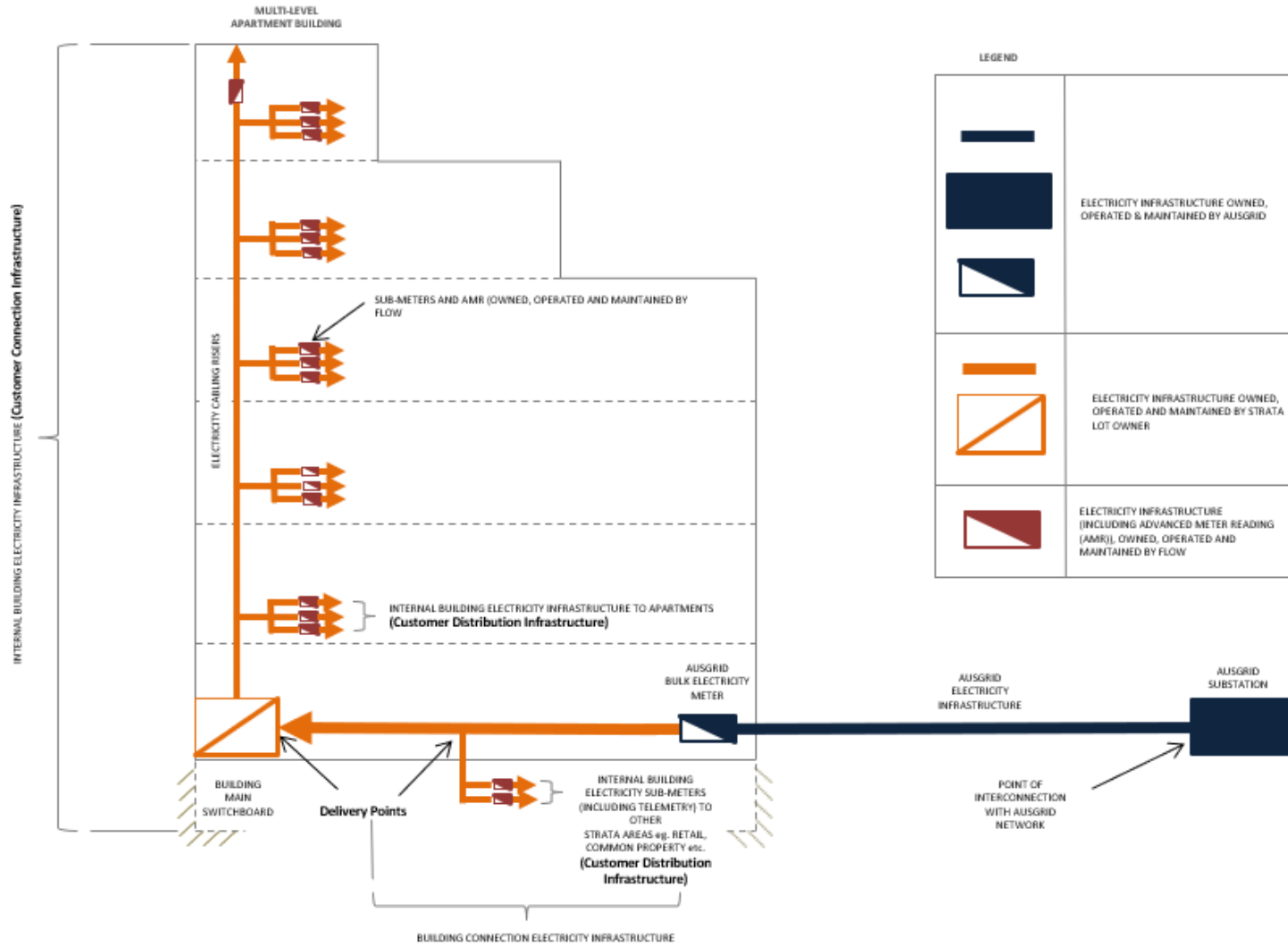


No Hot Water

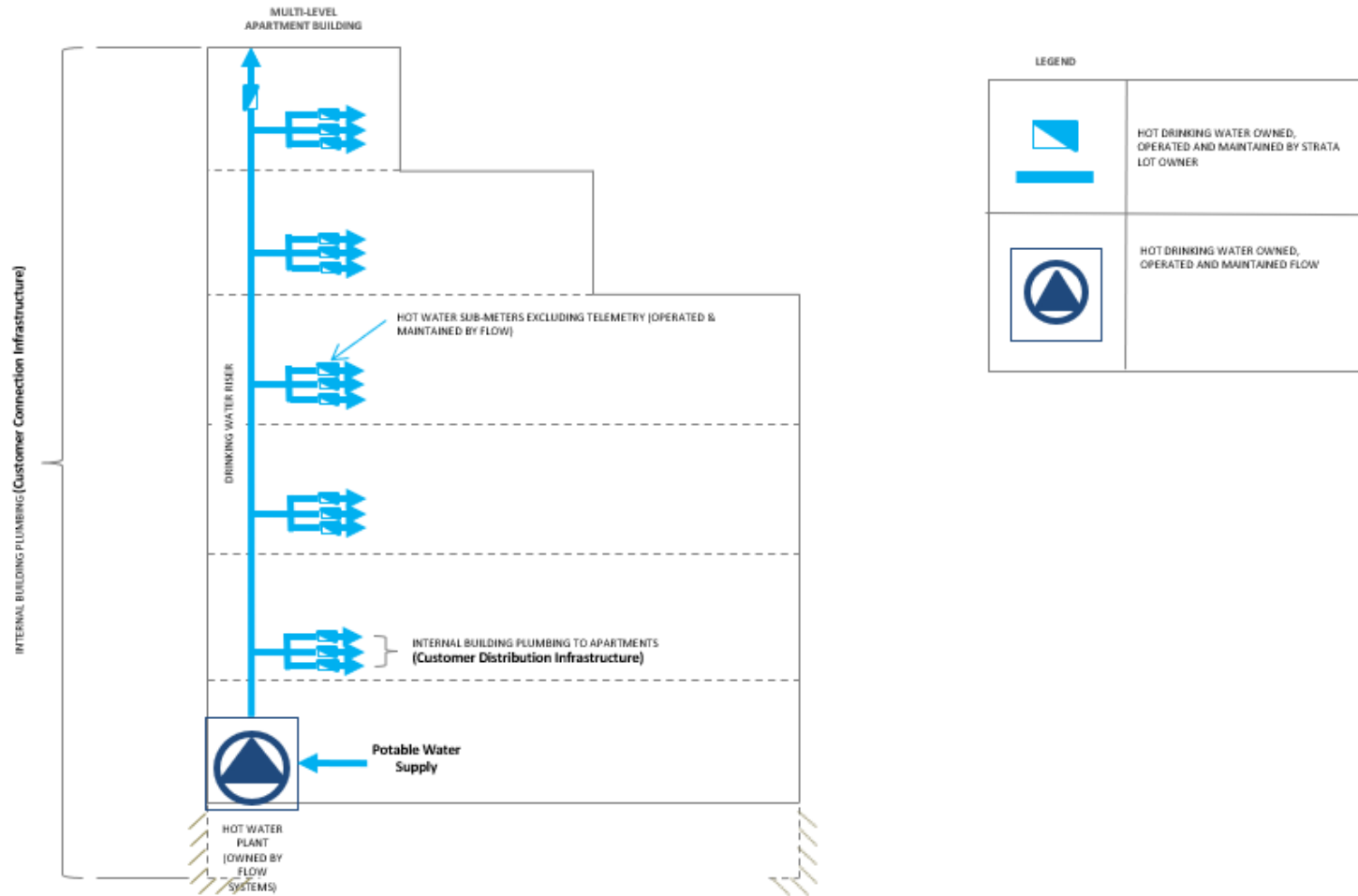


Appendix C – Infrastructure Schematics

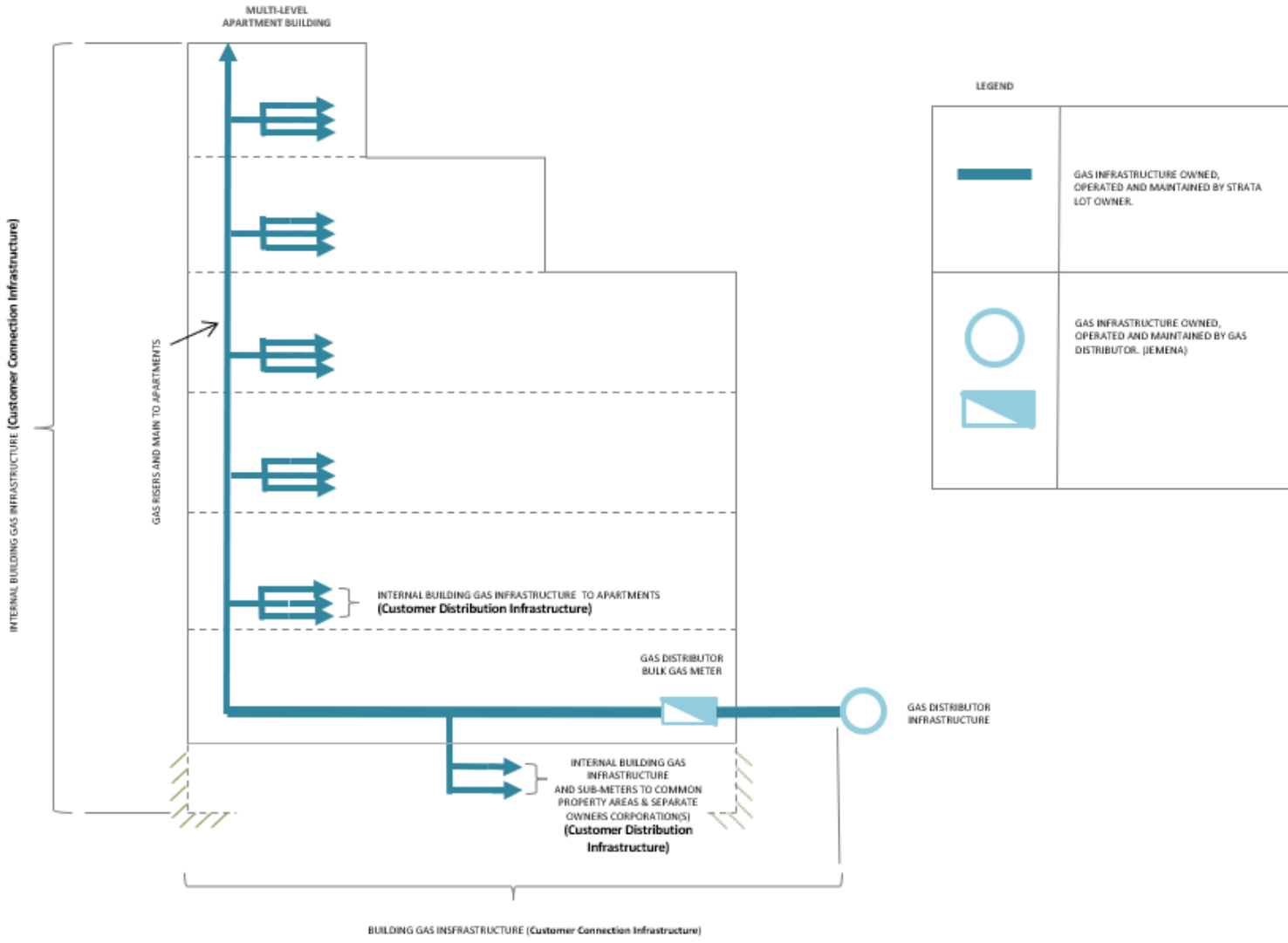
ELECTRICITY EMBEDDED INFRASTRUCTURE – TYPICAL OWNERSHIP & O+M RESPONSIBILITY SCHEMATIC



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



GAS INFRASTRUCTURE – TYPICAL OWNERSHIP & O+M RESPONSIBILITY SCHEMATIC



File: GAS infrastructure OWNERSHIP & O+M responsibility schematic