

altogether.

High Rise Communications Protocol for water and wastewater services

Between Altogether Group Pty Ltd the
Owners Corporation

and their contracted Facilities/Building
Manager

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1 Introduction

1.1 General Information

See Table 1

Table 1 Building Details

ITEM	CAMBRIDGE	HARVARD & PEARL OF THE BAY	KINGSTON QUARTER 9A & 9B	KINGSTON QUARTER STAGE 8	LANCASTER	ROW & CREWMAN
Address	Strata Plan 98936 37 Nancarrow Ave Ryde NSW 2112	Strata Plan 97601 12-37 Nancarrow Ave Ryde NSW 2112	116 - 118 Bowden St Meadowbank NSW 2112	Strata Plan 98937 20 Nancarrow Ave Ryde NSW 2112	53 Nancarrow Ave Ryde NSW 2112	Strata Plan 95272 1 Hamilton Crescent Ryde NSW 2114
Strata Manager name	Patrick Saad	Melissa Elliott	Shayne Skevington	Tyson Major	Shane Choy	Tyson Major
Strata Company	Sarraf strata	Net Strata	Net Strata	Net strata	Holdmark	Net strata
Contact number	02 9357 8707	02 8567 6414	02 8567 6493	02 8567 6447	02 98895540	02 8567 6447
Email	patrick@sarrafstrata.com.au	Melissa.Elliott@netstrata.com.au	Shayne.Skevington@netstrata.com.au	tyson.major@netstrata.com.au	shane.choy@holdmark.com.au	tyson.major@netstrata.com.au
Building Manager name	Tommy Tse	Cody Rudd & Tai Okotai	Harvey Liu	Adam Gungor	Fancesco Maddaluno	Sasa Todorovic
Company	S Building and Facility Management	Structure BM	Structure BM	Structure BM	Holdmark	Structure BM

ITEM	CAMBRIDGE	HARVARD & PEARL OF THE BAY	KINGSTON QUARTER 9A & 9B	KINGSTON QUARTER STAGE 8	LANCASTER	ROW & CREWMAN
Contact number	0477 075 025	1300 876 810 Opt 5 & 6	1300 876 810 (Option 5 and 7 - Kingston Quarter 9A)	1300 876 810	0488404333	1300 876 810 (Option 3 and 5 - Crewman)
Email	cambridge@sbfm.com.au	harvard@structurebm.com	kingq9a@structurebm.com	kingstonquarter@structurebm.com	francesco@holdmark.com.au	crewman@structurebm.com therow@structurebm.com

Commencement Date
29/8/2022

1.2 Application

Refer to Table 2 to determine which schedule(s) within this protocol apply to each building and associated Owners Corporation.

Table 2 Schedule of services

BUILDING	SCHEDULE 1 Sewage and Rainwater	SCHEDULE 2 Drinking Water	SCHEDULE 3 Recycled Water
Harvard (stage 2)	✓	✓	Future
Pearl of the Bay (stage 3)	✓	✓	Future
Kingston Quarter (stage 8)	✓	✓	Future
Kingston Quarter (stage 9A)	✓	✓	Future
Kingston Quarter (stage 9B)	✓	✓	Future
Stage 7A (not yet complete)	✓	✓	Future
Lancaster (stage 7)	✓	✓	Future
Cambridge (stage 6)	✓	✓	Future
Crewman (stage 5)	✓	✓	Future
The Row (stage 4)	✓	✓	Future

1.3 Annual Return

The Client must complete an Annual Return (in the form included in Appendix B) and provide it to Altogether Group within one month after a request from AG on an annual basis and otherwise as reasonably required, specifying the matters set out in the form and the following:

- Updated contact details of personnel relevant to the implementation of this document
- Confirmation that all plumbing work has been carried out by a licensed plumber in accordance with AS/NZS 3500 with Certificates of Compliance supplied to Altogether, and Altogether approval has been obtained where required
- Details of the number of cross connection checks that have occurred in previous 12 months
- Backflow prevention device testing results (where applicable)

2 Schedules

Table 3 List of Schedules

SCHEDULE	DETAILS
Schedule 1 Water Service (Sewage & Rainwater)	Sewage Rainwater
Schedule 2 Water Service (Drinking Water)	Drinking Water
Schedule 3 Water Service (Recycled Water*)	Recycled Water *Not enforced until recycled water is supplied through the reticulation network.

2.1 Schematics

Table 4 List of Schematics

SCHEMATICS	DETAILS
A.1	Sewerage Infrastructure - Typical O+M Responsibility
A.2	Sewerage Infrastructure - Typical Ownership Responsibility
A.3	Recycled Water Infrastructure - Typical O+M Responsibility
A.4	Recycled Water Infrastructure - Typical Ownership
A.5	Drinking Water Infrastructure – Typical O+M Responsibility
A.6	Drinking Water Infrastructure – Typical Ownership

2.2 O&M Responsibility matrix

Refer to each Schedule for the O&M Responsibility matrix.

2.3 Definitions

Terms used in this document have the meaning given in the customer contract on our [website](#).

Table 5 Definitions

TERM	MEANING
Customer	The owner of the Property within our area of operations and the property is connected to a water (drinking water and/or recycled water) and/or wastewater system 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	This means the 'customer's connection point' referred to in the definition of 'water infrastructure' in the WIC Act.
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 of the recycled water 'water infrastructure' (as that term is defined in the WIC Act).
Owners Corporation	<p>An Owners Corporation (formerly called a 'body corporate') constituted under the <i>Strata Schemes Management Act 2015 (NSW)</i>, which manages the common property of a residential, commercial, retail, industrial or mixed-use property strata development.</p> <p>If applicable, reference to the Owners Corporation in this document also applies to the Facilities/Building Manager where one has been contracted to provide services on behalf of the Owners Corporation.</p>
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 (NSW)</i> which governs the construction and ongoing maintenance of the Property and its improvements.
Plumbing and Drainage Act	<i>Plumbing and Drainage Act 2011 (NSW)</i> and the associated regulations under that Act that sets the standards and supervision requirements for plumbing installations.
Property	<p>'Property' includes:</p> <ul style="list-style-type: none"> a. an individual dwelling or premises used for any purpose; or

TERM	MEANING
	<ul style="list-style-type: none"> 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, <p>that is connected, or for which a connection is available, to our water system or our wastewater system or is within a declared drainage area.</p>
Public Water Utility	A State Government or Council-owned water authority such as Sydney Water, Hunter Water and Water Supply Authorities under the <i>Water Management Act 2000</i> (NSW) such as Gosford City and Wyong Shire Councils.
Water Infrastructure	<p>‘...any infrastructure that is, or is to be, used for the production, treatment, filtration, storage, conveyance or reticulation of water, but does not include:</p> <ul style="list-style-type: none"> (a) any pipe, fitting or apparatus that is situated downstream of a customer’s connection point to a water main, or (b) any pipe, fitting or apparatus that is situated upstream of a customer’s connection point to a stormwater drain.’
	WIC Act
WIC Act	<i>Water Industry Competition Act 2006</i> (NSW) and associated regulations, as amended or superseded from time to time.
Your wastewater system	Your wastewater system comprises all wastewater pipes, fittings and other apparatus within your property upstream of our wastewater system at the Customer’s Connection Point, and includes the Customer’s Connection Point and, if you are an Owners Corporation, the building plumbing system.

3 Asset Protection

3.1 Water Services

The water Services provided by Altogether Group 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 Owners Corporation is responsible for protecting the water 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.

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 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 Faults, incidents and emergencies

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

Planned interruptions are kept to a minimum, but when they are unavoidable, the Facilities Manager will be given at least 3 business days' notice.

It is the Owners Corporation responsibility to:

- Follow the troubleshooting Altogether chart provided in Section 5.4.
- 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, included in Section 1.1, 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 5.4.2, **within 24 hours**, in the event of an incident.

5.1 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.

In the unlikely event of an unplanned interruption, refer to Section 5.3.2 for troubleshooting. Please always contact us if it is an emergency or the interruption cannot be rectified.

5.2 Planned 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.

Planned interruptions are kept to a minimum, but when they are unavoidable, the Facilities/ Building Manager will be given at least 3 business days' notice.

5.3 Complaints

5.3.1 Water quality

If a Customer complains to the Owners Corporation (or its Facilities/Building Manager) of a water quality issue such as:

- an aesthetic complaint related to taste, odour or colour
- a health complaint related to actual or suspected illness in relation to water Services

the Owners Corporation (or its Facilities/Building Manager) is to refer them immediately to Altogether' customer contact number 1300 803 803.

Customers and Owners Corporation can access information and some common fixes to water quality issues on the Altogether website at: <https://askus.altogethergroup.com.au/hc/en-us/articles/4402301212313-Water-supply-problems>

5.3.2 Loss of supply or pressure

If the building loses the drinking water supply it may be caused by a drinking water outage from the distributor (Sydney Water) network. Check <http://www.sydneywater.com.au/SW/water-the-environment/how-we-manage-sydney-s-water/water-supply-service-updates/index.htm> 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.

5.4 Troubleshooting and Notification

Refer to the flowchart in Figure 1 below.

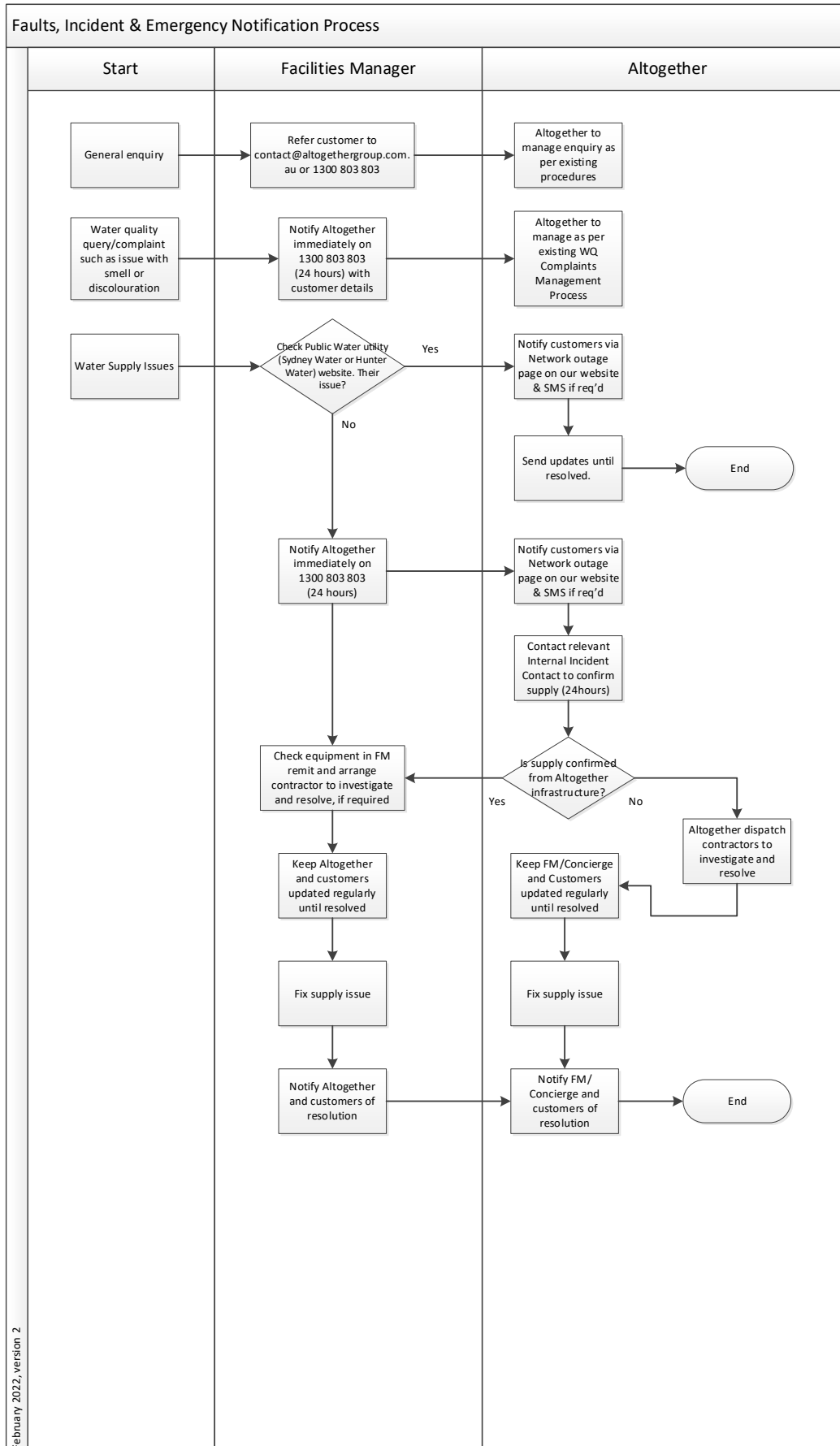


Figure 1 Incident notification and troubleshooting flowchart

5.4.1 Verbal notification

Immediately notify Altogether on 1300 803 803 if:

- Any event outlined in sections 5.3.1 and 5.3.2 that is unresolved or has multiple occurrences; or
- Any event not identified which could threaten water quality, public health or safety.

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

5.4.2 Written notification

Email this completed Incident Notification Form within 24 hours to opsnetwork@altogethergroup.com.au and bthistlethwayte@altogethergroup.com.au

The Email subject must contain the word "INCIDENT"

To: Altogether Group opsnetwork@altogethergroup.com.au

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 Schedule 1 - Water Service (Sewage and Rainwater)

6.1 Water Service Responsibilities¹

Provision of water services (by other than Public Water Utilities) is regulated under the Water Industry Competition Act 2021 (NSW) and associated regulations (WIC Act). The WIC Act sets out strict licensing rules to ensure that recycled water, rainwater and wastewater services meet applicable Australian Standards and guidelines, are 'fit for purpose', and are delivered in a safe, reliable manner with minimal environmental impacts.

Altogether Group 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 diagrams in the Appendices 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 in the Sections 6.2.1 - 6.2.2).

6.2 O&M Responsibility Matrix

Table 6 Sewage and Rainwater O&M Responsibility Matrix

WASTEWATER INFRASTRUCTURE	OPERATE & MAINTAIN	OWNER OR SERVICE RECEIVER
Estate wastewater network	Altogether ¹	Altogether
Internal wastewater building plumbing	Owners Corporations ¹	Owners Corporations
LWC Plant and Equipment	Altogether	Altogether or its nominee

6.2.1 Wastewater (sewage)

- The Customer is responsible for operating, maintaining and repairing your wastewater system, as defined in the Customer Contract and Section 2.3 of this document.
- The Customer 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 Customer is responsible for transporting wastewater from the boundary of the End-user's Property (End-user Connection Point) to the Customer Connection Point via the main internal building plumbing.
- Operation and maintenance of the main internal building plumbing (i.e. other than within individual End-users Property) is the responsibility of the Customer.

¹ To Customer Connection Point (refer 0)

- Altogether Group is responsible for transporting wastewater from the Customer Connection Point to the Local Water Centre.
- Altogether Group 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 Group.

6.2.2 Rainwater

- Altogether does not manage rainwater or stormwater systems. These are responsibility of the Owners Corporation.
- Any rainwater systems installed by others downstream of the Customer's Connection Point, that connects to, or is mixed with recycled water supplied by Altogether, must be compliant with AS/NZS 3500 and maintained in accordance with the Operation and Maintenance Manual provided by the supplier(s) of that system or system components and in accordance with the Property's Planning Approval and any other relevant compliance obligations.
- Evidence that the applicable rainwater system(s) have been maintained appropriately, must be provided to Altogether Group by the Owners Corporation through the Annual Return outlined in Section 1.3.
- Altogether reserves the right to cease supply of recycled water to the Customer's Connection Point to the building if there is reason to believe that a connected rainwater system is not being maintained appropriately, or that there is any risk of contamination to the recycled water supply downstream of the Customer's Connection Point.
- The Owners Corporation must notify Altogether immediately of any changes/modification to any connected rainwater system.

6.3 Controlling water infrastructure risks

6.3.1 Grease trap management

Altogether Group 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 Group has a requirement for entities discharging into the sewerage system to periodically monitor and pump out the grease traps at their discharge points. 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 a requirement by Altogether Group) and associated access, in accordance with Altogether Group's requirements;
- manage odour control; and
- manage the maintenance of the grease traps.

6.3.2 Plumbing and construction works

The Owners Corporation is responsible for ensuring appropriate plumbing and construction materials and management of chemicals (e.g. disposal of paint thinners and other chemicals) by End Users during construction to minimize potential leaching of metals and other adverse water quality impacts.

7 Schedule 2 - Water Service (Drinking Water)

7.1 Water Service Responsibilities¹

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

Altogether Group 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.

7.1.1 O&M Responsibility Matrix

Table 7 Drinking water O&M Responsibility Matrix

DRINKING WATER (DW) INFRASTRUCTURE	OPERATE & MAINTAIN	OWNER OR SERVICE RECEIVER
Connection to Sydney Water DW main	Altogether ²	Owners Corporations
Estate DW reticulation	Sydney Water	Sydney Water
Internal DW building ³	Owners Corporations	Owners Corporations
DW metering	Altogether	Altogether or its nominee
LWC Plant and Equipment	Altogether	Altogether or its nominee

² includes backflow prevention devices at the Sydney Water meter

³ includes booster pumps and backflow prevention devices

7.1.2 Drinking 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 Group, typically an isolation valve located adjacent to the main.
- Altogether Group is responsible for transporting this drinking water from the Public Water Utility water main via a pipe to the Customer Connection Point, which is the upstream face of the flange at the domestic drinking water booster pumps, usually located in the building basement.
- Altogether is also responsible for testing and maintenance of any backflow prevention device located at the Public Water Utility connection point with Altogether.
- The Customer is responsible for transporting drinking water from the Customer Connection Point to the End-user Connection Point(s) via the main internal building plumbing.
- Operation and maintenance of the main internal building plumbing (i.e. other than within individual End-users' Property) is the responsibility of the Customer.
- Operation and maintenance of any backflow prevention devices located within the internal building plumbing, but not within End-users' Property, is the responsibility of the Customer (refer to Section 7.2.2 for further information).
- The Customer is responsible for operating and maintaining the drinking water plumbing within their Property, downstream of the Customer Connection Point and the 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 Group.

7.2 Controlling Drinking Water Infrastructure Risks

7.2.1 Cross connection to the recycled water reticulation network

Note: cross connection requirements outlined below will not be enforced by Altogether Group until construction of the Local Water Centre (LWC) commences, in preparation for supply of recycled water to the community.

The property development is serviced via a dual reticulation system. This means that the Property is internally plumbed 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 supplied by Altogether to the Customer's Connection Point is treated to very high standards, it is not meant for drinking. Altogether's licensed recycled water reticulation network in the street is designed and constructed to strict requirements to ensure that there is no risk of cross-connections between the recycled water system and the Public Water Utility's drinking water system.

The Owners Corporation plays an important role to maintain this strict segregation within internal plumbing in the Property to prevent the risk of cross connections.

The Owners Corporation is responsible for:

- Conducting cross connection checks at least annually in accordance with Altogether's requirements, which are:
 - Cross connection checks should cover no less than 20% of water End User connections across the building each year.
 - Cross connection checks need to be undertaken by an appropriately qualified and trained individual as arranged by the Owners Corporation. Alternatively, and if agreed, Altogether may undertake these checks on the Owners Corporation's behalf for a fee.
 - Details of cross connection checks conducted in previous 12 months to be included in Annual Return outlined in Section 1.3.
 - Consideration will need to be made for the plumbing configuration of each unit and building to ensure an accurate cross connection check is completed. That is, if the unit is separately metered for hot water and potable water, these will both need to be isolated during the cross connection check. Altogether can provide advice on cross connection check methodology if required.
- Pre-approving any proposed plumbing works requested by End Users.
- Managing and overseeing all plumbing works to ensure there are no cross-connections and submitting copies of all plumbing works Certificate of Compliance to Altogether through the Annual Return process outlined in Section 1.3.
- Educating Customers, End Users, plumbing contractors and other Facilities/Building Manager staff about the dual plumbing system and the risk of cross connections.

Altogether will assist with this through regular meetings, and provision of Welcome pack (to new owners), small customer contract and website information to End Users.

- Ensuring all recycled water outlets are clearly labelled and colour-coded correctly and in accordance with AS/NZS 3500.

7.2.2 Backflow Prevention

Installing and testing an appropriate backflow prevention device is a condition of connection to the drinking water supply. Failure to do so will result in the supply of water to your property being restricted. You are responsible for any inspection and reconnection fees resulting from non-compliance.

What you must do:

1. You must engage a licensed plumber (with backflow prevention accreditation) to install the device and conduct initial testing in line with AS/NZS 3500.
2. Testable backflow prevention devices must be tested annually as per Altogether Group policy.
3. The plumber will need to submit a Backflow Prevention Device Inspection and Maintenance Report to Altogether Group via our website as part of the Annual Return documentation outlined in Section 1.3.

- a. This report must include the location of the backflow prevention device, serial number, make, model, test date and to what standard was the testing conducted (e.g. AS/NZS 3500.1).

Altogether is responsible for maintenance and testing of the Public Water Utility backflow prevention devices, as per Section 7.1.1. Maintenance and testing of all other backflow prevention devices is the responsibility of the Owners Corporation.

7.2.3 Fire Services

The Owners Corporation is responsible for operation and maintenance of the fire services.

Altogether Group is responsible for the maintenance and testing of the backflow prevention devices on the fire services.

8 Schedule 3 – Recycled Water Service (Future)

Note: this schedule will come into effect when recycled water is supplied through the recycled water reticulation network.

8.1 Water Service Responsibilities

Provision of water services (by other than Public Water Utilities) is regulated under the Water Industry Competition Act 2021 (NSW) and associated regulations (WIC Act). The WIC Act sets out strict licensing rules to ensure that recycled water, rainwater and wastewater services meet applicable Australian Standards and guidelines, are 'fit for purpose', and are delivered in a safe, reliable manner with minimal environmental impacts.

Altogether Group 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 diagrams in the Appendices 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 in Section 8.2.1.

8.2 O&M Responsibility Matrix

Table 8 Recycled Water O&M Responsibility Matrix

RECYCLED WATER (RW) INFRASTRUCTURE	OPERATE & MAINTAIN	OWNER OR SERVICE RECEIVER
Estate RW network	Altogether ⁵	Altogether ⁶
Internal RW building plumbing ⁷	Owners Corporations	Owners Corporations
Bulk RW metering	Altogether	Altogether or its nominee
LWC Plant and Equipment	Altogether	Altogether or its nominee

8.2.1 Recycled Water

- Altogether is responsible for transporting recycled water from the Local Water Centre to the Customer Connection Point, which is the property service line's connection to the recycled water reticulation main in the street.

⁵ To Customer Connection Point (refer 0)

⁶ To delivery point as outlined in 0

⁷ From outlet of bulk RW meter and includes booster pumps and backflow prevention devices

- The Customer is responsible for transporting recycled water from the Customer's Connection Point to the End-user Connection Point via the main internal building plumbing.
- Operation and maintenance of the main internal building plumbing is the responsibility of the Customer.
- Any changes to any recycled water plumbing must be approved by the Facility/Building Manager and must be reported to Altogether.

8.3 Controlling water infrastructure risks

8.3.1 Tank inspections

Altogether is not responsible for any recycled water tanks after the Customer Connection Point. However, Altogether recommends the Owners Corporation maintain any such tanks in accordance with the Original Equipment Manufacturer's manual and AS/NZS 3500 Appendix H Cleaning and Disinfection of Storage Tanks.

8.3.2 Water Quality

The Owners Corporation is responsible for educating Customers, plumbing contractors and other Facilities/Building Manager staff about the dual reticulation system and the risk of cross connections.

Altogether will assist with this through monthly meetings, provision of the Welcome Pack, website articles and other methods of communication as deemed necessary.

8.3.3 Cooling Towers

Altogether is not responsible for the operation and maintenance of End User infrastructure, including cooling towers, but is responsible for the quality of water to the Customer Connection Point and for making sure End Users are aware of their responsibilities in managing infrastructure.

8.3.4 Plumbing and construction works

The Owner's Corporation is responsible for ensuring appropriate plumbing and construction materials and management of chemicals (e.g., disposal of paint thinners and other chemicals) by End Users during construction to minimize potential leaching of metals and other adverse water quality impacts.

8.3.5 Backflow prevention

Installing and testing appropriate backflow prevention device(s) is a condition of connection to the recycled water supply. Failure to do so will result in the supply of water to your property being restricted. You are responsible for any inspection and reconnection fees resulting from non-compliance.

What you must do:

4. You must engage a licensed plumber (with backflow prevention accreditation) to install the device and conduct initial testing in line with the backflow prevention requirements outlined in AS/NZS 3500 for potable (drinking) water.
5. Testable backflow prevention devices must be tested annually as per Altogether policy.
6. The plumber will need to submit a Backflow Prevention Device Inspection and Maintenance Report to Altogether Group via our website as part of the Annual Return documentation outlined in Section 1.3.
 - a. This report must include the location of the backflow prevention device, serial number, make, model, test date and to what standard the testing was conducted (e.g. AS/NZS 3500.1).

8.3.6 Interactive water features

Under the NSW Public Health Act 2010, a swimming pool includes:

“...any structure that is used or intended to be used for human bathing, swimming or diving, and includes a water slide, water-play park or other recreational aquatic structure (including any interactive water feature or fountain that is intended to be bathed in for recreational purposes). This includes recreational aquatic structures, such as interactive water features or fountains, or water play parks.”

Interactive water features are therefore considered a pool and **cannot** be connected to recycled water. If it is identified that an interactive water feature is connected to recycled water, it must be reported to Altogether Group immediately as per the Faults, incidents and emergencies process.

8.3.7 Tenants

The Owners Corporation is responsible for ensuring tenants are made aware of the acceptable uses of recycled water, including only using recycled water for its intended purpose or in a manner contrary to the information we provide about using recycled water.

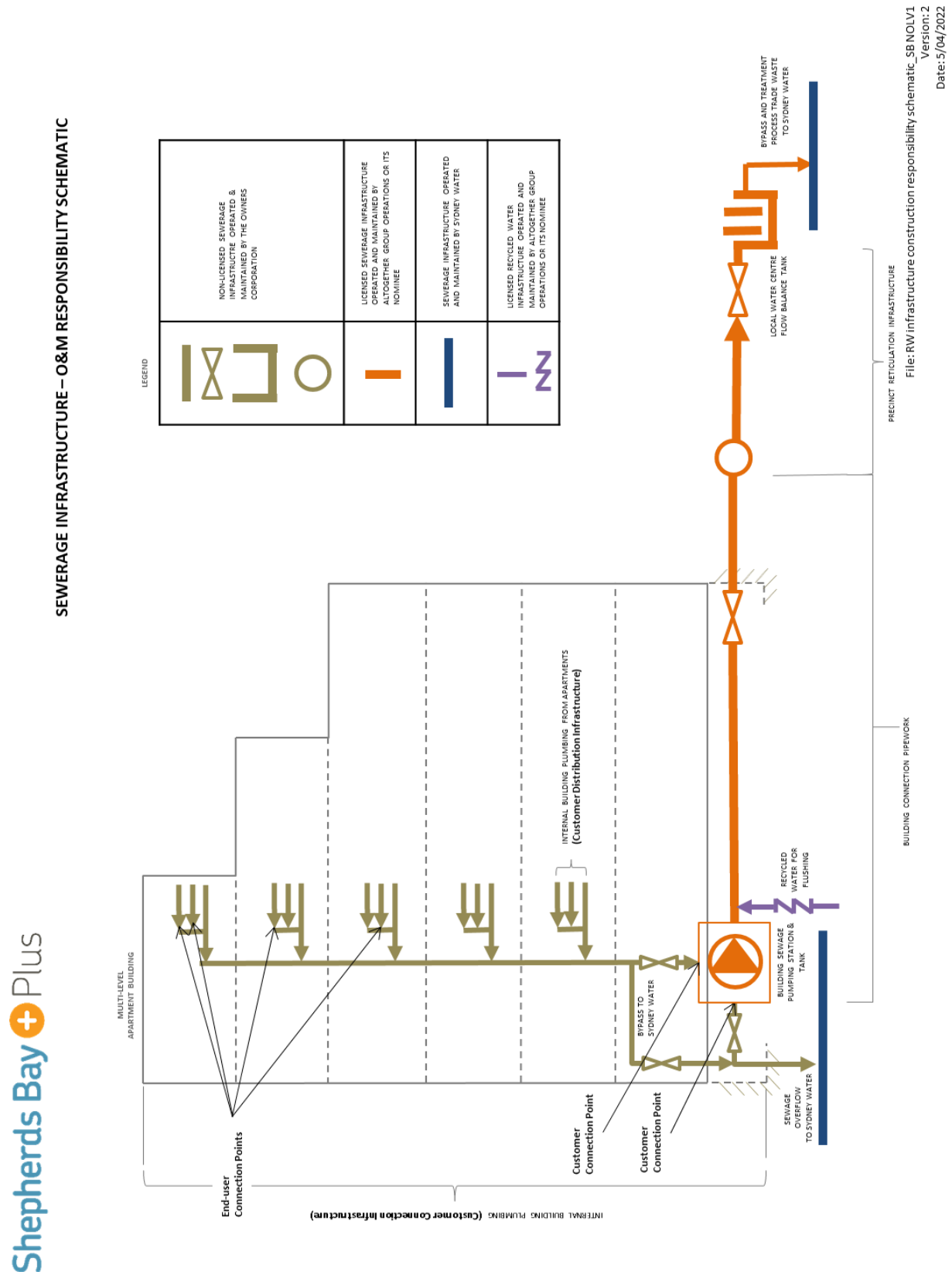
More information on the recycled water system and acceptable uses of recycled water can be found on the Altogether website.

9 Document Control

REVISION	ISSUE DATE	CHANGES	AUTHOR	APPROVER
1	April 2022	Updated to Altogether branding. Updated wording and responsibility schematics to be clear. Changed to be specific to Shepherds Bay requirements.	Altogether Group	
2	September 2022	Review and Minor formatting changes	Altogether Group	

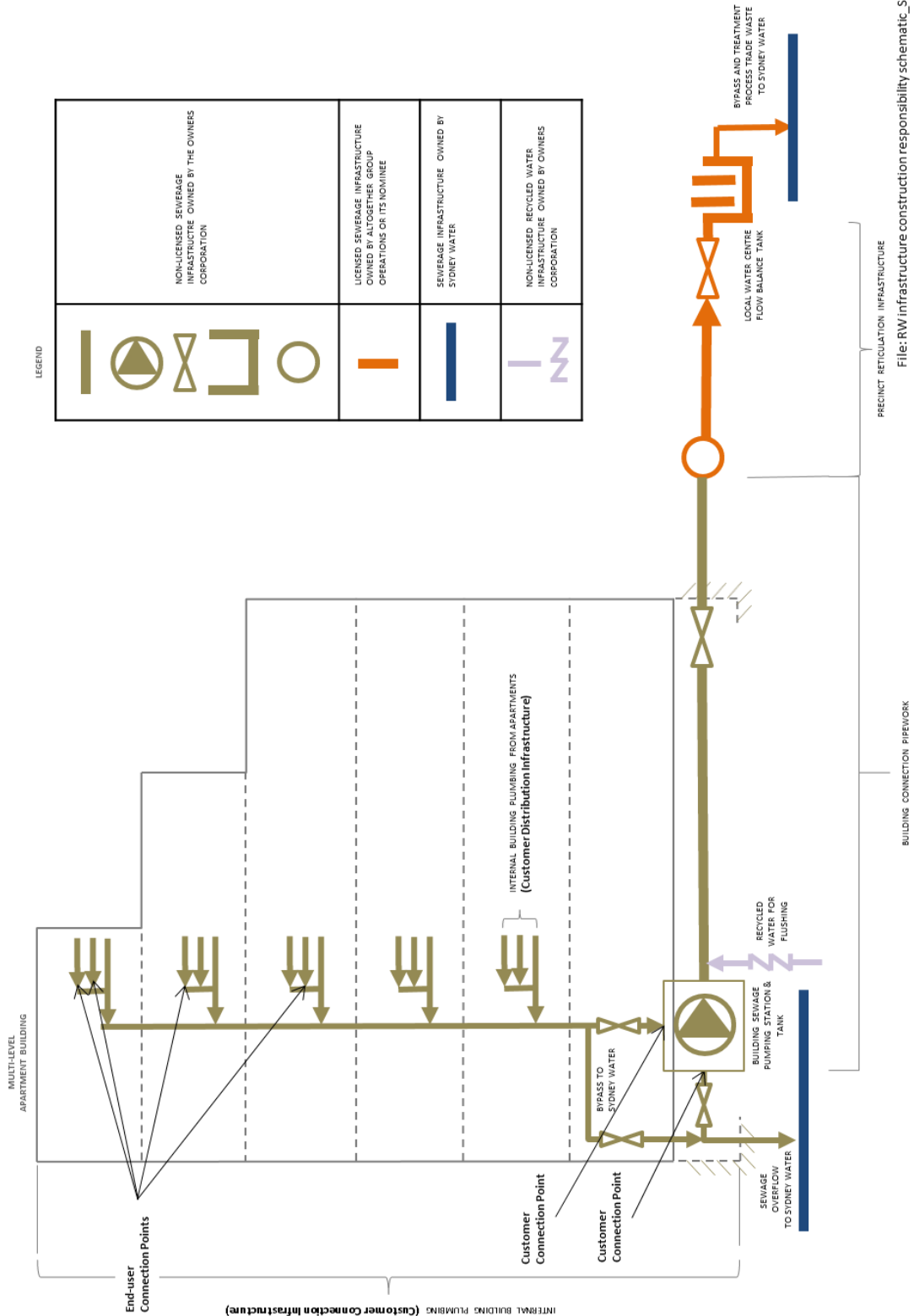
Appendix A Responsibility Schematics

A.1 Sewage Infrastructure – O&M Responsibility Schematic

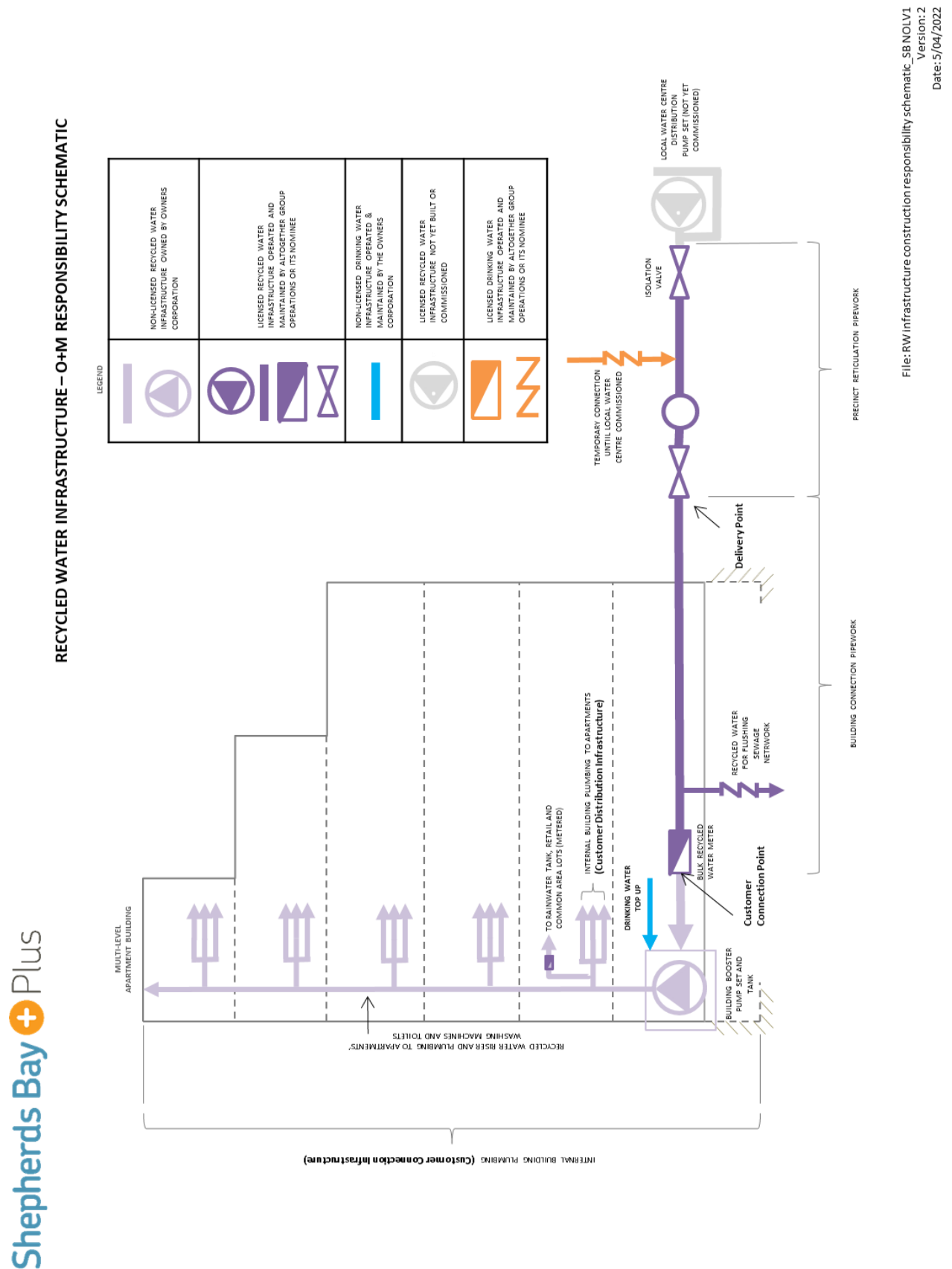


A.2 Sewage Infrastructure – Ownership Schematic

SEWERAGE INFRASTRUCTURE – OWNERSHIP SCHEMATIC

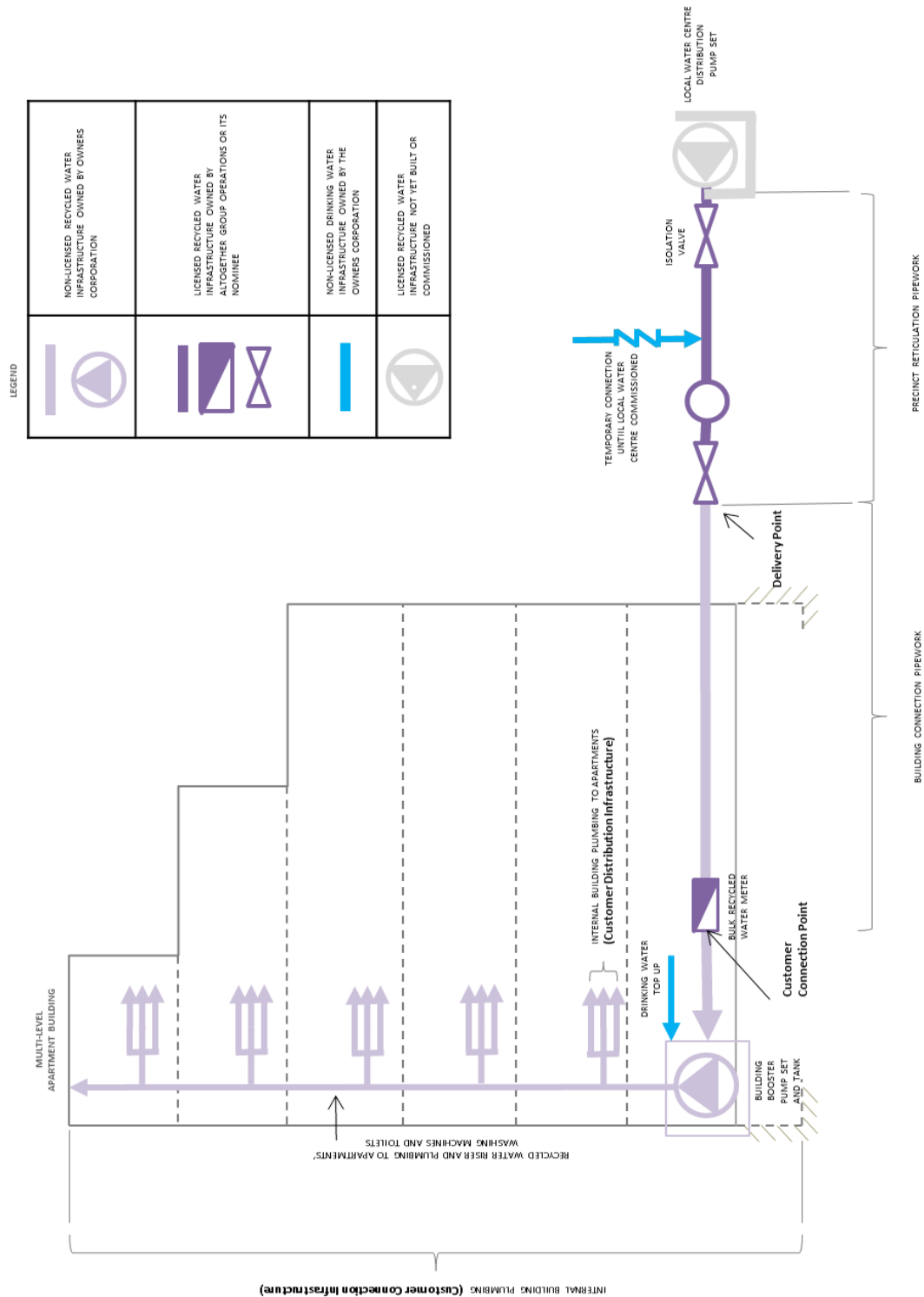


A.3 Recycled Water – O&M Responsibility Schematic



A.4 Recycled Water – Ownership Schematic

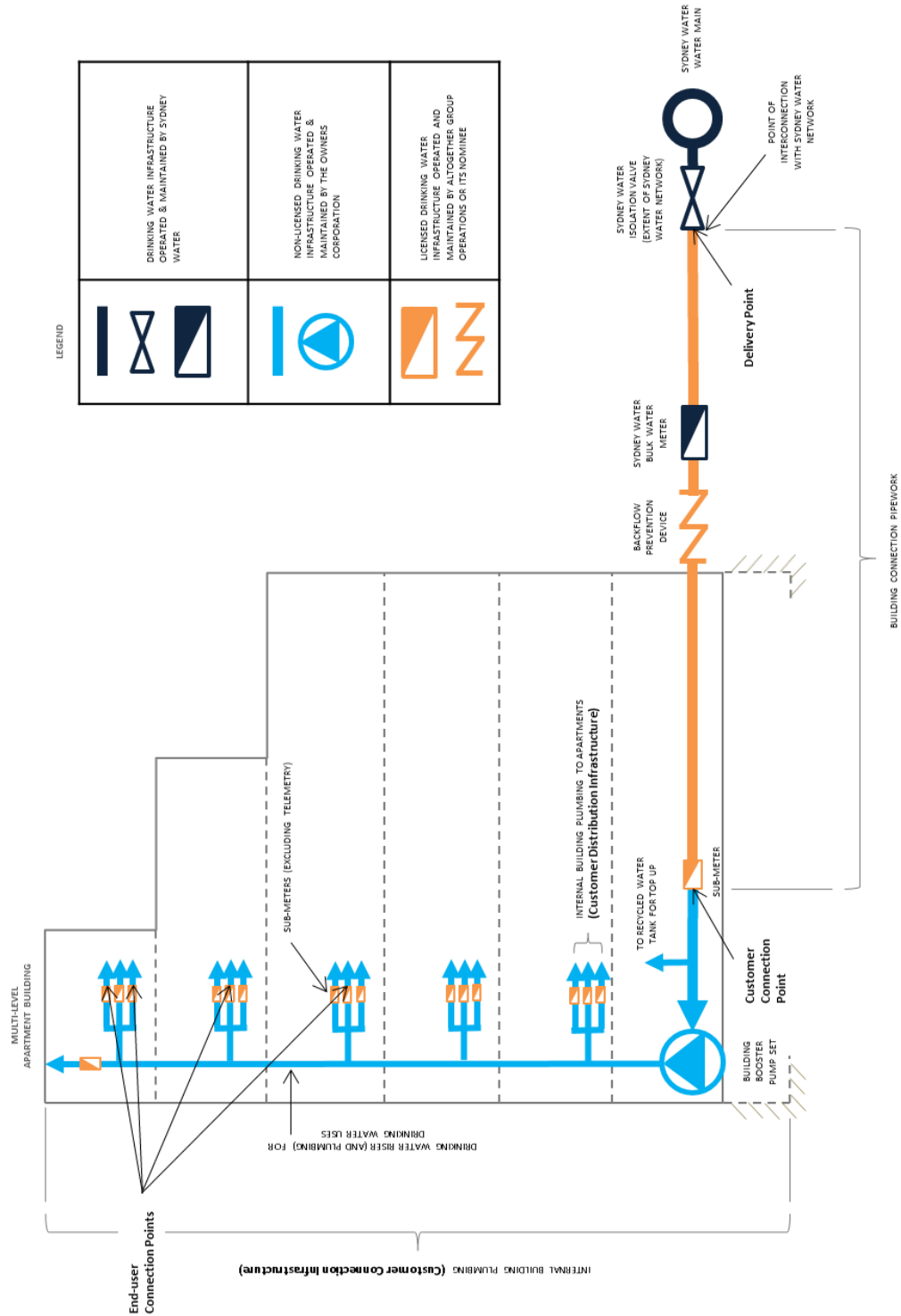
RECYCLED WATER INFRASTRUCTURE – OWNERSHIP SCHEMATIC



File: RW infrastructure construction responsibility schematic_SB NOLV1
Version: 2
Date: 5/04/2022

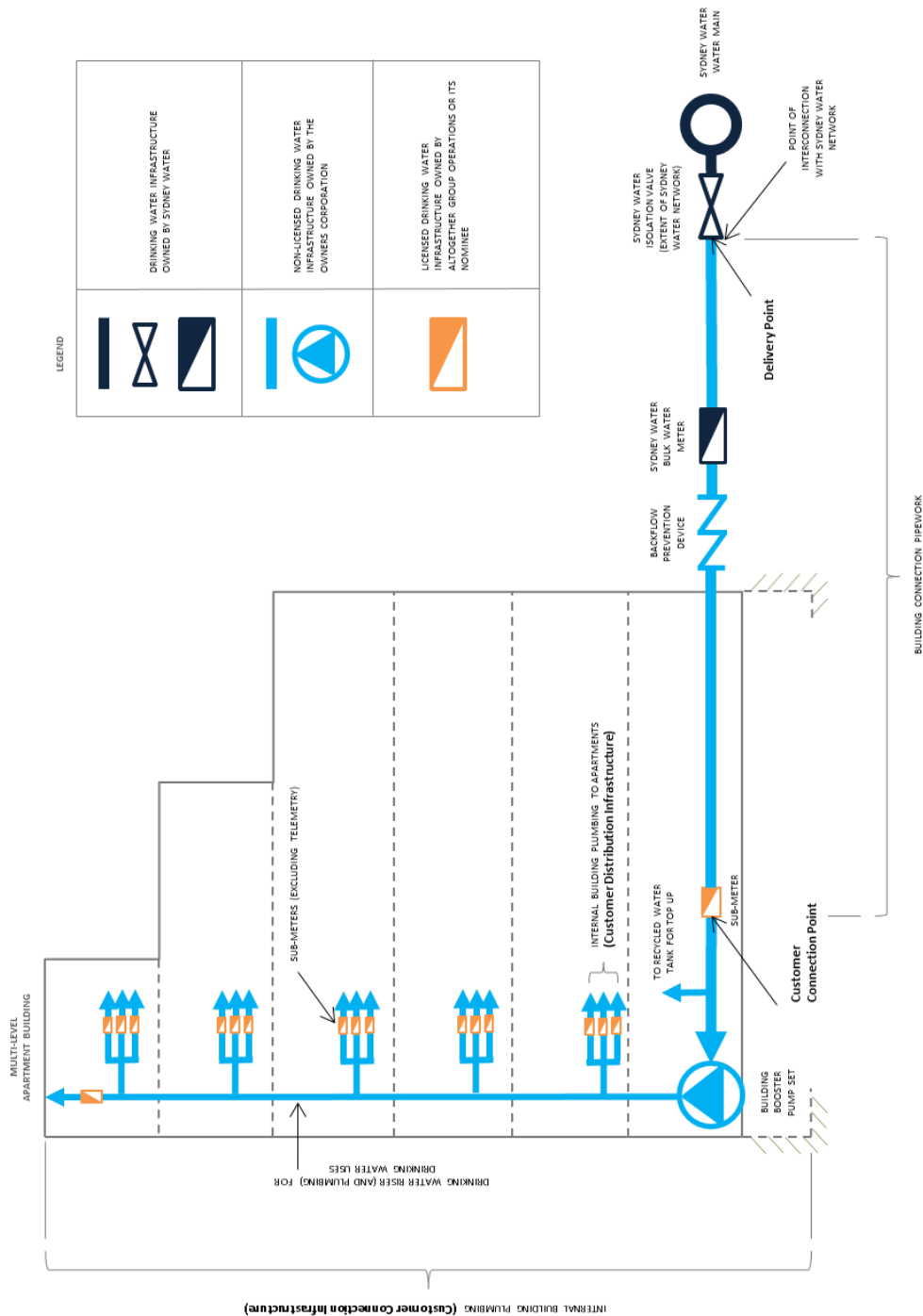
A.5 Drinking Water - O&M Responsibility Schematic

POTABLE WATER INFRASTRUCTURE – O+M RESPONSIBILITY SCHEMATIC



A.6 Drinking Water - Ownership Schematic

Shepherds Bay + Plus POTABLE WATER INFRASTRUCTURE – OWNERSHIP SCHEMATIC



File: RW infrastructure construction responsibility schematic_SB NOLV1
Version: 2
Date: 5/04/2022

Appendix B Annual Return

Please complete the Annual Return form on our website at

<https://altogethergroup.com.au/forms/annual-return-owners-corporation/>