

Standard Residential Lot Sales Disclosure Notice

[Multi-dwelling lots and commercial lots are covered by our *Commercial and Multi-Residential Sales Disclosure Notice*]

Abbreviations

In this notice:

Altogether, Our, We and Us means Altogether Group Pty Ltd ACN 136 272 298 and its Licensed Network Operator entities

community means a community listed in Annexure 1

Homeowner's Guide means Our homeowner's guide published at <https://information.altogethergroup.com.au/governance/Homeowners%20Guide.pdf> as updated from time to time

network means a network referred to in section 5(b)

Licensed Network Operator means the entity listed under the heading 'Licensed Network Operator' in Annexure 1, each of which is a wholly-owned subsidiary of Altogether

On Lot Infrastructure has the meaning given in section 5(c)

Phase 1 On-Lot Infrastructure has the meaning given in section 5(c)(i)

Phase 2 On-Lot Infrastructure has the meaning given in section 5(c)(ii)

Recycled Water Uses means the purposes set out at <https://altogethergroup.com.au/about/communities/> as noted in section 2

1. Purpose of disclosure notice

The purpose of this disclosure notice is to detail to potential new lot owners in communities serviced by us the licensing and infrastructure requirements with which their property will need to comply prior to Us being able to provide the various services identified in Annexure 1. As the owner of property in a community serviced by us, you can become a customer of Altogether.

We are a private water utility supplying recycled water (which is not for drinking, bathing or kitchen use) and wastewater (i.e. sewerage) services and drinking water services to various communities as set out in Annexure 1. These services are supplied under Our Retail Supplier's Licence Number 13_001R issued under the *Water Industry Competition Act 2006* (NSW) and regulated by the Independent Pricing and Regulatory Tribunal (**IPART**). Altogether entities also operate water infrastructure at a number of communities under Licensed Network Operator licences as set out in Annexure 1. These operator entities are also regulated by IPART.

Where a water service is not provided by Us at your community, another provider, such as Sydney Water or Hunter Water, will be responsible for provision of that service. In that case, you will receive two accounts, one from the other provider for the services it provides, and one from Altogether for the services provided by Altogether.

2. Our services

Once your property is connected to Our Network, We will provide the water services indicated at: <https://altogethergroup.com.au/about/communities/> - just select your community from the options at this link. For up to date information about these services, including what you can use recycled water for, please visit the above link.

Wastewater collection and treatment

We will collect your property's wastewater via Our On-lot Infrastructure and treat it at Our local water centre located in the community. See section 5(a) below for more information on Our local water centre.

Recycled water supply

Our local water centre will produce high quality recycled water, which complies with the *Australian Guidelines for Water Recycling*, for supply directly to your property. Recycled water is not for drinking, bathing or kitchen uses. In your community it must only be used for the be used for purposes set out at <https://altogethergroup.com.au/about/communities/>. Typically, this includes watering gardens, washing cars and general wash down, flushing toilets and for the cold water supply to your clothes washing machine¹(**Recycled Water Uses**). These uses can change. To ensure you have up to date information, please visit the above link.

¹Note: your laundry must have one recycled water tap, which has to be connected to the cold water inlet of your washing machine without an alternative cold drinking water tap connection to that washing machine.

For more information about the provision of these services, please refer to *Our Homeowner's Guide*.

3. Customer registration, connection and fees

To receive Our services, you need to first register with Us as a customer and follow the steps detailed below to connect to Our network. The process for connection, which includes obtaining a connection certificate, begins before you start construction of your new home, so take careful note of the process set out below.

Before you move into your new home within Our network, you will need an occupation certificate from your local council or your private certifier. To apply for the occupation certificate, you will first need to show that your new home is fit for occupation. This must include a working wastewater system, confirmed by a connection certificate issued by Us. We won't issue a connection certificate unless you demonstrate that your home has complied with Our requirements and has then been connected by Us to Our network. This connection will include installation of the Phase 2 On-Lot Infrastructure described in section 5(c)(ii), including the pump to be located in Our tank located on your property and the commissioning of the associated control system.

(a) Registration and fees

Prior to starting construction, you must register as a customer of Altogether at <https://altogethergroup.com.au/forms/move-in/postcode/> or by searching under 'connections' in Our Help & Support Centre. For further information about the applicable fees and charges please visit <https://askus.altogethergroup.com.au/hc/en-us/articles/900005026883-Community-fees-and-charges-water> and select your community.

(b) Altogether building approval

Compliance with Our On-Lot Infrastructure and other requirements (described in section 5(c) below and more specifically on Our website) is a condition of the development consent issued by your local council or your private certifier for the construction of your home and a condition of Us connecting you to Our Services.

Before you start building, you must obtain Our written approval by following the process at <https://askus.altogethergroup.com.au/hc/en-us/articles/900004827163-Building-Plan-Stamping-DA-Approvals->. Within 10 business days (or such longer time as may be reasonably required by Us) after receipt of the required documentation, We will provide any comments We may have to the extent to which they relate to Our On-Lot Infrastructure requirements.

If We tell you that We do not approve the documentation, you must amend it to address any of Our comments. You must then submit the amended documentation to Us, and the process will reapply in relation to such amended documentation.

If you have not complied with Our On-Lot Infrastructure and other requirements, We will not install the Phase 2 On-Lot Infrastructure. (When you purchase your property, your property already contains the Phase 1 On-Lot Infrastructure which is required to facilitate the connection to Our network).

(c) Building your home

You must ensure that your home is built in strict compliance with Our approval referred to in paragraph (b) above. If they are not, then We will require compliance, and this may delay the completion of your new home.

You must ensure that all contractors involved in the construction of your home (e.g. builder, plumber, electrician and landscaper) are aware of and follow the instructions set out in the guides published at www.altogethergroup.com.au including at <https://askus.altogethergroup.com.au/hc/en-us/articles/900003911306-Builders-plumbers-electrician-home-owners-and-landscaping-guides-> as updated from time to time.

In communities where We supply drinking water, We will supply drinking water and a meter for construction purposes. In communities where We don't supply drinking water, your builder will need to separately arrange for drinking water during construction.

If you contract a project home builder for construction of your new home, they will usually manage the connection process and pay any relevant fees on your behalf. When negotiating your home building contract, ensure that you are clear whether the applicable Infrastructure, Connection and other fees for your community set out at <https://askus.altogethergroup.com.au/hc/en-us/articles/900005026883-Community-fees-and-charges-water> are included within the package price.

(d) On-property plumbing

To ensure that all internal and external Recycled Water Uses are connected and plumbed to your home appropriately, you must make sure that your builder and/or plumber follows Our *Plumber's Guide* published at <https://information.altogethergroup.com.au/governance/Plumbers%20Guide.pdf>.

(e) Connection

When construction of your home has been completed in strict compliance with Our approval referred to in paragraph (b),

your home will have access to Our services when the following steps have also been completed:

- (i) you will need to activate the customer connection process for wastewater and recycled water set out at <https://askus.altogethergroup.com.au/hc/en-us/articles/900003911506-Applying-to-connect-your-home>;
- (ii) if all applicable fees have been paid, We will then complete a pre-connection inspection; and
- (iii) within about 10 business days after the pre-connection inspection, unless We find that the building plans as approved by Us have not been complied with, We will arrange for installation of the Phase 2 On-Lot Infrastructure.

On installation, your home will have access to Our services. We will issue a connection certificate, which will enable you to apply to your local Council or private certifier for an occupation certificate. Your occupation certificate will provide you with authority to move into your home.

4. Customer contract and fees

The terms and conditions of supply of the services are set out in Our customer contract published at <https://information.altogethergroup.com.au/governance/Water%20Customer%20Contract.pdf> entered into between you and Us as part of Our customer registration process.

In addition to any Infrastructure Fee referred to in <https://askus.altogethergroup.com.au/hc/en-us/articles/900005026883-Community-fees-and-charges-water-and-payable-prior-to-connection-of-your-wastewater-service>, you will also have to pay Us for the ongoing supply of the wastewater and recycled water services starting from installation of the Phase 2 On-Lot Infrastructure and (where applicable) the drinking water services from the connection of drinking water prior to home construction. For details of these fees and charges just select your community from the options at the above link.

5. System Infrastructure

The Licensed Network Operator is regulated by IPART. The Licensed Network Operator is responsible for operating and maintaining all recycled water (which excludes drinking water) and wastewater infrastructure within the community, including the following:

(a) Local Water Centre

A local water centre (which includes plant and equipment for wastewater treatment and recycled water production, together with associated storage) is or will be located within the community and is responsible for treatment of wastewater from your property and others within the community, and production and delivery of recycled water for Recycled Water Uses to your property and others within the community.

(b) Our Network

Our Network located within the community comprises:

- (i) a wastewater collection reticulation network (known as a pressure sewer network) which takes wastewater from your property and delivers it to the local water centre;
- (ii) a recycled water reticulation delivery network which takes recycled water from the local water centre and delivers it to your property for Recycled Water Uses; and
- (iii) where applicable in your community, a drinking water reticulation delivery network, which may include storage and re-chlorination infrastructure, from a bulk connection with the nearby public water utility.

Our Network is operated and maintained by the Licensed Network Operator.

(c) On-lot Infrastructure

The infrastructure owned by Us or Our nominee and located on your property (**On-Lot Infrastructure**) is generally shown in the diagrams in Our *Homeowner's Guide* and comprises:

(i) Phase 1 On-Lot Infrastructure

The Phase 1 On-Lot Infrastructure comprises an in-ground wastewater collection tank, a boundary kit and discharge pipework and a capped recycled water pipe connecting your property to Our Network. In communities where We provide drinking water, it will also include a capped drinking water pipe connecting your property to Our drinking water network.

Although it is located on your property, the Phase 1 On-Lot Infrastructure will remain the property of Us or Our nominee. If you sell your property, it remains on the property and is used by the next owner.

(ii) Phase 2 On-Lot Infrastructure

Once you have registered as a customer of Altogether in accordance with Our customer registration process outlined above and your home has been constructed, We will arrange for supply and installation of the Phase 2 On-Lot Infrastructure. This comprises a pressure sewer grinder pump and level sensor located in the in-ground wastewater collection tank forming part of the Phase 1 On-Lot Infrastructure, an alarm/control panel, electrical circuitry between Our alarm/control panel and the tank, a recycled water meter and, in some cases, a drinking water meter and a data management/telemetry unit.

In some communities this infrastructure has already been paid for. To find out if this is the case, please visit at: <https://askus.altogethergroup.com.au/hc/en-us/articles/900005026883-Community-fees-and-charges-water>

and select your community from the options at this link.

Although it is located on your property, the Phase 2 On-Lot Infrastructure will remain the property of Us or Our nominee. If you sell your property, it remains on the property and is used by the next owner.

Connecting to Our recycled water reticulation delivery network will satisfy the requirements of the Reticulated Alternative Water Supply criteria for the purposes of BASIX. BASIX is the Building Sustainability Index Implemented by New South Wales legislation. Additionally, as you will have access to Our recycled water reticulation delivery network, you do **not** need to install a rainwater tank, pump and ancillary infrastructure at your property, which would otherwise be required for you to satisfy BASIX requirements prior to obtaining your occupation certificate. Connection will also enable you to obtain a connection certificate from us and an occupation certificate from your council or private certifier, which provides authority for you to move into your new home.

(iii) On-Lot Infrastructure access, operation and maintenance

Under Our customer contract (as described in 4 above):

- A. you must ensure that We have safe access to your property to install, commission, inspect, test, maintain, repair, alter, upgrade or replace Our On-Lot Infrastructure - see section 9.1 of the customer contract;
- B. you are responsible for:
 - maintaining all electrical circuitry between your electricity meter and the control/alarm panel; and
 - any damage to or obstruction or blockage impeding the operation of On-Lot Infrastructure, to the extent not caused or contributed to by Us; and
- C. We are responsible for maintaining and repairing On-Lot Infrastructure:
 - at Our own cost to the extent to which, in its reasonable opinion, the need for the maintenance and repair is due to normal use in accordance with Our *Homeowner's Guide*; and
 - at your cost in all other cases, including damage to the extent not caused or contributed to by Us.

6. Non-standard residential lots and proposed non-residential and multi-residential zoning and other uses

This notice applies to standard residential lots on which it is proposed to construct a single residential dwelling only. Any additional dwellings on your property may increase the amount of wastewater discharge above what We allow for a single residential dwelling and therefore may require any or all of the following:

- (a) a separate in-ground wastewater collection tank
- (b) a second set of ongoing service fees to be paid
- (c) a capital contribution towards infrastructure costs.

Before You construct any additional dwelling on your property, you must therefore seek and obtain Our approval. We reserve the right to:

- (d) reject any proposal for an additional dwelling on your property; or
- (e) not consent to connect additional dwellings on your property to Our network.

For more information, please visit Our website.

If your property is, or is to be, used for any commercial use (e.g., as a childcare centre) that may increase the wastewater discharge of the property:

- (f) you must first seek Our approval for the change in use;
- (g) We make no guarantee that We will consent to an additional connection to Our Network from your property; and
- (h) if an additional connection is approved by a certifier (whether a private certifier or council) but We don't consent to it, We reserve the right to serve only the existing connection to Our Network.

Our requirements for servicing multiple dwellings and commercial lots are addressed in Our *Commercial and Multi-Residential Development Guidelines*.

7. On-sale of your property

If, before registering as a customer with Us, you decide to sell your property, you must ensure that a copy of this document is enclosed with and forms part of your contract of sale with your purchaser.

If you sell your property after registering as a customer with Us, you must:

- (a) give Us your purchaser's details, including the settlement date and the purchaser's name and contact details. If you do not do so, you will remain liable for all fees and charges as if you continued to be the owner of your property; and
- (b) if any modifications have been made to the water plumbing at your property, arrange for a cross-connection check to be carried out by:
 - (i) a licensed plumber at your own cost and provide us with certificate from the plumber to the effect that it has carried out a satisfactory cross-connection check; or
 - (ii) our Licensed Network Operator, subject to payment of the applicable fee.

To receive Our services, your purchaser must:

- (c) register with Us as a customer; and
- (d) follow any applicable steps detailed in Section 3 above.



ANNEXURE 1

ALTOGETHER SERVICE LOCATIONS – LAND-HOUSING COMMUNITIES

Community	Licence Number	Licensed Network Operator	Services available from Altogether ²	Services available from public water authority
Cooranbong	Licence no. 15 033	Altogether Cooranbong Pty Ltd ACN 169 450 453	Drinking water, recycled water and wastewater	N/A
The Gables - Box Hill	Licence no. 16 037	Altogether Operations Pty Ltd ACN 603 106 305	Recycled water and wastewater	Drinking water (Sydney Water)
Huntlee	Licence no: 15_030	Altogether Huntlee Pty Ltd ACN 167 418 608	Drinking water, recycled water and wastewater	N/A
Aria	Licence no: 15_030	Altogether Huntlee Pty Ltd ACN 167 418 608	Drinking water, recycled water and wastewater	N/A
Pitt Town	Licence no. 10 014	Altogether Pitt Town Pty Ltd ACN 141 705 660	Recycled water and wastewater	Drinking water (Sydney Water)
Glossodia	Licence no. 19 043	Altogether Operations Pty Ltd ACN 603 106 305	Under development [Recycled water and wastewater]	Under development [Drinking water (Sydney Water)]

² Subject to the customer being able to meet Our network connection requirements.