

altogether.

water

information pack | high-rise

altogethergroup.com.au

We're Altogether.

Championing better ways
of using, producing and
thinking about power,
water and data.

water, only better

Welcome to our sustainable water community. Your home is in a community that gets its water services from an independent Australian water utility, Altogether Group Pty Ltd.

At Altogether, we're a multi-utility service provider on a mission to make the world a brighter place. With simple, sustainable water, power and data services, we work together with developers and communities to create a better future for everyone.

Our sustainable water centres make the most of every drop as the advanced systems put everyone's wastewater to work in a fully balanced micro-ecosystem. We reuse wastewater and provide homes, apartments and retail businesses with a secure and environmentally friendly source of recycled water.

All homes and apartments in our communities are connected to our water networks, which save drinking water and reduce the impact of wastewater discharged into the environment.



at a glance



Community benefits

By using recycled water for things like clothes washing, toilet flushing and irrigation you're reducing the amount of drinking water you would normally use. By substituting drinking water with recycled water for these uses you are saving precious water supplies as this renewable source can be used multiple times within your community to minimal wastage and is generally costs less than drinking water.

It's good for the environment, and for your budget.



On a global scale

Recycled water is used in residential homes around the world including: Singapore, UK, US, Japan and India. Melbourne and Adelaide have recycled water, and in NSW the Rouse Hill dual reticulation scheme has been supplying recycled water to more than 15,000 residents since 1998.



Licensed sustainable water utility

Altogether is licensed under the Water Industry Competition Act 2006 (WIC Act).

The Independent Pricing and Regulatory Tribunal (IPART) administers the Act and regulates our services, ensuring the highest consumer protection. NSW Government Health and Planning departments also approve the conditions under which we operate.

The WIC Act is catalysing a new independent water utility sector, driving competition and innovation in water sustainability.



Drinking water

Where we supply drinking water, we have an agreement with the local public utility to deliver it to your home. Our recycled water is supplied in a separate network of purple pipes that connect to the dual reticulation system in your home.

At Altogether, we believe in sustainability and a future for the generations beyond us. So everything we do is aimed at making the world a better place.

Your home or apartment is individually metered which means you only pay for the water you use.



Environmentally friendly

We are environmentally friendly because we:

- Locally reuse wastewater and convert it to a clean, colourless and odourless water supply
- Prevent thousands of tonnes of treated wastewater from being pumped into waterways
- Create a secure, reliable water source now and into the future
- Where possible, we use solar to generate power for our local water centre
- Use proven recycled water technology, including Membrane Bioreactor (MBR) and UV technology, producing recycled water that exceeds Australia's highest standards
- Designed so that nuisance odour and noise doesn't leave the local water centre site, on accordance with relevant standards and approvals.

Recycled water can be used for:



Flushing
toilets



Washing
clothes

In most communities it is also permitted for use in:



Carwashing



Ornamental water
features



Wash down



Watering common
areas

 Check the Altogether website for permitted uses in your community.

It's not for drinking

Recycled water is clean, does not smell, is safe and monitored to the strictest standards. In Australia, however, we can't use it for drinking, cooking, bathing or other personal uses.

How it works


















Wastewater is taken from bathrooms, toilets, laundries and kitchens. It is recycled to the highest Australian standards at our local water centre.

The recycled water is returned to apartments, homes, offices and shops through purple recycled water pipes connected to clothes washing machine cold taps, toilets and selected outdoor taps.

Drinking water is provided to apartments, homes, offices and shops via a direct connection from the local public water authority.

Your home has extra purple pipes in it to deliver recycled water. Signs marking the recycled water taps make sure you always know when you are using recycled water so you can use it for the right purposes. Your plumber must install these signs.

To avoid blockages and damage to the sewer system the following items must **NOT** be placed into sinks or toilets:

-  Nappies
-  Sanitary napkins
-  Tampons
-  Wet wipes
-  Cooking oil, fat or grease
-  Gravel or sand (incl. aquarium stones & coffee grinds)
-  Kitty litter
-  Seafood shells
-  Socks, rags or clothes
-  Plastic
-  Paint
-  Glass
-  Metal
-  Explosives
-  Flammable materials
-  Petrol or diesel
-  Stormwater/rainwater run-off

Call us on 1300 803 803

recycled water

good to know



Privacy

Altogether is committed to preserving and respecting the privacy and confidentiality of our customers. We ensure customers' information is managed in accordance with the Privacy Act 1998 (Cth) and the Australian Privacy Principles as set out in Altogether's Privacy Policy and Credit Information Policy located at www.altogethergroup.com.au/privacy.



Feedback & complaints

We welcome customer and community feedback as it helps us to identify problems and improve our operations. For more information on how we will address your concerns, and the relevant ombudsman contact details, as set out in Altogether's Complaints and Dispute Resolution Policy found in our Help Centre.



Emails, SMS & contact information

We will email or SMS you regular updates about your account, our business and things that affect you. For up to date information about outages please visit our website. To report a fault or emergency please call 1300 803 803, our team is on call 24/7 ready to assist.



Charges

Our tariffs are varied from time to time and published on our website. If we change our tariffs, we will let customers know about any variations as soon as possible – and in any event no later than your next bill or following any applicable laws and codes.



Payment assistance

If you are having any difficulties paying your bill, please get in touch so we can advise you on payment assistance options including available concessions, rebates, payment extensions, payment plans and our financial hardship program.



Concessions

Government assistance is available to eligible individuals and families via concessions and rebates for more information can be found in our Help Centre.

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SCAN ME



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1300 803 803
Monday to Friday
8:30 am – 5:00 pm
AEST excluding public holidays



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