

altogether.

water

information pack | land and housing

altogethergroup.com.au

we're Altogether.

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

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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.

We provide homes with high quality water and wastewater services. One feature includes recycled water which can save homeowners up to 70% of drinking water usage. Your home or apartment is individually metered which means you only pay for the water you use.

We believe in sustainability and a future for the generations beyond us and we empower our customers to make a collective difference in making the world a better place.

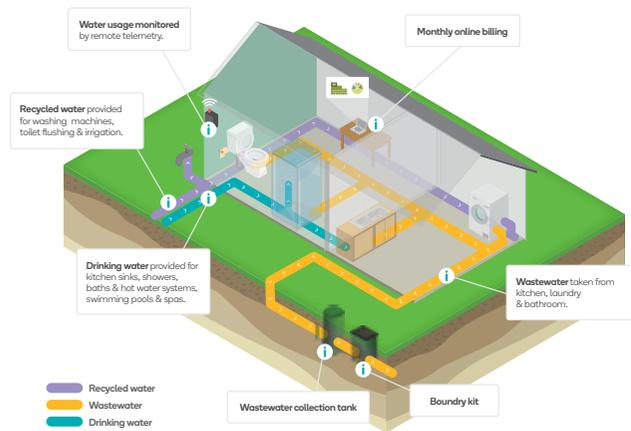
There are some basic things that you should know about the pressure sewer system and how to use the recycled water connected to your home, including:

- how it works
- how to connect a new home
- maintenance and repairs
- your responsibilities

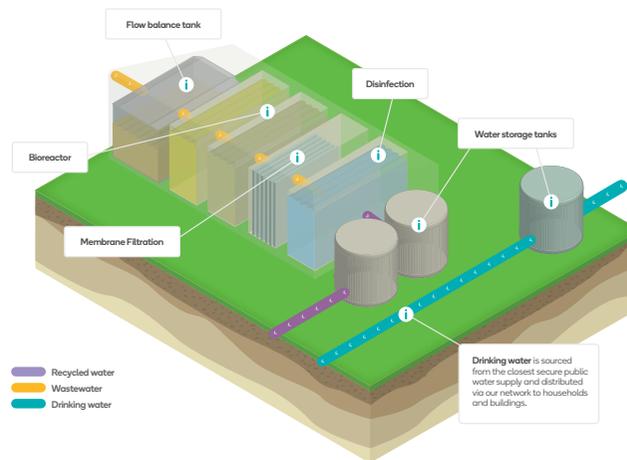
system overview

The recycled water and wastewater in your home are part of a cyclical balanced water system. Wastewater is taken from bathrooms, toilets, laundries and kitchens straight to the Local Water Centre where it is treated to high quality and returned to homes, businesses, parks and open spaces through purple recycled water pipes connected to washing machine cold taps, toilets and selected outdoor taps.

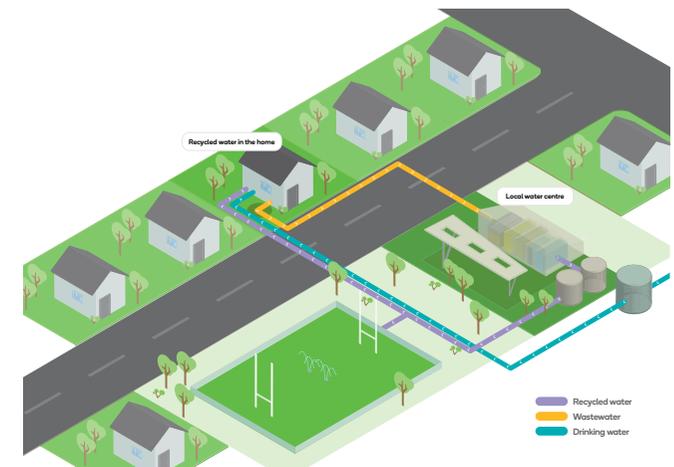
into your home



through the local water centre



back to your home



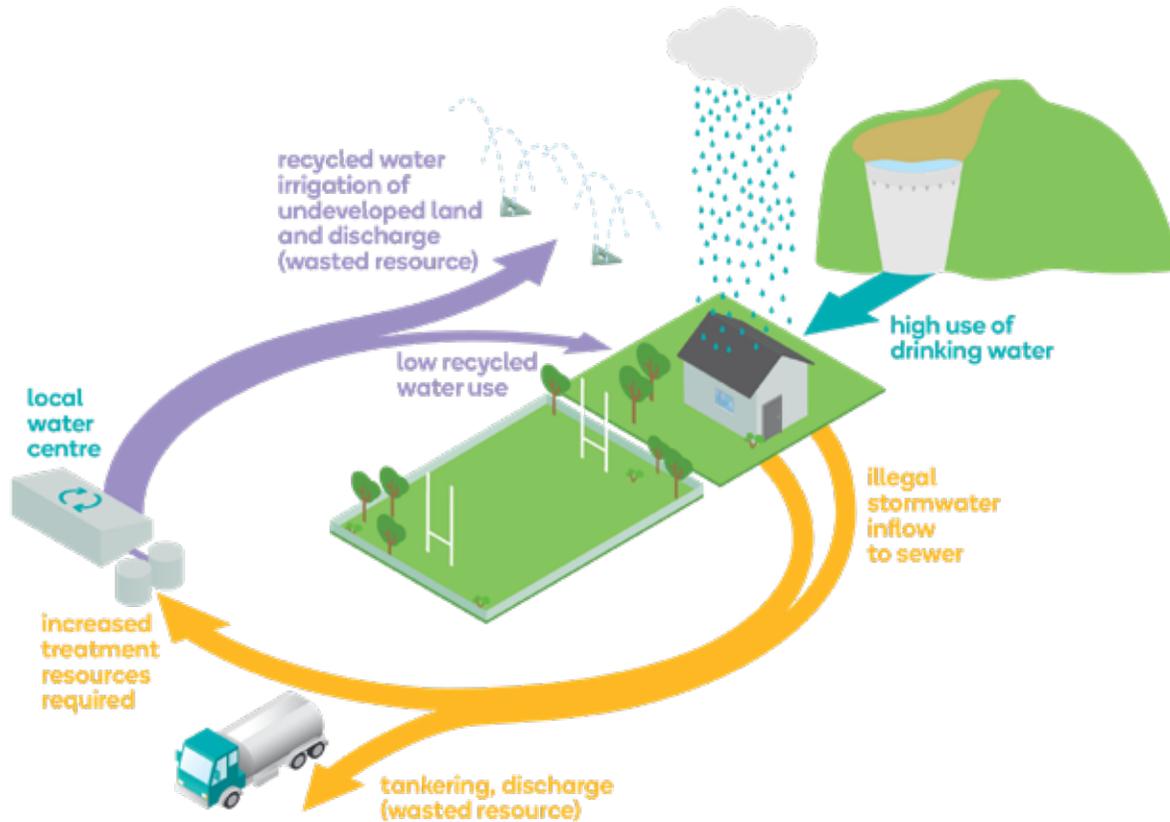
Drinking water and recycled water comes into your home in different pipes for different purposes. Wastewater is taken from your kitchen, bathroom and laundry and goes into the wastewater collection tank, which is then pumped to the Local Water Centre via a pressure sewer network.

Wastewater is treated to the highest Australian standards, undergoing seven filtration and treatment processes including Membrane Bioreactor (MBR), Ultraviolet (UV) and Chlorine disinfection.

Once the water has been treated it gets sent back along purple pipes to your home for use in washing machines, toilet flushing and garden watering. 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.

innovative wastewater

The balanced system relies on you maximising the number of permissible recycled water uses in your home such as connecting your washing machine to recycled water. 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. You can help balance the system by maintaining plumbing and replacing drinking water with recycled water for all permitted uses.



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

pressure sewer

The pressure sewer system is made up of eight key elements.

1. House discharge line (owned by homeowner)

The house discharge line is a small diameter pipe (not dissimilar to a large sprinkler system pipe) which connects the wastewater collection tank to the pressure sewer pipes in the street.

2. Boundary kit

The boundary kit ensures that wastewater which is already in the pressure sewer network cannot reenter your property and enables maintenance staff to isolate the pump unit from the system in the event of an emergency.

3. Wastewater collection tank and pump unit

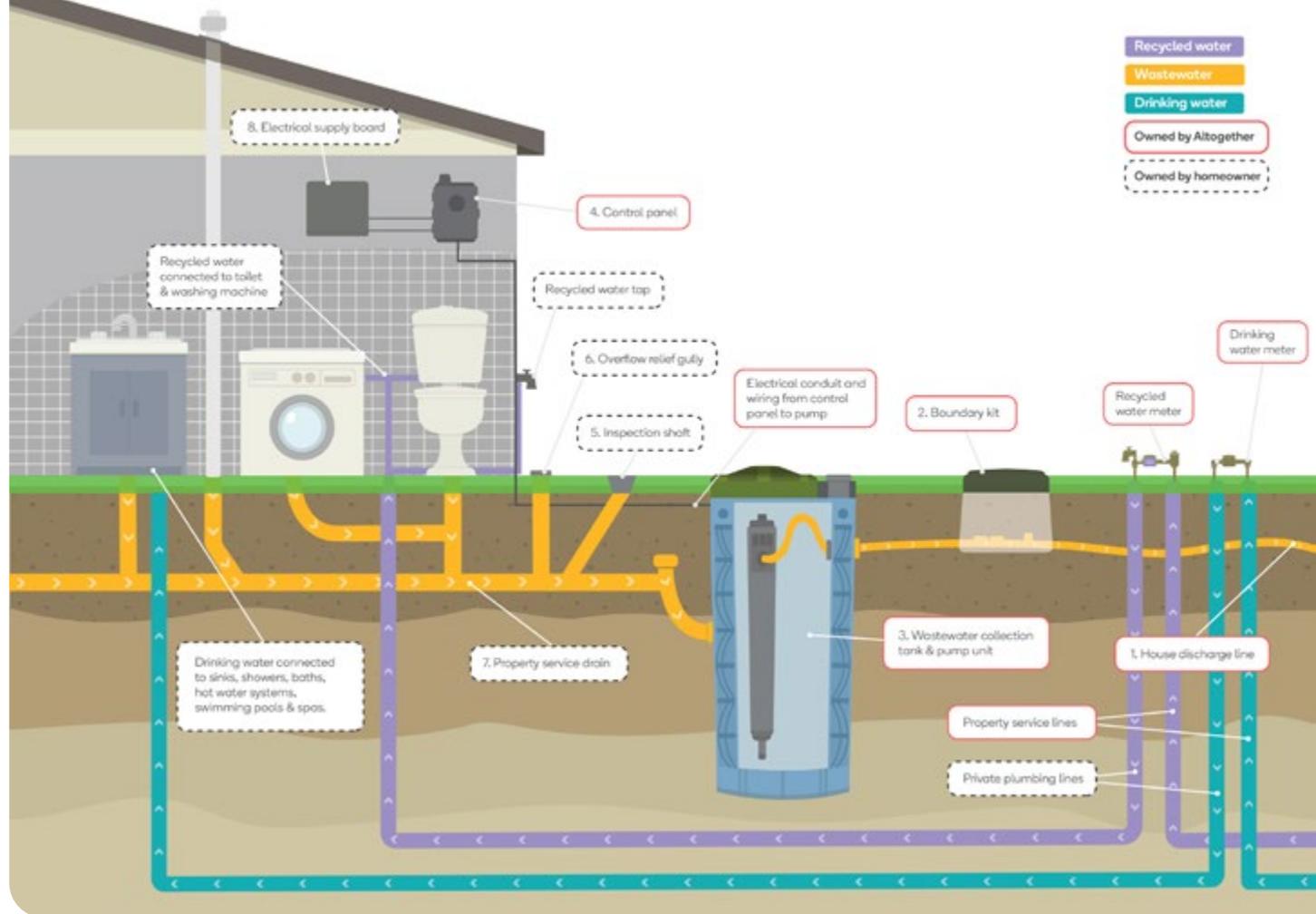
Installed underground, with only the top of the collection tank (or lid) visible, this component of the system includes a pump unit, collection tank and level monitors.

4. Pump control panel

The pump control panel, a small box usually mounted to the wall of the house, contains all the electrical controls including both the audible and visual alarm systems and is linked by telemetry to Altogether's sewer monitoring system. The pump control panel has an audible and visual alarm to provide adequate warning when the pump unit needs to be serviced by our staff.

5. Inspection shaft (owned by homeowner)

The inspection shaft is a plumbing fixture that allows plumbers to inspect and service your property service drain. It is a key fixture for future inspections and maintenance works that may be required on the property. It is important that property owners maintain access to this fixture.



6. Overflow relief gully (owned by homeowner)

An overflow relief gully (ORG) protects the interior of your home or building from sewerage overflow. It is a drain-like fitting located outside the property that is an important part of the plumbing system. In the event of a sewer blockage, the ORG is designed to release any sewage overflow away from the interior of the building and outside to a garden or external area. It is important for property owners to keep the ORG clear and unimpeded at all time, and raised above the surrounding surface so that overland rainfall doesn't enter your sewer and overload the sewer system.

7. Property service drain (owned by homeowner)

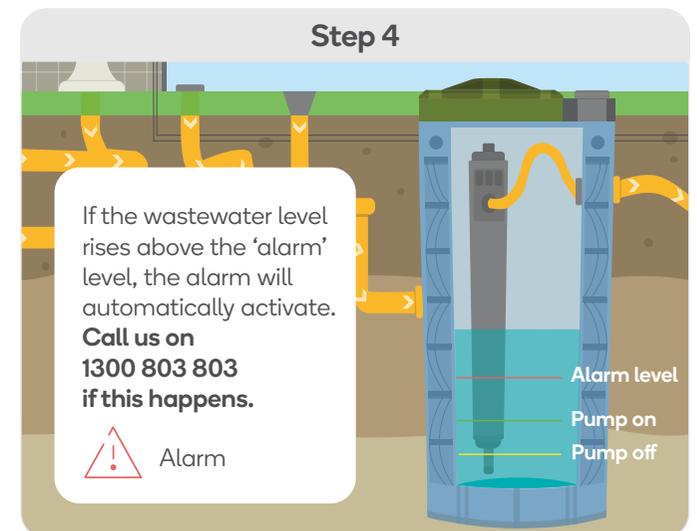
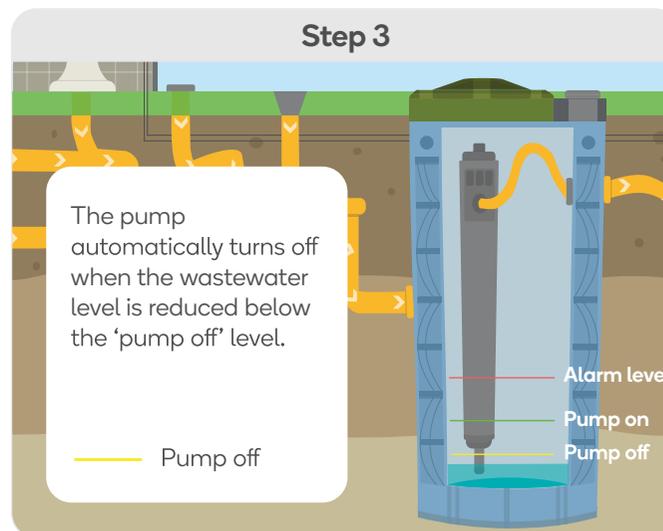
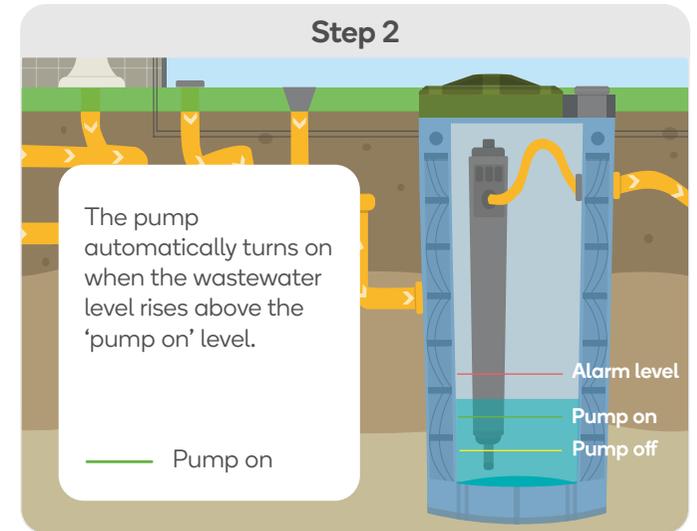
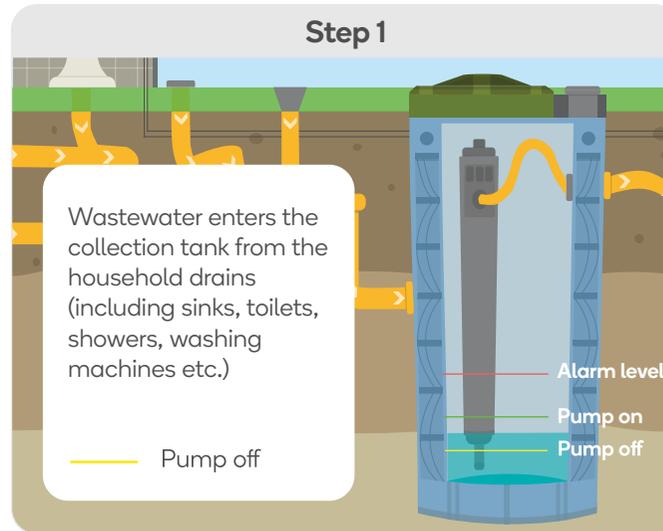
The property service drain is the section of gravity pipeline connecting the sewage pipe outlets from the house to the wastewater collection tank.

8. Electrical supply board (owned by homeowner)

The electrical switchboard is a standard electrical switchboard which connects the property to the power supply system. It will have a connection point and circuit breaker designated to the power supply for the wastewater collection tank and pump unit. The associated power costs are the responsibility of the homeowner.

how does it work?

The main component of the pressure sewer system is the wastewater collection tank and pump unit which is installed on your property. The pump unit works in the following way:



connecting your new home

at planning stage

Altogether building approvals are required on all lots and extensions that are serviced by Altogether Group.

Please allow 10 business days for approved plans to be returned to you. If the plans are not completed correctly, you need to re-submit your plans and allow another 10 business days for every subsequent submission. Additional fees will apply.

Secondary dwellings incur additional requirements and fees and charges. Further information will be provided upon review of your application.

If you are connecting both recycled and drinking water services through Altogether, you will be required to purchase a drinking water meter prior to completing this application.

NOTE: building applications will be rejected if a drinking water meter has not been purchased.



SCAN ME
builders guide



building approvals



connection assessment criteria

upon home completion

Once construction of your home is complete, you can start getting ready to move in by requesting a water and wastewater preconnection inspection. Our technicians require access to inspect your home and ensure that you are compliant with our requirements prior to wastewater and recycled water connection.

If your home passes inspection we will notify you and your builder of your connection date.

If your home does not pass the inspection, we will notify you and your builder by outlining what needs to be fixed. Fees are applicable to every re-inspection.

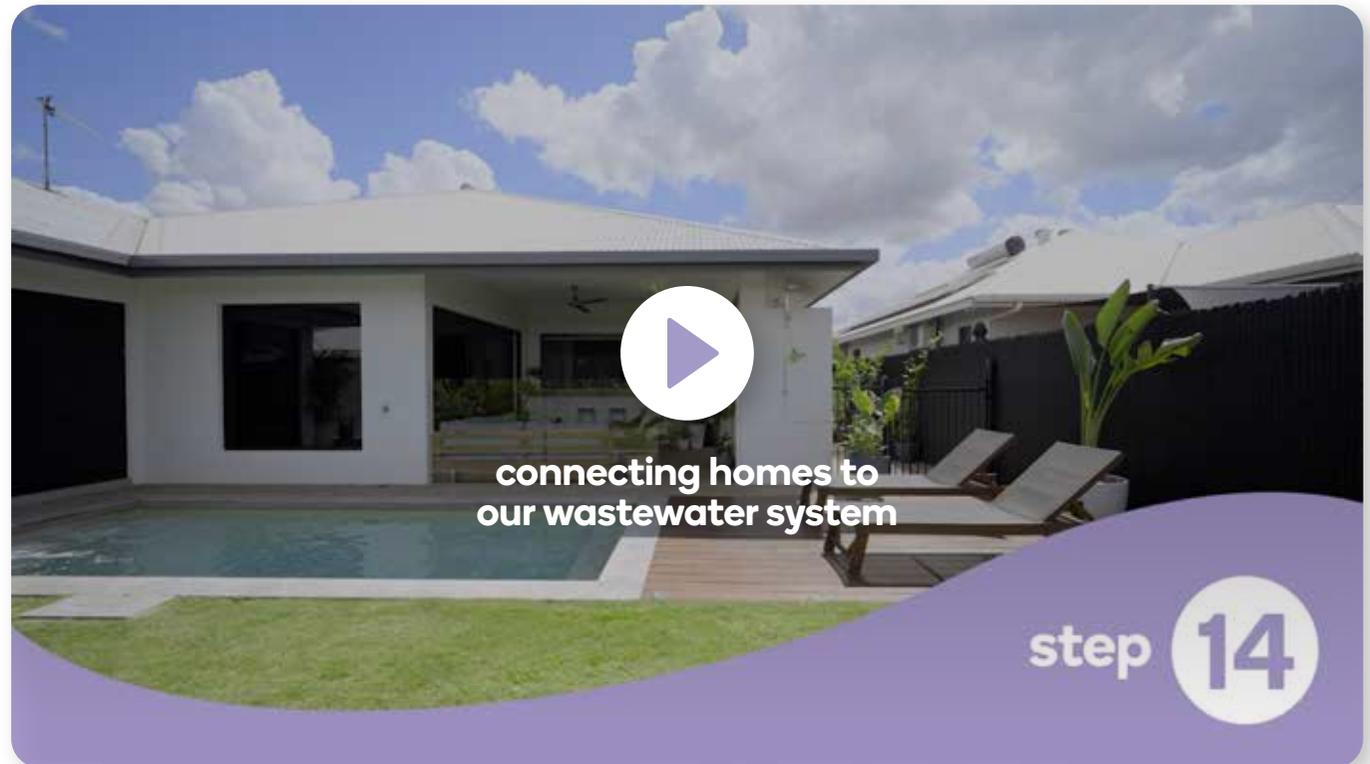
To book an inspection you need to provide the following documentation:

- Final pre inspection report OR Final plumbing inspection sticker issued by NSW Government, Office of Fair Trading
- Certificate of compliance for electrical work (CCEW)

connecting your new home

home connection checklist

1. register online
2. review our requirements
3. inform your builder
4. apply through us for a drinking water meter (where applicable)
5. submit your house plans
6. ensure compliance with Altogether's requirements during construction
7. final pre inspection report OR office of Fair Trading sticker & Certificate of compliance for electrical work
8. ensure all connection fees are paid
9. pre-connection inspection
10. connection and connection certificate
11. occupation certificate



SCAN ME

home connection
checklist

landscaping and pools



placement of your tank

Landscaping over the house discharge line is permitted, but the wastewater collection tank lid and boundary kit are not to be covered. If the line requires repair, an Altogether representative will need access to the pipe. This may mean that landscaping will need to be removed. In this case, Altogether will endeavour to minimise disruption to your garden.

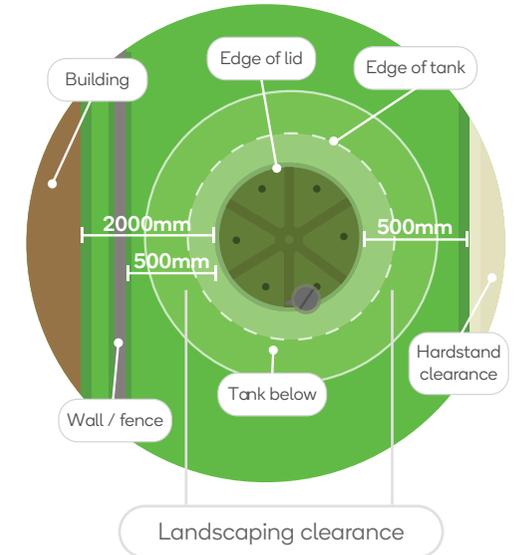
- Do not place objects or structures on or over the lid
- Do not allow grass or other coverings to obscure the lid
- Do not drive across or park vehicles on the lid
- Retaining walls must adhere to minimum clearance requirements and must also be properly drained to ensure that water does not pond over the tank

pools and spas

If you are adding a pool or spa to your home, you need to ensure you have consulted with Altogether and the Local Council to obtain the necessary approvals. **Due to the high discharge rate of pumps serving swimming pools, external showers and wash down areas, direct connections to the household sewerage system are NOT permitted.** However, if you wish to seek approval from Altogether to connect to the pressure sewerage system, the following conditions need to be met:

1. Any pump or pipe connecting the discharge to the wastewater tank is limited to a maximum total flow rate of 0.5 l/s or;
2. An intermediary buffer tank is installed which controls the discharge flow rate to 0.5 l/s.

Any flows greater than this limit are not permitted and are likely to cause a system overflow.



Altogether requires all swimming pools to have cartridge type filters or equivalent, to ensure no backwashing water enters the pressure sewerage system. Please ring us on **1300 803 803**, or your plumber for more detailed information.

Important: You are not permitted to fill your swimming pool with recycled water and must use drinking water.



SCAN ME
landscapers guide

maintaining your recycled water system

NSW Office of Fair Trading and Altogether inspect all houses during the construction phase to ensure recycled water and drinking water pipes have been plumbed correctly but you are responsible for the upkeep.

good housekeeping

conduct regular cross connections

Check the supplies are connected to the correct outlets by separately turning off each supply and checking all corresponding taps and outlets have no water. Instructions can be found [here](#). If you identify a cross connection, please contact us immediately for support.

check for concealed leaks

A leaking water pipe can occur at any time and can affect both new and old homes. We suggest you contact a licensed plumber to find and repair the leak. Here's a tip on how to find leaks:

- Turn off all taps and water appliances
- Take a reading of the water meter and write it down
- Keep taps turned off, don't use any water, and take another reading one hour later
- If the readings have changed or the last number/dial (litres) is still moving you may have a leak

building and excavations

If you have any plumbing, building or landscaping works undertaken, you should ask your contractor to make sure the water systems are operating for the correct purpose once the work is complete.

A plumber making any alterations to your pipework must provide you with a Certificate of Compliance and provide a copy to Altogether.

Electrical power lines and alarm wires are buried underground between the tank and the control panel. If you need to dig in this area, contact your builder, hand dig and dial [Before You Did Australia \(BYDA\)](#).

visit www.byda.com.au



SCAN ME
useful articles
concerning
maintenance

responsibilities on your property

If you, or someone else for whom we are not responsible (such as visitors) damages the boundary kit, pump unit, control panel, electrical cabling, connecting pipe work or any other part of the system, we will arrange for the repairs to be made. You must reimburse us for the cost of any such repairs and this will labour and parts will be charged on your next bill.

tips to maintain the condition and effective operation of the pressure sewer system:

- avoid walking, riding, driving or placing heavy weights (e.g. large pot plants) over the top of the collection tank's lid. It is made from plastic and not designed to carry weight.
- ensure that the collection tank lid is readily accessible at all times.
- keep the power to the pump unit on at all times.
- in no circumstance is the owner, resident or unauthorized contractors permitted or required to operate the pump unit or pump-control panel any of the equipment. The valves in the boundary kit and the vent on the collection tank must only be accessed and attended to by Altogether.

avoid blockage by being mindful about what liquid waste goes into your toilet, sink, shower, bath, dishwasher and washing machine

- ⊗ 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

report damages to 1300 803 803

using recycled water

On a global scale recycled water is used in residential homes around the world including: Singapore, UK, US, Japan and India.

Recycled water comes to you through purple pipes that are completely separate from the drinking water system. Our clear, high quality recycled water is very safe to use. We meet strict recycled water quality guidelines at all times.

Recycled water is great for:

- Flushing toilets
- Washing clothes
- Watering the garden
- Washing cars, houses (external), outdoor furniture **and in most communities is also permitted for use in:**
- Ornamental ponds and water features

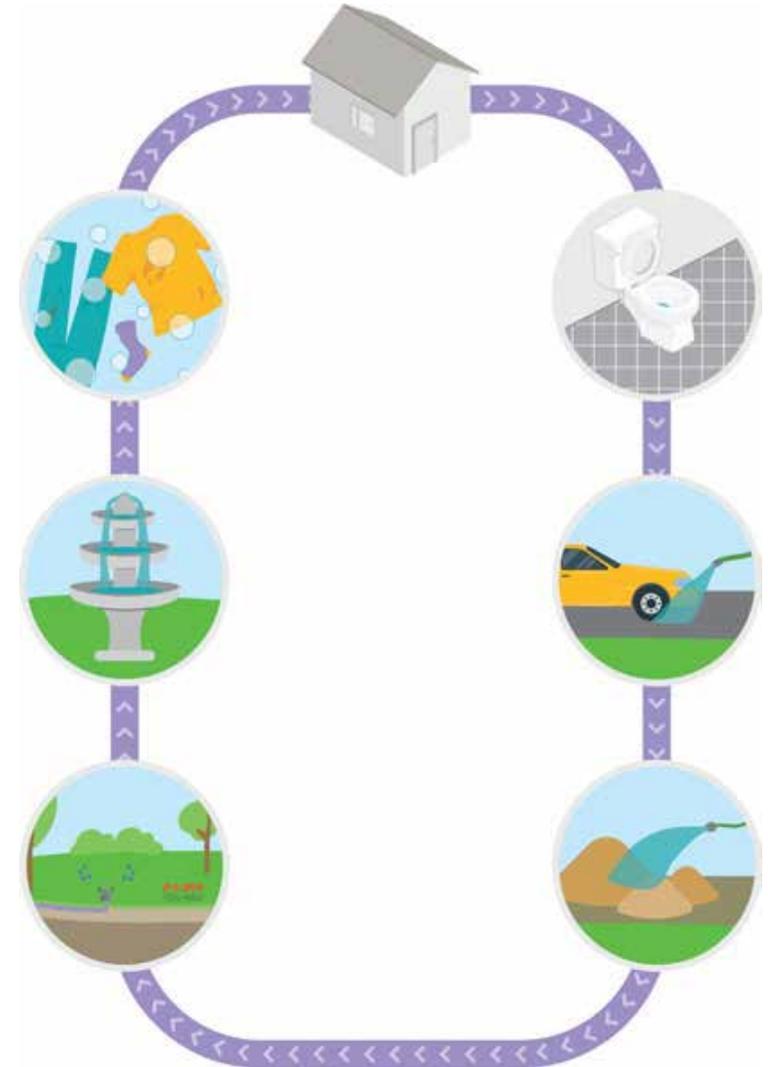
It's not for drinking

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 or personal uses such as cooking or bathing. If you do accidentally drink recycled water it is unlikely you will get sick.

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.



alarms, faults and response



You should never switch off power to the pumping unit. If you do, you may be required to pay for the cost of any call outs or repairs that occur.

Ensure that our contractors have clear access to the wastewater tank at all times.



24/7 faults and emergencies
1300 803 803

what has happened?	alarm sounds or the light is flashing	power outage	power outage for longer than 8 hours	alarm sounds frequently and then turns off	your neighbour's alarm sounds and the light is flashing
what to do?	Turn off the audible alarm	Wait one hour before reporting	Minimise your nonessential water use and give us a call	Investigate	Contact us
how to do it	<p>Audible alarm: Press the button on the underside of the control panel to disable the audible alarm.</p> <p>The audible alarm will automatically shut off after five minutes (regardless of whether the button is pressed).</p> <p>Flashing light: The flashing light will only turn off if one of our contractors resets it, or the problem which triggered the alarm is resolved.</p> <p>Call us on 1300 803 803 if the flashing light does not turn off within 1 hour</p>	<p>If the alarm activates following a power outage, please wait for one hour before contacting us.</p> <ul style="list-style-type: none"> The alarm may sound when the power is restored as the wastewater level in the storage tank may have built up to above the alarm level. Once power is restored, the pump will commence pumping but may take up to one hour for the wastewater level in the tank to drop below the alarm level (this is due to a number of other pumps trying to empty their tanks at the same time). Please minimise your water use (showers and washing clothes) during power outages to reduce the risk of an overflow. 	<p>Reduce water use by:</p> <ul style="list-style-type: none"> Not turning on the washing machine while the alarm is active Take shorter showers If the bath is full, don't empty it until after the alarm is cancelled. You can bucket the water from the bath onto the lawn if you need to. Switch off any drainage (automated or not) from swimming pools or spas until after the power is restored. <p>Call us if there is an extended power outage, particularly if you expect it to last more than 8 hours.</p> <p>In the event of an extended power outage, we may need to organise for your storage tank to be pumped out.</p>	<p>Determine if there is any sudden discharge (such as from a swimming pool).</p> <ul style="list-style-type: none"> If the alarm sounds during or after rainfall, the alarm may be activating because rainwater is entering the storage tank. If the alarm continues to sound frequently and turn off, please give us a call so we can investigate. 	<p>If your neighbour is not home, please contact us so we can investigate.</p> <ul style="list-style-type: none"> The audible alarm will automatically shut off after five minutes.

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](#).



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](#).



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 outage page. To report a fault or emergency please call 1300 803 803, our team is on call 24/7 ready to assist.



customer contract

To understand the terms and conditions governing your relationship with Altogether, please refer to our comprehensive [customer contract](#).



charges

Our tariffs are varied from time to time and published under [fees and charges](#). 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](#).



my account

Set up [myaccount](#) to pay bills, monitor usage, update your details and download historic statements.



shop

Purchase items required to connect or maintain your system via our [online store](#). You will need your 12 digit customer number to transact.

altogether.

SCAN ME



 PO Box 404 Nundah,
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 1300 803 803
Monday to Friday
8:30 am – 5:00 pm
AEST excluding public holidays

 altogethergroup.com.au

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