



NETWORK OPERATOR EXPERIENCE

Scheme	Services			Licensed network operator	Network operator licence number	Date approval for operation granted for network	Date approval for operation granted for water treatment	Retail supplier	Retail supplier licence number
	Drinking Water	Recycled Water	Wastewater						
Pitt Town		✓	✓	Altogether Pitt Town Pty Ltd	10_014	1/06/2012	1/06/2012	Altogether Group Pty Ltd	13_001R
Central Park	✓	✓	✓	Altogether Central Park Pty Ltd	12_022	23/01/2014	28/02/2015	Altogether Group Pty Ltd	13_001R
Discovery Point	✓	✓	✓	Altogether Discovery Point Pty Ltd	13_025	29/08/2014	2/08/2015	Altogether Group Pty Ltd	13_001R
Huntlee	✓	✓	✓	Altogether Huntlee Pty Ltd	15_030	29/03/2016	28/09/2018	Altogether Group Pty Ltd	13_001R
Cooranbong	✓	✓	✓	Altogether Cooranbong Pty Ltd	15_033	14/04/2016	26/11/2020	Altogether Group Pty Ltd	13_001R
Green Square		✓		Altogether Green Square Pty Ltd	15_031	15/06/2016	17/05/2018	Altogether Group Pty Ltd	13_001R
Box Hill		✓	✓	Altogether Operations Pty Ltd	16_037	23/05/2017 and 27/11/2017	20/11/2019	Altogether Group Pty Ltd	13_001R
Shepherds Bay	✓	✓	✓	Altogether Operations Pty Ltd	17_042	1/11/2017	Not yet operational	Altogether Group Pty Ltd	13_001R
Glossodia		✓	✓	Altogether Operations Pty Ltd	19_043	Not yet operational	Not yet operational	Altogether Group Pty Ltd	13_001R

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Retail Supply Management Plan

Document Issue Record

REVISION	DATE	CHANGES	AUTHOR	APPROVER
1	19/12/14	First	Felicity Clarke	Stephen McKewen
2	30/1/15	General review	Felicity Clarke	Stephen McKewen
3	19/6/15	Updated document numbers	Kirsten Evans	Steve Hall
4	11/2/16	General review	Candice Suttor / Laura Dixon	Steve Hall
4.1	30/10/17	Annual review		Candice Suttor
4.2	20/12/18	Annual review Added 3.2.1 Health related water quality complaints		Candice Suttor
5	27/05/19	General review Added: 1.4.1 Public Health Act 3.2 Incident Management 3.3 Incident Notification Updated: Altogether Business Management System (BMS) Figure 1 Document Map	Kirsten Evans	Candice Suttor
6	22/09/20	Annual review Removed detail and referred to relevant Altogether plan, policy or procedure. Section 3.5 edited to now refer to Altogether's Infrastructure Operating Plan Deleted Figure 1 Document Map	Kirsten Evans	Candice Suttor
7	12/01/21	Rebranded from Altogether Systems Pty Ltd to Altogether Group Pty Ltd		Candice Suttor
8	18/08/21	Annual review updated small typo. No other changes	Hannah Phillips	Candice Suttor

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Our Policy and Code of Conduct

If you are a customer of Altogether Group Pty Ltd (**Altogether**) in relation to any of the following services:

- water services¹
- electricity services
- thermal services²

this policy applies in relation to those services.

For us, the term ‘customer’ means:

- the owner of premises to which we supply services, or
- a tenant of the premises to which we supply services and who uses those services, or
- a consumer of Altogether’s services.

At Altogether, our mission is to create next generation utilities that enable self-sufficient communities, exceeding the expectations of our customers through sustainable innovation, leadership and smart thinking.

We are a customer-focused organisation, certified to the international standard for quality management (ISO 9001), and welcome all feedback including complaints.

If you are not happy with our services, or you want to give us any other feedback, we welcome your response. Please get in touch and we will try to resolve your issue as quickly as we can.

We are committed to treating complaints and disputes promptly, equitably, confidentially and professionally, at no cost to our customers. Our goal is to manage complaints and disputes in a way that results in continuously improving our customer services.

This Complaints and Dispute Resolution Policy³ is made publicly available on our website.

Our complaints management and dispute resolution processes are in line with the Australian Standard *AS/NZS 10002:2014 Guidelines for complaint management in organizations*. We are committed to following the guiding principles set out in the Standard.

¹ Water services comprise drinking water, sewerage and recycled water services.

² Thermal services comprise central hot water, cooker gas and air conditioning services.

³ This policy is also our code of conduct for customer complaints as required under the Water Industry Competition (General) Regulation 2008 as well as our standard complaints and dispute resolution procedure as required under the National Energy Retail Law 2011.

What is a complaint?

We use the same definition as the Australian Standard *AS/NZS 10002:2014 Guidelines for complaint management in organizations*. A complaint is an ‘expression of dissatisfaction made to or about an organization, related to its products, services, staff, or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required’.

How to make a complaint?

You can contact us in the following ways:

- if you buy your electricity directly from Altogether as authorised retailer, by calling us on 1300 806 806 or lodging your feedback via our website altogethergroup.com.au/contactus
- for all other accounts (ie. electricity from Altogether as agent for a body corporate/owners corporation, water services, or thermal services), by calling us on 1300 803 803 or lodging your feedback via our website altogethergroup.com.au/contactus

How are complaints handled?

Once we receive your complaint, we will acknowledge, investigate, and respond promptly to resolve your complaint as quickly as we can.

Your complaint will be recorded, classified and tracked in our Customer Relationship Management system (CRM). You will be provided a unique ticket number which you can use for future reference relating to your enquiry.

Your complaint will be investigated by a Customer Services Agent. All comments, actions and resolutions are recorded in our CRM against the corresponding ticket number. After the complaint is investigated, you will be advised about the outcome.

How are complaints resolved?

If your complaint cannot be resolved immediately we will contact you to provide an update within two business days from receiving the complaint, unless a response is required in writing by post which may take longer.

More complex complaints may need to be investigated further and we will attempt to resolve complaints within 20 business days after notification. During this time, we may contact you for further information or you can contact us for an update.

We will protect your personal information generated as part of handling your complaint and in accordance with our Privacy Policy, which is available on our website.

We will inform you of the outcome of your complaint, and if you are not satisfied with our response, you have the right to refer your complaint to the relevant Ombudsman.

How are complaints escalated?

You can let us know at any time if you want us to escalate your complaint to a higher level of management within Altogether. Please note that you also always have the option to contact the Energy & Water Ombudsman NSW (EWON) at any time for independent advice and assistance. EWON's contact details are below.

Ombudsman schemes provide an independent way to resolve complaints and can make decisions without any interference, based on what is fair and reasonable in the circumstances of each case. Ombudsman services are free to customers.

The details for the relevant Ombudsman scheme in each state and for each service are provided below.

Ombudsman for water and electricity customers in New South Wales

Energy and Water Ombudsman NSW (EWON)

Freecall: 1800 246 545

Freepost: Reply paid 86550, Sydney South NSW 1234

On-line Complaints: www.ewon.com.au/complaints

Website: www.ewon.com.au

Ombudsman for electricity customers on Electricity Supply Agreements with Altogether in Queensland

Energy and Water Ombudsman Queensland (EWOQ)

Freecall: 1800 662 837

Freepost: PO Box 3640, South Brisbane QLD 4101

Email: complaints@ewoq.com.au

Website: www.ewoq.com.au

Assistance for electricity and water customers on other contracts in Queensland

Electricity and water customers on other contracts in Queensland also have a right to refer complaints or disputes to the Queensland Civil and Administrative Tribunal (QCAT) or any other relevant external dispute resolution body. Details on QCAT's services are available on the QCAT website <http://www.qcat.qld.gov.au> or by calling QCAT on 1300 753 228.

1 Purpose

This document is applicable to customers of Altogether Group Pty Ltd ABN 28 136 272 298 connected to our water network who we supply under our retail suppliers' licence issued under the Water Industry Competition Act 2006 (NSW). This document outlines our code of conduct for customers who have missed one or more payments.

2 Code of Conduct

If a customer is having difficulty paying a bill or is concerned about not being able to pay on time, we will try to reach an achievable agreement with the customer to pay what is owing.

The options may include:

- a short extension of time;
- a payment plan to pay the account in regular instalments over an agreed time-frame;
- a budget plan where regular manageable amounts are debited from the customer's nominated account; or
- access to a Payment Assistance Scheme that operates through local welfare agencies.

3 Collection

Reminder notice:

If a customer fails to make a payment on the due date, we will contact the customer, including sending a reminder notice.

Warning notice:

At least 7 days prior to taking action for non-payment, we will send a payment warning notice that:

- a. provides information about help that is available to the customer, including information about Altogether's payment assistance policy and about the Energy and Water Ombudsman New South Wales;
- b. advises the customer that the payment is overdue and must be paid to avoid legal action or supply restriction; and
- c. cautions that, if legal action is taken or supply restricted, the customer may incur additional costs in relation to those actions.

In the case of a tenant

Our legal and billing relationship is with the owner of the property. We do not bill tenants for our services. Any arrangement that a tenant has with the landlord is a private matter between them.

If a landlord has missed an account payment, we may allow a short extension of time so that the tenant can contact the property owner or managing agent. We will not begin any recovery action during this period.

In the case of a business

For business customers, we may offer a short extension of time to allow settlement of the account, based on reasonable commercial considerations. In considering these options, overdue accounts attract interest charges.

4 Actions for Non Payment

Restriction and Legal Action

As a last resort, we may restrict the supply of services to a property and/or take legal action.

This will happen if:

- a. more than 14 days have elapsed since the issue of the reminder notice to the customer;
- b. more than 7 days have elapsed since the issue of the warning notice to the customer;
- c. we or our agent has attempted to make contact with the customer about the non-payment by telephone, email or in person;
- d. the customer has been notified of the proposed restriction or legal action and the associated costs, including the cost of removing the restriction device; and
- e. the customer has:
 - i. been offered a flexible payment plan and has refused or failed to respond; or
 - ii. agreed to a flexible payment plan and has failed to comply with the arrangement.

Limits on restriction and legal action

We will not begin legal action or take steps to restrict a customer's service due to non-payment if:

- a. the customer has lodged an application for a government-funded concession relating to amounts charged by us and the application remains outstanding; or
- b. the customer is a landlord, and:
 - i. the amount is in dispute between the Customer and the tenant; or
 - ii. the amount in dispute is subject to an unresolved complaint procedure in accordance with our [Complaints and Dispute Resolution Policy](#) found on our website in help & support

Additional limits on restriction

We will not take steps to restrict a Customer's service due to non-payment if:

- a. it is a Friday, public holiday, weekend, day before a public holiday, or after 3pm; or
- b. the customer is registered as medically dependant.

If the supply to a customer's property is restricted, we will continue to provide water for basic health and hygiene purposes and endeavour to notify the occupants either by email or a phone call when the supply is restricted.

Removal of restrictions

Altogether will restore a restricted service within 24hours after we become aware that the reason for the restriction has been resolved.

Before the service is restored, the customer needs to pay the overdue amount or agree a payment arrangement. We may impose a reasonable charge to cover our costs for the removal of the restriction.

We always prefer to help customers (and customer's tenants) with financial difficulties, rather than restrict services.

If you have a problem with a missed payment, please get in touch with us asap via altogethergroup.com.au/contactus or 1300 803 803.

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Incident Management Plan (IMP)



Document Issue Record

Issue Date	Revision	Change	Prepared By	Approved By
24/10/14	1	First revision	Kirsten Evans	Steve Hall
30/1/15	2	Added AMP to Table 1 and Figure 1	Kirsten Evans	Steve Hall
29/5/15	3	Added reference to monthly risk management and compliance meeting	Laura Dixon	Steve Hall
4/6/15	4	Added reporting to EPA under Section 5.1.1	Kirsten Evans	Steve Hall
25/8/16	5	Updated Appendix A with IT ratings and system identification	Brendan Dunn/Laura Dixon	Steve Hall
14/10/16	6	Annual review – amended Appendix B, section 1.1.1, 5.1 and updated WorkCover to SafeWork	Laura Dixon	Steve Hall
10/01/18	7	Annual review – amended Appendix A and added Appendix B	Kirsten Evans	Steve Hall
19/12/2018	8	<ul style="list-style-type: none"> ● External review ● Internal review ● Updated position titles ● Update Figure 1 Document Map ● Update 1.4 Purpose of the IMP to include reference to other incident management documents ● Updated 3.1 Content of Incident & Emergency Response Manual ● Included reference to new incident management documents: Emergency Response Plan and Water Quality Incident Reporting & Investigation Procedure ● Inserted 5.1 Declaring an incident ● Inserted .5.2.1 Internal notification ● Updated 5.2.2 Notifying the regulator (Water) ● Inserted 5.2.3 Notifying the regulator (Environment) ● Changed Incident Contact List to Stakeholder & Emergency Contact List throughout ● Inserted new Appendix for Incident Management Process 	A Knickerbocker (CWT)	Kirsten Evans
25 Jan 2021	9	<ul style="list-style-type: none"> ● Durable links added ● 1.1.3. Document control and review responsibilities updated 	Karen Arteaga	Kirsten Evans

		<ul style="list-style-type: none"> 3.1. Scheme-specific Incident & Emergency Response Manual content updated 4.4. Incident Management Team updated 5.6. WorkSafe (QLD) added as a stakeholder Update Appendix C 		
15 Nov 2021	9.1	Minor update to colouring to Appendix A & B – Major was coloured incorrectly and now changed to orange – Issue update from blue to grey.	Hannah Phillips	N/A draft
20 January 2021	10	<p>Minor updates</p> <ul style="list-style-type: none"> removal of reference to AS/NZS 4801:2001 (certificate no longer held) Change title from EM R&C to Head of Legal & Risk Appendix C flow chart updated 	Hannah Phillips	Sarath Seethramju

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