



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

Contents

- 1 Introduction 4
 - 1.1 General..... 4
 - 1.2 Responsibilities and authorities..... 6
 - 1.3 Altogether Schemes 6
 - 1.4 Legal and Other Requirements..... 6
 - 1.5 Purpose of the RSMP..... 8
- 2 Customer service..... 8
 - 2.1 Customer Contact 8
 - 2.2 Customer Enquiries and Complaints 8
 - 2.3 Code of Practice Debt Recovery (Missed Payment Policy) 9
- 3 Incident Identification and Responses..... 9
 - 3.1 Incident Identification and Responses..... 9
 - 3.2 Incident Management..... 9
 - 3.3 Incident Notification 10
 - 3.4 Risk Assessment 10
 - 3.5 Interruption Due to Incidents or Operational Problems 10
 - 3.6 Interruptions to Sewage Service..... 11
 - 3.7 Interruptions to Recycled Water Supply..... 11
 - 3.8 Interruptions to Drinking Water Supply 11
 - 3.9 Disruptions to Customer Help Centre..... 11
- 4 Evaluation and Audit 12
 - 4.1 Evaluation..... 12
 - 4.2 Auditing 12
- 5 Review and Improvement 12
 - 5.1 Training 12
 - 5.2 Marketing Code of Conduct 13
 - 5.3 Transfer Code of Conduct..... 13
 - 5.4 Compliance 13

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.

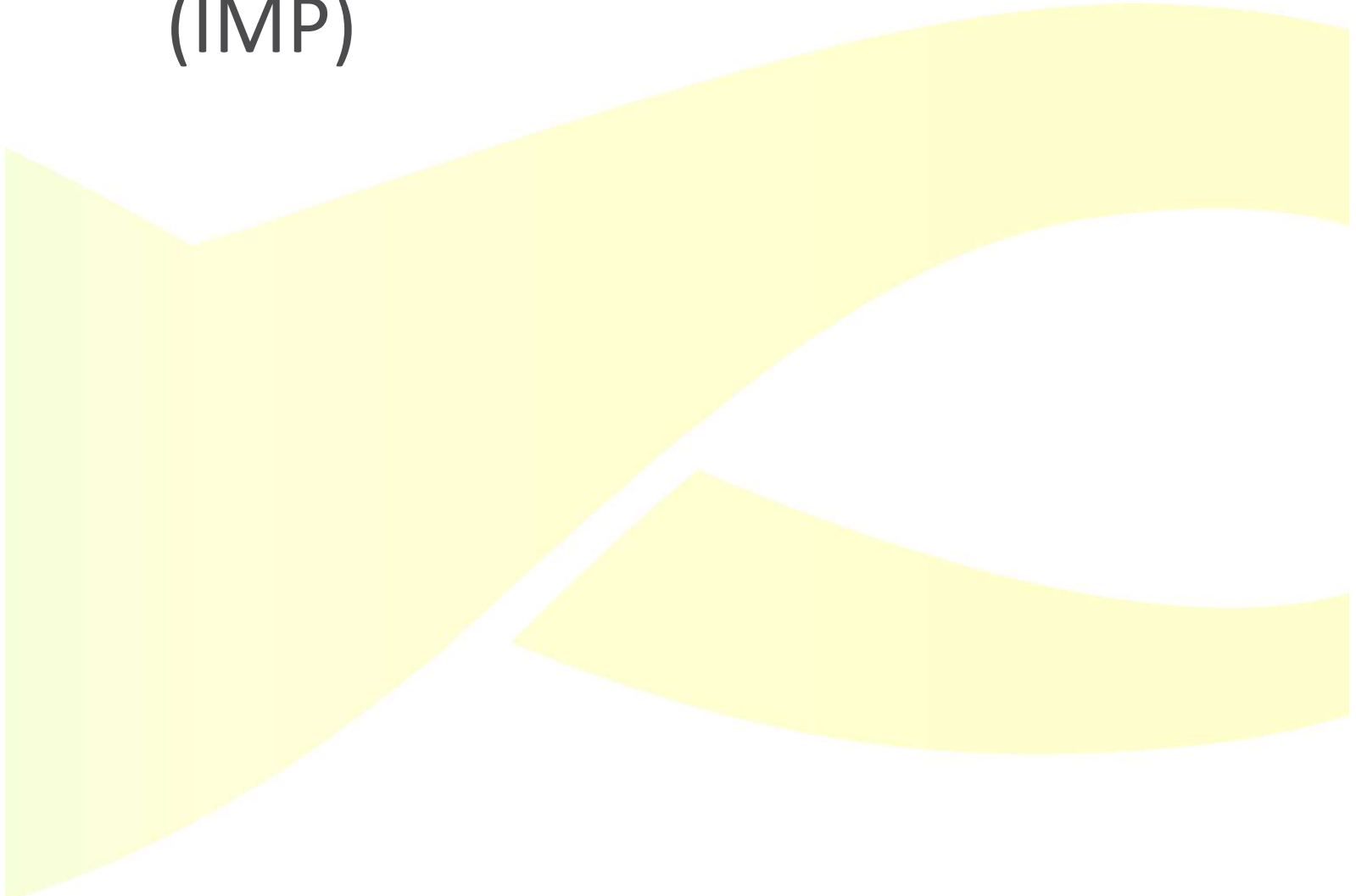
Before the service is restored, the customer needs to pay the overdue amount or agree a payment arrangement. We may impose a reasonable charge to cover our costs for the removal of the restriction.

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

Contents

- 1 Introduction5
- 2 Risk Management..... 10
- 3 Incident & Emergency Response Manual.....11
- 4 Incident Classification and Management.....12
- 5 Incident Notification.....15
- 1. Incident Management Responsibilities 19
- 2. Incident Termination & Investigation 24
- 3. Incident Recovery 25
- 4. Incident Preparedness.....27
- 9 Appendix A Incident Management Categories 29
- 10 Appendix B Detailed Incident Management Categories..... 30
- 11 Appendix C Incident Management Process..... 32
- 12 Appendix D Incident Management Team Checklists..... 33

Purpose

The purpose of undertaking the preliminary risk assessment was to:

- Identify potential risks that may impact the safe and reliable operation of the facility (and associated components), specifically focused on risks associated with the following:
 - Potential impacts to public health and/or water quality
 - Environmental impacts including noise, odour and general environmental impacts
 - Operational reliability and process performance
 - Financial viability
- Customer service
- Identify early, potential risk mitigation/control measures that can be incorporated into the design, construction and operation of the facility to sufficiently mitigate these risks
- Facilitate further dialogue with all key stakeholders to ensure all key risks associated with the project are identified and effectively controlled.

Methodology

A risk assessment was conducted for provision of the following services:

- Sewage
- Recycled water
- Drinking water

The assessment approach adopted for conducting the sewage and recycled water preliminary risk assessments was consistent with the recommendations in the Australian Guidelines for Water Recycling (AGWR). The assessment criteria are provided in Attachment A.

The assessment approach adopted for conducting the drinking water preliminary risk assessment was consistent with the recommendations in the Australian Drinking Water Guidelines (ADWG). The assessment criteria are provided in Attachment B.

Business risks, or risks leading to a loss of service or complaints, were assessed using the Altogether assessment criteria provided in Attachment C.

The preliminary risk assessment process included the following activities:

- Risk Identification – The identification of a range of risks related to the project (what might happen?)
- Risk Categorisation – The categorization of the risks into various types to aid understanding and to provide context.
- Risk Assessment – Determination of the likelihood and consequence of the unmitigated/uncontrolled risk (what is the likelihood and impact/consequence?)
- Managing the Risk/Risk Mitigation – the identification of appropriate controls to be further developed and implemented as appropriate should the project be approved to process (what can be done to stop it happening?)

- Post Mitigation Risk Assessment – the reassessment of the risk following implementation of appropriate controls to ensure that the risk is sufficiently mitigate (how effective do we anticipate the controls to be?)

Controls

Controls modify the likelihood or the impact of the risk (i.e. both the likelihood and consequence of a risk).

- Preventive controls apply at the beginning of a risk's life, at or near the root causes(s). As a device, they often act as a barrier to “nip it (the risk) in the bud”. They primarily reduce the likelihood of the risk occurring. Examples are system passwords, locked doors, machinery maintenance etc.
- Detective controls usually apply somewhere in the middle of the risk's life. Detective controls rely on the analysis of information in order to detect that a risk is “in motion”. Detective controls that are “early” in the risk's life usually modify likelihood and those that are “late” in the life, usually modify impact. Examples are online monitoring, inspections, complaints and incident monitoring etc.
- Reactive controls (sometimes also called Responsive or Corrective), apply towards the end of a risk's life when the impact is imminent or being felt. They are focused on modifying impact. Examples are plant shutdown, drinking water top up, incident and emergency response processes.

Risk Rating Before And After Controls

The risk rating after controls is a risk assessment with controls in place. As explained above, controls can modify both the likelihood and consequence of a risk.

The qualitative descriptions for consequence or impact contained in the recommendations of the AGWR and ADWG (refer to Attachments A and B), use a combination of the scale of the impact and the size of population or ecosystem affected. If the controls can reduce the scale of the impact or size of the population or ecosystem affected, then the overall risk rating can be reduced.

Examples include:

Drinking water - The risk of a low disinfection residual will lead to lower disinfection, but there will still be a level of disinfection, thereby reducing the scale of the impact and the size of the population affected.

Sewage – The risk of sewage overflow is mitigated by rapid response and isolation reducing the quantity of sewage released, and/or the flows to sensitive receiving environments being diverted, and therefore the scale and size of the ecosystems affected.

Recycled water - The risk of process failure is mitigated by a multi-barrier treatment approach and plant shutdown if critical control points are exceeded.

Outcomes

Sewage Risk Assessment

In undertaking the preliminary risk assessment, risks were identified across the following areas:

AREA	DESCRIPTIONS
The Catchment	Risks associated with the catchment area including consideration of items such as contamination, volume changes, public health incidents, storage requirements, illegal discharge to sewers etc.
The Sewer Network	Risks associate with the network itself including blockages, pipe or equipment failure, loss of power etc.
Management	General operation management issues risks that may impact operational reliability or supply surety.

Risks have been summarise at Attachment D as the detailed preliminary risk assessment contains information that is commercial in confidence.

Recycled Water Risk Assessment

In undertaking the preliminary risk assessment, risks were identified across the following areas:

AREA	DESCRIPTIONS
Local Water Centre	Consideration of the potential risk associated with the operation of the treatment facility including tank and/or equipment failure, odour, noise, process risks, capacity, power failure, telemetry, vandalism, operator error, flooding etc.
Recycled Water Reticulation and Use	Risks associated with the storage and distribution of recycled water to users and considered areas such as equipment failure, demand, unauthorized usage, water quality, security, power failure etc.
Management	General operation management issues risks that may impact operational reliability or supply surety.

Risks have been summarise at Attachment E as the detailed preliminary risk assessment contains information that is commercial in confidence.

Drinking Water Risk Assessment

In undertaking the preliminary risk assessment, risks were identified across the following areas:

AREA	DESCRIPTIONS
Supply	Consideration of the potential risk associated with the supply of drinking water from a public water authority
Potable Water Reticulation and Use	Risks associated with the storage and distribution of drinking water to users and considered areas such as equipment failure, demand, unauthorized usage, water quality, security, power failure etc.
Management	General operation management issues risks that may impact operational reliability or supply surety.

Risks have been summarise at Attachment F as the detailed preliminary risk assessment contains information that is commercial in confidence.

Attachment A Qualitative Risk Assessment Criteria as per the AGWR

Risk Matrix – Australian Guidelines for Water Recycling

Likelihood	A Almost certain	Low	Moderate	High	Very High	Very High
	B Likely	Low	Moderate	High	Very High	Very High
	C Possible	Low	Moderate	High	Very High	Very High
	D Unlikely	Low	Low	Moderate	High	Very High
	E Rare	Low	Low	Low	High	High
		Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Consequence						

Likelihood (qualitative measures)

Level	Descriptor	Example description
A	Almost certain	Is expected to occur, with probability of multiple occurrences within a year.
B	Likely	Will probably occur within a 1-5 year period.
C	Possible	Might occur or should be expected to occur within 5-10 year period.
D	Unlikely	Could occur within 20 years or in unusual circumstances.
E	Rare	May occur in exceptional circumstances; may occur once in 100 years.

Consequence or in fact (qualitative measures)

Level	Descriptor	Example description
1	Insignificant	Insignificant impact or not detectable.
2	Minor	Health - minor impact for small population Environment - potentially harmful to local ecosystem with local impacts contained to site.
3	Moderate	Health - minor impact for large population Environment - potentially harmful to regional ecosystem with local impacts primarily contained on site.
4	Major	Health - major impact for small population Environment - potentially lethal to local ecosystem. Predominantly local, but potential for off-site impacts.
5	Catastrophic	Health - major impact for large population Environment - potentially lethal to regional ecosystem or threatened species. Widespread on-site and off-site impacts.

Note:

1. The levels used for "Likelihood" have been changed to be the same as the ADWG i.e. A = Almost certain. In the AGWR A = Rare.

Attachment B Qualitative Risk Assessment Criteria as per the ADWG

Risk Matrix – Australian Drinking Water Guidelines

Likelihood	A Almost certain		Moderate	High	Very High	Very High	Very High
	B Likely		Moderate	High	High	Very High	Very High
	C Possible		Low	Moderate	High	Very High	Very High
	D Unlikely		Low	Low	Moderate	High	Very High
	E Rare		Low	Low	Moderate	High	High
			Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Consequence							

Likelihood (qualitative measures)

Level	Descriptor	Example description
A	Almost certain	Is expected to occur in most circumstances.
B	Likely	Will probably occur in most circumstances.
C	Possible	Might occur or should occur at some time.
D	Unlikely	Could occur at some time.
E	Rare	May occur only in exceptional circumstances.

Consequence or impact (qualitative measures)

Level	Descriptor	Example description
1	Insignificant	Insignificant impact, little disruption to normal operation, low increase in normal operation costs.
2	Minor	Minor impact for small population, some manageable operation design interruption, some increase in operating costs.
3	Moderate	Minor impact for large population, significant modification to normal operation but manageable, operation costs increased, increased monitoring.
4	Major	Major impact for small population, systems significantly compromised and abnormal operation if at all, high level of monitoring required.
5	Catastrophic	Major impact for large population, complete failure of system.

Attachment C Altogether's Qualitative Risk Assessment Criteria

Risk Matrix – Flow Systems

Likelihood	A Almost certain		Low	Medium	High	Very High	Very High
	B Likely		Low	Medium	High	Very High	Very High
	C Possible		Minimal	Low	Medium	High	Very High
	D Unlikely		Minimal	Minimal	Low	Medium	High
	E Rare		Minimal	Minimal	Low	Medium	High
			Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Consequence							

Attachment C Altogether's Qualitative Risk Assessment Criteria cont

Likelihood (qualitative measures)

Level	Descriptor	Example description (Flow)
A	Almost certain	Expected to occur in most circumstances. Greater than 90% chance of occurrence. More than once per year.
B	Likely	Will probably occur in most circumstances. 65%-90% chance of occurrence Once in 1-2 years
C	Possible	Might occur or should occur at some time. 35%-65% chance of occurrence Once in 2-5 years
D	Unlikley	Could occur in unusual circumstances. 10%-35% chance of occurrence. Once in 5- 20 years.
E	Rare	May occur only in exceptional circumstances. Less than 10% chance of occurrence. Once in 20 years

Consequence or impact (qualitative measures)

Level	Descriptor	Example description
1	Insignificant	No material financial consequence to Flow Cost <\$10k 1-2 customers impacted. Little disruption to normal operation, low increase in normal operation costs.
2	Minor	Some financial consequences to Flow Cost \$10k-100k. 2-10 customers or a whole street impacted. May require notification but no other extraordinary activities. Some manageable operation disruption, some increase in operating costs.
3	Moderate	Considerable financial consequences to Flow. Cost \$100k-\$250k. Subdivision of community or whole development stage impacted. Significant negative consequences requiring additional actions to rectify. Negative client / customer reaction but temporary. Significant modification to normal operation but manageable, operation costs increased, increased monitoring.
4	Major	Material financial consequences to Flow Cost \$250k-\$1 million. Whole community impacted. High likelihood of adverse client/ customer reaction (e.g. lawsuits). May lose some clients / customers permanently. Systems significantly compromised and abnormal operation if at all, high level of monitoring required.
5	Catastrophic	Such significant financial consequences to Flow that its ability to operate is threatened. Cost > \$1 million. More than one community impacted. Adverse client / customer reaction (e.g. lawsuits). Permanent loss of multiple clients / customers. Flow's key point of contact with IPART in the short term. Complete failure of systems.

Attachment D – Preliminary Risk Assessment Summary - Sewage

RISK ID	COMPONENT	POTENTIAL RISK	PRE-MITIGATION RISK	CONTROLS	POST-MITIGATION RISK (OR RESIDUAL RISK)
SW 1.1	Whole of system	Failure of overarching sewer management plan	Very High	<ul style="list-style-type: none"> Additional controls as listed for each individual risk below. Preventive: <ul style="list-style-type: none"> Business Management System (BMS) independently verified to the International Standards ISO 9001 for quality management, ISO 14001 for environmental management and ISO 45001 for safety management. Regular audits by auditors from the regulator’s (IPART) independent panel of auditors. Regular internal process and compliance audits are a component of the Altogether BMS. Review of resource requirements as part of Altogether’s business planning and budgeting process. Annual review of BMS and water quality management plans. Regulator oversight and enforcement action. Skilled and trained operators. Competency based training system. Detective: <ul style="list-style-type: none"> Consumer complaints. Operator inspections. Reactive: <ul style="list-style-type: none"> Incident & Emergency Management Plan and associated processes to ensure a rapid and effective incident response and to prevent incident escalation. Incident Notification Protocol with NSW Health to ensure risks to public health are controlled quickly. Qualified contractors engaged to provide rapid response to faults and emergencies including sewage overflows Pollution incident notification as per POEO Act requirements. 	Low
SDW 1.1	Delivery of developer works	Delays in construction and delivery of infrastructure by developer	Very High	<ul style="list-style-type: none"> Compliance Certificate only issued when developer completes works If works delayed, developer pays bond to Altogether and Altogether will deliver infrastructure ISO 9001 certified project management processes including project meetings, program updates, and reporting. Generators if delay related to connection to power. Other reactive contingency measures dependent on service i.e. : sewage tankering, drinking water tankering, deployment of extra pumps 	Low
SDW 1.2	Delivery of Local Water Centre	Delays in construction and delivery of Local Water Centre by Altogether	Very High	<ul style="list-style-type: none"> ISO 9001 certified project management processes to ensure timely delivery of infrastructure Early identification of contingency measures through modelling. Project management processes including project meetings, program updates, and reporting. Sewage tankering 	Low

				<ul style="list-style-type: none"> Provision of drinking water through recycled water network. 	
SC 1.1 SC 1.2	Collection System (On-lot)	Overflow from on-lot infrastructure	Very High	<ul style="list-style-type: none"> NSW Office of Fair Trading inspections during installation to mitigate illegal sewer connections Monitoring of pump operation, sewage level and pumped volumes through telemetry and data collection to identify outliers in operations. Power to pressure sewer pumps designed with easy connection to generator Lower water usage in power outages At least 48 hours capacity of tanks Alarms linked through telemetry Ability to isolate mains Customer complaints Customer updates via SMS Qualified contractors to manage wastewater spills 	Low
SC 1.1b	Collection system (On-lot)	Builders allow occupancy before contacting Cooranbong Water to connect sewer	Very High	<ul style="list-style-type: none"> Builder workshops Home owner education Messaging with DA Plan review Tag on tank Social media reminders Regular inspection of house building progress Qualified contractors to manage wastewater spills 	Low
SC 1.3	Collection system (Sewer main)	Sewage escape from sewer main due to third party damage	Very High	<ul style="list-style-type: none"> Dial Before You Dig (DBYD) Pre-qualified licensed contractor responsible for maintenance 48 hour storage in wastewater collection tanks Pressure monitoring and alarms of network Isolation of valves on reticulation to allow isolation of sections Incident and Emergency Management Plan and associated processes to ensure rapid response and mitigation. 	Low
SC 1.4	Collection system (from customer connection to LWC)	Sewage leak or overflow	High	<ul style="list-style-type: none"> Dial Before You Dig (DBYD) Isolation, bunding, and flushing of sewage spills Approved contractor responsible for maintenance and management of spills Isolation valves on reticulation to allow isolation of sections Telemetered on lot equipment Customer and community complaints and response process Ad hoc operator drive bys Customer communications via SMS Incident notification protocols with Public Health Unit and communication to determine appropriate public health response. 	
SC 1.5	Collection system (Sewer main)	Odour from low flows at beginning (in initial stages of development)	High	<ul style="list-style-type: none"> Regular flushing during early connection phase Design of air valve Odour scrubbing on system Sampling and validation of sewage influent quality Customer complaints program and customer updates via SMS 	Minimal

SL 1.6 SL 1.10	Local Water Centre (Flow Balance Tank)	Overflow from tank	High	<ul style="list-style-type: none"> Design, production, installation and testing by qualified contractors and quality assurance to AS3735 Water Retaining Structures. Monitoring and alarm systems Incident and Emergency Management Plan and associated processes to ensure rapid response and mitigation. 	Low
SL 1.8 SL 1.9 SL 1.10	Local Water Centre (Flow Balance Tank)	Operational failure	Very High	<ul style="list-style-type: none"> Standard equipment type so spares easily available on short lead times Duty / standby of equipment Inlet and product water buffer storage Spares of critical equipment on site Monitoring, alarms and controls Proactive maintenance regime Experienced operators Operator inspections Incident and Emergency Management Plan and associated processes to ensure rapid response and mitigation. Tankering company on emergency callout contract. Generator back-up Additional network storage in on-lot wastewater collection tanks 	Low
SL 1.11	Local Water Centre	Inability to service customers	Very High	<ul style="list-style-type: none"> Standard equipment type so spares easily available on short lead times Duty / standby of equipment Inlet and product water buffer storage Spares of critical equipment on site Monitoring and controls Experienced operators Incident and Emergency Management Plan and associated processes to ensure rapid response and mitigation. Tankering company on emergency callout contract Generator back-up Additional network storage in on-lot wastewater collection tanks Drinking water top up to recycled water tanks 	Low

Attachment E – Preliminary Risk Assessment Summary – Recycled Water

RISK ID	COMPONENT	POTENTIAL RISK	PRE-MITIGATION RISK (OR)	CONTROLS	POST-MITIGATION RISK (OR RESIDUAL RISK)
RW 1.1	Whole of system	Failure of overarching recycled water quality plan	Very High	<ul style="list-style-type: none"> Refer to SW1.1 	Low
RDW 1.1	Delivery of developer works	Delays in construction and delivery of infrastructure by developer	Very High	<ul style="list-style-type: none"> Compliance Certificate only issued when developer completes works If works delayed, developer pays bond to Altogether and Altogether will deliver infrastructure ISO 9001 certified project management processes including project meetings, program updates, and reporting Generators if delay related to connection to power Other reactive contingency measures dependent on service i.e. : sewage tankering, drinking water tankering, deployment of extra pumps 	Low
RDW 1.2	Delivery of Local Water Centre	Delays in construction and delivery of Local Water Centre by Altogether	Very High	<ul style="list-style-type: none"> ISO 9001 certified project management processes to ensure timely delivery of infrastructure Early identification of contingency measures through modelling. Sewage tankering Provision of drinking water through recycled water network. 	Low
RC 1.1 RC 1.2 RC 1.3	Collection System	Raw sewage characteristics are outside of design influent parameters	Very High	<ul style="list-style-type: none"> Design influent parameters based on industry guidelines for water efficient homes. Treatment process log reduction is greater than the minimum for required uses. Community education i.e. new owner information packs, newsletters, school experience programmes etc. used to inform the public on what can be disposed of down the sewer. Trade Waste Agreements with retail and commercial users Multiple treatment barrier approach Automatic plant shutdown when critical control points are breached. Key process parameters are monitored and alarms generated should these indicate a toxic event. 	Low
RL 1.1 RL 1.6 RL 1.8 RL 1.13	Local Water Centre	Process equipment damage / failure	Very High	<ul style="list-style-type: none"> Duty / standby of equipment Inlet and product water buffer storage Spares of critical equipment on site Monitoring and controls Proactive maintenance regime Experienced operators Incident and Emergency Management Plan and associated processes to ensure rapid response and mitigation. Tankering company on emergency callout contract Site security 	Low
RL 1.2 RL 1.4 RL 1.7 RL 1.9 RL 1.12	Local Water Centre	Process performance outside operational parameters	Very High	<ul style="list-style-type: none"> Duty / standby of equipment Inlet and product water buffer storage Spares of critical equipment on site Monitoring and controls Proactive maintenance regime Experienced operators 	Low

				<ul style="list-style-type: none"> Incident and Emergency Management Plan and associated processes to ensure rapid response and mitigation. Tankering company on emergency callout contract. 	
RL 1.3 RL 1.5	Local Water Centre	Tank failure	Very High	<ul style="list-style-type: none"> Design, production, installation and testing by qualified contractors and quality assurance to AS3735 Water Retaining Structures. Incident and Emergency Management Plan and associated processes to ensure rapid response and mitigation. 	Low
RL 1.11 RL 1.14	Local Water Centre	Supply of chemicals is exhausted or degraded/poor quality	Very High	<ul style="list-style-type: none"> Tanks sized for adequate storage but with regular ordering of small volumes due to degradation over time Recycled water production will cease if chemicals are not available. Chemical supply contract with minimum and emergency supply provisions. Skilled operators with documented operational procedure. Chemical storage tanks are fitted with level devices to ensure levels are continuously monitored. 	Low
RL 1.15	Local Water Centre	Chemical spill	Very High	<ul style="list-style-type: none"> Chemicals stored within weatherproof, bunded area as per Australian standards Chemical loading area within bunded area Chemical delivery procedures Trained and inducted delivery drivers Operator inspections Spill response procedure Tankering company on emergency callout contract Incident and Emergency Management Plan and processes 	Low
RL 1.16	Local Water Centre	Incorrect chemical delivery	Very High	<ul style="list-style-type: none"> Chemical supply agreements and operational procedures Chemical delivery procedures Trained and inducted delivery drivers Tankering company on emergency callout contract Incident and Emergency Management Plan and processes Monitoring of treatment processes 	Low
RL 1.17 RL 1.18 RL 1.19 RL 1.20 RL 1.21	Local Water Centre	Disaster Emergency such as fire, lightning, vandalism, theft, power failure and heat	Very High	<ul style="list-style-type: none"> Restricted access to LWC with security system and alarm In the event of power failure onsite back-up generator used to maintain key process units. Regular maintenance of back up generator Ability to source an offsite generator as a backup Incident notification protocol with the public health unit UPS system installed to ensure control and access to the plant is still maintained Top-up with drinking water Electrical equipment in temperature controlled room with sufficient insulation Firefighting system for the LWC from both potable and recycled water system Critical spares will maintained to allow quick turnaround in the event of a failure Incident and Emergency Management Plan and processes 	Low

RL 1.23 RL 1.24	Local Water Centre	Poor aesthetics / Noise	Very High	<ul style="list-style-type: none"> Local Water Centre has been designed to blend in with the local environment whilst not hiding its core activity. Building layout has been designed to facilitate scheduled visits from interested stakeholders. All odour generating equipment has been fitted with covers and odour treatment as required. Odour modelling has been undertaken to confirm that expected impact on surrounding stakeholders is negligible. All noise generating equipment has been fitted with acoustic covers. Further acoustic treatment has been provided on the Local Water Centre building. Noise modelling has been used to confirm that expected impact on surrounding stakeholders is negligible. Customer Complaints Program 	Minimal
RL 1.25	Local Water Centre	PLC / SCADA failure	Very High	<ul style="list-style-type: none"> Local Water Centre can continue operation in the event telemetry is lost. Automatic LWC shutdown on PLC failure Operating procedure to respond to PLC failure Data capture will continue on the local SCADA and PLC. Plant would shut down if parameters were out of specification. Top up with drinking water Software and hardware back up Supply agreement with telemetry with emergency response provision 	Low
RD 1.1 RD 1.2	Recycled Water Distribution	Tank overflow / failure	Low	<ul style="list-style-type: none"> Design, production, installation and testing by qualified contractors and quality assurance Incident and Emergency Management Plan and associated processes to ensure rapid response and mitigation Tankering company on emergency callout contract 	Low
RD 1.3 RD 1.4	Recycled Water Distribution	Cross connection	Very High	<ul style="list-style-type: none"> Recycled water kept at lower pressure than drinking water thereby mitigating recycled water entering the system Colour coded, different materials, labelled pipes and marker tape QA inspections of house plumbing by NSW Office of Trading prior to handover / operation Risk assessment during design Plumbing inspections triggered by DA process OFT inspection and Altogether's cross-connection plumbing check pre-conditions to Altogether's connection of sewerage QA checks on reticulation installation prior to handover to Altogether (and Altogether's issue of Certificate of Compliance) Home builder education (website, Builders Guide) Customer education (website, home owners guide, including translated services) Backflow prevention at each house connection Telemetry monitoring of drinking and recycled water usage to identify anomalous use 	Low

				<ul style="list-style-type: none"> Incident notification protocols Incident and Emergency Management Plan and processes High quality recycled water has low risk of health impact. 	
RD 1.5	Recycled Water Distribution	Recycled water is used for unauthorized purposes	Very High	<ul style="list-style-type: none"> Colour coded, different materials, labelled pipes and marker tape Information packs will be supplied to householders on initial connection or with change of ownership. These information packs will clearly define the authorised uses for the recycled water. Factsheets will be sent with billing information to householders reinforcing the authorised uses for the recycled water. Community education on recycled water / website Signage on recycled water taps Telemetry monitoring of drinking and recycled water usage to identify anomalous use 	Low
RD 1.6	Recycled Water Distribution	Process equipment damage / failure	High	<ul style="list-style-type: none"> Pumps are installed duty / standby with automatic changeover. Maintenance contractor to be engaged under standard protocols to investigate cause of pump failure. Maintenance contractor to be engaged under emergency protocols to repair pump(s) or install temporary pump or repair leak. Standard equipment type so spares easily available on short lead times Spares of critical equipment on site Where possible, recycled water storage located at high elevation to allow gravity feed Preventive maintenance on pumps Reticulation pipe work will be provided with a number of valves enabling isolation of parts of the network. 	Low
RD 1.7	Recycled Water Distribution	Main break leading to discharge of recycled water	Moderate	<ul style="list-style-type: none"> Reticulation pipe work will be provided with a number of valves enabling isolation of parts of the network. Maintenance contractor to be engaged under emergency protocols to repair leak. High quality recycled water Dial Before You Dig (DBYD) Automatic shut down on high flow* Looped reticulation design and construction Highlighting of single supply mains as high priority on DBYD where looping not possible Pressure monitoring of the network for early alert of leaks Mechanical vehicle protection on storage tanks (height restrictions, bollards) Detectable marker tape over all mains 	Low
RD 1.9	Recycled Water Distribution	Demand exceeds supply	Moderate	<ul style="list-style-type: none"> Recycled water storage sized at >5 days of average production Drinking water used to maintain supply if the recycled water storage tank drops below a minimum level Membrane tank over-sized to allow for the option of stormwater harvesting to supplement the source water supply 	Minimal

RD 1.10	Recycled Water Distribution	Health impact from exposure to water features	Very High	<ul style="list-style-type: none"> • Signage indicating use of recycled water in water features and proper use • High quality recycled water has low risk of health impact. • Colour coded, different materials, labelled pipes and marker tape • Community education on recycled water / website 	Low
RD 1.11	Recycled Water Distribution	Supply exceeds demand	Very High	<ul style="list-style-type: none"> • Implement Integrated Water Cycle Management (IWCM) Policy and regularly review scheme specific IWCM Plan. • Seek additional recycled water customers. • Monitor volumes, demands and trends and adjust operations to suit • Identify properties with higher than average sewer consumers and target for illegal connection studies. • Tankering • Construct additional storage 	Low
RI 1.1 RI 1.2 RI 1.3 RI 1.4 RI 1.5 RI 1.6 RI 1.10 RI 1.11	Recycled Water Irrigation (by Altogether)	Irrigation affecting receiving environments (water, land)	Moderate	<ul style="list-style-type: none"> • Altogether operates to ISO 14001 certified Environmental Management System • Recycled Water Irrigation Management Plan (RWIMP), irrigation policies, procedures and systems implemented by trained and skilled staff • High quality recycled water treated for licensed end-use • Irrigation not applied to buffer area around waterways • Water quality and soil monitoring in accordance with Altogether Monitoring and Sampling Plan/Program • Remote and in person monitoring of irrigation areas • Visual inspection of irrigation areas and irrigation infrastructure 	Low
RI 1.7 RI 1.7a	Recycled Water Irrigation (by Altogether)	Poor irrigation practices	High	<ul style="list-style-type: none"> • Altogether operates to ISO 14001 certified Environmental Management System • Recycled Water Irrigation Management Plan (RWIMP), irrigation policies, procedures and systems implemented by trained and skilled staff • Irrigation site selection criteria • Seasonal irrigation to meet water balance requirements • High quality recycled water treated for licensed end-use • Water quality and soil monitoring in accordance with Altogether Monitoring and Sampling Plan/Program • Remote and in person monitoring of irrigation areas • Visual inspection of irrigation areas and irrigation infrastructure 	Low
RI 1.8	Recycled Water Irrigation (by Altogether)	Water not suitable for irrigation	Moderate	<ul style="list-style-type: none"> • Altogether operates to ISO 14001 certified Environmental Management System • Recycled Water Irrigation Management Plan (RWIMP), irrigation policies, procedures and systems implemented by trained and skilled staff • High quality recycled water treated for licensed end-use • Controls as listed above related to performance • Water quality monitoring 	Low

RI 1.9	Recycled Water Irrigation (by Altogether)	Salinity increase in soils, groundwater and surface water	Moderate	<ul style="list-style-type: none"> • Altogether operates to ISO 14001 certified Environmental Management System • Recycled Water Irrigation Management Plan (RWIMP), irrigation policies, procedures and systems implemented by trained and skilled staff • Water quality and soil monitoring in accordance with Altogether Monitoring and Sampling Plan/Program • High quality recycled water treated for licensed end-use • Controls as listed above related to performance • Appropriate site selection • Vegetation selection and maintenance • Receiving environment monitoring - water and soil quality • Gypsum application 	Low
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Attachment F – Preliminary Risk Assessment Summary – Drinking Water

RISK ID	COMPONENT	POTENTIAL RISK	PRE-MITIGATION RISK (OR)	CONTROLS	POST-MITIGATION RISK (OR RESIDUAL RISK)
DW 1.1	Whole of system	Failure of overarching drinking water quality plan	Very High	<ul style="list-style-type: none"> Additional controls as listed for each individual risk below. Preventive: <ul style="list-style-type: none"> Business Management System (BMS) independently verified to the International Standards ISO 9001 for quality management, ISO 14001 for environmental management and ISO 45001 for safety management Regular audits by auditors from the regulator’s (IPART) independent panel of auditors. Regular internal process and compliance audits are a component of the Altogether BMS. Review of resource requirements as part of Altogether’s business planning and budgeting process. Annual review of BMS and water quality management plans. Regulator oversight and enforcement action. Skilled and trained operators. Competency based training system. Detective: <ul style="list-style-type: none"> Consumer complaints Operator inspections Reactive: <ul style="list-style-type: none"> Incident & Emergency Management Plan and associated processes to ensure a rapid and effective incident response and to prevent incident escalation. Incident Notification Protocol with NSW Health to ensure risks to public health are controlled quickly Qualified contractors engaged to provide rapid response to faults and emergencies including sewage overflows. Pollution incident notification as per POEO Act requirements Water Industry Competition Act’s Operator of Last Resort provisions and step in rights 	Low
DDW 1.1	Delivery of developer works	Delays in construction and delivery of infrastructure by developer	Very High	<ul style="list-style-type: none"> Compliance Certificate only issued when developer completes works If works delayed, developer pays bond to Altogether and Altogether will deliver infrastructure ISO 9001 certified project management processes including project meetings, program updates, and reporting. Generators if delay related to connection to power. Early identification of contingency measures through modelling Other reactive contingency measures dependent on service i.e. : sewage tankering, drinking water tankering, deployment of extra pumps 	Low
DC 1.1 DC 1.2	Catchment (Connection to Public Water Utility)	Out of specification drinking water quality supplied by Public Water Utility	Very High	<ul style="list-style-type: none"> Utility Services Agreement with supplying water authority obliging the need to meet ADWG in supply water Agreed communications protocols between local water utility and supplying water authority forming part of the USA 	Low

				<ul style="list-style-type: none"> Accredited laboratory water quality testing by Altogether Group (quarterly grab samples and upon incident notification) Incident and Emergency Management Plan and processes Incident notification protocols with Public Health Unit and determine appropriate public health response 	
DC 1.4	Catchment (Connection to Public Water Utility)	Interruption to supply	Moderate	<ul style="list-style-type: none"> Utility Services Agreement between local water utility and supplying water authority Agreed communications protocols between local water utility supplying water authority forming part of the USA Pressure monitoring at or near the bulk supply points Provide tankered / bottled water Incident and Emergency Management Plan and processes 	Low
DD 1.1 DD 1.2	Drinking Water Distribution	Main break	Very High	<ul style="list-style-type: none"> Dial Before You Dig (DBYD) Mechanical vehicle protection on storage tanks (height restrictions, bollards) Detectable marker tape over all mains Spare repair fittings kept on site As recycled water is supplied for up to 60% of home water demand, the consequence is already mitigated Isolation valves on reticulation to allow isolation of sections 	Low
DD 1.3 DD 1.4	Drinking Water Distribution	Recycled water cross connection	Very High	<ul style="list-style-type: none"> Recycled water kept at lower pressure than drinking water thereby mitigating recycled water entering the system Colour coded, different materials, labelled pipes and marker tape QA inspections of house plumbing by NSW Office of Trading prior to handover / operation Plumbing inspections triggered by DA process OFT inspection and Altogether's cross-connection plumbing check pre-conditions to Altogether's connection of sewerage QA checks on reticulation installation prior to handover to Altogether (and Altogether's issue of Certificate of Compliance) Home builder education (website, Builders Guide) Customer education (website, home owners guide, including translated services) Backflow prevention at each house connection Telemetry monitoring of drinking and recycled water usage to identify anomalous use 	Low
DD 1.5	Drinking Water Distribution	Loss of supply / pressure	High	<ul style="list-style-type: none"> Spare pumps kept locally Pump provided in duty / standby Supply recycled water to non-potable use (reduced impact on potable use) Tankered / bottled water Continuous pressure monitoring 	Low
DD 1.6 DD 1.7	Drinking Water Distribution	Chemical leaching into supply	Very High	<ul style="list-style-type: none"> New system, new materials, PVC pipework Pipework designed to Australian Standards AS4020:2005 Commissioning testing Asset management and 6 monthly maintenance inspections 	Low

				<ul style="list-style-type: none"> Accredited laboratory water quality testing by Altogether Group (grab samples and upon incident notification) 	
DS 1.1	Drinking Water Storage	Contamination of drinking water storage	Very High	<ul style="list-style-type: none"> Enclosed storage to ADWG standard Security including fencing, CCTV, anti-climb measures, locked tank hatches and telemetry notification immediately Routine inspection of storage Water quality monitoring Online analysing and automatic top up of chlorine residual 	Low
DS 1.2 DS 1.3	Drinking Water Storage	Chlorine dosing duty and standby pump fail and chlorine for residual can not be dosed	Very High	<ul style="list-style-type: none"> Chlorine dosing for disinfection pumps are installed duty / standby. If duty pump fails then standby pump will automatically start. Key spare parts kept on site to facilitate local / rapid repair. Manually dose until pumps repaired Online monitoring of chlorine residual 	Low
DS 1.4 DS 1.5	Drinking Water Storage	Supply of chemicals is exhausted or degraded/poor quality	Very High	<ul style="list-style-type: none"> Tanks sized for adequate storage but with regular ordering of small volumes due to degradation over time Chemical supply contract with minimum and emergency supply provisions. Skilled operators with documented operational procedure. Chemical storage tanks are fitted with level devices to ensure levels are continuously monitored. 	Low
DS 1.6	Drinking Water Storage	Incorrect chemical delivery and out of specification chemicals	Very High	<ul style="list-style-type: none"> Colour coded and labelled intake nozzles for chemical tanks Chemical supply agreements and operational procedures Chemical delivery procedures Trained and inducted delivery drivers Tankering company on emergency callout contract Incident and Emergency Management Plan and processes 	Low

altogether.

**Infrastructure
Operating Plan
(IOP)**

A decorative graphic consisting of two overlapping, wavy, organic shapes. The shape on the left is a light green color, and the shape on the right is a bright yellow color. They overlap in the center, creating a white space between them.

Contents

1	Introduction	4
1.1	Intended use and users	4
1.2	Scope.....	4
1.3	Overview	4
1.4	Plan on a page.....	5
2	Infrastructure.....	7
2.1	General Description	7
2.2	Altogether Schemes	7
2.3	Design criteria	9
2.4	Construction.....	11
2.5	Operation and maintenance.....	11
2.6	Life-span	12
2.7	Renewal	12
3	High rise (HR)	13
3.1	Drinking water	13
3.2	Recycled water	13
3.3	Sewerage	13
3.4	Infrastructure staging	13
4	Land and housing (LH)	14
4.1	Drinking water	14
4.2	Recycled water	14
4.3	Sewerage	16
4.4	Stormwater.....	19
4.5	Infrastructure Staging for LH Schemes.....	20
5	System redundancy.....	26
5.1	Sewerage	26
5.2	Recycled water	26
5.3	Drinking water	26
6	Continuity of services	28
6.1	Drinking water	28
6.2	Recycled water	29
6.3	Sewage.....	29
7	Asset management.....	31

7.1	Asset management system.....	31
7.2	Asset register.....	31
7.3	Capital works	31
7.4	Inspections.....	31
7.5	Asset condition and risk assessment	32
8	Monitoring and reporting.....	34

Figures

Figure 1	IOP – ‘plan on a page’	6
Figure 2	Land and housing scheme concept.....	8
Figure 3	High Rise scheme concept.....	9
Figure 4	Property connection staging – tank in front of property	15
Figure 5	Property connection staging – tank in rear of property	16
Figure 6	On-lot infrastructure.....	17
Figure 7	Typical sewage treatment processes.....	18
Figure 8	Typical stormwater treatment processes	19
Figure 9	Sewage Management Phase 1 - Typical interim sewer servicing tanks	21
Figure 10	Sewage Management Phase 2 - Typical LWC.....	22
Figure 11	Temporary cross connection during recycled water Phase 2	24
Figure 12	Altogether’s framework for management of incidents and emergencies.....	32

Tables

Table 1	Overview of Altogether’s products, services and water quality governance obligations.....	4
Table 2.	Schemes to which Altogether provides drinking water, recycled water and sewage management services	7



CERTIFICATE OF APPROVAL

No. 005-98285-Q

This is to certify that the Management System at

Altogether Group Pty Ltd

Of

Suite 2 Level 40 George Street, Sydney NSW 2000 Australia

Has been examined by assessors of QMS Certification Services
and found to be conforming to the requirements of:

ISO 9001:2015
Quality Management Systems

In respect of the following activities:

Design, construction, operation, maintenance and retail supply of drinking water, waste
water and recycled water services

This certificate is valid from 19/08/2021 to 18/08/2024

Original certification date: 03/09/2015

Issue Date: 19/08/2021

Gerry Bonner, CPEng, BEng, FIE Aust, Chairman – QMSCS Pty Ltd

To verify the validity of this certificate please visit www.jas-anz.org/register



Accreditation Number
S1410994MA





CERTIFICATE OF APPROVAL

No. 005-98285-Q

Schedule of Certified Locations **Altogether Group Pty Ltd**

Suite 2 Level 40 George Street, Sydney NSW 2000 Australia

Discovery Point Local Water Centre Suite 19 5 Brodie Spark Drive, Wollli Creek NSW 2205 Australia

Pitt Town Local Water Centre 83 Bootles Lane, Pitt Town NSW 2756 Australia

Central Park 80 Broadway, Chippendale NSW 2008 Australia

Green Square Local Water Centre 3 Joynton Avenue, Zetland NSW 2017 Australia

Cooranbong Local Water Centre 617 Freemans Drive, Cooranbong NSW 2265 Australia

Huntlee Local Water Centre 1794 Wine Country Drive, North Rothbury NSW 2335 Australia

Box Hill Lot 10 Red Gables Road, Box Hill NSW 2675 Australia

Shepherd's Bay 10 Nancarrow Ave, Ryde NSW 2112 Australia



Accreditation Number
S1410994MA





CERTIFICATE OF APPROVAL

No. 005-98285-E

This is to certify that the Management System at

Altogether Group Pty Ltd

Of

Suite 2 Level 40 George Street, Sydney NSW 2000 Australia

Has been examined by assessors of QMS Certification Services
and found to be conforming to the requirements of:

ISO 14001:2015
Environmental Management Systems

In respect of the following activities:

Design, construction, operation, maintenance and retail supply of drinking water, waste water and recycled water services

This certificate is valid from 19/08/2021 to 18/08/2024

Original certification date: 03/09/2015

Issue Date: 19/08/2021

Gerry Bonner, CPEng, BEng, FIE Aust, Chairman – QMSCS Pty Ltd

To verify the validity of this certificate please visit www.jas-anz.org/register



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Shepherd's Bay 10 Nancarrow Ave, Ryde NSW 2112 Australia



Accreditation Number
S1410994MA





CERTIFICATE OF APPROVAL

No. 005-98285-OHS

This is to certify that the Management System at

Altogether Group Pty Ltd

Of

Suite 2 Level 40 George Street, Sydney NSW 2000 Australia

Has been examined by assessors of QMS Certification Services
and found to be conforming to the requirements of:

ISO 45001:2018

Occupational Health & Safety Management Systems

In respect of the following activities:

Design, construction, operation, maintenance and retail supply of drinking water, waste water and recycled water services

This certificate is valid from 19/08/2021 to 18/08/2024

Original certification date: 10/08/2018

Issue Date: 19/08/2021

Gerry Bonner, CPEng, BEng, FIE Aust, Chairman – QMSCS Pty Ltd

To verify the validity of this certificate please visit www.jas-anz.org/register



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