

altogether.

developer guide

commercial & multi-dwelling residential (water)

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1 introduction

1.1 purpose

The purpose of this document is to provide guidance for developers of lots for the purpose of residential subdivisions and/or commercial use, within Altogether's areas of operation. This includes design, construction, inspection, testing and certification of on-lot infrastructure to enable connection to Altogether's reticulation networks ('Utility').

1.2 scope

This procedure shall be used by the Developer who is responsible for the construction of drinking water, recycled water and/or wastewater infrastructure (On-lot Infrastructure Works) prior to its connection to the Utility.

Examples of multi-dwelling residential developments include:

- Apartment buildings (units, flats etc.)
- Duplex housing
- Secondary dwellings ('dwelling' means a self-contained unit of accommodation used by one or more households as a home)
- Townhouses
- Villas
- Lifestyle and retirement villages (excluding catering)

Examples of Commercial developments include:

- Commercial centres
- Industrial sites
- Service stations
- Retail outlets and complexes
- Hospitality facilities (hotels, clubs, motels, restaurants etc.)
- Recreational facilities (fitness centres, community parks, swimming centres etc.)
- Entertainment facilities
- Nursing homes
- Lifestyle and retirement villages which include catering

1.3 responsibilities

The parties responsible for the implementation of the requirements of this procedure are:

- The Developer (which for the purpose of this procedure) includes all parties engaged by or affiliated with the Developer that have a responsibility to design, supply, construct/install, test or commission the On-lot Infrastructure Works.
- Altogether (which for the purpose of this procedure) includes Altogether Group Pty Ltd, its licensed network operator (a wholly owned subsidiary), quality control inspector (QC Inspector), nominee, contractor or consultant as the party responsible for all or part of Altogether's responsibilities in this document.

1.4 development process

The diagram below provides an overview of the development process. Each stage requires key inputs to achieve the desired outputs and to progress to the next stage.

Refer to Section 7 for Responsibilities Matrix.



2 application to connect

Developers of multi-residential or commercial lots within Altogether's area of operation must apply to Altogether to connect to services. To apply for a connection to water, recycled water and/or wastewater services provided by Altogether, click [here](#).

Altogether review the application once it is lodged and if the development can be serviced, a Notice of Requirements (NOR) will be issued to the applicant which details the prerequisites that must be met to connect to Altogether services (refer Section 3).

Applicants should allow up to 4 weeks from the application lodgment date for Altogether to confirm servicing options and issue a Notice of Requirements.

3 notice of requirements

The Developer must obtain a Notice of Requirements (NOR) from Altogether to confirm servicing requirements. This NOR will outline the requirements that must be fulfilled by the Developer to obtain approval to connect to Altogether services. This approval will be in the form of a Compliance Certificate issued under Part 3A of the Water Industry Competition Act 2006. The requirements will generally include, but not limited to:

1. Technical Requirements, being the provision of:
 - Design loading/demand calculations and wastewater quality;
 - Detailed design drawings (subject to approval by Altogether);
 - Construction and quality assurance (QA) records (as defined in section 4.4);
2. Administrative Requirements, being the provision of:
 - Lot registration details;
 - Customer registration;
 - Site Inspections by the Developer and Altogether; and
 - Costs payable by the Developer to the Altogether; including:
 - Design review fees
 - Trade waste approval fees
 - Inspections during construction
 - Developer Services Plan (DSP) contributions as applicable relating to the additional demand created on Altogether's wastewater infrastructure facilities
3. Any miscellaneous requirements specific to development.

Altogether will issue a NOR to the Developer following submission of the connection application (refer Section 2) by the Developer and after confirming that the development can be serviced by Altogether.

Developers proceeding with design and/or construction of the development prior to obtaining a NOR and design approval from Altogether risk not receiving services from Altogether or having to modify the design and/or construction works to enable servicing.

4 on-lot infrastructure design

4.1 point of connection

Altogether requires a single point of connection for each lot, irrespective of the property title. Standard residential lots are provided with:

- 1 x DN40 (32mm internal diameter) pressure sewer connection, including an isolation valve within the property boundary (boundary kit); and
- 1 x DN32 (25mm internal diameter) recycled water connection, with a minimum 15m head pressure; and
- 1 x DN25 (20mm internal diameter) drinking water connection, with a minimum 15m head pressure, in communities where Altogether provide this service.

Lots that are zoned for multi-dwelling development or commercial use are usually provided with:

- 1 x DN50 pressure sewer connection, including an isolation valve within the property boundary (boundary kit).
- Drinking water and recycled water connections are usually not provided, as the sizes are determined by the development type.

4.2 design of commercial and multi-dwelling residential on-lot infrastructure

4.2.1 drinking water & recycled water

Where drinking water and/or recycled water connections are not already available to the site, or where existing connections are insufficiently sized to meet the demands of the development, the developer must apply to make new connection(s) to the reticulation network once their design has been reviewed and approved by Altogether.

All meters installed must be Elster models V100 for services up to 40mm and H4000 for 50mm services and above and must be fitted with M-bus Relay PadPulse device (Pulse input counter) units for data logging. The developer will be responsible for all other aspects of the design and installation of any new connections, as per the Notice of Requirements issued by the Utility.

Fire services must be fed from the drinking water system and be metered.

All permissible uses for recycled water for the relevant scheme must be connected to Altogether Group' reticulated recycled water network. Permissible uses are scheme-specific. Refer to relevant [community page here](#).

Fees may apply for the review of technical information and/or designs relating new connections. Refer to Altogether's [pricing for developers here](#).

4.2.2 wastewater

Design of on-lot wastewater infrastructure is based on the total wastewater load imposed on the wastewater reticulation network by the development, at the ultimate capacity. Wastewater loading and Altogether calculations must be reviewed and approved by Altogether. Additional requirements may apply to commercial developments, based on wastewater quality/characteristics, including trade waste systems and/or in-line muncher machines, which are outlined in Section 4.2.4.

As a minimum, On-Lot infrastructure shall be designed to:

- accommodate emergency storage equivalent to the average daily volume of sewage discharge from the development under dry weather flows; and
- have sufficient pumping capacity for the calculated incoming flow rate.

Table 1 is provided as a high-level, early stage forecast of wastewater loadings and as such, is indicative only. It can be used along with the guidance below to calculate the wastewater loading for a specified end use and then to determine the likely servicing option from Table 2. Potential developer and property owners should engage suitably qualified professional hydraulic consultants, during the feasibility and detailed design phases of their project, to confirm wastewater hydraulic loadings, emergency storage requirements and suitable wastewater infrastructure servicing options. Where ‘real world’ benchmarking data existings, that will take precedence over ‘desktop’ loadings calculated using Table 1.

Table 1: Indicative wastewater loadings by land use

Ref	Property Type	Unit Adopted	ET/Unit	Additional requirements	Storm Allowance (LPS)
1	Aged Care Facility (Nursing Home/Special Needs)	Bed	1.0 (incl. staff)	Three-phase OGP pumps Inlet Muncher Machine	0.58
2	Bulky Goods Showroom	per 100m ² GFA	0.2		0.058
3	Car Wash Facility	Lane	1.0		0.058
4	Caravan Park	Site	0.5	Three-phase OGP pumps Inlet Muncher Machine	0.58
5	Child Care Centre	Pupil	0.05		0.058

6	Church	Amenity & Floor Area	0.6ET/public amenity & if kitchen, 0.008ET/m ² of function room area		0.058
7.1 7.2	Commercial Office – single Commercial Office – multi level	- per 100m ² GFA - Special Design	0.6	Special Design	0.058
8	Community/Welfare Facility	per 100m ² GFA	0.6ET/public amenity & if kitchen, 0.008ET/m ² of function room area	Three-phase OGP pumps	
9	Conference/Meeting Venue	per 100m ² GFA	1.6	Three-phase OGP pumps	0.058
10	Entertainment/Cinemas	Visitor	0.17	Three-phase OGP pumps	0.058
11	Gym	Amenity	0.6	Three-phase OGP pumps	0.058
12	Hairdresser/Beauty Salon	Basin	0.79		0.058
13	Hospital	Bed	1.0	Special Design	0.58
14	Hotel / Club	GFA (m ²) & Accommodation	0.01/m ² & 0.45/room	Three-phase OGP pumps Inlet Muncher Machine	0.058
15.1 15.2	Industrial Estates (including dirty trades with showers) < 2000m ² 2000m ² – 10000m ²	per 100m ² GFA	0.12	Three-phase OGP pumps	0.058
16	Laundromat	Machine	0.4	Three-phase OGP pumps	0.058
17	Marina	Berth	0.4	Three-phase OGP pumps	0.058
18	Medical Centre	Consultation Room	0.3	Three-phase OGP pumps	0.058
19	Motel	Bedroom	0.45	Three-phase OGP pumps Inlet Muncher Machine	0.058

20	Restaurant/Café/Fast Food	Seat	0.05	Three-phase OGP pumps	0.058
21	Retail Shop (single)	per 100m ² GFA	0.6		0.058
22	Retirement Home	1 bedroom 2 bedrooms 3 bedrooms	0.5 0.75 0.85	Three-phase OGP Inlet Muncher Machine	0.58
23.1	School – Primary	Pupil/Staff	0.04	Additional pump (triplex) Three-phase OGP pumps Inlet Muncher Machine	0.58
23.2	– Secondary	Member	0.04		
23.3	– Tertiary	Pupil/Staff	0.01		
23.4	– Tertiary with accom	Member Pupil/Staff Member Pupil/Staff Member	0.1		
24	Service Station	per 100m ² GFA	0.4		0.058
25.1	Shopping Centre: > 6000m ² < 6000m ²	per 100m ² GFA	0.57	Additional pump (triplex) Three-phase OGP pumps Inlet Muncher Machine	0.058
25.2		per 100m ² GFA	0.4		
26	Supermarket	per 100m ² GFA	0.3	Three-phase OGP pumps	0.058
27	Vehicle Repair Premises	per 100m ² GFA	0.12		0.058
28	Veterinary Surgery	Lot	0.4		0.058
29.1	Warehouse – general storage – freight	per 100m ² GFA	0.01		0.058
29.2		per 100m ² GFA	0.4		

Glossary

- ET = Equivalent Tenement = 400 Litres per day
- LPS = Litres Per Second
- GFA = Gross Floor Area
- PSU = Pressure Sewer Unit
- SPS = Sewage Pumping Station

Example Loading Calculation – Primary School (ref. 21.1)

- Calculate flow from a 1,200 pupil + 50 staff primary school
- Primary school = 0.04ET per pupil/staff member = 1,250 x 0.04 = 50ET

- Average Daily Flow = 50ET x 400L per ET per day = 20,000 L/day
- Peaking Factor for Commercial Properties = 1.5
- Peak Dry Weather Flow = 20,000 x 1.5 = 30,000 L/day
- Usage Period = 8hrs
- Instantaneous Flow = 30,000/8 = 3,750 L/hr = 1.04 LPS
- Storm Allowance = 0.58 LPS
- Peak Wet Weather Flow = 1.04 + 0.58 = 1.62 LPS

Servicing Options

The Table 2 provides a list of approved servicing options. Note: Where space permits, Altogether requires a separate tank (Option A) per dwelling.

Table 2: Wastewater servicing options

OPTIONS	DESCRIPTION	Power requirements	Maximum incoming flow rate	AVERAGE DAILY FLOW
Option A	Aquatec 1,100L duplex OGP	415 V (three phase)	1,5 LPS	<650L
Option B	Aquatec 1,500L duplex OGP	415 V (three phase)	1,5LPS	650L - 1,100L
Option C1	Aquatec 3,000L duplex OGP	415 V (three phase)	1.5 LPS	1,100L - 1,800L
Option C2	Aquatec 3,000L triplex OGP	415 V (three phase)	2.0 LPS	1,100L - 1,800L
Option D1	Aquatec 5,000L duplex OGP	415 V (three phase)	1.5 LPS	1,800L-3,800L
Option D2	Aquatec 5,000L triplex OGP	415 V (three phase)	2.0 LPS	1,800L-3,800L
Option E1	Aquatec 7,500L duplex OGP	415 V (three phase)	1.5 LPS	3,800L – 5,700L
Option E2	Aquatec 7,500L triplex OGP	415 V (three phase)	2.0 LPS	3,800L – 5,700L
Option F1	Aquatec 10,000L duplex OGP	415 V (three phase)	1.5 LPS	5,700L-7,600L
Option F2	Aquatec 10,000L triplex OGP	415 V (three phase)	2.0 LPS	5,700L-7,600L
Option G	Aquatec duplex/triplex OGP with custom storage tank	415 V (three phase)	2.0 LPS	7,600L +
Extra	Inlet Muncher Machine*, Magnetic Sewer Flowmeter (Proline Promag W 400 electromagnetic flowmeter)	415 V (three phase)		

#Supply cost includes tank, pumps, controls and internal pipework/valves, and are subject to additional project specific requirements as directed by Altogether Group.

*Altogether’s recommended Muncher Machine (macerator) suppliers include [NOV Muncher](#) or [JWC Muffin Monster](#)

* Altogether’s recommended Magnetic Sewer Flowmeter supplier include [Endress+Hauser](#)

For more details on Options C-F contact Aquatec (1300 088 555)

The above listed costs exclude at least the following site-specific civil costs for consideration by the developer / installer:

- Earthworks for tank
- Depth to rock
- Lifting and setting into place
- Concrete ballast at the base of the tank to anchor in place
- Connection of vent line to tank by plumber
- Conduit between control panel location and tank
- Backfilling, restoration, trafficable access hatch (if required)

As well as standard costs for any connection such as:

- Connection of sanitary draining to tank by plumber
- Connection of 40mm PE discharge line between the tank and property connection point (boundary kit)

Using Table 2, the appropriate servicing option for the school example above would be Option F – Aquatech triplex OGP with 30,000L emergency storage capacity, with an additional requirement for an Inlet Muncher Machine.

Equipment and Infrastructure Requirements

Altogether operates a pressure sewerage network. Connection to this network will be via a pump system. To ensure the effective operation of this network, specific requirements must be met. These include:

- The infrastructure must be designed to ensure the holding capacity is suitable for the property usage
- Hydraulic operation must not exceed 2.0 litres per second @ 60 metres total head
- Pump maximum 'no discharge head' to be 80 metres or less
- The pump control system must be Aquatech model 6000B (servicing options C - F). Altogether supply the pump control panel for Options A and B, which is covered in the Phase 2 infrastructure connection fees for these options.
- Emergency storage must be incorporated to enable enough storage for maintenance operations and repairs in a system failure situation. Altogether Group require the minimum emergency storage volume (between alarm level and overflow level) to be at least equal to the average daily property discharge volume. Emergency storage may be achieved in the main pump station wet well or combined with an offset storage tank.

Other aspects that must be considered in the design include:

- Confirm maximum depth to invert of sewer tank connection (inlet)
- Stormwater drainage locations (to ensure no ponding and/or flooding of wastewater assets)
- Venting and odour control requirements
- Zone of influence (ZOI) issues (assets, structures, retaining walls etc.)
- Access to assets for repair and maintenance
- Conduit must be installed between the sewer control panel and water meter(s)
- Ability to isolate tank from incoming sewer flows
- Emergency overflow
- Foundation checks
- Bypass line for muncher machine where installed
- Vegetation / landscaping

fees & charges

Refer to Altogether's [pricing for developers here](#).

Fees may be charged for the following:

- Review of technical information and/or designs relating new connections;
- Quality Assurance inspections during installation;
- Phase 2 Infrastructure connection fee for servicing options A and B.
- Trade waste review and inspections (if applicable)

4.2.3 design review

The design of the on-lot water and wastewater infrastructure to service the site must meet the criteria set out in Section 4.2 and be reviewed and approved by Altogether prior to construction of the water and wastewater infrastructure.

Plumbing drawings and BASIX / Greenstar / NABERS certificates will also be checked by Altogether Group to confirm that all permissible uses for recycled water are plumbed to receive Altogether Group' reticulated recycled water.

4.2.4 trade waste

The primary differentiator between residential and commercial developments is the propensity to introduce trade waste to the wastewater system. Trade waste is all liquid waste generated on commercial premises and discharged to Altogether's reticulation network, that is not human waste.

Design of wastewater infrastructure on commercial lots must include the treatment and management of trade waste streams, upstream of the wastewater collection

tank connection. This may include the need for the inclusion of grease traps, arrestors and other infrastructure.

Refer to Altogether's [trade waste policy and requirements here](#).

4.2.5 wastewater collection tank locations

Altogether's preferred wastewater collection tank location is on the boundary of the lot closest to the main (usually the front) to enable easy access for service/maintenance and to minimise on lot the infrastructure. It must be located so that the invert of the inlet to the pressure sewer tank can allow servicing of as much of the land area (lot) as practically possible. The developer must provide a plan that shows the areas of the lot that are serviceable and/or not serviceable. Sewer connection depths for Options A& B may be increased using tank extensions – contact Enviro One Australia for details.

- Preferable location: front, lower section of lot.
- Alternative location: rear, lower section of lot – with clear service / maintenance access provided.

Altogether's preference is to locate the wastewater collection tanks in non-trafficable, garden areas. Where this is not possible and the tanks are required to be located in driveways or other hardstand areas then special design requirements apply – contact Altogether for approved options and requirements prior to installation.

NOTE: Non-serviceable areas on lots must be clearly identified on the detailed design drawings.

5 infrastructure construction and quality control

5.1 installer qualification

The Developer shall ensure that Altogether is notified of the proposed infrastructure installer prior to the commencement of works. The Developer must demonstrate the proposed installer has demonstrated relevant industry experience as necessary for proceeding with the installation works. This may be demonstrated through capability statements, reference checks, documentary evidence and/or equivalent qualification with other water authorities. Installation works must not commence until the Developer demonstrates, to The Utility's satisfaction, that the installer is qualified for the works. The utilities satisfaction of an installer's experience and qualifications is not a guarantee of future performance and the Developer remains responsible for satisfactory installation of infrastructure at all times.

5.2 inspection and test plans

The Developer is responsible for preparation of its own inspection and test plans (ITPs) and check sheets in accordance with its own Quality Management System.

5.3 inspections

The Developer is responsible for ensuring that all works are constructed and tested in accordance with the relevant NOR, Standards and Altogether Group - approved drawings.

Altogether will inspect the construction of the On-Lot Infrastructure Works to monitor compliance with the relevant NOR and the Standards and may notify the Developer of an area of those works that do not comply. This inspection regime shall not be construed as a proxy for the Developer's own quality inspection checks and any non-compliance in the Developer's works may be identified and communicated to the Developer at any time.

The Developer will ensure that Altogether is given adequate notification (minimum 48 hours) and access to carry out inspections and be available for witness points identified by the ITPs.

Failure by the Developer to ensure access to Altogether may result in Altogether issuing a requirement for the Developer to re-excavate and expose On-Lot Infrastructure Works to allow inspection. This will be at the cost of the Developer.

Pressure Sewer Tank Inspection

The Developer must:

- Ensure backfill and compaction as per Pressure Sewer Tank Supplier's Installation Manual, drawings or recommendations.
- Gain site specific geotechnical engineer's direction that the proposed backfill detailed on the Tank Supplier's drawing is appropriate for existing site/soil conditions prior to commencing construction. Engage a qualified geotechnical engineer to be on site during compaction for supervision and certification in accordance with requirements and recommendations specified by the Tank Supplier
- Carry out tests and inspections in accordance with the minimum field density testing frequency/extent specified by site specific geotechnical engineers, prior to the commencement of construction.
- Provide written, signed off evidence that the tests and inspections of the works have been undertaken.

Inspection of the civil contractor site works, and method of installation must be performed by a qualified geotechnical engineer to verify the standards requirements have been met.

Plumbing Works Inspections

It is the responsibility of the Developer/contracted, licensed plumber to contact NSW Fair Trading (or its delegate), to audit each stage of the installation of the pipe work. All works must be installed, tested and commissioned in accordance with the NSW State Code of Practice and AS/NZS 3500.

• Main to meter:

The Developer is responsible for connecting the on-lot infrastructure to Altogether reticulation mains.

The Developer must obtain written approval from Altogether by submitting an application on the website, prior to connecting to reticulation mains. Please refer to this link for submitting enquiries for connection: [Apply for property Connection](#).

The Developer is responsible for preparation of its own inspection and test plans (ITPs). However, as minimum The Developer's ITPs must include the mandatory hold points outlined in Altogether's Mandatory Hold Points (Item 5.2 of [Developer Guide - Infrastructure Works](#))

If the lot is already connected to Altogether's reticulation main as part of Land Development (Infrastructure) works then no inspection is needed.

As outlined above, The Developer must ensure their plumber complies with NSW Fair Trading’s requirements for the various plumbing and drainage inspections required. Depending on the area, NSW Fair Trading may delegate these inspections to be carried out by the local council.

5.4 quality control & records

Prior to Practical Completion or the Developer’s request for a Certificate of Compliance associated with the completion of the Developer’s works, the Developer must provide the following “Records” to Altogether:

- Completed and signed off Inspection and Testing Plans (ITPs) for plumbing works,
- As-built water and sewer services plans including Altogether assets,
- Evidence of testing to ensure that tanks and upstream sewer draining pipework are completely sealed from stormwater/groundwater infiltration,
- Evidence that sufficient concrete ballast has been poured at the base of the wastewater collection tank,
- Evidence of hydraulic pressure testing of the section of discharge pipe between the wastewater collection tank and the boundary kit (min. 1000kPa);
- Plumber’s certification (requirement under AS3500)
- Evidence of cross connection checks between drinking and recycled water plumbing,
- Evidence of Recycled Water – Do Not Drink signage in all public spaces including accessible irrigation areas, toilets, water features and outlets. Signage should make reference to AS1319.
- Council / Fair Trading inspection certification
- Certificate of Compliance Electrical Work (known as a Compliance Certificate or CCEW)
- Photographic record of labelling identifying dedicated circuit for wastewater control panel in building electrical distribution panel
- Copy of Aquatec Pressure Sewer Commissioning Report
- Pump and panel model numbers and serial numbers
- Testable backflow device model and serial numbers
- Provide initial testing records for testable backflow devices

- Photos of pressure sewer assets (pump station, pipework, connections) prior to backfilling
- Photos of tank and ground conditions prior to backfilling
- Geotech reports or certification that ground conditions and backfill material and methods are adequate and in line with Tank Supplier's recommendations

5.5 relevant water supply authority

Altogether may issue a Certificate of Compliance for the Developer Infrastructure Works for which it is licensed under the *Water Industry Competition Act 2006* (NSW), in accordance with the requirements of the:

1. Water Industry Competition (General) Regulation 2008 (NSW); and
2. The Developer's compliance with the Utility's requirements; and
3. NOR for the relevant lot.

And, in New South Wales, in order to satisfy section 157(2)(g) of the [Environmental Planning and Assessment Regulation 2000 \(NSW\)](#) for the purposes of enabling certification of subdivision.

5.6 issue of certificate of compliance

The Utility may issue a Certificate of Compliance when Developer Infrastructure Works Practical Completion is achieved and all requirements set out in the NOR are satisfied.

6 asset responsibility

Altogether’s policy regarding who is responsible for the initial provision, ongoing ownership, operation and maintenance of ‘on-property’ infrastructure on commercial and multi-residential lots is summarised in the table below:

RESPONSIBILITY MATRIX				
ASSET	DESIGN	SUPPLY & INSTALL	OWNERSHIP	MAINTENANCE
Phase 1 Sewer Infrastructure (all servicing options): Wastewater collection tank, property discharge line, boundary kit, conduits, connections	DEVELOPER	DEVELOPER	ALTOGETHER	ALTOGETHER
Phase 2 Sewer Infrastructure Grinder pump, control panel & level sensor	DEVELOPER	DEVELOPER	ALTOGETHER	ALTOGETHER
Phase 1 Water Infrastructure: Meter assembly (excluding meter), backflow prevention devices etc., conduits on-site reticulation/plumbing, connections	DEVELOPER	DEVELOPER	PROPERTY OWNER/MANAGER	PROPERTY OWNER/MANAGER
Phase 2 Water Infrastructure: Recycled Water meter only & Drinking Water meter only (where Drinking Water is provided by Altogether)	DEVELOPER #	DEVELOPER	ALTOGETHER	ALTOGETHER
Sewer Pre-treatment systems: As determined by trade waste design and permit Including but not limited Grease traps, oil separator, sewer muncher machine etc.	DEVELOPER	DEVELOPER	PROPERTY OWNER/MANAGER	PROPERTY OWNER/MANAGER

#Refer to Section 4.2.1 for metering specifications. The Developer to specify meter size and configuration.

*the Lot Owner will be responsible for the electricity costs to operate the on-lot pressure sewer equipment

Contact Altogether on 1300 803 803 for further information or visit our Help Centre [here](#)