



Builder's Guide



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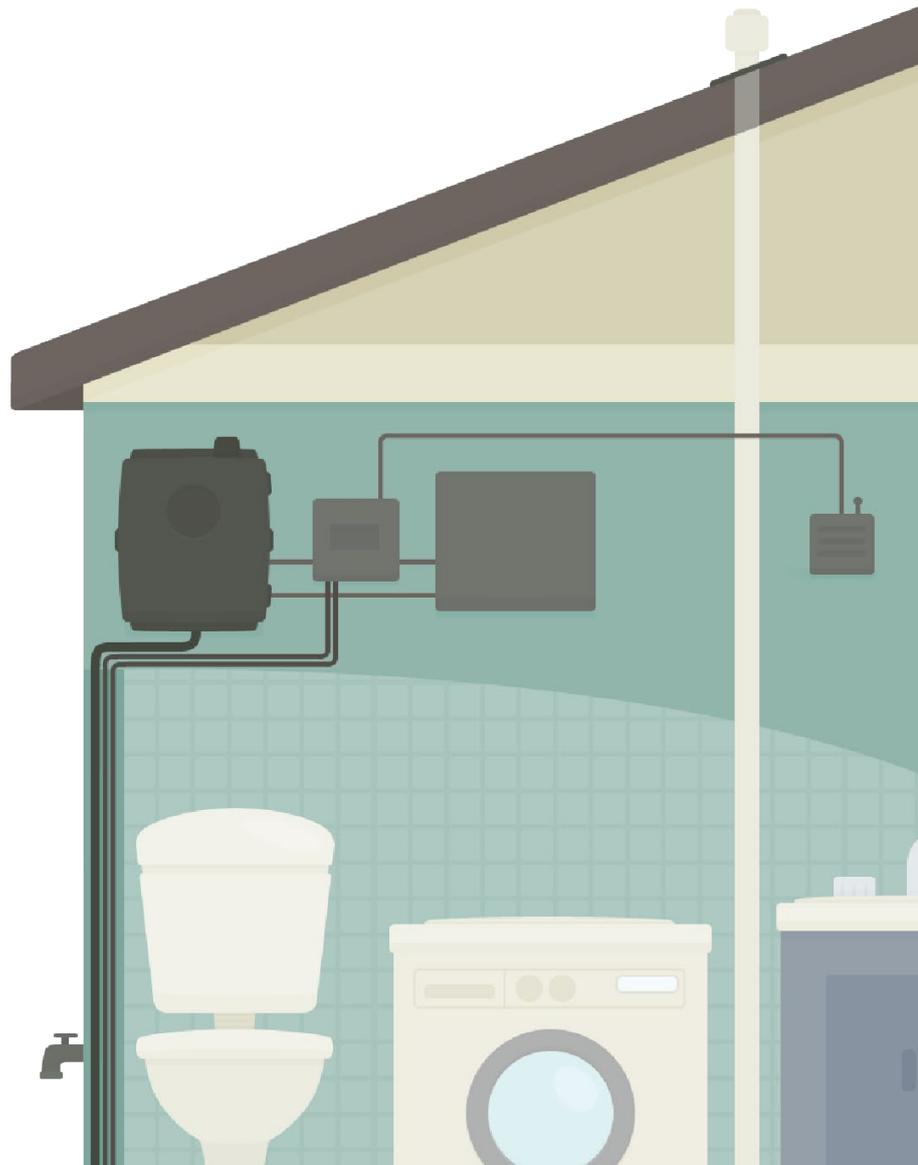


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¹ Refer to table [FS-SRVS-01](#) for more information on services provided by Flow in your community

1 Purpose

The purpose of this document is to provide a guide for builders (including owner builders) about what they need to do to prepare a residential housing lot for connection to drinking water (where applicable¹), recycled water and sewerage in an area for which the local water utility is part of the Flow Systems group (Flow).

Flow's local water services network consists of a pressure sewer system, recycled water reticulation and drinking water reticulation (where applicable¹). This means that all homes and other buildings in this community are *dual reticulated*. Flow's infrastructure meets all of the relevant regulations and standards, and while pressure sewer systems are not exactly the same as traditional gravity wastewater service, getting connected to our water services is not complicated.

In this document you will find information about technical specifications, including references to Flow's standard drawings, and the process for approvals and construction of the water services required for residential housing lots.

Builders of multi-dwelling residential properties (e.g. townhouses, apartments etc.) or non-residential properties (e.g. retail/commercial, community facilities, schools etc.) should click on the "Connect my Development" tab via Flow's information [website](#) or click on the "Ask Us" tab via www.flowsystems.com.au for advice about servicing these types of properties.

¹ Refer to table [FS-SRVS-01](#) for more information on services provided by Flow in your community

2 Scope of Works

Builders (including owner builders) are responsible for the following. See Flow's [connection process](#) for a detailed end-to-end procedure for land and housing builds with Flow on-lot infrastructure.

Pre-Construction	<ul style="list-style-type: none"> • Incorporate Flow's requirements into the plan you create (section 4.5) • Apply for your BASIX Certificate and select "Reticulated Alternative Water Supply" (section 4.6) • Have the homeowner register as a customer of Flow (section 5.1) • Before you send your plans to council or a private certifier, get your plans reviewed and approved by Flow (and the developer where required) to make sure they meet design guidelines and technical requirements (section 4.7)
Construction	<ul style="list-style-type: none"> • Apply to Flow for the drinking water meter (where applicable¹), (section 5.3) • Pay drinking water meter fee to Flow (where applicable¹), (section 5.3) • Make sure plumbers and electricians comply with Flow's infrastructure requirements (section 5.3), NSW Fair Trading requirements (section 6.1) and statutory requirements (section 6.2)
Post Construction	<ul style="list-style-type: none"> • Make sure Flow has received a copy of the Final Plumbing and Drainage Inspection Report (section 6.1) • Make sure Flow has received a copy of the Certificate of Compliance Electrical Work (section 6.2) • Pay Infrastructure Fee to Flow (section 6.3) • Complete the Pre-Connection Inspection Checklist (section 6.4) • Flow to book and complete the Final Connection (section 6.5) • Submit the As-Built Services Plans to Flow (section 6.6) • Receive Connection Certificate from Flow to apply for an Occupation Certificate (section 6.7)

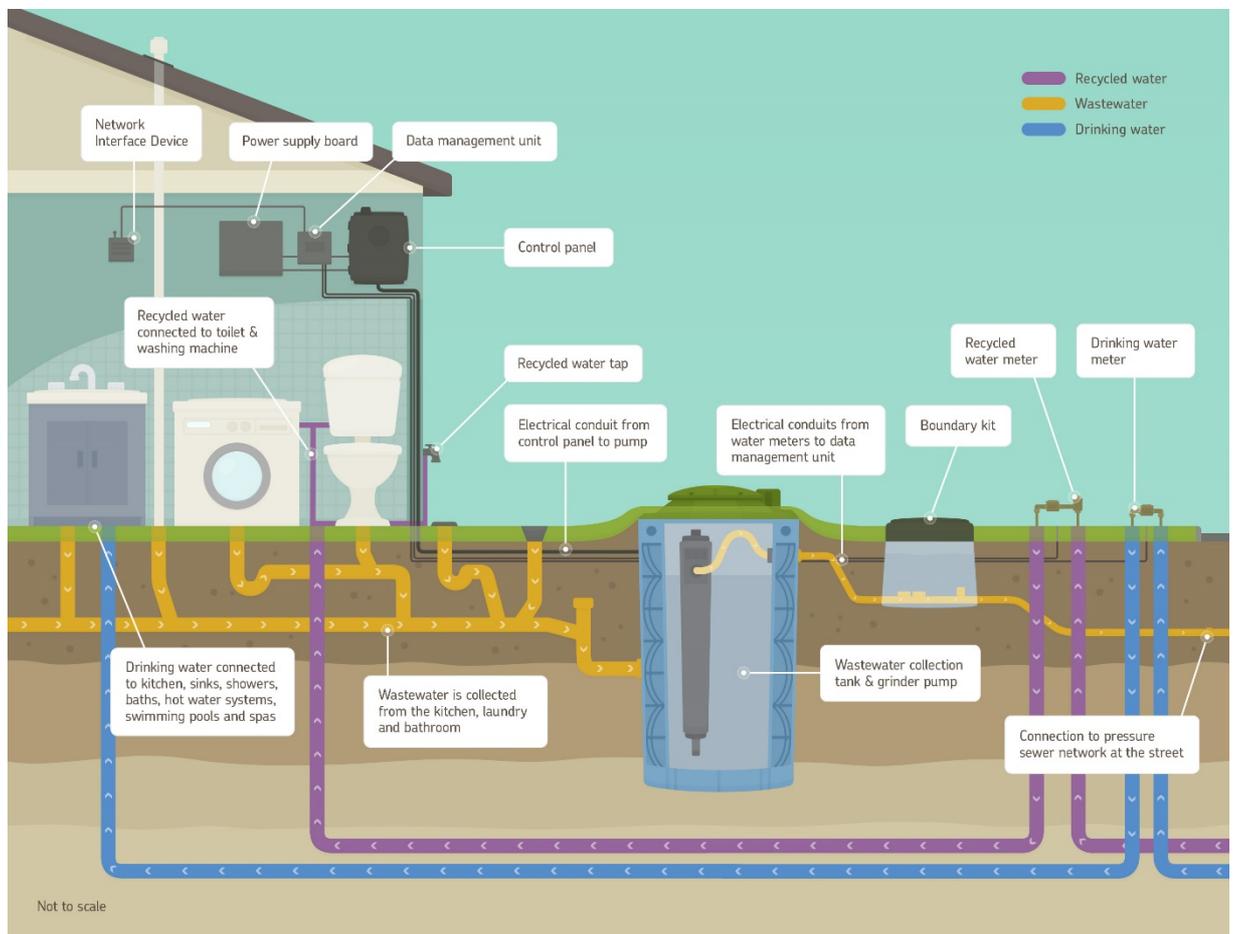
¹ Refer to table [FS-SRVS-01](#) for more information on services provided by Flow in your community

3 On-Lot Infrastructure

For standard residential housing lots the pressure sewer system, including the wastewater collection tank (the 'tank'), valve assembly pit (the 'boundary kit') and the discharge pipework that connects these components to the pressure sewer main will be installed by the land developer before any building work commence. The tank will either be in a front or rear corner of the site, depending on the fall of the land. The developer will also have installed capped-off property connections for recycled water, drinking water and sewer.

Figure 1 below provides an indicative schematic view of a typical water services layout for a residential housing lot. The figure provides an example of the on lot-infrastructure and how it relates to property fittings and fixtures for the sewer, drinking water and recycled water networks.

Figure 1: Typical layout of Flow's on-lot water services infrastructure



¹ Refer to table [FS-SRVS-01](#) for more information on services provided by Flow in your community

The following drawings are applicable for all home builders on standard residential housing lots:

- Drawing No. [FSI-1001A-FS](#) shows the typical staging and the builder's scope of work for properties where the wastewater collection tank is situated at the *front* of the lot.
- Drawing No. [FSI-1001B-FS](#) shows the typical staging and the builder's scope of work for properties where the wastewater collection tank is situated at the *rear* of the lot.
- Drawing No. [WAT-1854-FS](#) shows property water and recycled water service requirements downstream of the property connection point.
- Drawing No. [PSS-1111-FS](#) shows the pressure sewer system on-lot infrastructure and how this relates to the property's sanitary drainage.
- Drawing No. [PSS-1114-FS](#) shows pool and spa drainage requirements if connecting to the wastewater collection tank.
- Drawing No. [FSI-1003A-FS](#) shows the dimensions of the pressure sewer unit control panel and the data management unit, including the wall space required for installation by Flow.

3.1 Infrastructure Ownership and O+M Responsibility

Flow will own and, once the building process and Final Connection has been completed, and operate and maintain the:

- Drinking water meter (where applicable¹) and recycled water meter
- Wastewater collection tank, boundary kit and pressure sewer unit (pump, control panel, and associated instrumentation and cabling)
- Data management unit and associated telemetry (including cabling to the water meters and pressure sewer unit control panel)
- Electrical connections and between the pressure sewer unit control panel and the data management unit

The **property owner** will own and, once the building process and Final Connection has been completed, and operate and maintain the:

- Drinking water and recycled water plumbing immediately downstream of the meters (i.e. to the house)
- Sewerage plumbing from the house to the property connection sewer/inspection shaft (riser pipe) immediately upstream of the wastewater collection tank
- Electrical connection between the electrical distribution box and the pressure sewer unit control panel.
- Telemetry connection between the network interface device and the data management unit connection point

¹ Refer to table [FS-SRVS-01](#) for more information on services provided by Flow in your community

3.2 Infrastructure Installation Responsibility

The link below will show you the table that sets out the installation responsibility for on-lot infrastructure:

[FSI-1005-FS](#)

4 Pre-Construction

4.1 Inform

The Contract of Sale for Land discloses to the new property owner that Flow is the water utility for their lot, including responsibility for fees as published on the local utility website. This website can be found via your community website by selecting the “Ask Us” button on the top right hand corner of the site and searching for “Fees and Charges”.

If you can, make sure you remind your customer that their water utility is Flow Systems and they will be provided with recycled water as well as drinking water (where applicable¹), in addition to wastewater services, when their home is built. Essential to this is the dual reticulation in their home and tank and boundary kit in the corner of their lot. This infrastructure and connection to Flow's sustainable water network means they get a high BASIX rating and don't need to install a rainwater tank to meet BASIX requirements

Either the homeowner or builder should check if Flow's Infrastructure Fee applies to their development area. This information is available at the local community website via [Fees and charges of your community](#) or by selecting the “Ask Us” button on top right hand corner of the site and searching for “Fees and Charges”.

Other resources Flow has to help with this process and answer customer questions are:

- www.flowsystems.com.au and click on “communities” to find your community website
- Summary of the Connection Process
- Community Brochures
- [Fees and charges for your community](#)

If you need any further information, please call Flow on 1300 803 803 or email via the ‘Ask Us’ tab on the website.

4.2 Building Quote

If it applies to the lot that the home is being built on, make sure you include Flow's fees and charges into your building quote as the customer will secure a home loan based on these figures. Depending on the community, this could include Flow's Infrastructure and/or

¹ Refer to table [FS-SRVS-01](#) for more information on services provided by Flow in your community

Connection Fee. Regardless, remember to remove the cost of the rainwater tank and associated components from your quote and scope as they are not needed for BASIX.

It's important to ensure Flow's fees are incorporated into your building quote/tender as this may impact the customer's ability to pay for the on-lot infrastructure and obtain access to sewer and subsequently receive their Occupation Certificate.

Please refer to the local community website for the relevant [Fees and charges for your community](#).

4.3 Building & Landscaping Plan Preparation

The Builder is responsible for complying with the following guidelines when preparing building and landscape plans for review and approval by Flow:

- Flow require minimum clearances around the wastewater collection tank, including:
 - 2.0m to the footings of building structures (excluding porches/verandahs/patios, which require 0.5m clearance to edge of tank)
 - 0.5m to inside face of boundary fencing and
 - 0.5m from driveways and hardstands
- The footings of all structures (including dwellings, garages, walls and fences) need to be a minimum of 0.5m from our pipes.
- The landscaping plan must clearly show all of our on-lot infrastructure and the required infrastructure clearances. When developing the landscaping plans, please remember:
 - Flow must have access to the on-lot infrastructure at all times and we have the right to remove anything that interferes with access. We will make all best endeavors to contact your prior to access but if necessary, Flow will trim or remove trees, shrubbery, grass or bark etc. without notifying the customer.
 - Nothing can obstruct the top of the wastewater collection tank. It must not have any weight on it including soil, bark or any large objects such as boats, cars, trailers or horse floats parked above it.
 - A minimum of 50mm clearance below the wastewater collection tank lid is required for all soil and the tank cannot be the lowest point in the landscape otherwise surface water can enter the tank.
 - To help with drainage, landscaping must ensure the ground slopes away from the lid of the wastewater collection tank.
 - Tree roots can damage, infiltrate and eventually destroy pipes, causing significant inconvenience and costly repairs. We recommend consulting a landscape designer or architect before planting trees.
- For further details on landscaping please refer to [Flow's Landscaping Guide](#) or you can find the guide by selecting the "Ask Us" button on the top right hand corner of our webpage and searching for "Landscaping Guide".

¹ Refer to table [FS-SRVS-01](#) for more information on services provided by Flow in your community

- If installing a pool and/or spa this must be shown on your landscaping plans. Please refer to Flow Systems' Pool and Spa guidelines [Pool and Spa guidelines](#) and Drawing [PSS-1114-FS](#) which shows pool and spa drainage requirements if connecting to the wastewater collection tank.
- A full water servicing plan must be provided including recycled water service, drinking water service (where applicable¹), sewer service and storm water service. Conduits and pool or spa locations and connections within the property. [\[click here\]](#) for an example of an acceptable water servicing plan.
- Flow requires that the pressure sewer unit control panel and the data management unit are co-located. It is preferred that they be positioned in the same location as the electrical distribution box but Flow's equipment must be in line of sight of the wastewater collection tank.
- Drawing [FSI-1003A-FS](#) shows the dimensions and the typical requirements for the pressure sewer unit control panel and the data management unit and the wall space required for future installation by Flow.
- Do not put any concrete and/or paving over any of Flow's on-lot infrastructure.

4.4 Non-Standard Buildings

For non-standard buildings (e.g. apartments, townhouses, etc.), please contact Flow on 1300 803 803 to discuss requirements. For approval of non-standard plans allow 15 business days for review.

4.5 Apply for BASIX Certificate

Apply for the BASIX Certificate:

- Select your local community/estate;
- Select the "Reticulated Alternative Water Supply" category:
 - The applicant must make provision to connect the development to the reticulated alternative water supply system. This connection must meet the requirements of all applicable regulatory authorities.
 - The applicant must make provision to connect the reticulated alternative water supply system to:
 - All toilets in the development;
 - The single cold water tap that supplies each clothes washer in the development; and
 - At least one outdoor tap in the development.

¹ Refer to table [FS-SRVS-01](#) for more information on services provided by Flow in your community

To comply with the declared BASIX certification submission, the cold recycled water tap must be connected to the washing machine.

Refer to Appendix A for an example of a completed BASIX Certificate for the Reticulated Alternative Water Supply" category.

NOTE

A rainwater tank is not required on the property to achieve BASIX compliance for water. To comply with BASIX the following must be connected to recycled water: all toilets in the home; the cold water tap for the washing machine, and at least one outdoor tap.

4.6 Plan Review and Approval

As there is water and wastewater infrastructure on the lot that has specific design requirements (see section 4.5 above), Flow needs to review and approve the lot, building, landscape and water service plans. If your development has a Developer Design Review Board or similar design review forum the developers will also need to provide approval, however Flow will have a process to coordinate these approvals with the developer to make it easier for you. Check with Flow if you need only Flow's approval or if it also needs to go to a Design Review Board for approval.

If the plans meet with Flow's requirements we will provide approval within 10 business days. If not, the approval time will be extended and we will work with you to amend the plans to comply with Flow's requirements.

4.7 Development Application

Development Application (DA) Conditions

A property services design and landscape design is required to be lodged with and approved by Flow Systems prior to issue of the Construction Certificate.

Your plans must show all requirements listed in section 4.3 & 4.5.

Once approved by Flow, submit your development application to your local council or private certifier who will review and, when approved, stamp the application and issue a Construction Certificate. Please email a copy of the Construction Certificate outlining name of the development, address/lot number, customer name and details of contact person to Flow at contact@flowsystems.com.au

¹ Refer to table [FS-SRVS-01](#) for more information on services provided by Flow in your community

5 Construction Phase

5.1 Customer Registration

If not already registered as a Flow customer, the homeowner or their authorised agent (e.g. builder) must register and set up their customer account through their local community website with the [Registration Form](#). Once the customer is registered, this provides access to Flow's customer services for approvals and to establish the connection to services.

To register, the following homeowner information is required:

- Current billing address
- Contact details (mobile, home, work phone and email address)
- Details of all authorised representatives to access to the account
- Date of birth. This is important. With it Flow can validate a customer's identity to discuss a query on the account
- Identification Number (passport, Medicare card, driver's licence or authorised photo card issued by an Australian State or Territory)
- Direct debit details (credit card or bank account) to setup a Direct Debit Agreement with Flow for the monthly payment of services and usage

5.2 Pay Connection Fee

Depending upon the agreed process, the Connection Fee will be invoiced to either the homeowner or an authorised representative (e.g. the builder).

The Connection Fee includes the cost of

- Supply and issuing of the drinking water meter (excluding Pitt Town and Box Hill);
- Connection of the recycled water meter; and
- Connection to the remote monitoring system to the local water network and water centre.

Please refer to the local community website for the [Fees and charges for your community](#) or by selecting the "Ask Us" button on top right hand corner of the site and searching for "Fees and charges".

5.3 Apply for a Drinking Water Meter (*where applicable*¹)

Complete Flow's online [Drinking Water Meter Application Form](#) (not applicable to all communities) to apply for a drinking water meter. Click on the link above to access the application form or go to the "Ask Us" function on the top right hand corner of the site and search for "Drinking Water Meter Application".

¹ Refer to table [FS-SRVS-01](#) for more information on services provided by Flow in your community

The meter will be sent by Express Post once the Connection Fee has been successfully processed.

The drinking water meter will only be issued once we have received a Construction Certificate for the lot.

Flow will install the recycled water meter at Final Connection.

5.3.1 Meter Required for Each Dwelling on a Lot

Each dwelling on a lot must be individually metered. If you require multiple meters please complete an individual form for each dwelling/customer. Each individual application will be charged a Connection Fee.

5.3.2 Lead Times

After the Connection Fee payment has been received, please allow five business days for delivery of the drinking water meter.

5.3.3 Meters for Non-Standard Buildings

For non-standard buildings (e.g. apartments, townhouses, etc.), please contact Flow on 1300 803 803 to discuss requirements. To meet building requirements, non-standard buildings may require different meter types. Please allow ten business days for processing of non-standard requests.

NOTE

Customers in communities where Flow does not provide drinking water services¹ should apply to your incumbent water utility or a Quick Check agent for their drinking water meter.

All other communities should apply directly to Flow.

5.4 Installing the Drinking Water Meter (where applicable¹)

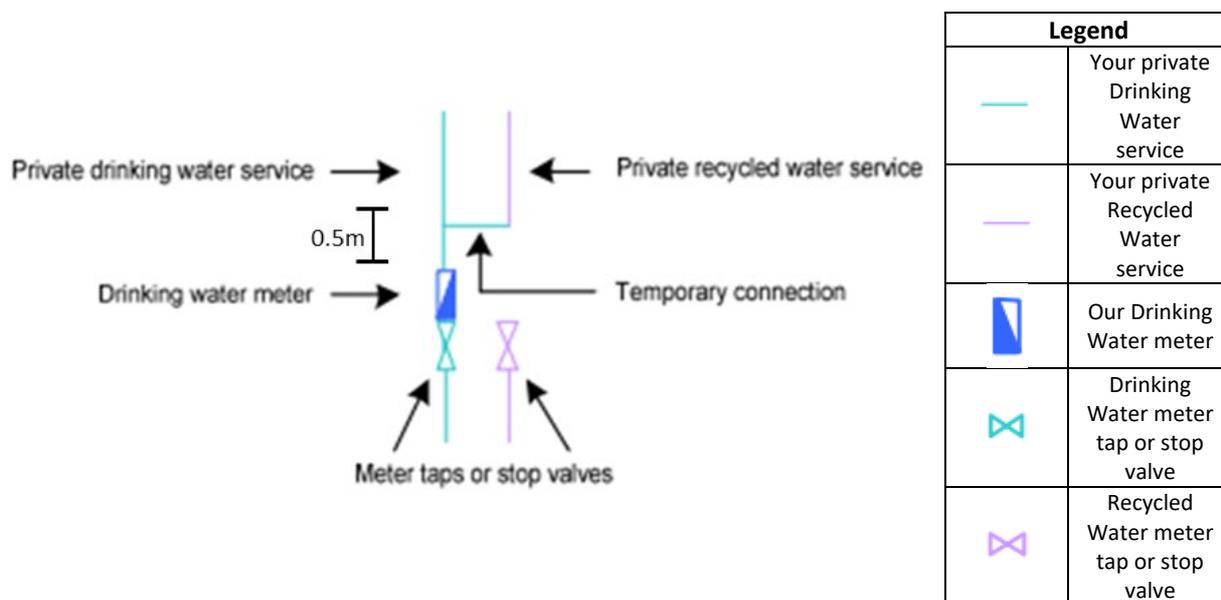
As soon as the drinking water meter is issued, the homeowner will be responsible for monthly drinking water service charge. Usage charges will be back-billed after Final Connection has taken place.

The Builder is responsible for engaging a licensed plumber to install the drinking water meter. The recycled water meter will be installed by Flow during our Final Connection.

At a later point during the construction phase of the property, a licensed plumber will also need to make a temporary connection of the drinking water supply to the recycled water pipework (i.e. for hydraulic and water appliance testing etc.) in accordance with the following figure:

¹ Refer to table [FS-SRVS-01](#) for more information on services provided by Flow in your community

Figure 2: Typical configuration of drinking water meter during construction



5.4.1 Backflow Prevention Device

20mm and 25 mm meters have internal backflow check valves so there is no need to install a separate backflow prevention device. If a high risk business (i.e. involving the use of water that may contaminate the drinking water supply) will be occupying the property there may be a requirement to install an additional device. You must install a separate backflow prevention device for all drinking water meters larger than 25 mm.

See Drawing [WAT-1854-FS](#) for further details.

5.5 Construction begins

Once the drinking water supply has been established and plans approved, construction on the new home can commence.

Wastewater services are not available until the Final Connection is complete so builders need to make their own arrangements for a portable toilet during construction.

Make sure the plumbing and electrical contractors are aware of Flow's requirements for the utility services, including dual reticulation, pressure sewer and the electrical distribution boxes.

During the construction phase, it is the builders' responsibility to ensure that the wastewater tank, boundary kit and underground pipes on the lot are adequately protected. Any repair costs as a result of damage to these assets during the construction phase will be recovered from the builder and may delay final connection.

The position of the waste water tank, boundary kit and pipes are clearly marked on the lot masterplans which are published on our help centre and also available via dial before you dig.

No building debris or general rubbish is to be put into the wastewater collection tank. Failure by the builder to comply with this requirement will delay the customers' ability to move into

¹ Refer to table [FS-SRVS-01](#) for more information on services provided by Flow in your community

their new home, as Flow will be unable to issue a Connection Certificate until the wastewater collection tank has been cleaned out and made ready for daily operational use.

5.5.1 Plumbing Scope of Works

Recycled Water in Washing Machines

Flow Systems mandates a recycled water washing machine tap on all new works. This means there will be two taps to supply the washing machine - hot drinking water and cold recycled water.

The Department of Health has determined there is no health risk from using recycled water to wash clothes and has approved its use in washing machines. The recycled water we produce is clean, clear and odourless. It leaves no residue in clothes or washing machines. Washing machines are typically the third highest user of water in the home. Using recycled water in washing machines can save about 20,000 litres of drinking water a year.

For further details of Flow's on-lot plumbing requirements refer to [Flow's Plumber's Guide](#). Find the guide by selecting the "Ask Us" button on the top right hand corner of the site and searching for "Plumber's Guide".

5.5.2 Electrical Scope of Works

For further details of Flow's on-lot electrical requirements refer to [Flow's Electrician's Guide](#). Find the guide by selecting the "Ask Us" button on the top right hand corner of the site and searching for "Electrician's Guide".

5.5.3 Swimming Pool and Spa Requirements

For further details of Flow's specific requirements for properties with swimming pools and/or spas refer to [Flow's Pool and Spa guidelines](#). Find the guide by selecting the "Ask Us" button on the top right hand corner of the site and searching for "Pool and Spa Guide".

NOTE

- All plumbing and electrical work must comply with relevant Australian Standards and Codes (e.g. AS 3000 Electrical Installations Wiring Rules and AS 3500 National Plumbing and Drainage Code);
- **Builder's sewage, waste and other materials must not enter the wastewater collection tank, otherwise builders may have to bear the cost of emptying the tank and disposal of its contents via pump-out tanker; and**
- The builder is responsible for the costs of repairing any damage to Flow's on-lot infrastructure caused by the builder's construction activities.

¹ Refer to table [FS-SRVS-01](#) for more information on services provided by Flow in your community

6 Post Construction

6.1 Final Plumbing Inspection

During the construction phase, make sure the plumbing contractor 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. For further information see [NSW Fair Trading Local Plumbing regulators](#).

When the builder's plumbing work is complete (i.e. all fixtures are correctly fitted and connected), the plumbing contractor will need to book a final inspection. After the final inspection is completed, the inspector will provide a Final Plumbing and Drainage Inspection Report.

Builder to send Flow a copy of this report. We cannot complete the final steps to connect the services until we've received the Final Plumbing and Drainage Inspection Report. We recommend you allow 10 business days in your overall building program for our Final Connection from the time you send us this report.

NOTE

Allow 10 business days in your building program for Flow to connect the property from the time you send us the Final Plumbing and Drainage Inspection Report

6.2 Certificate of Compliance Electrical Work

When the builder's electrical work is complete, the electrical contractor will need to complete a uniquely numbered Certificate of Compliance Electrical Work (known as a Compliance Certificate or CCEW). The CCEW is a statutory requirement that provides assurance that a licensed electrical contractor has completed and tested the work to ensure it complies with the Australia/New Zealand Wiring Rules (AS/NZS 3000).

Flow will need to receive a copy of this Certificate of Compliance Electrical Work from the builder. We cannot complete the final steps to connect the services until we've received the CCEW.

¹ Refer to table [FS-SRVS-01](#) for more information on services provided by Flow in your community

6.3 Infrastructure Fee Payment

Upon receipt of the Final Plumbing and Drainage Inspection Report, the Infrastructure Fee is due for payment. This fee may be paid by the homeowner, builder or an authorised agent on behalf of the owner. Flow requires the Infrastructure Fee to be paid before scheduling a Final Connection.

The Infrastructure Fee includes the cost for supply, installation and commissioning of the:

- pressure sewer pump and level sensor;
- control panel;
- recycled water meter; and
- hardware associated with the remote monitoring system.

The ownership and maintenance of the water system remains the responsibility of Flow.

Please refer to your local community website for the [Fees and charges for your community](#).

6.4 Pre-Connection Check

Once Flow receives the Final Plumbing and Drainage Inspection Report, the Certificate of Compliance Electrical Work, and payment for the Infrastructure Fee has been received, we will send the builder a Pre-Connection checklist.

The builder is to confirm that all the points on the checklist have been carried out as per requirements with photographic evidence.

If any defects in the works exist, these will need to be rectified. Once any defect rectification work is complete, the builder will need to email (contact@flowsystems.com.au) photographic evidence of the completed work.

The property will then be booked in for Final Connection.

6.5 Final Connection

Flow will arrange a Final Connection with the builder or homeowner once all the Pre-Connection Check requirements have been met. These appointments are weather-dependent and based on a first come, first served basis. Please allow 10 business days in your building schedule.

To complete the Final Connection, Flow will be on site for up to four hours and will require access to the lot and dwelling to complete a cross connection check between drinking and recycled water services. Please make sure someone is on site to provide access and that Flow has their name and contact details.

During the Final Connection, Flow's authorised plumber and electrician will install, test and connect the property to the water and wastewater network.

¹ Refer to table [FS-SRVS-01](#) for more information on services provided by Flow in your community

6.6 Submit As-Built Services Plans

Upon completion of the building works, the builder is required to email Flow the final "as-built" drawings showing the actual locations on the property for the following services:

- sewerage (i.e. provide a copy of the Sewer Service Diagram)
- recycled water supply
- drinking water supply
- electrical and instrumentation conduits for the pulse meter cables and the PSU electrical and control cables
- Pool and/or spa pipework (if applicable)

6.7 Connection Certificate

When the Final Connection process is complete, Flow will issue a Connection Certificate confirming that the lot is connected to the sewer, drinking water and recycled water network in accordance with our requirements. Please allow three business days after Flow's Final Connection for this Connection Certificate to be issued.

You will need the Connection Certificate to apply to the local council or your private certifier for an Occupation Certificate. No-one is permitted to live in the home until the Occupation Certificate has been issued.

NOTE

- Do not use toilets until the Connection Certificate has been issued. Temporary arrangements such as portable toilets must be made available for tradespeople working onsite; and
- Allow three business days after Flow's Final Connection for Flow Systems to issue the Connection Certificate.

APPENDIX A Example Schedule of BASIX Commitments

Schedule of BASIX commitments

The commitments set out below regulate how the proposed development is to be carried out. It is a condition of any development consent granted, or complying development certificate issued, for the proposed development, that BASIX commitments be complied with.

Water Commitments	Show on DA plans	Show on CC/CDC plans & specs	Certifier check
Landscape			
The applicant must plant indigenous or low water use species of vegetation throughout 80 square metres of the site.	✓	✓	
Fixtures			
The applicant must install showerheads with a minimum rating of 3 star (> 6 but <= 7.5 L/min) in all showers in the development.		✓	✓
The applicant must install a toilet flushing system with a minimum rating of 5 star in each toilet in the development.		✓	✓
The applicant must install taps with a minimum rating of 6 star in the kitchen in the development.		✓	
The applicant must install basin taps with a minimum rating of 6 star in each bathroom in the development.		✓	
Alternative water			
Reticulated alternative water supply system			
The applicant must make provision to connect the development to the Pitt Town reticulated alternative water supply system. This connection must meet the requirements of all applicable regulatory authorities.		✓	✓
The applicant must make provision to connect the reticulated alternative water supply system to: <ul style="list-style-type: none"> • all toilets in the development • the cold water tap that supplies each clothes washer in the development • at least one outdoor tap in the development (Note: NSWHealth does not recommend that recycled water be used to irrigate edible plants which are consumed raw.) 		✓	✓
Swimming pool			

¹ Refer to table [FS-SRVS-01](#) for more information on services provided by Flow in your community