

# Fact Sheet

## Water efficiency measures for rental properties in NSW

In NSW, if a landlord wishes to charge a residential tenant for water usage, the landlord must ensure the property meets certain water efficiency measures.

In NSW, a landlord can only ask a tenant to pay water usage charges if:

1. the property is separately metered (or water is delivered by vehicle),
2. the charges are not more than the amount the landlord is billed by the water supplier,
3. the property meets the ‘water efficiency’ measures, and
4. the landlord has given the tenant a copy of the part of the water supplier’s bill setting out the charges, or other evidence of the cost of water used by the tenant.

### Items a tenant can be charged for

A breakdown of water charges is shown below:

Charges as commonly shown on water bill	Can tenant be charged?
Water Usage Charges	Yes, tenant can be charged (only if the above criteria are met)
Wastewater Service Charge (may appear on the bill as fixed or variable)	No, tenant cannot be charged. Sewerage supply (other than pump out septic services) or use of drainage services is not a charge that can be passed onto the tenant.
Fixed Water Service Charges	No, tenant cannot be charged. The landlord must pay all fixed charges for water supply.

### What are the accepted water efficient measures in rental properties?



#### Internal cold water taps and single mixer taps for kitchen sinks and bathroom hand basins

- Maximum flow rate of 9 litres per minute.
- The 9 litres per minute flow rate does not apply to other taps in the property, including bathtub taps, laundry taps, outside taps for the garden, or taps for washing machines and dishwashers.



#### Dual flush toilets

- From 23 March 2025, toilets on the property are dual flush and have a minimum 3-star WELS rating.



#### Shower heads

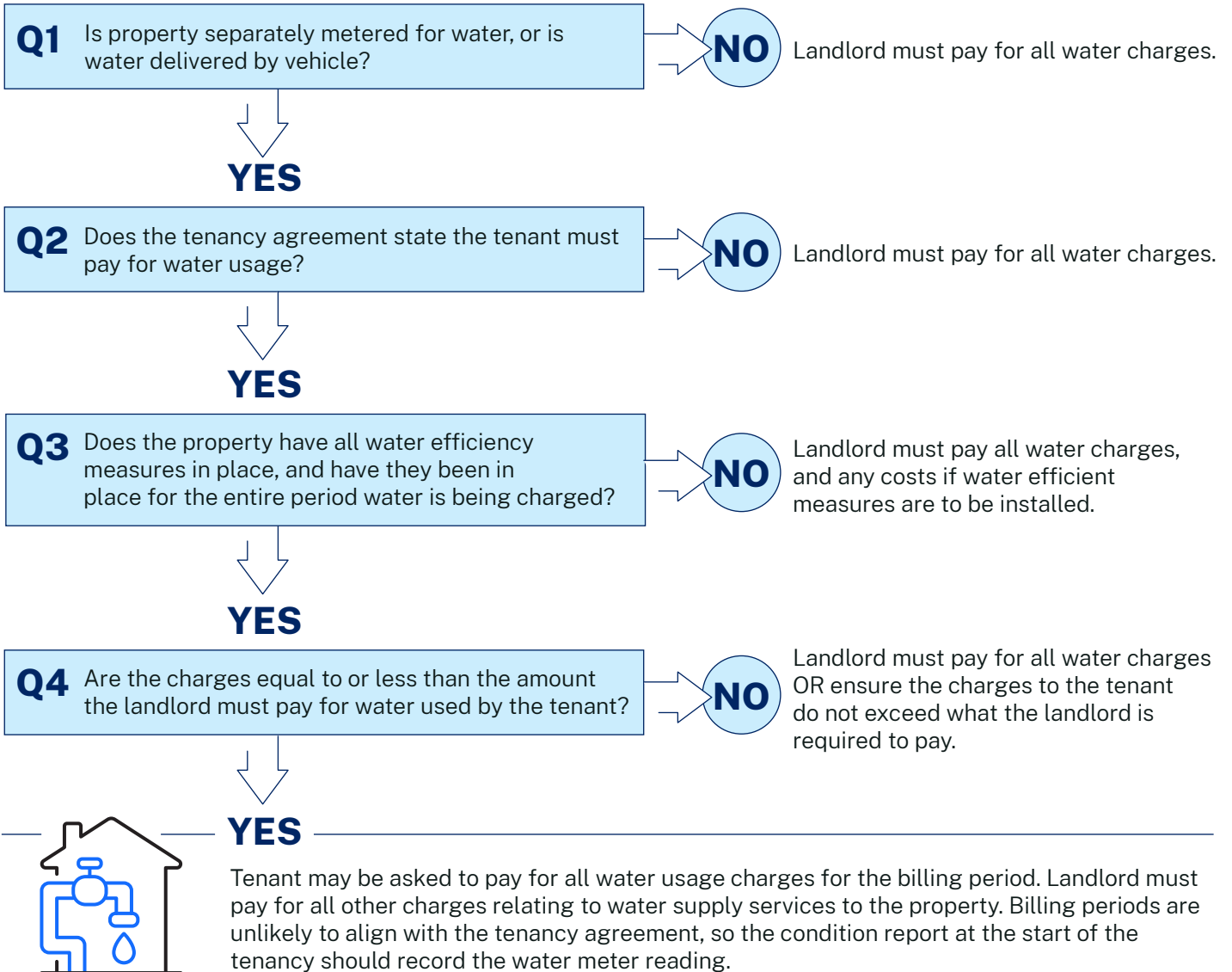
- Maximum flow rate of 9 litres per minute.



#### No leaking taps or toilets

- No leaking taps or toilets anywhere on the property at the start of the tenancy and whenever the other water efficiency measures are installed, repaired or upgraded.

# Who pays for the water in a rental property?



## More information and help

Water usage charges should be paid separately to rent. A landlord or agent may request payment within 3 months of the bill being issued and must give the tenant at least 21 days to pay.

Visit [nsw.gov.au/fair-trading](https://nsw.gov.au/fair-trading) for more information on resolving residential tenancy disputes and getting repairs done in the event of a leak.

Contact Us
To ask a question, make a complaint, give feedback or get help with a dispute on matters relating to residential tenancies contact NSW Fair Trading:
T: 13 32 20
W: <a href="https://nsw.gov.au/fair-trading">nsw.gov.au/fair-trading</a>
For language assistance, call 131 450 ( <i>ask for an interpreter in your language</i> )