



Water charging

Tenants can only be charged for water consumption if:

- the property is individually metered (or water is delivered by vehicle), and
- the property is water efficient, and
- the tenancy agreement states the tenant must pay for water consumption

The property owner must pay all fixed charges. The tenant cannot be charged more than the billable amount.

Proving water efficiency

It is a good idea for the property manager/owner to be able to demonstrate the presence of water efficient fittings by having copies of:

- plumbing reports (or compliance certification)
- receipts
- packaging
- warranties or instruction manuals for taps and showerheads

Water efficient property

A property is considered water efficient if certain water fixtures meet these standards:

| Water efficient devices | Minimum standard |
|---|--|
| Internal cold water taps and single mixer taps (excluding bathtub taps and taps for appliances) | A maximum flow rate of 9 litres per minute |
| Showerheads | A maximum flow rate of 9 litres per minute |
| Toilets | A dual flush function not exceeding 6.5 litres on full flush and 3.5 litres on half flush and a maximum average flush volume of 4 litres (based on the average of 1 full flush and 4 half flushes) |

Only internal cold water taps installed over a hand basin, kitchen sink or laundry trough (including single mixer taps) need to be water efficient. Other taps such as bath tub taps, outside taps for the garden, or taps which supply washing machines or dishwashers do not have to be water efficient to meet the requirement.

Property is not water efficient

If the property is not water efficient, but individually metered and the agreement states the tenant must pay for water, the property manager/owner must pay for a 'reasonable amount' (not defined by the Act) of water consumption and the tenant may be required to pay excess water charges.

Passing bills on to tenants

It is best for property managers/owners to pass on water bills in a timely manner.