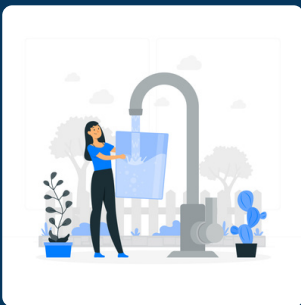


NSW WATER SUPPLY CHANGES: KEY UPDATES FOR MARCH 2025

From **23 March 2025**, important changes to water supply and utility rules for rental properties in NSW will come into effect. These updates aim to enhance water efficiency and fairness.

Here are the four key points to know:

January 2025 Edition #001



>>> NEW WATER EFFICIENCY STANDARDS

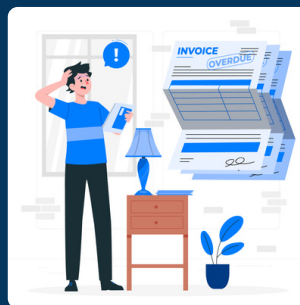
To charge tenants for water usage, properties must meet these standards:

- **No leaking taps or toilets.**
- **Flow rate of 9 litres per minute** for showerheads and internal taps.
- **Dual flush toilets** with a minimum 3-star WELS rating by March 2025.

Tenants can only be charged for water usage if:

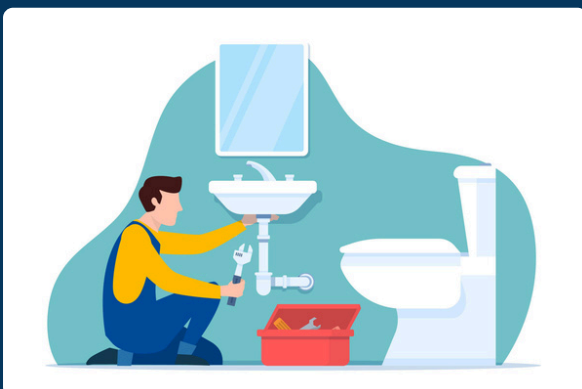
- The property is **separately metered**.
- Charges do not exceed the landlord's water bill.
- A copy of the water bill is provided to tenants, with **21 days to pay**.

>>> BILLING RULES FOR WATER USAGE



>>> RESPONSIBILITIES FOR SEPTIC & WATER TANKS

- **Septic tanks:** Tenants cover pump-out costs during tenancy.
- **Water tanks:** Landlords must fill the tank at the start of tenancy; tenants handle refills thereafter.



>>> ACCESS AND REBATES

- **Repairs:** Landlords must allow access for water-related repairs to avoid supply interruptions or safety risks.
- **Rebates:** Any rebates received on water usage charges must be passed on to tenants.

GET READY FOR MARCH 2025

Ensure your rental property complies with these updates. For more information, visit the NSW Fair Trading website.