

Water Charges Policy - Number 103

Edited August 2023

1. Purpose

The intent of this policy is to explain how water usage charges are calculated.

2. Scope

This policy applies to all tenants living in Pacific Community Housing properties.

3. Principles

Pacific Community Housing requires tenants living in properties owned or managed by Pacific Community Housing to pay water usage charges in accordance with any invoice received from the Water Authority. Each property incurs charges for water in two categories, fixed and usage charges. Fixed charges include water supply, sewerage and storm water charges. Pacific Community Housing pays for these costs in total and they are not passed on to tenants. Usage charges relate to the amount of water used by the household. give clear guidelines on how Pacific Community Housing sets and adjusts rental prices.

4. How Water Charges are Calculated

a) For properties with separate water meters:

Pacific Community Housing will charge tenants for their water usage in accordance with an invoice received from the Water Authority. Water charges invoices will be sent to the tenant and added retrospectively to the tenant's account following each water-billing cycle.

b) For properties with shared water meters:

Pacific Community Housing will pay for the estimated water usage for all common areas. Pacific Community Housing will deduct 5 percent off the total water usage bill for the property before charging the remainder of the costs to the tenants sharing the property.

Water usage charges will be levied on the number of people per household. For example, if you live in a block of apartments and there are a total of 50 people living at that block, the bill, after the 5 percent deduction for common area usage, will be divided by 50, and then be multiplied by the number of people in the household.

The water usage charge for new tenants will be adjusted to reflect the tenant's predicted water use from the commencement of tenancy. Shared water meter rates will be charged for the days in residence.

Where significant change in water usage has occurred at each site that is unexplained Pacific Community Housing may investigate to ensure there are no leakages at the site.

5. Ending a Tenancy

Tenants who leave their home are required to pay any water charges outstanding at the end of the tenancy, adjusted as at the termination date.

6. Legislative Framework and Related Policies

- NSW Community Housing Water Charging Guidelines
- Residential Tenancies Act 2010