

# What you need to know

## Tenant support

### Payment Assistance Scheme

We understand that sometimes bills pile up and become hard to pay but we have ways to help. The Payment Assistance Scheme (PAS) can provide emergency relief to tenants struggling to pay their water bills.

#### Who is eligible?

Tenants who have their own water meter are responsible for the water usage at the property, in line with the Residential Tenancies Act 2010 . If you are a tenant with your own meter and have a current NSW Lease Agreement, we may be able to help. Call 13 20 92 to talk to our Customer Care Team or visit one of our local community agencies for a confidential assessment of your circumstances.

Visit [sydneywater.com.au/helpwithyourbill](https://sydneywater.com.au/helpwithyourbill) for more information and a list of local agencies.

#### How is the credit applied?

If you are eligible for a PAS credit, it will be applied to the Sydney Water account of the property you tenant. We can send you a letter to confirm the credit has been applied for you to give to your real estate agent.

### Referrals for assistance

If we can't assist with credit on your account, we'll still try to find ways to help. We'll talk about your personal circumstances and suggest services that might be able to help you. We keep a list of other help and support on our website that is constantly being updated.

### Stop blockages



Wastewater blockages can be messy and costly. Don't put the following into the toilet or down the sink:

- ✗ wet wipes
- ✗ tissues
- ✗ cigarette butts
- ✗ cotton buds
- ✗ fats & oils
- ✗ sanitary items
- ✗ dental floss
- ✗ food scraps
- ✗ rags & nappies

The only things you should flush are the three **Ps** - **pee**, **poo**, and toilet **paper**.

Visit [sydneywater.com.au](https://sydneywater.com.au)  
or call 13 20 92

Sydney  
**WATER**

# Checking for leaks

## Finding leaks

We've found that one in seven homes have a water leak, at any time. Leaks can happen almost anywhere. They waste water and cost you money.



## Checking for leaks with a water meter

Turn off all water inside your home including your dishwasher and washing machine.

Find your water meter. It's usually at the front of your property. Call us if you need help finding it.

Write down the numbers on your meter. Wait 10 min and check the numbers.

If the numbers have moved, it could mean you have a leak.

## Other ways to check for leaks

- Place a piece of toilet paper on the back of the toilet bowl. The paper should stay dry between flushes.
  - Look for damp patches or mould inside your home.
  - Listen for unusual noises coming from taps and toilets such as running water, hissing and bubbling sounds.
- If you find a leak, report it to your real estate so they can call a licensed plumber as they have the right equipment and experience to fix the problem.

# Water saving tips

There are easy ways to save water around your home and garden

## Indoor



Use the half flush on your toilet and save up to 36 litres a day.



Thaw your food in the fridge instead of under running water.



Turn the tap off when brushing your teeth or shaving.



Use a dishwasher or a part-filled sink to wash up instead of running water.

## Outdoor



Water your plants at their roots, not their leaves, to let the water absorb into the soil.



Don't water if it has rained recently.



Use compost to improve your soil health. It will then hold more water for your plants.



Sweep your path rather than hosing.

**We can speak your language**  
**Over 160 language options**  
**Call 13 14 50**

إذا كنت تحتاج إلى مترجم، يرجى الاتصال بالرقم أعلاه.  
如果您需要傳譯員的協助，請致電以上的號碼。

Αν χρειάζεστε διερμηνέα, τηλεφωνήστε στον παραπάνω αριθμό.

Se vi serve un interprete, telefonate al numero indicato sopra.

통역사가 필요하시면 위의 번호로 전화하십시오.

Nếu quý vị cần thông dịch viên, hãy gọi đến số trên đây.

**Your drinking water is great quality, and safe to drink straight from the tap.**

**Make tap water your drink.**