

# Recycled water at your home or business

We provide high-quality recycled water to homes and businesses in Greater Sydney. As communities continue to grow, using recycled water saves drinking water and helps to support a sustainable water supply for the future.

## High-quality recycled water

Recycled water comes from wastewater, which is water that's been used before in bathrooms, laundries and kitchens.

Some of our water resource recovery facilities in Sydney and the Illawarra produce recycled water. We use multiple steps to treat recycled water at these facilities to a high standard, so it's suitable and safe to use again.

Our treatment processes include screening, biological treatment and filtration, as well as disinfection processes like chlorination and ultraviolet light, to produce high-quality recycled water.

The recycled water we produce complies with the Australian Guidelines for Water Recycling and NSW Health requirements.



Recycled water pipes, taps and meters are coloured purple to distinguish them from the drinking water system.

## Recycled water connections

Recycled water supplied to homes and businesses is provided through purple-coloured pipes that are completely separate to the drinking water system.

If your property is connected to our recycled water system, you should be able to see:

- a second water meter that is purple
- a purple garden tap with a removable handle, and a recycled water warning sign
- recycled water charges on your water bill.



Purple recycled water taps should have a warning sign nearby.

## Plumbing requirements

Plumbing work in recycled water areas must be carried out by licensed plumbers and comply with current plumbing codes and regulations. This includes any work completed on the drinking water or recycled water system at your property.

All new and upgraded recycled water plumbing must also be inspected by a Building Commission NSW plumbing inspector. Their final inspection will include a comprehensive test to check for any cross connections between the drinking water and recycled water supplies.

If you've just moved to your property and have a recycled water meter, you can complete a simple plumbing check to help confirm your pipes are connected correctly. Follow our guide at [sydneywater.com.au/recycledwater](https://sydneywater.com.au/recycledwater).

## How to use recycled water

The recycled water we produce is treated to a high standard, but it's not for drinking.

### Recycled water can be used for:

- ✓ Watering lawns and gardens, including fruit and vegetable plants
- ✓ Flushing toilets
- ✓ Ornamental ponds and water features
- ✓ Washing laundry in a washing machine (cold tap only)

### Recycled water must not be used for:

- ✗ Drinking or cooking
- ✗ Bathing, showering and bidets
- ✗ Filling swimming pools and spas
- ✗ Water toys and playing under sprinklers
- ✗ Cleaning inside the house
- ✗ Evaporative coolers

## Good for the environment

- Recycled water households typically use 30% to 40% less drinking water than other households. This helps relieve pressure on drinking water supplies.
- Using recycled water helps care for the environment and maintain waterway health, by reducing the amount of treated wastewater released to local creeks and rivers.



Using recycled water in the garden helps to save precious drinking water.

## Recycled water in your garden

Our high-quality recycled water is approved by NSW Health for watering fruit and vegetable plants in residential areas. However, be sure to always wash garden produce with drinking water before cooking or eating it.

Recycled water garden taps have removable handles. Please use the handles supplied, and don't replace them with conventional handles. We suggest you take recycled water handles off when not in use to prevent children and visitors drinking from your recycled water taps.

You should also have separate hoses for drinking water and recycled water garden taps. Check that the 'Do not drink' sign is in place near your recycled water tap and replace the sign if it's missing. Signs are available at most hardware shops and plumbing suppliers.

Recycled water provides a reliable, alternative water source for your garden during drought periods, as it's not usually impacted by water restrictions.

Please conserve recycled water and don't waste it. Like drinking water, it's precious.

## More information

Recycled water is a valuable resource that can be used in many ways including irrigation, industrial processes and for commercial businesses.

You can find out more about how we produce recycled water, the areas where it's being supplied and how it can be used at [sydneywater.com.au/recycledwater](https://sydneywater.com.au/recycledwater).

If you have questions about the recycled water service at your property, please call us on **13 20 92** from 8am to 5:30pm Monday to Friday (except public holidays).

### Interpreter Service 13 14 50

Arabic • Chinese • Greek • Italian • Korean • Vietnamese • Hindi • Punjabi

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.

यदि आपको दुभाषिए की सहायता की ज़रूरत है, तो कृपया ऊपर दिए गए नम्बर पर फोन करें।

ਜੇ ਤੁਹਾਨੂੰ ਦੋਭਾਸ਼ੀਏ ਦੀ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਉੱਤੇ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ।