

Water Charging Fact Sheet

Our commitment

Link Wentworth is committed to making sure that tenants pay for water in a fair and transparent way. Water usage is charged in line with our Tenant Water Charging Policy, which meets the NSW Ministerial Guidelines for Community Housing Water Charging.

How water charges are calculated

How your water is charged depends on whether your property has a shared or separate water meter.

1. Shared meter properties

Some properties share a water meter with other households.

This means that we only receive one combined bill from Sydney Water for the whole block.

To make sure everyone pays only for the water they are likely to use, we use a fair system to calculate your usage and divide the bill between households.

How it works

We start by deducting 5% of the total bill to cover common area water use (for example, gardens or laundries).

The rest of the bill is shared between households, based on household size.

- Larger households are likely to use more water, so they pay a higher share.
- Smaller household contribute less.

We estimate typical water use by household size and apply contribution units as shown below:

Number of people in household	Water usage contribution units
1 person	1
2 people	2
3 people	3
4 people	4
5 people	5

This table shows how the number of people in your household affects the portion of the water bill you'll be charged. A household with two people will contribute more to the bill than a one-person household, but less than a household with three or more people.

Chatswood

Penrith

Example Scenario:

There is a block of 10 units, all sharing one water meter, and Link Wentworth receives a water quarterly bill from Sydney Water for \$1,000.

1. Common area allowance:

First, 5% of the total bill is deducted to account for common area usage (e.g., shared gardens, communal laundry), which in this case is \$50.

So, $\$1,000 - \$100 = \$950$ remains to be divided across tenant households.

2. Household sizes:

The properties are made up of the following households:

- 2 units with 1 person
- 3 units with 2 people
- 3 units with 3 people
- 2 units with 4 people

3. Calculate total usage contribution units:

The total usage is divided into units, to work out the total number of units to be split between all households.

- 2 units with 1 person: $2 \times 1 = 2$
- 3 units with 2 people: $3 \times 2 = 6$
- 3 units with 3 people: $3 \times 3 = 9$
- 2 units with 4 people: $2 \times 4 = 8$

Total usage contribution units = $2 + 6 + 9 + 8 = 25$

4. Apportion the bill:

Now, the \$950 water bill is divided by the total usage contribution units (25) to get a cost per contribution unit:

$\$950 \div 25 = \38 per contribution unit.

5. Household charges:

Finally, each household's water charge is calculated based on their household contribution units:

- 1-person household: $1 \times \$38 = \38
- 2-person household: $2 \times \$38 = \74
- 3-person household: $3 \times \$38 = \114
- 4-person household: $4 \times \$38 = \152

2. Social Housing Management Transfer (SHMT) shared meter properties (Ryde, Hornsby & Ku-ring-gai)

If you are an SHMT tenant living in Ryde, Hornsby, or Ku-ring-gai, your water charges are based on a percentage of your household income, not on household size.

This arrangement remains in place for those specific SHMT properties.

3. Separately metered properties

If your home has its own water meter, you are charged based on your actual household water usage. A small number of tenants are currently charged based on a percentage of income, but from July 2026, all separately metered tenants will be charged based on the actual water they use.

4. Leasehold properties

If you live in a leasehold property (i.e. rented from the private market), your water charge is always based on actual usage, as billed to Link Wentworth.

If you think your charge is too high

If your water charge seems unusually high, you can ask for a review. We'll look into it and, if necessary, arrange for a licensed plumber to check for leaks or other issues.

If a leak is found:

- Easily identifiable leaks are generally the tenant's responsibility to report.
- Hidden leaks may qualify for an adjustment or credit, based on your past water use.

When you'll be charged

Water bills are generally issued every three months, based on the billing cycle issued by Sydney Water. If you are an SHMT tenant in a shared meter property, you will be charged a set amount weekly.

To make sure your charges stay accurate, please let us know as soon as possible if your household size changes.

You can also choose to make regular small payments toward your water charges, along with your rent. This helps to spread costs across the year and makes it easier to manage your household expenses.

Need Help?

If you have questions about your water charges, or how they are calculated, please contact us:

- 13 14 21
- www.linkwentworth.org.au