

WATER METERS

INFORMATION FOR TENANTS

1 Who will the water meter bill be sent to – me or my landlord?

In nearly all instances, water meter bills, by law, must be sent to the property owner or (when it applies) a property manager. **Water meter bills cannot be sent directly to tenants.**

2 Can tenants get a copy of the water meter bill from Council?

No, the water meter bill is only sent to the property owner; it cannot be sent to the tenant. You may ask to see the water meter bill but that is something you will need to discuss directly with your landlord. Council cannot get involved.

3 Who pays the bill – landlords or tenants?

Usually part of the bill (the variable charge) is sent to the tenant. However that is something for landlords and tenants to discuss and agree on before a tenancy begins. It has nothing to do with the Council.

4 Who is legally responsible for paying the bill?

The property owner is responsible for paying the bill. However, property owners can and usually do seek reimbursement for the bill, or part of the bill, from their tenant. More information at: <https://www.tenancy.govt.nz/rent-bond-and-bills/water-and-wastewater-charges/>

5 What happens if the landlord/property owner does not pay the water meter bill to the Council? Will my water be cut-off?

No, water will not be cut off. By law landlords are responsible for ensuring there is enough water available at their rental properties. More information at: <https://www.tenancy.govt.nz/rent-bond-and-bills/water-and-wastewater-charges/>

6 If there is a leak, or if plumbing repairs are needed on private pipes, who do I talk to?

Talk to the property owner or landlord. Tenants should notify their landlord as soon as there is a problem. It is important to fix water leaks quickly.

7 When will water meter bills be sent out?

They will be sent out to property owners every three months.

- **Te Awamutu, Kihikihi, Pirongia** in January/April/July/October.
- **Cambridge, Karāpiro** in February/May/August/November.
- **Ōhaupō, Pukerimu** in March/June/September/December.

8 If I am moving out, can I get a final reading on my water meter bill?

No. Only a property agent or owner can arrange a final reading. Please contact your property agent/landlord for details. There is a fee of \$57 (including GST). The final read bill will be sent to either the owner or the property manager.

FOR MORE INFORMATION GO TO WWW.TENANCY.GOVTNZ

WATER METERS

INFORMATION FOR LANDLORDS

- a Who will the water bill be sent to – me or my tenants?**
In nearly all instances, water meter bills, by law, must be sent to the property owner or (when it applies) a property manager. **Water meter bills cannot be sent directly to tenants.**
- b If I request it, can the Council send the water meter bill directly to my tenants?**
No. Water meter bills, like rates bills, must be sent to the property owner.
- c Can the Council send the water meter bill to me and ALSO send a copy to my tenants?**
No. Only one bill is sent and that is sent to the property owner (or to a registered property manager if this is specifically requested – see below.)
- d If I request it, can the Council send the water meter bill directly to my property manager?**
Yes, but only if this is specifically requested by the property owner and only if the bill is going to a registered property manager. Council would need to be formally notified of this by the property owner. You can do that by emailing rates@waipadc.govt.nz
- e Can the water bill be emailed instead of posted to me?**
Yes, legally invoices can be sent to one (but only one) email address.
- f Do I send the water meter bill on to my tenants?**
That is something between you and your tenant. Council cannot get involved in those issues. More information at www.tenancy.govt.nz
- g What happens if my tenant doesn't pay me for the water they use?**
That is something for you and your tenant to resolve; it has nothing to do with Council.
- h Who is responsible for fixing leaks in private pipes?**
Generally that is the responsibility of the property owner. It is important to fix water leaks quickly to minimise any damage and avoid unnecessary water use.
- i Do I charge my tenant the whole bill? Or do I pay the fixed network charge and the tenant pays the volumetric charge?**
This is something between you and your tenant and is not something Council can or will advise on.
- j If my property is vacant, will I still be sent a water meter bill?**
Yes.
- k When will water meter bills be sent out?**
They will be sent to property owners every three months.
- **Te Awamutu, Kihikihi, Pirongia** in January/April/July/October.
 - **Cambridge, Karāpiro** in February/May/August/November.
 - **Ohaupō, Pukerimu** in March/June/September/December.
- l Ultimately, who is responsible for paying the water bill?**
The property owner will be held responsible for paying the bill. If the invoice is not paid by the due date, penalties may be added. You may seek reimbursement from your tenant but this is something between you and your tenant. It has nothing to do with Council.
- m If my tenant is moving out, can I get a final reading on my water meter bill?**
Yes. Simply ring Council on 0800 WAIPADC (0800 924 723) and arrange it. There is a fee of \$57 (including GST). That bill will be sent to either the owner or property manager.

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