



## Landlords and tenants: who pays?

### Commercial tenancies

This information is provided to assist landlords and tenants to understand their rights and responsibilities in relation to payment of the water and wastewater charges applicable to commercial properties.

#### Service charges

Your account from us includes water and/or wastewater service charges and a water usage charge. The service charges cover access to and maintenance of the water and wastewater supply system for serviced properties. The usage charge is for water used at that property, as measured by a water meter.

#### Landlord's responsibility

On a landlord's written request, we can address accounts directly to the lessee. A duplicate copy of all accounts will be sent to the landlord/owner, as they remain responsible for the account. It is the property owner's responsibility to ensure that charges raised on the property are paid. We will seek payment on outstanding charges from the owner.

We will not set up commercial lessees until the property is debt free.

Upon a property being vacated the landlord or lessee can notify us.

For commercial leases we will not read the meter or adjust the account according to the lease dates. The landlord and lessee should discuss and adjust the account accordingly.

#### Rebates

Properties occupied by a not-for-profit organisation may be eligible for a State Revenue Office rebate on the service charges. Please contact us for an application form.

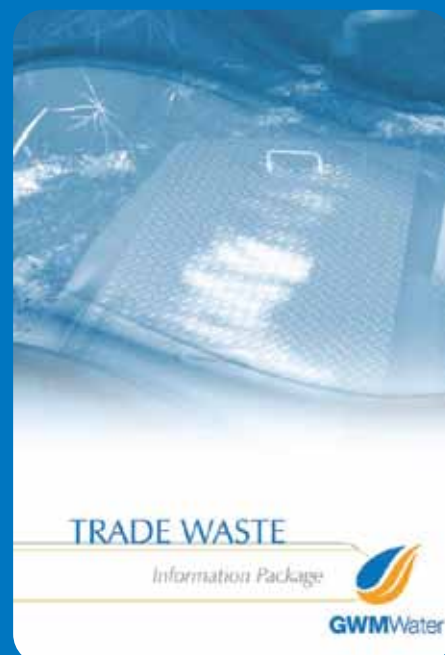
#### Further information

For further information please contact our Customer Call Centre on 1300 659 961 or visit our website at [www.gmwwater.org.au](http://www.gmwwater.org.au).

#### Trade waste services

Trade waste is any liquid waste generated by industry, which is unacceptable for discharge to a sewer. Grease, oil and other industrial wastes may adversely impact upon our wastewater purification facilities and the environment.

GWMWater's permission is required before any trade waste is discharged into the sewerage system. A trade waste service charge applies to the owner and/or occupier of any premise discharging trade waste.



*A Trade Waste Information Package is available from GWMWater. Call us on 1300 659 961 to get your copy.*