

# Flow restrictors

## Understanding the impacts

A flow restrictor may be installed if your property's water, sewerage or liquid trade waste usage charge remains unpaid after giving you reasonable opportunities to pay in full or enter into a satisfactory payment plan.

### Restrictors limit water supply

A flow restrictor would **significantly reduce** the water supplied to your property, allowing only a very small amount for basic health and hygiene purposes. For example, a shower usually uses 9 litres a minute. A flow restrictor limits water to 2 litres a minute.

Some household equipment and appliances that use water could be impacted by flow restriction. You would be responsible for checking with the manufacturers to avoid damage.

It is an **offence to tamper** with water meters and flow restrictors. Fines apply.

### Installation, removal costs

The cost of installing and removing a flow restrictor would be added to your water account. These are costs for 2024–25.

Installation	\$273
Removal	\$209
<b>TOTAL</b>	<b>\$482</b>

### Restoring water supply in full

We would remove a flow restrictor and restore water supply when you pay:

- all outstanding water, sewerage or liquid trade waste usage charges, and
- installation and removal charges in full.

### Avoiding a flow restrictor

We understand that customers may at times experience financial difficulty and find themselves with an outstanding amount owing.

To **avoid a flow restrictor**:

- pay the full amount outstanding, or
- set up a satisfactory payment plan and keep to the agreed instalments.

Water notices detail payment options. To set up a payment plan, **call our Recovery section on 07 5586 6118**.

### Exemptions may apply

If any of the following situations apply to you, please call our Recovery section on 07 5586 6118.

- Someone living at your property is a registered home **haemodialysis** patient. We will need a letter from a hospital.
- Someone living at your property has a **medical condition** requiring unrestricted water access. We will need a letter from a qualified medical practitioner.
- You already have a **satisfactory payment plan** with us that has been adhered to. We will check whether the agreed payment instalments have been made.
- Your property is **tenanted** through a managing agent. We will need a copy of the tenancy agreement and the property's electricity bill in the name of the tenant.
- Your property is subject to an active **application for probate**. We will need proof of the application.

### Contact and connect

07 5586 6118 – Recovery section

[tweed.nsw.gov.au](https://tweed.nsw.gov.au)

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