

# Understanding recycled water for the real estate industry



*Drinking and recycled water meters*

It is important for owners/landlords, real estate agents and strata managers to explain to tenants the acceptable uses of recycled water. Solicitors and conveyancers need to ensure they explain these responsibilities to sellers and buyers of properties connected to recycled water.

## Solicitors, conveyancers, vendors and buyers of real estate

As a water utility, Council is committed to providing a safe and reliable water network. Our recycled water audit program is key to ensuring properties with dual reticulation are plumbed correctly and are receiving recycled water through the correct outlets.

Regular inspections of all recycled water properties is also a requirement of Council's approval from the NSW Government to supply recycled water to our community.

It also helps give Council and residents confidence in their recycled water supply.

The property seller should ensure a property has been checked for cross connections, prior to sale. This could be undertaken by a plumber, following the self-check procedures. You can also request Council undertake an adhoc audit, however this will be charged in accordance with our Fees and Charges.

## Owners/landlords, real estate agents and strata managers' responsibilities

- Ensuring recycled water is used only for suitable purposes.
- Advising anyone entering their property that recycled water is on site and of its correct uses.
- Maintenance of recycled water pipes and taps, in the home or business, up to the water meter.
- Ensuring all work and maintenance on the recycled water system is undertaken by a NSW licensed plumber.
- Ensuring recycled water taps are not removed or replaced with conventional taps. (This increases the potential risk for misuse of recycled water and could result in a health risk to the customer.)
- Ensuring that no cross connections are made between recycled water and drinking water systems. Cross connection means connecting drinking water pipes, taps or hoses to recycled water pipes, taps or hoses. Only appropriate purple accessories, including hoses and sprinklers, should be used to connect to the recycled water network.
- Ensuring missing, damaged or faded recycled water warning signs are replaced. Replacement signs, taps and pipes are available from most plumbing and irrigation suppliers.



[pmhc.nsw.gov.au/recycled-water](https://pmhc.nsw.gov.au/recycled-water)

Call Council's Customer Service Centre on 6581 8111  
or email [council@pmhc.nsw.gov.au](mailto:council@pmhc.nsw.gov.au)



Recycled water CAN be used for



Recycled water CANNOT be used for



## Getting connected

Recycled Water is supplied to new properties through a separate pipe network which is purple for easy identification. Recycled water is only available for newly constructed dwellings in Lake Cathie/Bonny Hills and Thrumster. A builder or plumber will need to apply to Council for a water service connection, just as they do for drinking water connections. The recycled water plumbing will then be checked by Council's Plumbing and Drainage Section during construction to ensure that it is properly installed.

## Recycled water plumbing

A plumber must connect all toilets to the recycled water supply. At least one recycled water tap in the front or backyard is to be connected in addition to having only one outdoor drinking water tap in either the front or backyard. If a connection is locked off this means a plumber has not yet completed all the tasks required by Council. If residents or tenants are about to move into a new home and the recycled water is still locked off, a builder or plumber will need to be contacted.

## Steps to check for cross connections

### Check your home's recycled water connection:

**STEP 1** Turn off the drinking water supply at your property's meter and rainwater tank pump or valve.

**STEP 2** Turn on all internal drinking water taps. Taps should run dry.

**STEP 3** Flush all toilets. Toilets should refill if connected to recycled water supply.

**STEP 4** Turn on your external taps. Your drinking water tap should run dry. Taps continuing to run are connected to recycled water supply and should be coloured purple and marked with appropriate signs. Turn your drinking water supply back on.

### STEPS to Check a home's drinking water connection:

**STEP 1** Turn off your recycled water supply at your property's purple meter and rainwater tank pump or valve. Run recycled water supply dry via your purple external taps or toilet flushing.

**STEP 2** Turn on internal drinking water taps, such as the shower or kitchen sink tap. If these taps do not flow they are connected to the incorrect supply.

**STEP 3** Turn your recycled water supply back on at your property's purple water meter.

If you encounter problems whilst undertaking the check (e.g. your tap does not run dry when it should), you will need to contact a certified plumber to fix the fault. For water quality complaints or any other queries you should call Council for assistance on 6581 8111.



[pmhc.nsw.gov.au/recycled-water](https://pmhc.nsw.gov.au/recycled-water)

Call Council's Customer Service Centre on 6581 8111  
or email [council@pmhc.nsw.gov.au](mailto:council@pmhc.nsw.gov.au)

