

Park residents in New South Wales have rights under the *Residential Parks Act 1998* and the *Residential Parks Regulation 2006*. This factsheet sets out the law in NSW regarding utilities charges payable under your agreement.

### Water

A park owner may charge you for water usage and service availability if your site has its own individual water meter. The amount you are required to pay for water usage depends on the metered amount you use. Residents should be charged at the same rate per kilolitre that they would have to pay if they were a direct domestic customer of the water supply authority.

The water service availability charges payable by a resident are calculated according to how much the park owner is charged by the local water supply authority, divided by the number of sites in the park, including short term sites. The amount you can be charged is either \$50 per annum, or the calculated amount, whichever is the least. If the calculated yearly amount is more than \$50, the law stipulates you cannot be charged more than \$50.

*Note:* The *Residential Parks Act 1998* does not stipulate that sewerage usage or availability charges are payable by a resident. An amount covering sewerage discharge has already been factored into the domestic customer water usage rates by the Department of Water. Residents may be charged for pumping out a septic tank if they are connected to one.

### Gas

A resident may have gas connected to their home. Residents may have an account directly with the gas or energy supplier, or may be supplied by the park owner. The premises must be separately metered for gas usage before a park owner can pass these charges on to a resident.

### Electricity

Residents can have supply accounts directly with the electricity supplier, however in most parks, residents have meters that are read by the park owner. Residents that are charged by the park owner must be charged at the same rate they would have to pay if they were a direct residential customer of the electricity supplier. If your site does not have an electricity meter, you cannot be made to pay separately for electricity consumption. Electricity service availability charges (SACs) may also be payable by a resident. The amount of SAC payable by a resident is dependent on the amount of amps your site is supplied with, and not the amount your home can take. The Office of Fair Trading has produced a booklet titled *Customer Service Standards for the Supply of Electricity to Permanent Residents of Residential Parks*. It contains a chart that shows the SAC rates according to the ampage supplied, and is available from any Fair Trading Centre and their website.

All utility invoices must include the meter readings and dates on which they were read, and the rate of charge.

For further advice on utilities charges, please contact your local affiliate or contact ARPRA on **1300 798 399**. More advice is also available from NSW Fair Trading on **133 220**.

[www.arpra.org.au](http://www.arpra.org.au)

[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

This factsheet has been written to provide a brief summary of the laws in New South Wales. It should not be considered to be a full reading of the Act or be used as a substitute for legal advice.