**Letter to landlord about reimbursing utility charges if   
premises are not separately metered**

1. Use this letter if you are listed as the renter on the rental agreement and you have been paying for utilities that are not separately metered.

2. Fill in your details.

3.The letter talks about electricity, gas, and water. If any of those do not apply to you (for example, because they are separately metered), delete them from the letter.

4. Fill in the amounts you are asking to get reimbursed.

5. Delete this cover page and the instructions and examples in italics in the letter itself before you send the letter to your agent or landlord (who is officially called the rental provider).

6. Send the letter with a copy of the account (for example, bills or a text or email from the landlord asking you for money for utilities) and proof of payment. You need to send copies of the utility account and proof of payment for all periods and amounts that you are claiming reimbursement for. If you do not have proof of payment or a copy of the account, you cannot ask for reimbursement for that period.

If you have a real estate agent acting on behalf of your landlord, you should send this letter to the agent. Send the letter to the landlord if they do not use a real estate agent.

*[Date]*

*[Agent/landlord name]*

*[Agent/landlord address]*

**By email:** *[agent/landlord email address]*

Dear *[name of agent or landlord]*

**Renter:** *[names of all renters named on the lease]*

**Rented Premises:** *[address of rental]*

**Notice to rental provider to reimburse utility charges**

I am writing to ask that you reimburse me for utility charges I have paid but am not liable for under the *Residential Tenancies Act 1997* (Vic) (RTA), because the premises are not separately metered.

**The law**

Under section 53 of the RTA, the rental provider is liable for each of these charges if the premises are not separately metered:

* All charges in respect of the supply or use of electricity;
* All charges in respect of the supply or use of gas; and
* Water charges, including sewage disposal charges, all costs and charges related to a water supply service, and water supplied to the rented premises.

The RTA does not allow a renter to take over liability for any of these charges from the rental provider.

The following utilities at the rented premises are not separately metered: electricity, gas, and water. *[Delete any that are not applicable.]*

Because of this, these bills are your responsibility and I will not pay them.

**What you need to do**

You need to reimburse me for utility charges I have paid but you are liable for.

The amounts I have paid for each utility charge are:

* Electricity: $X
* Gas: $X
* Water: $X

In total, you need to reimburse me $X.

I have attached a copy of the account and evidence of payment to this letter.

Under section 55 of the RTA, you are required to reimburse me within 28 days of receiving this letter. If you do not reimburse me within 28 days, I may apply to Rental Dispute Resolution Victoria for compensation.

Yours sincerely,

*[Name/s]*

*[Address]*

*[Phone/s]*

*[Email/s]*