



Rate Notice

ABN 86 058 929 428

General Enquiries: (07) 3829 8999

Email: rcc@redland.qld.gov.au

Web: www.redland.qld.gov.au

| | |
|---------------------|--|
| Property No. | 200169 |
| Valuation 2019-2020 | \$60,000 |
| Rating Category | 2a |
| Billing Period | 1 Jul 2019 - 30 Sep 2019 |
| Property Location | 46 Gordon Road Macleay Island QLD 4184 Lot 90 SP 111251 |

144334/B/044509 H D-038
Rood Investments Pty Ltd
50 Gordon Road
Macleay Island QLD 4184

Due Date **08 Aug 2019**

Total Amount

\$598.41

Summary of Charges

| | | |
|---|----|---------------|
| Balance Brought Forward | \$ | 1.51 |
| Rates and Charges | \$ | 435.78 |
| Subtotal | \$ | 435.78 |
| Water and Wastewater charges | \$ | 78.96 |
| Subtotal | \$ | 78.96 |
| State Government Charges | \$ | 82.16 |
| Sub-total State Government Charges and Subsidies | \$ | 82.16 |
| Total Amount Payable | \$ | 598.41 |

Payments made after 27/06/2019 may not be included in the calculation of this rate notice.

PAPERLESS BILLING

Register now to have your rate notice delivered by email

1. Log on to www.redland.qld.gov.au
2. Click on **ONLINE SERVICES**
3. Click on **myServices** and register

Payment By BPAY



Billers Code: 53058
Ref: 2001691

Telephone & Internet Banking – BPAY®

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au

Payment Online



www.redland.qld.gov.au

Use your credit card to pay 24 hours 7 days per week.

Reference No: 2001691

Payment By Phone



1300 300 943

Visa, Mastercard. 24 hours. 7 days per week.

Reference No: 2001691

See over the page for Levy Details and more Payment Options



Remittance Advice By Mail

Post your payment with this cut-off slip to:

Redland City Council
PO Box 21
Cleveland Qld 4163



Pay in Person at any Post Office



*2431 2001691

Account Summary

Property Number 200169

Rood Investments Pty Ltd

Total Amount

\$598.41



L044509

18.979

144334/B/044509

| | Amount |
|---|----------|
| Overdue brought forward | \$1.51 |
| Redland City Council Charges & Rebates | |
| General Rate Category 2a Min | \$281.25 |
| Rural Fire Brigade Special Charge | \$3.75 |
| Environment Charge | \$30.50 |
| Landfill Remediation Charge | \$10.13 |
| Redland City SES Administration Charge | \$1.75 |
| Utility Charges | |
| 240Lt Waste / Recycle (Island) | \$108.40 |
| State Government Charges & Rebates | |
| Emergency Management Levy – Class E Group 2 | \$27.20 |
| For the financial year 2019/20, an annual payment of \$4,619,843 has been paid to Redland City Council by the Queensland Government under the <i>Waste Reduction and Recycling Act 2011</i> . The purpose of this payment is to mitigate any direct impacts of the waste disposal levy to households in the Redland City local government area. | |

Important Notes

Future Issue & Due Dates:
 Q2 Issue Date 8 Oct 19 / Due Date 8 Nov 19
 Q3 Issue Date 10 Jan 20 / Due Date 10 Feb 20
 Q4 Issue Date 8 Apr 20 / Due Date 11 May 20

Interest: From 1 July 2019 to 30 June 2020 compound interest at the rate of 9.83% is payable on all overdue rates and charges (excluding non-rate items). If overdue rates are included in the opening balance of this rate notice they are accruing interest.

Balance of Account: If you would like to discuss a balance outstanding on your account or discuss payment options please contact us on (07) 3829 8999.

This rate notice is issued in accordance with the Local Government Regulation 2012 and Council’s budget resolutions.

Andrew Chesterman,
 Chief Executive Officer.

 **Payment In Person**
 Council Service Centres:
Cleveland (Bloomfield St), and Capalaba (Noeleen St) Week days 8.30am – 4.30pm
Victoria Point Library (High St) Week days 9am – 5pm

 **Payment By Direct Debit**
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 Use Centrepay to make regular Deductions from your Centrelink payments. Centrepay is a voluntary and easy payment option available to Centrelink customers. Go to humanservices.gov.au/Centrepay for more information and to set up your Centrepay Deductions.

Credit Card Slip

I hereby authorise the amount shown on this credit card slip to be charged against my credit card

Property No. 200169

VISA MASTERCARD

| | | | |
|-------------------|-------------------------|-------------|----------------------|
| Amount | \$ <input type="text"/> | Expiry Date | <input type="text"/> |
| Full Name on Card | <input type="text"/> | | |
| Signature | <input type="text"/> | | |
| Daytime Phone No. | <input type="text"/> | | |



Water Account Summary

General Enquiries: (07) 3829 8999
Email: rcc@redland.qld.gov.au
Web: www.redland.qld.gov.au

Property No. 200169

Property Location
46 Gordon Road Macleay Island QLD 4184
Lot 90 SP 111251

Billing Period
1 Jul 2019 - 30 Sep 2019

Rood Investments Pty Ltd
50 Gordon Road
Macleay Island QLD 4184

Information Only

Your Water Meter Readings

| Water Meter Serial | Previous Read Date | Current Read Date | Number of Days | Previous Reading | Current Reading | Consumption (kilolitres) | Is Reading Estimated? |
|--------------------|--------------------|-------------------|----------------|------------------|-----------------|--------------------------|-----------------------|
| 18W024720 | 31/01/2019 | 29/04/2019 | 88 | 40 | 60 | 20 | No |

Local Government Distribution and Retail Price

| | | |
|---------------------------------|----|-------|
| Water fixed access charge | \$ | 67.16 |
| Water Consumption - Residential | \$ | 11.80 |

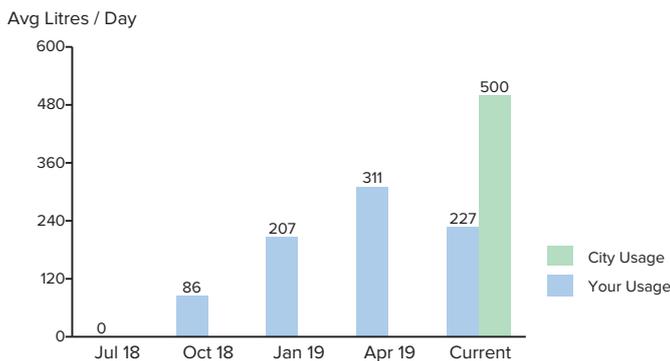
State Bulk Water Price

| | | |
|------------------------|----|-------|
| Bulk Water Consumption | \$ | 54.96 |
|------------------------|----|-------|

| | | |
|--|-----------|---------------|
| Total Water and Wastewater Charges | \$ | 133.92 |
| This amount is included on your Rate Notice – DO NOT PAY SEPARATELY | | |

For comparison, the total water and wastewater billed on your last Rate Notice \$159.36

Your Water Usage Comparison



Billing Enquiry?

For billing enquiries please contact Redland City Council
Telephone: 3829 8999 Facsimile: 07 3829 8765

Cnr Bloomfield and Middle Streets, Cleveland Qld 4163
PO Box 21, Cleveland Qld 4163

email rcc@redland.qld.gov.au
web www.redland.qld.gov.au

For water and wastewater 24 hour service enquiries please contact Redland City Council
Telephone: 3829 8999

Please refer to the back page of this summary for further information.



M044509C002

18,981

144334/B/044509

Water and Wastewater charges

- The water fixed access charge is billed in advance and is a set charge (based on meter size).
- The wastewater fixed access charge is billed in advance and is a set charge.
- Water consumption is charged per kilolitre and is based on water meter readings taken over the quarter (1 kilolitre = 1,000 litres).

For the 2018 -2019 financial year the following water consumption charges apply:

| Consumption Type | State Govt Bulk Water Price per kilolitre \$ | Redland City Council Price per kilolitre \$ | Total Price \$ |
|------------------|--|---|----------------|
| Residential | 2.748 | 0.59 | 3.338 |
| Non Residential | 2.748 | 1.35 | 4.098 |

Why am I charged a state bulk water price?

Since 2008, Seqwater has owned, operated and maintained bulk supply dams, reservoirs and water treatment plants. State Government legislation requires council to display the bulk water charges as a separate item on your water summary.

Estimated Readings

On occasion we may have trouble obtaining a meter reading for your property. Generally this happens in instances where the entry gate is locked, there is a dog or the meter is obstructed by vegetation. In these instances the meter reader will leave a self-read card in your letterbox if possible. You can avoid an estimated read by reading your water meter, completing the card and returning it to us as soon as possible.

If we have not received a meter reading we will estimate a reading based on your previous usage.

Ownership Change - Why am I Paying for Water used by the Previous Owner?

As part of the settlement of ownership transfer the majority of conveyance solicitors will request a water search in order to do a water charge adjustment for the purposes of financial settlement. The adjustment covers the previous owner's water usage up until settlement date. Therefore in the majority of instances the new owner is not paying the water used by the previous owner. However, should you have any concerns please contact your conveyance solicitor.

Checking for leaks

It is important to fix leaks or plumbing issues quickly. Locating and fixing leaks will save water and help reduce your water consumption charge.

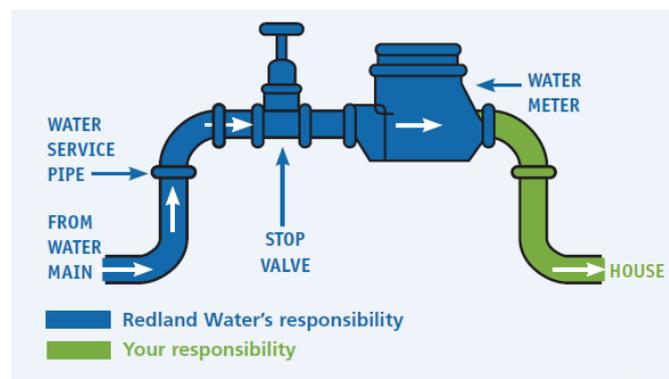
Do an overnight test. Before going to bed:

- turn off all household and garden taps
- read and record both black and red numbers on your meter
- take into account if a toilet is flushed (approx 9ltrs)
- read and record the reading first thing in the morning.

If any of the numbers have moved, this indicates that you may have a leak and you may need to contact a licensed plumber straight away.

Who owns the water meter?

Redland City Council owns the water meter, and the pipes that supply the services to the water meter.





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| Valuation 2019-2020 | \$60,000 |
| Rating Category | 2a |
| Billing Period | 1 Oct 2019 - 31 Dec 2019 |
| Property Location | 46 Gordon Road Macleay Island QLD 4184 Lot 90 SP 111251 |

145098/AB/002942 H D-038
Rood Investments Pty Ltd
50 Gordon Road
Macleay Island QLD 4184

Due Date **08 Nov 2019**

Total Amount

\$587.90

Summary of Charges

| | | |
|---|----|---------------|
| Balance Brought Forward | \$ | 0.01 |
| Rates and Charges | \$ | 435.78 |
| Subtotal | \$ | 435.78 |
| Water and Wastewater charges | \$ | 77.25 |
| Subtotal | \$ | 77.25 |
| State Government Charges | \$ | 74.86 |
| Sub-total State Government Charges and Subsidies | \$ | 74.86 |
| Total Amount Payable | \$ | 587.90 |

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Reference No: 2001691

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Redland City Council
PO Box 21
Cleveland Qld 4163



Pay in Person at any Post Office



*2431 2001691

Account Summary

Property Number 200169

Rood Investments Pty Ltd

Total Amount

\$587.90



L002942

12.909

145098/AB/002942

| | Amount |
|---|----------|
| Overdue brought forward | \$0.01 |
| Redland City Council Charges & Rebates | |
| General Rate Category 2a Min | \$281.25 |
| Rural Fire Brigade Special Charge | \$3.75 |
| Environment Charge | \$30.50 |
| Landfill Remediation Charge | \$10.13 |
| Redland City SES Administration Charge | \$1.75 |
| Utility Charges | |
| 240Lt Waste / Recycle (Island) | \$108.40 |
| State Government Charges & Rebates | |
| Emergency Management Levy – Class E Group 2 | \$27.20 |
| For the financial year 2019/20, an annual payment of \$4,619,843 has been paid to Redland City Council by the Queensland Government under the <i>Waste Reduction and Recycling Act 2011</i> . The purpose of this payment is to mitigate any direct impacts of the waste disposal levy to households in the Redland City local government area. | |

Important Notes

Future Issue & Due Dates:

Q3 Issue Date 10 Jan 20 / Due Date 10 Feb 20
Q4 Issue Date 8 Apr 20 / Due Date 11 May 20

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Credit Card Slip

I hereby authorise the amount shown on this credit card slip to be charged against my credit card

Property No. 200169

VISA MASTERCARD

□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □

| | | |
|-------------------|----|-------------|
| Amount | \$ | Expiry Date |
| Full Name on Card | | |
| Signature | | |
| Daytime Phone No. | | |



Water Account Summary

General Enquiries: (07) 3829 8999
Email: rcc@redland.qld.gov.au
Web: www.redland.qld.gov.au

Property No. 200169

Property Location
46 Gordon Road Macleay Island QLD 4184
Lot 90 SP 111251

Billing Period
1 Oct 2019 - 31 Dec 2019

Rood Investments Pty Ltd
50 Gordon Road
Macleay Island QLD 4184

Information Only

Your Water Meter Readings

| Water Meter Serial | Previous Read Date | Current Read Date | Number of Days | Previous Reading | Current Reading | Consumption (kilolitres) | Is Reading Estimated? |
|--------------------|--------------------|-------------------|----------------|------------------|-----------------|--------------------------|-----------------------|
| 18W024720 | 29/04/2019 | 02/08/2019 | 95 | 60 | 77 | 17 | No |

Local Government Distribution and Retail Price

| | | |
|---------------------------------|----|-------|
| Water fixed access charge | \$ | 67.16 |
| Water Consumption - Residential | \$ | 10.09 |

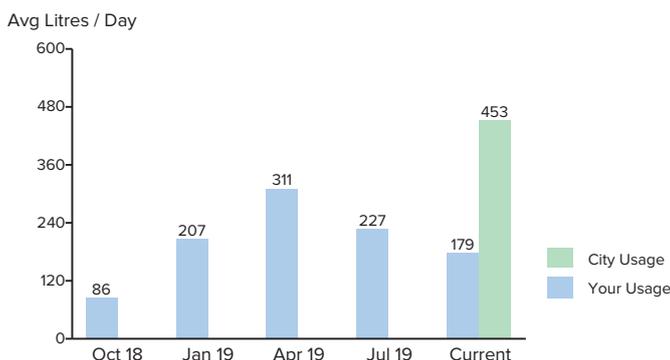
State Bulk Water Price

| | | |
|------------------------|----|-------|
| Bulk Water Consumption | \$ | 47.66 |
|------------------------|----|-------|

| | | |
|--|-----------|---------------|
| Total Water and Wastewater Charges | \$ | 124.91 |
| This amount is included on your Rate Notice – DO NOT PAY SEPARATELY | | |

For comparison, the total water and wastewater billed on your last Rate Notice \$133.92

Your Water Usage Comparison



Billing Enquiry?

For billing enquiries please contact Redland City Council
Telephone: 3829 8999 Facsimile: 07 3829 8765

Cnr Bloomfield and Middle Streets, Cleveland Qld 4163
PO Box 21, Cleveland Qld 4163

email rcc@redland.qld.gov.au
web www.redland.qld.gov.au

For water and wastewater 24 hour service enquiries please contact Redland City Council
Telephone: 3829 8999

Please refer to the back page of this summary for further information.



M002942002

12.911

145098/AB/002942

Water and Wastewater charges

- The water fixed access charge is billed in advance and is a set charge (based on meter size).
- The wastewater fixed access charge is billed in advance and is a set charge.
- Water consumption is charged per kilolitre and is based on water meter readings taken over the quarter (1 kilolitre = 1,000 litres).

For the 2019 -2020 financial year the following water consumption charges apply:

| Consumption Type | State Govt Bulk Water Price per kilolitre \$ | Redland City Council Price per kilolitre \$ | Total Price \$ |
|------------------|--|---|----------------|
| Residential | 2.935 | 0.601 | 3.536 |
| Non Residential | 2.935 | 1.376 | 4.311 |

Why am I charged a state bulk water price?

Since 2008, Seqwater has owned, operated and maintained bulk supply dams, reservoirs and water treatment plants. State Government legislation requires council to display the bulk water charges as a separate item on your water summary.

Estimated Readings

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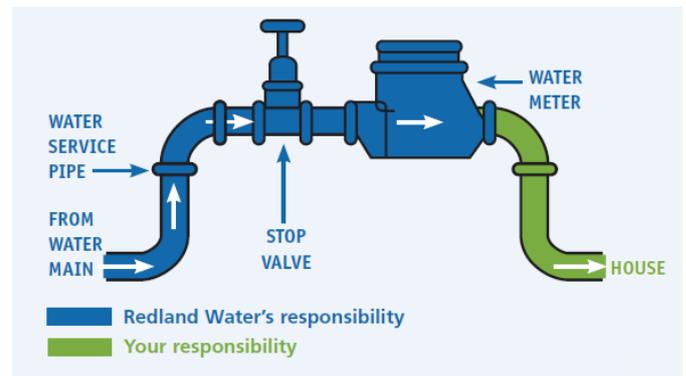
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Who owns the water meter?

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Rate Notice

ABN 86 058 929 428

General Enquiries: (07) 3829 8999

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Web: www.redland.qld.gov.au

| | |
|---------------------|--|
| Property No. | 200169 |
| Valuation 2019-2020 | \$60,000 |
| Rating Category | 2a |
| Billing Period | 1 Jan 2020 - 31 Mar 2020 |
| Property Location | 46 Gordon Road Macleay Island QLD 4184 Lot 90 SP 111251 |

145648/A/031190 H D-038
Rood Investments Pty Ltd
50 Gordon Road
Macleay Island QLD 4184

Due Date **10 Feb 2020**

Total Amount

\$566.60

Summary of Charges

| | | |
|---|----|---------------|
| Balance Brought Forward | \$ | 1.10 |
| Rates and Charges | \$ | 435.78 |
| Subtotal | \$ | 435.78 |
| Water and Wastewater charges | \$ | 73.17 |
| Subtotal | \$ | 73.17 |
| State Government Charges | \$ | 56.55 |
| Sub-total State Government Charges and Subsidies | \$ | 56.55 |
| Total Amount Payable | \$ | 566.60 |

Payments made after 31/12/2019 may not be included in the calculation of this rate notice.

PAPERLESS BILLING

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1300 300 943

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*2431 2001691

Account Summary

Property Number 200169

Rood Investments Pty Ltd

Total Amount

\$566.60



L031190

4.955

145648/A/031190



Water Account Summary

General Enquiries: (07) 3829 8999
Email: rcc@redland.qld.gov.au
Web: www.redland.qld.gov.au

Property No. 200169

Property Location
46 Gordon Road Macleay Island QLD 4184
Lot 90 SP 111251

Billing Period
1 Jan 2020 - 31 Mar 2020

Rood Investments Pty Ltd
50 Gordon Road
Macleay Island QLD 4184

Information Only

Your Water Meter Readings

| Water Meter Serial | Previous Read Date | Current Read Date | Number of Days | Previous Reading | Current Reading | Consumption (kilolitres) | Is Reading Estimated? |
|--------------------|--------------------|-------------------|----------------|------------------|-----------------|--------------------------|-----------------------|
| 18W024720 | 02/08/2019 | 01/11/2019 | 91 | 77 | 87 | 10 | No |

Local Government Distribution and Retail Price

| | | |
|---------------------------------|----|-------|
| Water fixed access charge | \$ | 67.16 |
| Water Consumption - Residential | \$ | 6.01 |

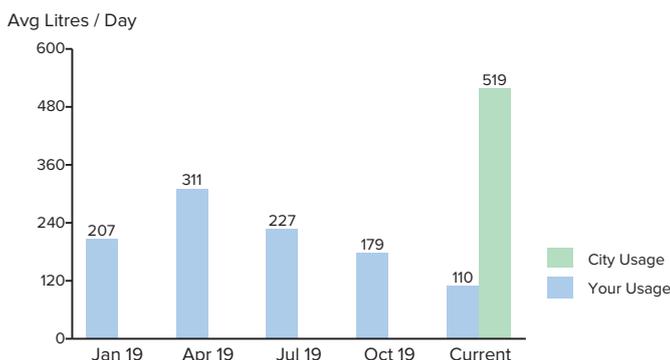
State Bulk Water Price

| | | |
|------------------------|----|-------|
| Bulk Water Consumption | \$ | 29.35 |
|------------------------|----|-------|

| | | |
|--|-----------|---------------|
| Total Water and Wastewater Charges | \$ | 102.52 |
| This amount is included on your Rate Notice – DO NOT PAY SEPARATELY | | |

For comparison, the total water and wastewater billed on your last Rate Notice \$124.91

Your Water Usage Comparison



Billing Enquiry?

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M031190C002

4.957

145648/A031190

Water and Wastewater charges

- The water fixed access charge is billed in advance and is a set charge (based on meter size).
- The wastewater fixed access charge is billed in advance and is a set charge.
- Water consumption is charged per kilolitre and is based on water meter readings taken over the quarter (1 kilolitre = 1,000 litres).

For the 2019 -2020 financial year the following water consumption charges apply:

| Consumption Type | State Govt Bulk Water Price per kilolitre \$ | Redland City Council Price per kilolitre \$ | Total Price \$ |
|------------------|--|---|----------------|
| Residential | 2.935 | 0.601 | 3.536 |
| Non Residential | 2.935 | 1.376 | 4.311 |

Why am I charged a state bulk water price?

Since 2008, Seqwater has owned, operated and maintained bulk supply dams, reservoirs and water treatment plants. State Government legislation requires council to display the bulk water charges as a separate item on your water summary.

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146488/A/042127 H D-038
Rood Investments Pty Ltd
50 Gordon Road
Macleay Island QLD 4184

Due Date **11 Jun 2020**

Total Amount

\$576.12

Summary of Charges

| | | |
|---|-----------|---------------|
| Balance Brought Forward | \$ | 0.01 |
| Rates and Charges | \$ | 435.78 |
| Subtotal | \$ | 435.78 |
| Water and Wastewater charges | \$ | 74.97 |
| Subtotal | \$ | 74.97 |
| State Government Charges | \$ | 65.36 |
| Sub-total State Government Charges and Subsidies | \$ | 65.36 |
| Total Amount Payable | \$ | 576.12 |

Payments made after 27/03/2020 may not be included in the calculation of this rate notice.

If you are experiencing financial hardship due to COVID-19 and loss of income please contact us to discuss options available regarding your rates

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Ref: 2001691

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Account Summary

Property Number 200169

Rood Investments Pty Ltd

Total Amount

\$576.12



*L042127

8,863

146488/A/042127

| | Amount |
|---|----------|
| Overdue brought forward | \$0.01 |
| Redland City Council Charges & Rebates | |
| General Rate Category 2a Min | \$281.25 |
| Rural Fire Brigade Special Charge | \$3.75 |
| Environment Charge | \$30.50 |
| Landfill Remediation Charge | \$10.13 |
| Redland City SES Administration Charge | \$1.75 |
| Utility Charges | |
| 240Lt Waste / Recycle (Island) | \$108.40 |
| State Government Charges & Rebates | |
| Emergency Management Levy – Class E Group 2 | \$27.20 |
| <small>For the financial year 2019/20, an annual payment of \$4,619,843 has been paid to Redland City Council by the Queensland Government under the <i>Waste Reduction and Recycling Act 2011</i>. The purpose of this payment is to mitigate any direct impacts of the waste disposal levy to households in the Redland City local government area.</small> | |

Important Notes

Interest: From 1 July 2019 to 30 June 2020 compound interest at the rate of 9.83% is payable on all overdue rates and charges (excluding non-rate items). If overdue rates are included in the opening balance of this rate notice they are accruing interest.

Balance of Account: If you would like to discuss a balance outstanding on your account or discuss payment options please contact us on (07) 3829 8999.

This rate notice is issued in accordance with the Local Government Regulation 2012 and Council's budget resolutions.

Andrew Chesterman,
Chief Executive Officer.

 **Payment In Person (Not Recommended)**
 Council Service Centres:
 At the time of printing Cleveland is open, but may close at short notice.
 We encourage you to use alternative payment methods.

 **Payment By Direct Debit**
 Download a Direct Debit Request from Council's website or phone (07) 3829 8999 to request a form.
 Complete and return by email to : DirectDebitRates@redland.qld.gov.au **Or** By Post To Redland City Council, Direct Debit, PO Box 21, Cleveland QLD 4163
 Use Centrepay to make regular Deductions from your Centrelink payments. Centrepay is a voluntary and easy payment option available to Centrelink customers. Go to humanservices.gov.au/Centrepay for more information and to set up your Centrepay Deductions.

Credit Card Slip

I hereby authorise the amount shown on this credit card slip to be charged against my credit card

Property No. 200169

VISA MASTERCARD

| | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

| | | |
|--------------------------|----|--------------------|
| Amount | \$ | Expiry Date |
| Full Name on Card | | |
| Signature | | |
| Daytime Phone No. | | |

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Water Account Summary

General Enquiries: (07) 3829 8999
Email: rcc@redland.qld.gov.au
Web: www.redland.qld.gov.au

Property No. 200169

Property Location
46 Gordon Road Macleay Island QLD 4184
Lot 90 SP 111251

Billing Period
1 Apr 2020 - 30 Jun 2020

Rood Investments Pty Ltd
50 Gordon Road
Macleay Island QLD 4184

Information Only

Your Water Meter Readings

| Water Meter Serial | Previous Read Date | Current Read Date | Number of Days | Previous Reading | Current Reading | Consumption (kilolitres) | Is Reading Estimated? |
|--------------------|--------------------|-------------------|----------------|------------------|-----------------|--------------------------|-----------------------|
| 18W024720 | 01/11/2019 | 07/02/2020 | 98 | 87 | 100 | 13 | No |

Local Government Distribution and Retail Price

| | | |
|---------------------------------|----|-------|
| Water fixed access charge | \$ | 67.16 |
| Water Consumption - Residential | \$ | 7.81 |

State Bulk Water Price

| | | |
|------------------------|----|-------|
| Bulk Water Consumption | \$ | 38.16 |
|------------------------|----|-------|

| | | |
|--|-----------|---------------|
| Total Water and Wastewater Charges | \$ | 113.13 |
| This amount is included on your Rate Notice – DO NOT PAY SEPARATELY | | |

For comparison, the total water and wastewater billed on your last Rate Notice \$102.52

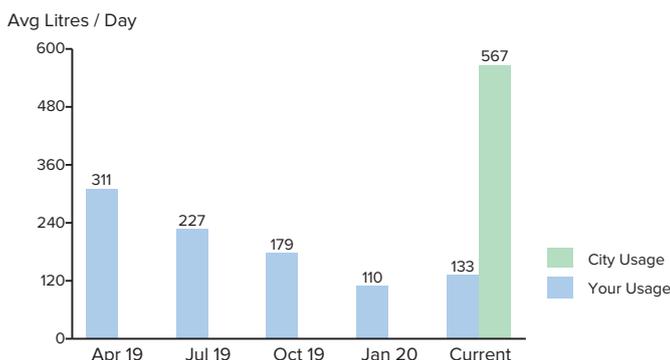


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Your Water Usage Comparison



Billing Enquiry?

For billing enquiries please contact Redland City Council
Telephone: 3829 8999 Facsimile: 07 3829 8765

Cnr Bloomfield and Middle Streets, Cleveland Qld 4163
PO Box 21, Cleveland Qld 4163

email rcc@redland.qld.gov.au
web www.redland.qld.gov.au

For water and wastewater 24 hour service enquiries please contact Redland City Council
Telephone: 3829 8999

Please refer to the back page of this summary for further information.

Water and Wastewater charges

- The water fixed access charge is billed in advance and is a set charge (based on meter size).
- The wastewater fixed access charge is billed in advance and is a set charge.
- Water consumption is charged per kilolitre and is based on water meter readings taken over the quarter (1 kilolitre = 1,000 litres).

For the 2019 -2020 financial year the following water consumption charges apply:

| Consumption Type | State Govt Bulk Water Price per kilolitre \$ | Redland City Council Price per kilolitre \$ | Total Price \$ |
|------------------|--|---|----------------|
| Residential | 2.935 | 0.601 | 3.536 |
| Non Residential | 2.935 | 1.376 | 4.311 |

Why am I charged a state bulk water price?

Since 2008, Seqwater has owned, operated and maintained bulk supply dams, reservoirs and water treatment plants. State Government legislation requires council to display the bulk water charges as a separate item on your water summary.

Estimated Readings

On occasion we may have trouble obtaining a meter reading for your property. Generally this happens in instances where the entry gate is locked, there is a dog or the meter is obstructed by vegetation. In these instances the meter reader will leave a self-read card in your letterbox if possible. You can avoid an estimated read by reading your water meter, completing the card and returning it to us as soon as possible.

If we have not received a meter reading we will estimate a reading based on your previous usage.

Ownership Change - Why am I Paying for Water used by the Previous Owner?

As part of the settlement of ownership transfer the majority of conveyance solicitors will request a water search in order to do a water charge adjustment for the purposes of financial settlement. The adjustment covers the previous owner's water usage up until settlement date. Therefore in the majority of instances the new owner is not paying the water used by the previous owner. However, should you have any concerns please contact your conveyance solicitor.

Checking for leaks

It is important to fix leaks or plumbing issues quickly. Locating and fixing leaks will save water and help reduce your water consumption charge.

Do an overnight test. Before going to bed:

- turn off all household and garden taps
- read and record both black and red numbers on your meter
- take into account if a toilet is flushed (approx 9ltrs)
- read and record the reading first thing in the morning.

If any of the numbers have moved, this indicates that you may have a leak and you may need to contact a licensed plumber straight away.

Who owns the water meter?

Redland City Council owns the water meter, and the pipes that supply the services to the water meter.

