

About your water and sewerage charges

The standard charges explained:

Sewerage access charge

This charge is in arrears. It is for ongoing connection and/or access to the City's sewerage transportation and treatment system.

Sewage volume charge (multi-unit residential and non-residential property only)

A volumetric charge per kilolitre of sewage deemed to have been discharged from the property into the City's sewerage transportation and treatment system.

Water access charge

This charge is in arrears. It is for ongoing connection and/or access to the City's water distribution system.

Water usage charge

Water usage, as measured by your water meter, is charged per kilolitre (1000 litres). Water usage is divided into retail water and bulk water charges. If access to read your water meter was not available, water usage may have been estimated for this account based on previous use. This will be indicated on your account.

Non-drinking water usage charge (select Pimpama-Coomera customers only)

This is a charge applicable to select Pimpama-Coomera customers only for non-drinking water usage, as measured by your purple non-drinking water meter and charged per kilolitre (1000 litres).

Visit cityofgoldcoast.com.au/nondrinkingwater for further information.

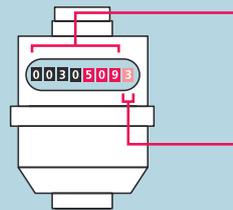
Visit cityofgoldcoast.com.au/mywaterbill to understand more about your water bill.

How to read your water meter

Your water meter is normally located at the front of your property.

Black numbers represent kilolitres and are used for billing.

The red numbers on your water meter represent litres. To calculate your daily water use, please follow the instructions below.

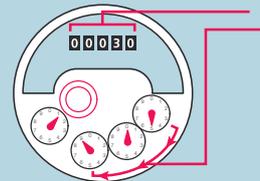


Numbers only meter

- 1 Day one, record all numbers that you see here. Note the time of day.
- 2 Day two, repeat step 1. Conduct this reading at the same time as you did the reading on day one.
- 3 Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

Please note, if there are four red digits on the water meter, the last digit (on the far right) is a tenth of a litre. In these instances, do not record the last red digit.

OR



Numbers and clock meter

- 1 Day one, record all numbers that you see here. Secondly, record numbers found here. Record the first three red dial numbers in a clockwise direction, that is, right to left. Note the time of day. **Both steps should provide you with a number similar to the diagram example 00030509.**
- 2 Day two, repeat step one. Conduct this reading at the same time as you did the reading on day one.
- 3 Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

Day one: Record numbers from your water meter as per instructions above.

Day two: At the same time as day one, record numbers from your water meter as per instructions above.

_____ L _____ L

Subtract the number found on day one from the number found on day two.

This is your household's daily water usage.

_____ L

Frequently asked questions

Does flood cure drought?

Drought and flood typically go hand in hand, impacting residents and infrastructure when it may already be under pressure. Unfortunately, flood isn't a definite cure for a drought as heavy rain cannot guarantee water will be delivered where and when it's needed most. We're planning for our water future to ensure we have sustainable water management, whatever the weather. Visit cityofgoldcoast.com.au/mywater

What is an illegal connection?

Did you know connecting your roof stormwater pipe, or directing water flows from paved areas, to the overflow relief gully (ORG) at your property is illegal? Illegal connections impact the sewerage network by increasing the volume it needs to pump and treat, which can lead to overflows at manholes and pump stations when the network is overloaded. Visit cityofgoldcoast.com.au/org

What is Recycle Street?

Recycling has been made easier and more accessible with the roll out of Recycle Streets at some of our Waste and Recycling Centres (WRC). Currently located at our Helensvale and Reedy Creek WRC's, Recycle Street is a self-service allowing you to quickly identify where to place your recycled goods with colour-coded drop-off points. Visit cityofgoldcoast.com.au/recyclestreet

Details of cheque(s) etc, customer to complete.

Drawer	Bank or BSB	Branch	Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>

Proceeds of cheques, etc. will not be available until cleared.

THE MOMENZADEH SUPERANNUATION FUND PTY LTD (TRUSTEE)
68 DRYDOCK CIRCUIT
SPRINGFIELD LAKES QLD 4300

Account for:
10 CULGOA STREET, PALM BEACH
L 9 SP236749

LOCAL GOVERNMENT DISTRIBUTION AND RETAIL PRICE

SEWERAGE ACCESS CHARGES		
87 days charged at \$1.9784 per day (billing period 18/3/20 to 12/6/20)		\$172.12
WATER ACCESS CHARGES		
87 days charged at \$0.5794 per day (billing period 18/3/20 to 12/6/20)		\$50.40
WATER USAGE CHARGES		
16 kilolitres charged at \$1.09 per kL (usage period 18/3/20 to 12/6/20)		\$17.44
STATE BULK WATER PRICE		
WATER USAGE CHARGES		
16 kilolitres charged at \$3.017 per kL (usage period 18/3/20 to 12/6/20)		\$48.27
TOTAL CHARGES INCLUDED IN THE RATE NOTICE		<u>\$288.23</u>

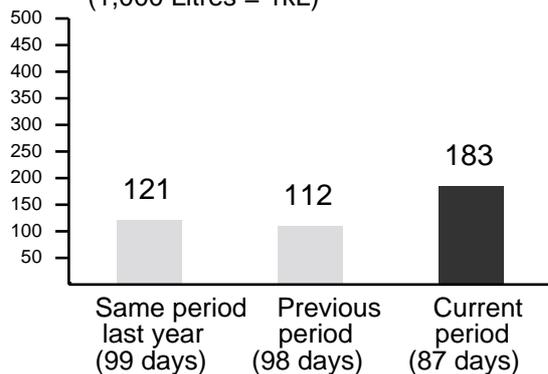
Your Lot's Sub Meter

WATER METER READINGS

Meter Number	Current Read Date	Current Reading	Previous Read Date	Previous Reading	#Days Charged	Cons (kL)
ABE35800	12 JUN 20	377	17 MAR 20	361	87	16
					TOTAL(kL)	16

Average Daily Usage (Litres)

(1,000 Litres = 1kL)



Your average daily water usage = 183 litres (or 0.183 kL)

The City's average daily residential water usage = 455 litres (or 0.455 kL) per property. The property's water usage may be influenced by a number of factors including number of occupants, property type, property size and own water use behaviours. Refer to the back of the Water and Sewerage Rate Notice for more information about your water and sewerage charges and instructions on how to read your water meter. If you're concerned about your usage, visit cityofgoldcoast.com.au/waterleaks for instructions on how to check for concealed leaks.

In accordance with the *Local Government Act 2009*, *Local Government Regulation 2012*, *South East Queensland Water (Distribution and Retail Restructuring) Act 2009*, *Water and Wastewater Services Code for small customers in South East Queensland* and Council of the City of Gold Coast's (Council) adopted budget resolutions, all water and sewerage charges are due and payable within 31 days of the issue of the water and sewerage rate notice on which the charges are levied. Any overdue amounts will attract penalty interest at the appropriate rate until either full payment (including the interest) is made or a satisfactory payment arrangement is approved by Council.

How to pay methods



Direct Debit

Use this option to pay future water notices by direct debit from your bank, credit union or building society using your cheque or savings account. *Credit card accounts not accepted.* Visit cityofgoldcoast.com.au/payments to complete a request.



Pay by phone

Call us on **1300 886 731** (or from outside Australia call **+61 7 5667 5801**) anytime to pay with MasterCard or Visa. *Payments by credit card will incur a surcharge.*

Payment Reference Number: use the **Notice Number** over the page.



Pay online

Visit cityofgoldcoast.com.au/payments and follow the links to pay with MasterCard or Visa.

Payments by credit card will incur a surcharge.

Payment Reference Number: use the **Notice Number** over the page.



Pay using BPAY®

Billers Code: 868745
Ref: Use Notice Number

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

BPAY View®: view and pay this notice using internet banking.

BPAY View Registration No: use the **Notice Number** located at the top left of page 1.

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In person at Commonwealth Bank

Pay at any Commonwealth Bank branch with cash, cheque or money order.



Post Billpay in person

Pay at any Australia Post office and present the entire notice when making payment. Payment by cash, cheque or debit card only. *Payments will incur a fee.*



Customer Service Centre in person

Pay at any Customer Service Centre with cheque, debit card, MasterCard or Visa.

Payments by credit card over \$50,000 not accepted.

For locations and opening hours please visit cityofgoldcoast.qld.gov.au

How to contact us



cityofgoldcoast.com.au/water



City of Gold Coast
PO Box 5042 GOLD COAST MC QLD 9726



07 5667 5801 or **1300 000 928**

Monday to Friday 7am – 6pm
(or from outside Australia call **+61 7 5667 5801**)

24 hour line to report water breaks and faults **1800 637 000**



My water, my future

Water is a precious resource, so it's important we all work together to conserve water, even after perceived significant rainfall. Not being able to count on the rain to fall when and where we need it most means we need to use water more sustainably.

Our city is the sixth largest in Australia and as our population continues to grow, it's more paramount than ever we all develop good water habits so we have enough to meet future demand.

Let's save water together. For our tips on how to be water-wise at home, visit cityofgoldcoast.com.au/mywater