

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 or 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.

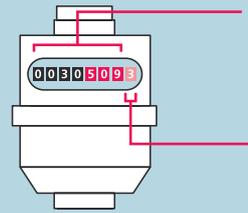
Visit cityofgoldcoast.com.au/mywaterbill to understand more about your water bill.

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.

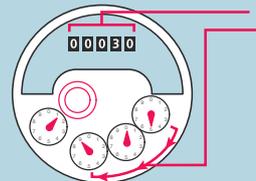


Numbers only meter

- 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

What is a Drop and Go?

To make recycling green organics easier we've created Green Waste Drop and Go zones, which eliminate the need for lifting and loading into bins and provide a faster trip and reduced waiting times. You now have the flexibility to dispose of large quantities of green waste at your convenience at our Green Waste Drop and Go zones located at Reedy Creek, Molendinar, Merrimac, Staplyton and the green waste centre at Pimpama. Visit cityofgoldcoast.com.au/greenwaste

What day will my bin be collected?

Use the online bin day finder form (residential properties only) on our City website and simply enter your street name and suburb to find out your bin collection day and which week is your recycling week. Waste collection services operate as usual on public holidays, but it's recommended you put your bins out the night before as collection times may differ. For information visit cityofgoldcoast.com.au/mybinday

Am I responsible for my water meter?

City of Gold Coast owns the water meter (including the first nut and tail on the property side of the water meter). The property owner is responsible for ensuring it is accessible for reading, and for the pipes and fittings connected to the meter tail on the property side of the water meter. If there is water leaking from any fitting connected to the meter tail, please fix it fast! For information visit cityofgoldcoast.com.au/watermeters

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

Bank or BSB

Branch

Amount

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

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

LOCAL GOVERNMENT DISTRIBUTION AND RETAIL PRICE

SEWERAGE ACCESS CHARGES

98 days charged at \$1.9838 per day \$194.41
 (billing period 9/12/20 to 16/3/21)

WATER ACCESS CHARGES

98 days charged at \$0.5810 per day \$56.93
 (billing period 9/12/20 to 16/3/21)

WATER USAGE CHARGES

16 kilolitres charged at \$1.09 per kL \$17.44
 (usage period 9/12/20 to 16/3/21)

STATE BULK WATER PRICE

WATER USAGE CHARGES

16 kilolitres charged at \$3.122 per kL \$49.95
 (usage period 9/12/20 to 16/3/21)

TOTAL CHARGES INCLUDED IN THE RATE NOTICE \$318.73

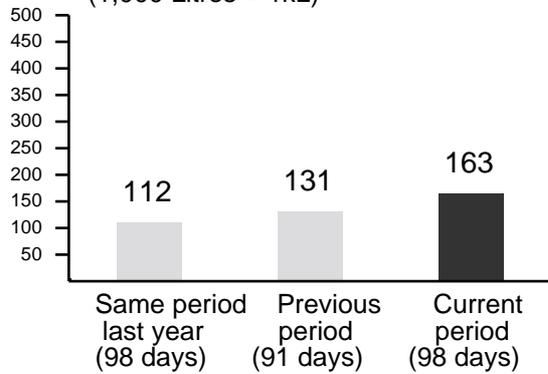
Your Lot's Sub Meter

WATER METER READINGS

Meter Number	Current Read Date	Current Reading	Previous Read Date	Previous Reading	#Days Charged	Cons (kL)
ABE35800	16 MAR 21	417	8 DEC 20	401	98	16
TOTAL(kL)						16

Average Daily Usage (Litres)

(1,000 Litres = 1kL)



Your average daily water usage = 163 litres (or 0.163 kL)

Your total average daily cost = \$3.25

The city's average daily residential water usage = 458 litres (or 0.458 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. 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 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
No surcharge by the City applies when using a credit card to pay by BPAY®.

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

BPAY View Registration No: use the **Notice Number** located over the page.

© Registered to BPAY Pty Ltd ABN 69 079 137 518



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.
See BPAY® option to avoid 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.

See BPAY® option to avoid surcharge.

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



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 transaction fee.*

See BPAY® option to avoid a City transaction fee.



Customer Service Centre in person

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

Payment by credit card will incur a surcharge.
Cash is not accepted.

There have been changes to our centres, for locations and opening hours please visit cityofgoldcoast.com.au/contactus

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**

Let's save water together

Our drinking water is moved within the SEQ region depending on where it's needed most. Whatever the weather, everyone and every drop counts.



Support for customers

The City is offering extra support and flexibility to ratepayers who might be experiencing difficulty paying in full by the due date resulting from the impacts of COVID-19.

A number of flexible payment plan options may be available on application, giving you extra time to pay. Depending on your situation we can extend your due date for a short time, or set up a longer term payment plan for regular weekly or fortnightly payments.

Our team will identify customers who may benefit from our Plumbing Assist program to help them reduce water loss which impacts their water bill. Terms and conditions apply.

For more information visit cityofgoldcoast.com.au/waterassist