



# Rate Notice

ABN 86 058 929 428

General Enquiries: (07) 3829 8999

Email: [rcc@redland.qld.gov.au](mailto:rcc@redland.qld.gov.au)

Web: [www.redland.qld.gov.au](http://www.redland.qld.gov.au)

Property No.	21717
Valuation 2020-2021	\$24,500
Rating Category	4a
Billing Period	1 Jan 2021 - 31 Mar 2021
Property Location	51 Aquamarine Avenue Russell Island QLD 4184 Lot 155 RP 130591



151443/AA/027244 H D-040  
Chow's Family Super Pty Ltd As Trustee  
23 Azalea Crescent  
CALAMVALE QLD 4116

Due Date **12 Feb 2021**

Total Amount

**\$415.15**

## Summary of Charges

Balance Brought Forward	\$	0.58
Rates and Charges	\$	337.60
<b>Subtotal</b>	<b>\$</b>	<b>337.60</b>
Water and Wastewater charges	\$	70.12
<b>Subtotal</b>	<b>\$</b>	<b>70.12</b>
State Government Charges	\$	6.85
<b>Sub-total State Government Charges and Subsidies</b>	<b>\$</b>	<b>6.85</b>
<b>Total Amount Payable</b>	<b>\$</b>	<b>415.15</b>

Payments made after 31/12/2020 may not be included in the calculation of this rate notice.

To check your current balance log onto myServices  
[www.redland.qld.gov.au](http://www.redland.qld.gov.au)

## Payment By BPAY



**Biller Code:** 53058  
**Ref:** 1217178

**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](http://www.bpay.com.au)

© Registered to BPAY Pty Ltd ABN 69 079 137 518

## Payment Online



[www.redland.qld.gov.au](http://www.redland.qld.gov.au)

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

**Reference No:** 1217178

## Payment By Phone



**1300 300 943**

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

**Reference No:** 1217178

**See over the page for Levy  
Details and more Payment  
Options**

## Account Summary

**Property Number** 21717

Chow's Family Super Pty Ltd As Trustee



## 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 1217178**

Total Amount

**\$415.15**

\*L027244\*

9,495

151443/AA/027244

5/2/2021  
Bank mtr

If you are experiencing financial hardship please contact us to discuss options on 3829 8999.

Receipt 122 402 03 6



	Amount
<b>Overdue</b> brought forward	\$0.58
<b>Redland City Council Charges &amp; Rebates</b>	
General Rate Category 4aMin	\$296.75
Rural Fire Brigade Special Charge	\$2.50
Environment Charge	\$29.08
Landfill Remediation Charge	\$7.50
Redland City SES Administration Charge	\$1.77
<b>State Government Charges &amp; Rebates</b>	
Emergency Management Levy – Class E Group 1	\$6.85

## Important Notes

**Future Issue & Due Dates:**  
Q4 Issue Date 15 Apr 21 /  
Due Date 17 May 21

**Interest:** From 1 July 2020 to 30 June 2021 compound interest at the rate of 8.53% 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)**  
Mon to Fri 8.30am – 4.30pm

**Victoria Point Library (High St)** Mon to Fri 9am – 5pm



### 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](https://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. 21717**

☐ VISA

☐ MASTERCARD

Amount

\$

Expiry Date

Full Name on Card

Signature

Daytime Phone No.

<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"/>
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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.** 21717

**Property Location**

51 Aquamarine Avenue Russell Island QLD  
4184  
Lot 155 RP 130591

**Billing Period**

1 Jan 2021 - 31 Mar 2021

Chow's Family Super Pty Ltd As Trustee  
23 Azalea Crescent  
CALAMVALE QLD 4116

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?
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## Local Government Distribution and Retail Price

Water fixed access charge \$ 70.12

**Total Water and Wastewater Charges \$ 70.12**

**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 \$70.12

## 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 2020 -2021 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	3.122	0.614	3.736
Non Residential	3.122	1.405	4.527

## 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.

