

CITY OF
GOLDCOAST™ Water and Sewerage Rate Notice

Gold Coast City Council

ABN 84 858 548 460

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cityofgoldcoast.com.au/water
(07) 5667 5995 or 1300 366 659

Notice number
8 1045256 8

Date of issue
13 March 2023

L A BUCKLEY AND E A HEIDENREICH
30 KOOLA ST
WISHART QLD 4122

Current Billing Period:

1 December 2022 to 7 March 2023

Amount due:

\$339.11

(see back for payment options)

Due date for payment:

13 April 2023

(interest penalty applies after due date)

To make payment

cityofgoldcoast.com.au/rates

UNIT 8, 4 MARY AVENUE, BROADBEACH
L 8 BUP3383

(Payments received after 5 March 2023 may not be included in this notice)

Water and sewerage charges	(see account page for details)	\$394.11
(Includes State Bulk Water Price)		
Less QLD State Government Water Discount		\$55.00CR
Amount payable if paid by: 13 APRIL 2023		\$339.11

My Account is the secure and convenient way to manage your City services online. Sign up for My Account to check your rates and water notices, view your account balances online, and change your contact details and address. Also, to make it easier to manage your payments, eligible property owners can apply for extra time to pay rates and water bills. For more information visit cityofgoldcoast.com.au/myaccount

CITY OF
GOLDCOAST™

In Person / Mail Payment Advice

Name: L A BUCKLEY AND E A HEIDENREICH
Ref: 8 1045256 8

*419 810452568

Credit



Supported by the
Commonwealth Bank
Commonwealth Bank of Australia
ABN 48 123 123 124



Biller Code: 868745
Ref: 8 1045256 8



**Post
Billpay**

Date

/ /

Cash

Cheques (see reverse)

Total amount payable
Due by: **13 April 2023**

\$339.11

Teller stamp
and initials

No. of
Cheques

For Credit
Gold Coast City Council

Tran Code

831

User ID

066684

Customer Reference No.

000008104525683

\$

+ 7 5 7 +

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).

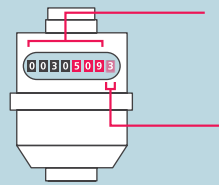
Visit cityofgoldcoast.com.au/nondrinkingwater for further information. Visit cityofgoldcoast.com.au/mywaterbill to understand more about your water bill.

How to read your water meter

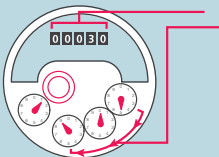
Your water meter is normally located at the front of your property.

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



Numbers and clock 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

- 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.

____ _ 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

Where can I recycle construction and demolition materials?

The City has introduced changes to how customers dispose of certain recyclable construction and demolition materials at our Waste and Recycling Centres (WRCs). Separated and sorted loads of these materials will only be accepted at Molendinar, Reedy Creek and Stapylton WRCs. All other City-owned minor WRCs no longer accept construction and demolition materials.

Visit cityofgoldcoast.com.au/waste

How is recycled water used?

Recycled water is a sustainable, climate-resilient option and can reduce organisational water costs. It is approved for specific non-drinking uses such as golf courses, sporting fields, nurseries and public parkland irrigation, as well as dust suppression on construction and development sites.

A citywide expansion of the recycled water network is underway to provide a fit for purpose supply to more businesses and industry customers.

Visit cityofgoldcoast.com.au/recycledwater

Where do the clippings from your garden clean ups go?

If recycled correctly, your green organics are processed by our contractor and made into compost used to replenish the earth or converted into green energy.

For more information on our green organics bin please visit cityofgoldcoast.com.au/greenorganicsbin

To find out when your bins are collected visit cityofgoldcoast.com.au/mybinday or download the City App.

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:
UNIT 8, 4 MARY AVENUE, BROADBEACH
L 8 BUP3383

LOCAL GOVERNMENT DISTRIBUTION AND RETAIL PRICE

SEWERAGE ACCESS CHARGES

97 days charged at \$1.9838 per day \$192.42
(billing period 1/12/22 to 7/3/23)

WATER ACCESS CHARGES

97 days charged at \$0.6586 per day \$63.88
(billing period 1/12/22 to 7/3/23)

WATER USAGE CHARGES

369 kilolitres charged at \$1.181 per kL \$435.78
(usage period 1/12/22 to 7/3/23)

Your Lot's share of the Water Usage Charge is based on its Contribution Entitlement which is, 1 of 12 \$36.31

STATE BULK WATER PRICE

WATER USAGE CHARGES

369 kilolitres charged at \$3.301 per kL \$1218.06
(usage period 1/12/22 to 7/3/23)

Your Lot's share of the Water Usage Charge is based on its Contribution Entitlement which is, 1 of 12 \$101.50

TOTAL CHARGES INCLUDED IN THE RATE NOTICE

\$394.11

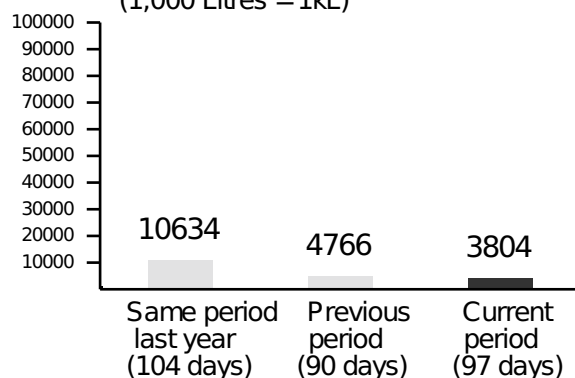
Master Meter for 12 lots

WATER METER READINGS

Meter Number	Current Read Date	Current Reading	Previous Read Date	Previous Reading	#Days Charged	Cons (kL)
11E002824	7 MAR 23	15115	30 NOV 22	14746	97	369
TOTAL(kL)						369

Average Daily Usage (Litres)

(1,000 Litres = 1kL)



Your Scheme's average daily water usage = 3804 litres (or 3.804 kL)

Your total average daily cost = \$3.49

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 your water bill



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 5995**) 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/mywaterbill



07 5667 5995 or **1300 366 659**

Monday to Friday 7am – 6pm

(or from outside Australia call **+61 7 5667 5995**)

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



City of Gold Coast

PO Box 5042 GOLD COAST MC QLD 9726

QLD State Government water discount

In October 2022 the Queensland Government announced it is giving South East Queensland residential customers a one-off \$55 water discount for households connected to the SEQ water grid.

If your property is eligible, you will see the \$55 discount applied to this bill.



For more information, scan to visit the Queensland Government website.

