



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.	317230
Valuation 2021-2022	\$74,167
Rating Category	6a
Billing Period	1 Jul 2021 - 30 Sep 2021
Property Location	Unit 3/253 South Street Cleveland QLD 4163 Lot 3 SP227457 253 South Street CTS
Due Date	12 Aug 2021

152939/B/004581 H D-038
Michlorr Pty Ltd As Trustee
Unit 3/253 South Street
Cleveland QLD 4163

Rate Account Balance B/Fwd \$0.00	+	Current Levy \$1,034.38	=	Total Amount Owing \$1,034.38
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Summary of Charges

Balance Brought Forward	\$	0.00
Rates and Charges	\$	672.26
Subtotal	\$	672.26
Water and Wastewater charges	\$	210.66
Subtotal	\$	210.66
State Government Charges	\$	151.46
Sub-total State Government Charges and Subsidies	\$	151.46
Total Amount Payable	\$	1,034.38

Payments made after 01/07/2021 may not be included in the calculation of this rate notice.

Payment By BPAY

Bill Code: 53058
Ref: 3172309

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
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Payment Online



www.redland.qld.gov.au
Use your credit card to pay 24 hours 7 days per week.
Reference No: 3172309

To check your current balance log onto myServices
www.redland.qld.gov.au

Payment By Phone

1300 300 943
Visa, Mastercard. 24 hours.
7 days per week.
Reference No: 3172309

See over the page for Levy Details and more Payment Options

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



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 3172309**

Account Summary

Property Number 317230

Michlorr Pty Ltd As Trustee

Total Amount	\$1,034.38
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	Amount
Redland City Council Charges & Rebates	
General rate category 6aMin	\$345.00
Environment & coastal management	\$37.23
Landfill remediation	\$11.97
Redland City SES administration	\$1.82
Utility Charges	
Commercial 240L Waste / 340L Recycle	\$134.44
Non Rate Charges	
Change of ownership fee Worthington TTE	\$70.90
Change of ownership fee Michlorr TTE	\$70.90
State Government Charges & Rebates	
Emergency management levy – Class A Group 3	\$139.60
The Queensland Governments waste disposal levy is included in your commercial waste collection utility charge. This is charged based on the size of waste bin and the equivalent volume of waste sent to landfill in the 2021/22 financial year under the <i>Waste Reduction and Recycling Act 2011</i> .	

Important Notes

Future Issue & Due Dates:

Q2 Issue Date 14 Oct 21 / Due Date 15 Nov 21
 Q3 Issue Date 12 Jan 22 / Due Date 14 Feb 22
 Q4 Issue Date 13 Apr 22 / Due Date 16 May 22

Interest: From 1 July 2021 to 30 June 2022 compound interest at the rate of 8.03% 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.

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15293991B/0045681 19,530

Credit Card Slip

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

Property No. 317230

VISA MASTERCARD

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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. 317230

Property Location

Unit 3/253 South Street Cleveland QLD 4163
Lot 3 SP227457 253 South Street CTS

Billing Period

1 Jul 2021 - 30 Sep 2021

Michlorr Pty Ltd As Trustee
Unit 3/253 South Street
Cleveland QLD 4163

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?
18W018855	17/02/2021	19/05/2021	91	335	354	19	No

Local Government Distribution and Retail Price

Non-residential water consumption	\$	5.34
Non-residential boundary meter fixed water access 20mm	\$	18.82
Sewerage	\$	186.50

State Bulk Water Price

State Govt bulk water consumption	\$	11.86
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Total Water and Wastewater Charges	\$	222.52
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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 \$0.00

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 2021 -2022 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	3.231	0.629	3.860
Non Residential	3.231	1.440	4.671

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.

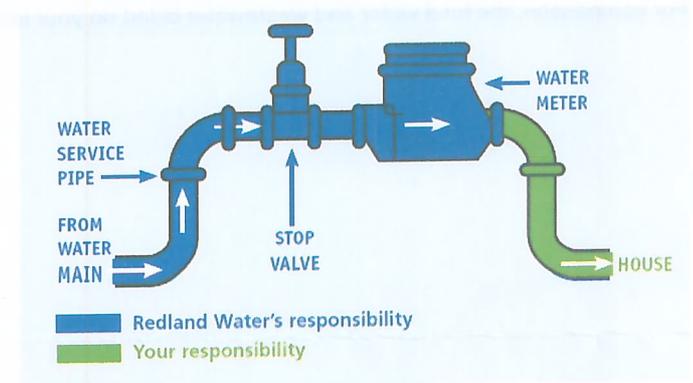
Do an overnight test. Before going to bed:

- 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.





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.	317230
Valuation 2021-2022	\$74,167
Rating Category	6a
Billing Period	1 Oct 2021 - 31 Dec 2021
Property Location	Unit 3/253 South Street Cleveland QLD 4163 Lot 3 SP227457 253 South Street CTS
Due Date	15 Nov 2021

153672/A/003038 H D-038
Michlorr Pty Ltd As Trustee
Unit 3/253 South Street
Cleveland QLD 4163

Rate Account Balance B/Fwd \$1,045.10	+	Current Levy \$889.16	=	Total Amount Owing \$1,934.26
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Summary of Charges

Balance Brought Forward	\$	1,045.10
Council Rates and Charges	\$	530.46
Council Water and Sewerage Charges	\$	209.58
State Government Charges	\$	149.12
Total Amount Payable	\$	1,934.26

Payments made after 05/10/2021 may not be included in the calculation of this rate notice.
See over the page for levy details and more payment options.

Payment By BPAY

Billers Code: 53058
Ref: 3172309

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
© Registered to BPAY Pty Ltd ABN 69 079 137 518

Payment Online

www.redland.qld.gov.au
Use your credit card to pay 24 hours 7 days per week.
Reference No: 3172309

Payment By Phone

1300 300 943
Visa, Mastercard. 24 hours. 7 days per week.
Reference No: 3172309

To check your current balance log onto myServices
www.redland.qld.gov.au

*PAID
Changed address to PO Box 1255
Capalaba
JLW*

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



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 3172309

Account Summary

Property Number 317230

Michlorr Pty Ltd As Trustee

Total Amount	\$1,934.26
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	Amount
Overdue brought forward	\$903.30
Non-rate items brought forward	\$141.80
Redland City Council Charges & Rebates	
General rate category 6aMin	\$345.00
Environment & coastal management	\$37.23
Landfill remediation	\$11.97
Redland City SES administration	\$1.82
Utility Charges	
Commercial 240L Waste / 340L Recycle	\$134.44
State Government Charges & Rebates	
Emergency management levy – Class A Group 3	\$139.60

The Queensland Governments waste disposal levy is included in your commercial waste collection utility charge. This is charged based on the size of waste bin and the equivalent volume of waste sent to landfill in the 2021/22 financial year under the *Waste Reduction and Recycling Act 2011*.

Important Notes

Future Issue & Due Dates:

Q3 Issue Date 12 Jan 22 / Due Date 14 Feb 22
 Q4 Issue Date 13 Apr 22 / Due Date 16 May 22

Interest: From 1 July 2021 to 30 June 2022 compound interest at the rate of 8.03% 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

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153672/A/003038 12,908

Credit Card Slip

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

Property No. 317230

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. 317230

Property Location
Unit 3/253 South Street Cleveland QLD 4163
Lot 3 SP227457 253 South Street CTS

Billing Period
1 Oct 2021 - 31 Dec 2021

Michlorr Pty Ltd As Trustee
Unit 3/253 South Street
Cleveland QLD 4163

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?
18W018855	19/05/2021	17/08/2021	90	354	369	15	No

Local Government Distribution and Retail Price

Non-residential water consumption	\$ 4.26
Non-residential boundary meter fixed water access 20mm	\$ 18.82
Sewerage	\$ 186.50

State Bulk Water Price

State Govt bulk water consumption	\$ 9.52
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Total Water and Wastewater Charges	\$ 219.10
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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 \$222.52

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 Sewerage Charges

- The water fixed access charge is billed in advance and is a set charge (based on meter size).
- The sewerage 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 2021 -2022 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	3.231	0.629	3.860
Non Residential	3.231	1.440	4.671

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.

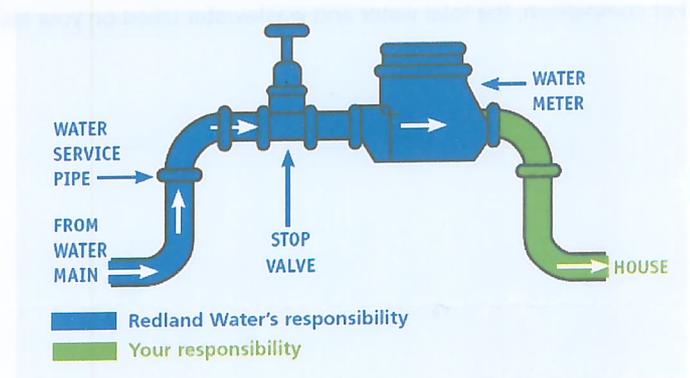
Do a test:

- Turn off all household water appliances and garden taps
- Read and record the black and red numbers on the water meter (or take a photo of the numbers with your smart phone)
- Wait an hour or two then check the meter reading again.

If any of the numbers have moved you may have a leak in your internal water infrastructure. If a leak is suspected you are encouraged to contact a licensed plumber.

Who owns the water meter?

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





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.	317230
Valuation 2021-2022	\$74,167
Rating Category	6a
Billing Period	1 Jan 2022 - 31 Mar 2022
Property Location	Unit 3/253 South Street Cleveland QLD 4163 Lot 3 SP227457 253 South Street CTS
Due Date	14 Feb 2022

154507/A/003096 H D-038
Michlorr Pty Ltd As Trustee
PO Box 1255
CAPALABA QLD 4157

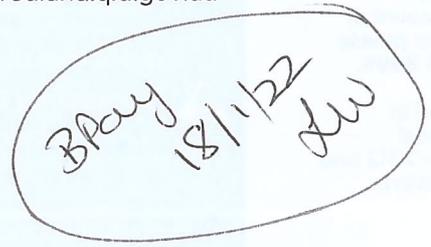
Rate Account Balance B/Fwd	+	Current Levy	=	Total Amount Owing
\$0.00		\$893.13		\$893.13

Summary of Charges

Balance Brought Forward	\$	0.00
Council Rates and Charges	\$	530.46
Council Water and Sewerage Charges	\$	210.79
State Government Charges	\$	151.88
Total Amount Payable	\$	893.13

Payments made after 31/12/2021 may not be included in the calculation of this rate notice.
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To check your current balance log onto myServices
www.redland.qld.gov.au



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Payment By BPAY

Bill Code: 53058
Ref: 3172309

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© Registered to BPAY Pty Ltd ABN 69 079 137 518

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Reference No: 3172309



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Redland City Council
PO Box 21
Cleveland Qld 4163



Pay in Person at any Post Office



*2431 3172309

Account Summary

Property Number 317230

Michlorr Pty Ltd As Trustee

Total Amount	\$893.13
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	Amount
Redland City Council Charges & Rebates	
General rate category 6aMin	\$345.00
Environment & coastal management	\$37.23
Landfill remediation	\$11.97
Redland City SES administration	\$1.82
Utility Charges	
Commercial 240L Waste / 340L Recycle	\$134.44
State Government Charges & Rebates	
Emergency management levy – Class A Group 3	\$139.60

The Queensland Governments waste disposal levy is included in your commercial waste collection utility charge. This is charged based on the size of waste bin and the equivalent volume of waste sent to landfill in the 2021/22 financial year under the *Waste Reduction and Recycling Act 2011*.

Important Notes

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Q4 Issue Date 13 Apr 22 /
Due Date 16 May 22

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Credit Card Slip

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Property No. 317230

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. 317230

Property Location
Unit 3/253 South Street Cleveland QLD 4163
Lot 3 SP227457 253 South Street CTS

Billing Period
1 Jan 2022 - 31 Mar 2022

Michlorr Pty Ltd As Trustee
PO Box 1255
CAPALABA QLD 4157

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?
18W018855	17/08/2021	22/11/2021	97	369	388	19	No

Local Government Distribution and Retail Price

Non-residential water consumption	\$	5.47
Non-residential boundary meter fixed water access 20mm	\$	18.82
Sewerage	\$	186.50

State Bulk Water Price

State Govt bulk water consumption	\$	12.28
Total Water and Wastewater Charges	\$	223.07

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 \$219.10

Billing Enquiry?

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Telephone: 3829 8999 Facsimile: 07 3829 8765

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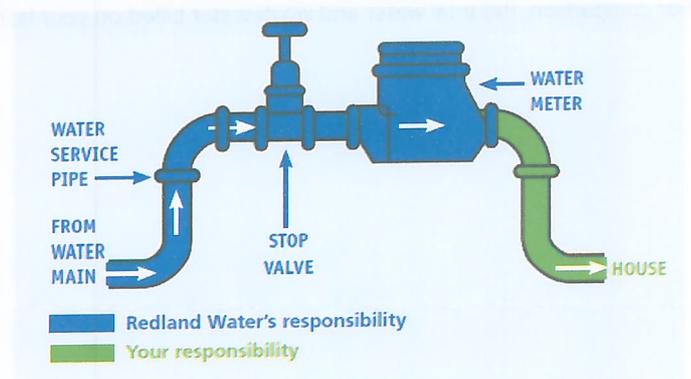
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- Read and record the black and red numbers on the water meter (or take a photo of the numbers with your smart phone)
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Who owns the water meter?

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Redland
CITY COUNCIL

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. 317230

Valuation 2021-2022 \$74,167

Rating Category 6a

Billing Period 1 Apr 2022 - 30 Jun 2022

Property Location
Unit 3/253 South Street Cleveland QLD 4163
Lot 3 SP227457 253 South Street CTS

Due Date 16 May 2022



154508/A/037231 H D-038
Michlorr Pty Ltd As Trustee
PO Box 1255
CAPALABA QLD 4157

Rate Account Balance B/Fwd
\$0.00

+

Current Levy
\$885.66

=

Total Amount Owning
\$885.66

Summary of Charges

Balance Brought Forward	\$	0.00
Council Rates and Charges	\$	530.46
Council Water and Sewerage Charges	\$	208.49
State Government Charges	\$	146.71
Total Amount Payable	\$	885.66

Payments made after 04/04/2022 may not be included in the calculation of this rate notice.

See over the page for levy details and more payment options.

Payment By BPAY



Biller Code: 53058
Ref: 3172309

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

© Registered to BPAY Pty Ltd ABN 69 079 137 518

Payment Online



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

Reference No: 3172309

Payment By Phone

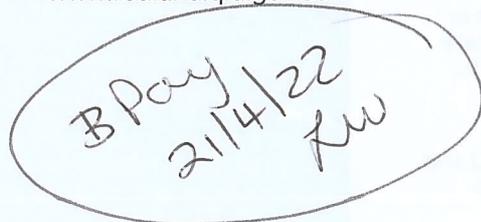


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To check your current balance log onto myServices
www.redland.qld.gov.au



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



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 3172309

Account Summary

Property Number 317230

Michlorr Pty Ltd As Trustee

Total Amount **\$885.66**

	Amount
Redland City Council Charges & Rebates	
General rate category 6aMin	\$345.00
Environment & coastal management	\$37.23
Landfill remediation	\$11.97
Redland City SES administration	\$1.82
Utility Charges	
Commercial 240L Waste / 340L Recycle	\$134.44
State Government Charges & Rebates	
Emergency management levy – Class A Group 3	\$139.60

The Queensland Governments waste disposal levy is included in your commercial waste collection utility charge. This is charged based on the size of waste bin and the equivalent volume of waste sent to landfill in the 2021/22 financial year under the *Waste Reduction and Recycling Act 2011*.

Important Notes

Future Issue & Due Dates:
Q1 Issue Date 13 Jul 22 / Due Date 15 Aug 22

Interest: From 1 July 2021 to 30 June 2022 compound interest at the rate of 8.03% 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 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. 317230

VISA MASTERCARD

<input type="text"/>							
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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. 317230

Property Location
Unit 3/253 South Street Cleveland QLD 4163
Lot 3 SP227457 253 South Street CTS

Billing Period
1 Apr 2022 - 30 Jun 2022

Michlorr Pty Ltd As Trustee
PO Box 1255
CAPALABA QLD 4157

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?
18W018855	22/11/2021	11/02/2022	81	388	399	11	No

Local Government Distribution and Retail Price

Non-residential water consumption	\$ 3.17
Non-residential boundary meter fixed water access 20mm	\$ 18.82
Sewerage	\$ 186.50

State Bulk Water Price

State Govt bulk water consumption	\$ 7.11
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Total Water and Wastewater Charges	\$ 215.60
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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 \$223.07

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 Sewerage Charges

- The water fixed access charge is billed in advance and is a set charge (based on meter size).
- The sewerage 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 2021 -2022 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	3.231	0.629	3.860
Non Residential	3.231	1.440	4.671

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 a test:

- Turn off all household water appliances and garden taps
- Read and record the black and red numbers on the water meter (or take a photo of the numbers with your smart phone)
- Wait an hour or two then check the meter reading again.

If any of the numbers have moved you may have a leak in your internal water infrastructure. If a leak is suspected you are encouraged to contact a licensed plumber.

Who owns the water meter?

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

