



PO Box 3130, Bundaberg QLD 4670

T 1300 883 699 F 07 4150 5410

E ceo@bundaberg.qld.gov.au

W www.bundaberg.qld.gov.au

ABN 72 427 835 198

16/8/2020
Paid -> offset Acc

Rate Notice



009 28382 WV 1

E Dube
17/28 Burford Street
MERRYLANDS NSW 2160

Rate Notice for Period	1/7/2020 to 31/12/2020
Assessment Number	656011
Valuation	\$100,000
Area	1629.0000 Sq Mtrs
Issue Date	31/7/2020
Due Date	3/9/2020

Property Location and Description: 26 Regency Road MOORE PARK BEACH QLD 4670 Lot 73 SP 202244

<u>Council Rates & Charges</u>	Annual Charge	Number of Services	Half Yearly Charge
General Rate - Category 5		Minimum General Rate	\$568.50
Waste Collection Charge	356.00	1.00	\$178.00
Community & Environment Charge	50.00	1.00	\$25.00
Water Access - 20MM	416.00	1.00	\$208.00
Water Consumption - M/Park			\$157.76
R/Fire - Moore Park	30.00	1.00	\$15.00
		Sub-Total	\$1,152.26
<u>State Government Charges</u>			
State Emergency Levy Grp 2 Cl E	110.60	1.00	\$55.30
		Sub-Total	\$55.30
		Total Levy	\$1,207.56

Payments received after 22 July 2020 may not show on this Notice.

TOTAL PAYMENT DUE

\$1,207.56

Meter Readings

Meter No.	Previous Reading	Current Reading	Consumption
12W123310	26/11/2019 1632	26/05/2020 1768	136 KL

Notice is hereby given that the rates and charges levied by Bundaberg Regional Council, by virtue of the Local Government Act 2009, on land described above for the period stated on the Rate Notice are DUE AND PAYABLE ON OR BEFORE THE DUE DATE OF THIS RATE NOTICE. Furthermore, rates and charges not paid by the due date are deemed to be overdue. Stephen Johnston, CHIEF EXECUTIVE OFFICER

BUN004A

Payment Slip



Due Date Amount



*467 656011 \$1,207.56

E Dube
17/28 Burford Street
MERRYLANDS NSW 2160



Billers Code: 0467
Ref: 656011

Pay in person at any Post Office by phone 13 18 16
or go to postbillpay.com.au



Billers Code: 5744
Ref: 656011

BPAY® this payment via Internet or phone banking.
BPAY View® - View and pay this bill using internet banking.
BPAY View Registration no.: 656011
*Registered to BPAY Pty Ltd. ABN 69 079 137 518

Assessment Number	656011
Due Date	3/9/2020
Due Date Amount	\$1,207.56

Please see over for other payment options



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Customer Information

Please refer to Council's website (www.bundaberg.qld.gov.au) for a full summary of all rates and charges levied by Bundaberg Regional Council.

Experiencing Financial Difficulty

If you are finding it difficult to pay your rates by the due date, Council is willing to enter into a payment commitment with you to pay your rates in accordance with Council's Rates Recovery Policy. Interest will apply after 1 January 2021. Please contact Council's Rates Team on 1300 883 699.

Payments in Advance

Ratepayers can prepay their rates at any time. Interest is not paid by Council to ratepayers on any credit balances.

Interest

In accordance with Section 133 of the *Local Government Regulation 2012*, interest at the rate of 8.53% per annum compounding daily will apply to unpaid rates from 1 January 2021 to 30 June 2021. Interest will not be charged from 1 July 2020 to 31 December 2020 in consideration of the impacts of COVID-19.

Debt Recovery

Council's adopted Rates Recovery Policy (available at bundaberg.qld.gov.au) has been prepared in respect of the recovery of overdue rates to reinforce Council's practice and intentions in this regard. Council will not refer any accounts to its debt recovery specialists from 1 July 2020 to 31 December 2020 in consideration of the impacts of COVID-19. However, from 1 January 2021, Council will actively pursue all available options under the *Local Government Act 2009*, including sale of land for arrears of rates, to ensure that overdue rates are not a burden on the region's ratepayers. Ratepayers are encouraged to enter into an agreed payment commitment with Council to avoid recovery action. The sale of land for rate arrears may commence anytime during the financial year.

Receipts

Receipts will not be issued unless requested.

Change of Address/Contact Information

To ensure the accuracy and security of Council's property records, changes of address will not be accepted over the phone. Written advice must be provided to Council. Ratepayers can use the online interactive form, printable change of address form on Council's website, email Council or hand deliver to one of Council's Service Centres. It is the ratepayer's responsibility to ensure Council has the correct mailing address for all notices and Council correspondence. Also ensure your mobile and email addresses are up to date with Council.

Pensioner Concession

Eligible pensioners are entitled to a Pensioner Concession on application. Please advise if your circumstances have changed, or if you have purchased another property, in which case you must re-apply for the concession. In the event that pensioner concessions are claimed and later verified as incorrect, an account will be sent to the owner of the property for the amount claimed.

Waste Levy

Council receives an annual payment from the Queensland Government to mitigate any direct impacts of the waste levy on households. The amount will be stated in future rate notices.

GST

All levied rates and charges shown on this notice are exempt from GST.

Enquiries

If you are unsure about any aspect relating to this rate notice, please contact Council's Rates Team during office hours on 1300 883 699 and they will be happy to assist you. If you are calling from overseas you can contact Council on +61 7 4130 4130.

Payment Options



Online Services

Visa & Mastercard payments can be made through Council's secure Online Services via Council's website bundaberg.qld.gov.au/pay. PayPal is not accepted.



BPAY View

Register with your internet banker if you wish to receive your notices electronically. Type in **Biller Code 5744** and your reference number which is your Rates Assessment Number. Your bank will notify you when notices arrive. A hard copy of your notice will not be sent to you.



BPAY

If you have Internet Banking you can pay your rates from your cheque, savings, debit, credit card or transaction account. More information can be sourced at: www.bpay.com.au. Please quote **Biller Code 5744** and the reference number shown on the BPAY logo on the front of this notice.



Direct Debit

Deductions can be set weekly, fortnightly, monthly or full amount on the due date from your nominated account. Contact Council's Customer Service Centres or visit Council's website for details.



Post Billpay

Pay in store at Australia Post, online at auspost.com.au/postbillpay or by phone 13 18 16. Ratepayers can also download the **'Scan and Pay'** app and, using your smart phone, scan the barcode on the front of this Rate Notice, and follow the prompts to make a payment.



Payment by Mail

Remove the bottom section from the front of the rate notice, which contains your payment details, and return it with your payment to Bundaberg Regional Council, PO Box 3130, Bundaberg Qld 4670. All cheques are to be in Australian dollars and payable to Bundaberg Regional Council. Acceptance of a cheque is conditional on collection of the proceeds, and until collection no credit is given or implied.



Payment in Person

Present this notice to Council's Administration Offices located at 190 Bourbong Street, **Bundaberg**, Shop 3, 15 See Street, **Bargara**, 45 Churchill Street, **Childers**, 4 Dear Street, **Gin Gin**. Payment methods are cash, EFTPOS, cheque, money order, debit & credit card (Visa/Mastercard).



Payment via Centrepay

Use **Centrepay** to arrange regular deductions from your Centrelink payment by contacting Centrelink. The Centrelink Reference Number for Bundaberg Regional Council is 555072141A. **Please use your Assessment Number as Council's Reference Number.**



Sign up for eRates and direct debit to avoid unpleasant surprises!

bundaberg.qld.gov.au/erates



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 ABN 72 427 835 198

Water Advice Notice

E Dube
 17/28 Burford Street
 MERRYLANDS NSW 2160

Issue Date 31/7/2020

Property Location: 26 Regency Road MOORE PARK BEACH QLD 4670

WATER SUMMARY FOR METER: 12W123310

YOUR WATER CONSUMPTION		Kilolitres
Current Meter Reading	26/5/2020	1768
Previous Meter Reading	26/11/2019	1632
Water Consumption		136
Days Charged	182	

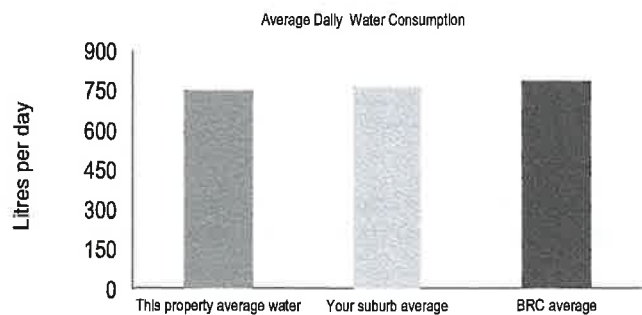
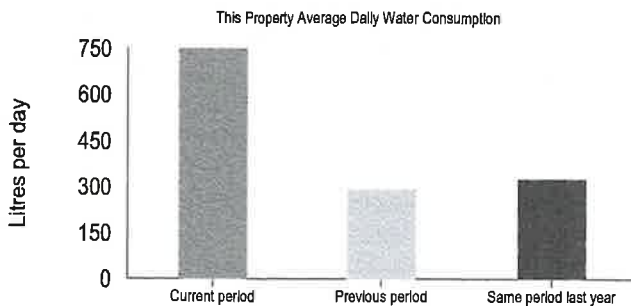
COMPARISON WITH LAST YEAR		Litres
Average daily water consumption:		
Current Period		747
Previous Period		291
Same period last year		324

(1 kilolitre = 1,000 litres)



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CONSUMPTION COMPARISON



WHY ARE WE GIVING YOU THIS INFORMATION?

This Water Advice Notice has been provided to give you information on how much water you are using compared to previous water reading periods, and to advise you how your water consumption usage compares to your suburb and region. This may assist you to manage your water use, to conserve water and to save money by reducing your water bills.

Why conservation of water is important for the community

By accessing and using water wise information from Council's and DNRME's websites you can save water, reduce your water bills, and provide future generations with good water conservation practices and a sustainable water supply for the future.

Did you know:

- Council's water meter reading contractors may have to remove dirt and other materials in order to read a meter. They are required to return this material to the meter box after taking the reading to prevent damage to ratepayers lawns or blocking the drains.
- One in every 100 properties will experience a water leak each year costing the ratepayer \$430.00 on average.

Water consumption charges - consumption is levied half-yearly for the readings undertaken prior to December, and prior to June. For current charges, please refer to Council budget documents on the website.

Check your Water Meter Regularly - Council encourages residents to check their water meters and record their readings regularly, e.g. when mowing. Early leak detection and repair will reduce your water consumption costs.

Water Meter Accuracy - A Water Meter Home Accuracy Check will assist you in determining the accuracy of your meter. See Council's website bundaberg.qld.gov.au/water-services/water-meters.

Simple check to see if you have a water leak:

1. Turn off all taps and water using appliances in and around your premises.
2. Check your water meter and take a reading of your Water Meter (as illustrated below). Monitor the Leak Detector if you have one. If your meter does not have a Leak Detector you should check to see if the dials on your water meter are moving.
3. Do not use any water (including flushing the toilet) for at least one hour, then take another reading. If the meter reading has changed it suggests you may have a leak.

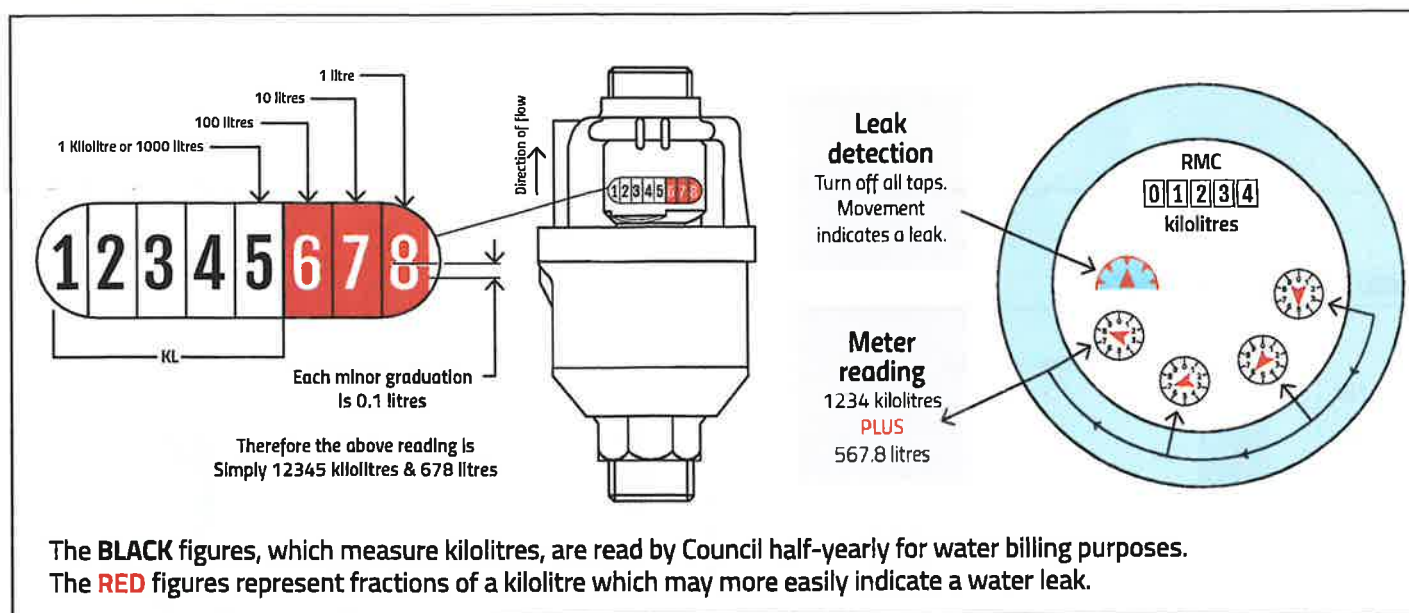
Note: For safety reasons never leave an opened water meter box unattended.

Water Leak - If you detect a water leak and have it repaired, the repair is your responsibility and at your expense. However, you may be eligible to apply for a reduction in your water consumption charges under Council's Water Leak Relief Policy. Strict criteria apply.

Refer to Council's website bundaberg.qld.gov.au or contact Council for more information on 1300 883 699.

How to read your water meter

There are several different types of water meters used throughout the region which can be read in the same way. The meter measures how much water is used per property in kilolitres. The following are two common types of water meters installed:





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ABN 72 427 835 198

17/2/21
Bank transfer / internet bill pay

Rate Notice



077027-0336 BR NSW

E Dube

17/28 Burford Street

MERRYLANDS NSW 2160

Rate Notice for Period 01/01/2021 to 30/06/2021
Assessment Number 656011
Valuation \$100,000
Area 1629.0000 Sq Mtrs
Issue Date 02/02/2021
Due Date 08/03/2021

Property Location and Description: 26 Regency Road MOORE PARK BEACH QLD 4670 Lot 73 SP 202244

Council Rates & Charges	Annual Charge	Number of Services	Half Yearly Charge
General Rate - Category 5		Minimum General Rate	\$568.50
Waste Collection Charge	356.00	1.00	\$178.00
Community & Environment Charge	50.00	1.00	\$25.00
Water Access - 20MM	416.00	1.00	\$208.00
Water Consumption - M/Park			\$392.50
R/Fire - Moore Park	30.00	1.00	\$15.00
		Sub-Total	\$1,387.00
State Government Charges			
State Emergency Levy Grp 2 Cl E	110.60	1.00	\$55.30
		Sub-Total	\$55.30
		Total Levy	\$1,442.30

Please Note: Payments received after 20 January 2021 may not show on this Notice.

TOTAL PAYMENT DUE

\$1,442.30

Meter Readings

Meter No.	Previous Reading	Current Reading	Consumption
12W123310	26/05/2020 1768	25/11/2020 2033	265 KL

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BUN004A

Payment Slip



Due Date Amount

*467 656011 \$1,442.30

E Dube
17/28 Burford Street
MERRYLANDS NSW 2160

POST billpay Biller Code: 0467
Ref: 656011

Pay in person at any Post Office, by phone 13 18 16
or go to postbillpay.com.au



Biller Code: 5744
Ref: 656011

BPAY® this payment via Internet or phone banking.
BPAY View® - View and pay this bill using internet banking.
BPAY View Registration no.: 656011
*Registered to BPAY Pty Ltd. ABN 69 079 137 518

Assessment Number	656011
Due Date	08/03/2021
Due Date Amount	\$1,442.30

Please see over for other payment options

Customer Information

Please refer to Council's website bundaberg.qld.gov.au for a full summary of all rates and charges levied by Bundaberg Regional Council.

Experiencing Financial Difficulty

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Payments in Advance

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Interest

In accordance with Section 133 of the *Local Government Regulation 2012*, interest at the rate of 8.53% per annum compounding daily will apply to unpaid rates from 1 January 2021 to 30 June 2021.

Debt Recovery

Council's adopted Rates Recovery Policy (available at bundaberg.qld.gov.au) has been prepared in respect of the recovery of overdue rates to reinforce Council's practice and intentions in this regard. Council had not referred any accounts to its debt recovery specialists from 1 July 2020 to 31 December 2020 in consideration of the impacts of COVID-19. However, from 1 January 2021, Council will actively pursue all available options under the *Local Government Act 2009*, including sale of land for arrears of rates, to ensure that overdue rates are not a burden on the region's ratepayers. Ratepayers are encouraged to enter into an agreed payment commitment with Council to avoid recovery action. The sale of land for rate arrears may commence anytime during the financial year.

Receipts

Receipts will not be issued unless requested.

Change of Address/Contact Information

To ensure the accuracy and security of Council's property records, changes of address will not be accepted over the phone. Written advice must be provided to Council. Ratepayers can use the online interactive form, printable change of address form on Council's website, email Council or hand deliver to one of Council's Service Centres. It is the ratepayer's responsibility to ensure Council has the correct mailing address for all notices and Council correspondence. Also ensure your mobile and email addresses are up to date with Council.

Pensioner Concession

Eligible pensioners are entitled to a Pensioner Concession on application. Please advise if your circumstances have changed, or if you have purchased another property, in which case you must re-apply for the concession. In the event that pensioner concessions are claimed and later verified as incorrect, an account will be sent to the owner of the property for the amount claimed.

Waste Levy

Council has received an annual payment of \$3,118,505 from the State Government to mitigate any direct impacts of the State Waste Levy on households.

GST

All levied rates and charges shown on this notice are exempt from GST.

Enquiries

If you are unsure about any aspect relating to this rate notice, please contact Council's Rates Team during office hours on 1300 883 699 and they will be happy to assist you. If you are calling from overseas you can contact Council on +61 7 4130 4130.

Payment Options



Online Services

Visa & Mastercard payments can be made through Council's secure Online Services via Council's website bundaberg.qld.gov.au/pay. PayPal is not accepted.



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Register with your internet banker if you wish to receive your notices electronically. Type in **Biller Code 5744** and your reference number which is your Rates Assessment Number. Your bank will notify you when notices arrive. A hard copy of your notice will not be sent to you.



BPAY

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Direct Debit

Deductions can be set weekly, fortnightly, monthly or full amount on the due date from your nominated account. Contact Council's Customer Service Centres or visit Council's website for details.



Post Billpay

Pay in store at Australia Post, online at auspost.com.au/postbillpay or by phone 13 18 16. Ratepayers can also download the '**Scan and Pay**' app and, using your smart phone, scan the barcode on the front of this Rate Notice, and follow the prompts to make a payment.



Payment by Mail

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Payment via Centrepay

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Sign up for eRates and direct debit to avoid unpleasant surprises!

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077027-0336
 E Dube
 17/28 Burford Street
 MERRYLANDS NSW 2160

Water Advice Notice

Issue Date 02/02/2021

Property Location: 26 Regency Road MOORE PARK BEACH QLD 4670

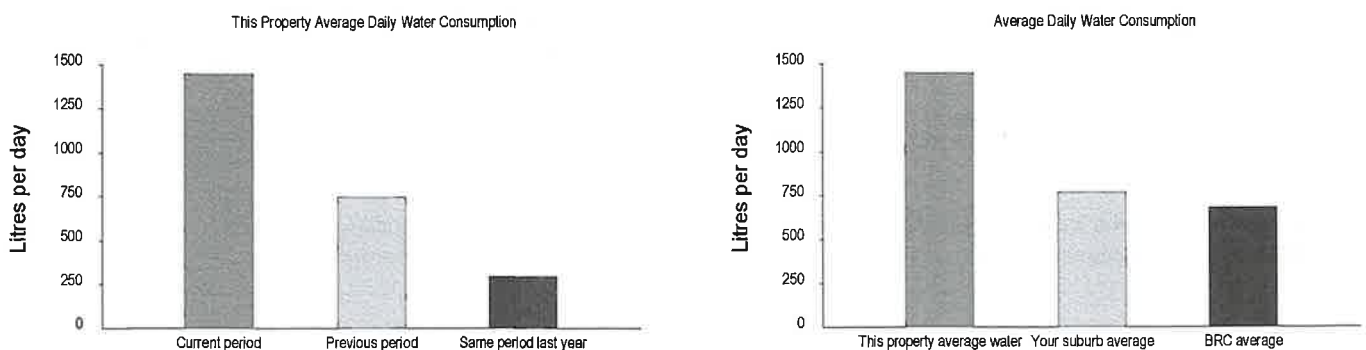
WATER SUMMARY FOR METER: 12W123310

YOUR WATER CONSUMPTION		Kilolitres
Current Meter Reading	25/11/2020	2033
Previous Meter Reading	26/05/2020	1768
Water Consumption		265
Days Charged	183	

COMPARISON WITH LAST YEAR		Litres
Average Daily Water Consumption:		
Current Period		1448
Previous Period		747
Same Period Last Year		291

(1 kilolitre = 1,000 litres)

CONSUMPTION COMPARISON



WHY ARE WE GIVING YOU THIS INFORMATION?

This Water Advice Notice has been provided to give you information on how much water you are using compared to previous water reading periods, and to advise you how your water consumption usage compares to your suburb and region. This may assist you to manage your water use, to conserve water and to save money by reducing your water bills.



Why conservation of water is important for the community

By accessing and using water wise information from Council's and the Department of Natural Resources Mines & Energy's websites, you can save water, reduce your water bills, and provide future generations with good water conservation practices and a sustainable water supply for the future.

Did you know:

- Council's water meter reading contractors may have to remove dirt and other materials in order to read a meter. They are required to return this material to the meter box after taking the reading to prevent damage to ratepayers lawns or blocking the drains.
- One in every 100 properties will experience a water leak each year costing the ratepayer \$430.00 on average.

Water consumption charges - consumption is levied half-yearly for the readings undertaken prior to December, and prior to June. For current charges, please refer to Council's Revenue Statement on the website.

Check your Water Meter Regularly - Council encourages residents to check their water meters and record their readings regularly, e.g. when mowing. Early leak detection and repair will reduce your water consumption costs.

Water Meter Accuracy - A Water Meter Home Accuracy Check will assist you in determining the accuracy of your meter. See Council's website bundaberg.qld.gov.au/water-services/water-meters.

How to read your water meter

There are several different types of water meters used throughout the region which can be read in the same way. The meter measures how much water is used per property in kilolitres. The following are two common types of water meters installed:

Leak detection
Turn off all taps.
Movement indicates a leak.

Meter reading
1234 kilolitres
PLUS
567.8 litres

RMC
0 1 2 3 4
kilolitres

Direction of flow

1 Kilolitre or 1000 litres
100 litres
10 litres
1 litre

KL

Each minor graduation is 0.1 litres

Therefore the above reading is Simply 12345 kilolitres & 678 litres

The **BLACK** figures, which measure kilolitres, are read by Council half-yearly for water billing purposes.
The **RED** figures represent fractions of a kilolitre which may more easily indicate a water leak.