

**payments 1300 276 468**

40 cherry street, po box 450, ballina nsw 2478

**general enquiries** 1300 864 444

**rating team** 02 6686 1299

rates@ballina.nsw.gov.au abn 53 929 887 369

waterbilling@ballina.nsw.gov.au

ballina.nsw.gov.au



018

Cassels Richmond Pty Ltd  
231 Coolgardie Road  
COOLGARDIE NSW 2478

<b>assessment number</b>	182315
<b>issue date</b>	28/04/2022
<b>due date</b>	31/05/2022
<b>instalment amount due</b>	<b>\$249.75</b>

details	area
4 De-Havilland Crescent BALLINA NSW 2478 Lot 22 DP 816966	

messages
Interest at 6.0% pa on arrears (if listed calculated up to 20/04/2022) or any future overdue amounts.
Please deduct payments since 20/04/2022

billing details	
<b>Rates and Charges Instalment</b>	<b>\$0.00</b>
<b>Water Based Charges Total - PTO</b>	<b>\$249.75</b>

Paid 23.5.22



4082802-RunB-ASA001-004019

see over for further information

## your payment options

Call **1300 276 468** to make payments using Visa, Mastercard only.  
\*Service fee applies

Any Post Office throughout Australia. Cash, cheque and EFTPOS only.

**Bill Code: 20404**  
**Reference No: 182315**



**BPAY** Biller Code: 20404  
Ref: 182315

**Telephone & Internet Banking - BPAY<sup>®</sup>**  
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)



**name:** Cassels Richmond Pty Ltd

**www.ballina.nsw.gov.au**  
Make payments online using Visa, Mastercard only.  
\*Service fee applies

Detach slip at the perforation and post your cheque payable to Ballina Shire Council to the PO Box above, or pay at our Customer Service Centre.

An authority form is available by phoning 1300 864 444, or by visiting **www.ballina.nsw.gov.au**

**assessment:** 182315  
**total amount:** \$249.75

\*credit card payments will incur a surcharge of approximately 0.5%. BPAY credit card payments are surcharge free.

If paying by mail, please tick if receipt is required.



# rates & charges notice information

## payment of rates, charges and fees

(Sections 562/563/608 Local Government Act 1993 - LGA)

The quarterly instalment amount shown on the front of this Notice is payable by the due date listed. Our policy does not allow a discount under section 563 of the LGA for prompt full payments.

## water, wastewater and liquid trade waste charges

If applicable, your quarterly water, wastewater and liquid trade waste charges are detailed on the attached water based charges details advice.

The total charges listed on this advice have been transferred to your Rates & Charges Notice to create a single quarterly amount payable for all of your rates, charges and fees levied on this property.

## having difficulty paying?

(Section 564 LGA)

To assist with your budgeting, we accept periodical payments (e.g. weekly, fortnightly, or monthly) toward your rates, charges and fees rather than quarterly lump sums. Interest charges still apply. We also have a Financial Assistance (Hardship) Rates and Charges Policy available on our website, or contact our rating team on 02 6686 1299.

For free financial guidance, visit [www.moneysmart.gov.au](http://www.moneysmart.gov.au)

## pensioner rebates

(Section 575 LGA)

When a concession has been applied to your rates and charges, a confirmation message will be added to the messages section on the front of this notice. Refer to your annual rates and charges notice for the amount of your concession applied annually. To apply for a rebate please attend the customer service counter at council with your concession card.

## gst

The goods and services tax is not payable on local government rates and charges.

## Interest charges

(Sections 566/567 LGA)

Daily interest charges accrue on all overdue rates and charges at the rate listed on the front of this notice (including pensioners).

## rating category

(Sections 524/526 LGA)

Categories include residential, business, farmland or mining (see your annual Rates and Charges Notice for your allocated category). Council must be advised within thirty days of a change in rating category. A ratepayer may also apply to us for a review of the determined category. If not satisfied with our review, you may appeal through the Land and Environment Court within thirty days of our declaration of category. Application forms for a change of rating category are available from our website.

## land exempt from rates and/or charges

(Sections 555/556/557 LGA)

Exemptions exist for land occupied by religious and charitable organisations, also crown land, public reserves, national parks and the like. Exemptions for water and wastewater charges are also extended to properties where we have resolved not to supply the service. An application form for rating exemption is available on our website.

## appeal on whether land is rateable or subject to a charge

(Section 574 LGA)

If you have an estate, licence or permit for land under the Crown Lands Act 1989, you may appeal to the Land and Environment Court within thirty days of the issue of your Rates & Charges Notice if you believe the land is not subject in whole or part, to a rate or charge levied on the land.

## collection of personal information

Some information we collect from you may be personal information for the purposes of the Privacy and Personal Information Protection Act 1998 (PPIPA). The information we collect will be used to levy rates and charges and to perform any other duty as required by any relevant legislation. Council officers, agents of council or other parties as required by the LGA may use your personal information for these purposes. For further details visit our website or contact the Privacy Officer on 1300 864 444.

## changed your address?

Notify us of your new contact details via our web site. Alternatively, change your details by contacting us on 02 6686 1299. If your mail is returned to us as unclaimed, a tracing fee may be charged under section 605 of the LGA.

check for

**WATER OUTAGES**

and interruptions in your area. Visit:

[ballina.nsw.gov.au/wateroutage](http://ballina.nsw.gov.au/wateroutage)



# water based charges details

assessment number

182315

issue date

28/04/2022

## property details

4 De-Havilland Crescent BALLINA NSW 2478  
Lot 22 DP 816966

## meter reading details

Meter No.	YTD Previous Consumption	Previous Reading Date	Previous Reading	Current Reading Date	Current Reading	Days	Consumption	Average Daily Consumption (KL)
MK77530	0	15/12/2021	362	01/04/2022	362	107	0	0.000
<b>SUB TOTAL</b>							0	

## water meter consumption charges

Meter Number	Step 1 Consumption	Step 1 rate	Step 1 charge	Step 2 Consumption	Step 2 rate	Step 2 charge	Total
MK77530	0	2.4300	\$0.00	0	3.6500	\$0.00	\$0.00
<b>SUB TOTAL</b>							

## other water billing based charges

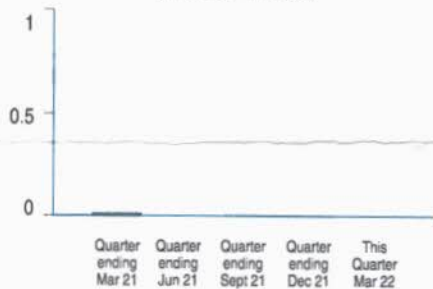
Description	Factor (%)	Units	Rate	Amount
Water Access Non Residential	0.0000	1	0.0000	\$54.00
Wastewater Access 20mm Non Res - Minimum	95.0000	1	0.0000	\$195.75
<b>SUB TOTAL</b>				\$249.75

Total water billing based charges \$249.75

**This amount is included on the front page of your rates & charges notice**

## water consumption trends

Your average daily water consumption in kilolitres (all water meters)



Target consumption = 160 litres per person per day  
1 kilolitre (KL) of water = 1,000 litres

## messages

If you are an eligible pensioner, your maximum pensioner concession for water charges is included in the concession total printed on your rates & charges notice.

### Of all the water you use in your home, on average:

- 10% is used in the kitchen
- 20% is used in the laundry
- 40% is used in bathroom

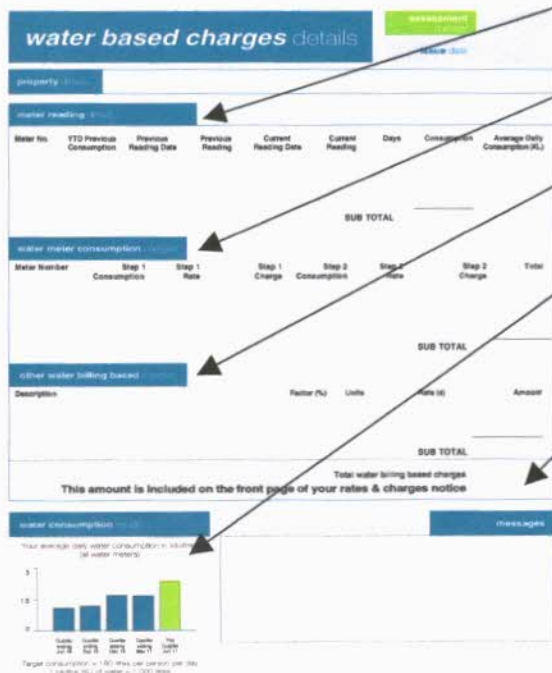
### In order to reduce the amount of water used in your home please remember:

- Choose water efficient appliances. More stars = more savings
- Water your garden before 10am and after 3pm
- Use the half flush on your toilet
- Install a water saving shower head
- Fit a trigger nozzle on your hand-held hose
- Check what water saving rebates are available at [ballinawater.com.au](http://ballinawater.com.au)



# water based charges details information

## how to read your water notice



- Provides water meter reading details for the current billing period.
- Provides details of how your water consumption is charged for the current billing quarter.
- Lists any other water billing based charges for the current billing period (non-residential customers only).
- This graph highlights the property's quarterly water consumption over the last five billing periods and includes the total of all water meters.
- This is the total of all of your quarterly water billing based charges. DO NOT pay this amount as it has already been added to your rates & charges notice.

## average household water consumption

1 Kilolitre of water = 1,000 Litres  
Household water consumption target = 160 litres per person per day

### Shower (8 minutes)

- Normal Showerhead = 120 litres
- Water Saver Showerhead = 70 litres

### Toilet

- Single Flush = 12 litres
- Dual Flush (full/half) = 6/3 litres

### Washing Machine

- Front Loader = 80 litres
- Top Loader = 170 litres

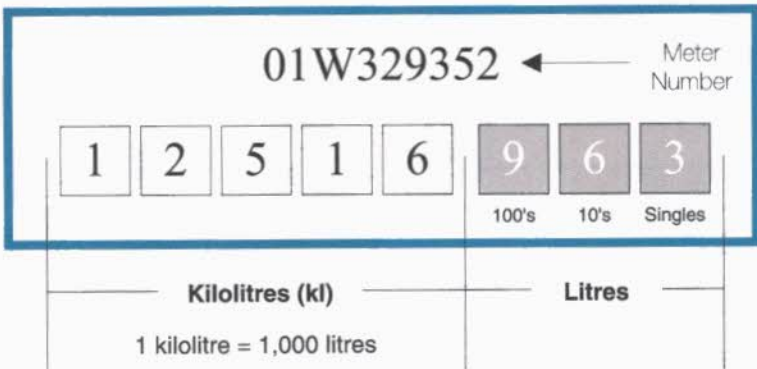
Dishwasher = 20.50 litres

Hosing = 20 litres per minute

Swimming Pool = Up to 55,000 litres

## how to read a water meter

- For billing purposes Council only records the kilolitre (kl) reading on the water meter as shown below



## checking for leaks

- Firstly ensure there are no visible water leaks at the property (e.g. dripping taps or leaky cistern).
- Do not use any water whilst testing for leaks (e.g. washing machine or toilet).
- Record the water meter reading as shown above (read all dials) and the time the reading was taken.
- Allow sufficient time to pass to capture small leaks (e.g. overnight). Remember not to consume any water at the property during the testing period.
- Record the water meter reading and the time the reading was taken again. If the meter has recorded consumption you have a water leak.
- Contact a plumber to fix the water leak immediately as you are responsible for paying all water consumed at your property.
- The accuracy of the meter can also be checked by reading the meter, extracting a known quantity of water, then reading the meter again. The reading difference should match the quantity of water extracted.
- Visit [ballinawater.com.au](http://ballinawater.com.au) for more information.

## provide access to your water meter

Please keep the water meter clear of any vegetation or other obstructions. This assists our readers and is also important should you or your plumber require access for any internal plumbing maintenance

## our water based billing structure

- Our water billing based charges are generally calculated using a two part user pays billing structure.
- An access charge based on the size of the water meter.
- A user pays volumetric (consumption) based charge.
- Our residential customers have their water and wastewater access charges levied annually on their Rates & Charges Notice with water consumption billed quarterly.
- Our non-residential customers have all their access and volumetric based charges for water, wastewater and liquid trade waste (if applicable) levied quarterly.

## further information

- Please visit our website at [ballinawater.com.au](http://ballinawater.com.au) for further detailed information regarding our water, wastewater and liquid trade waste charges.
- Any billing enquiries can be directed to our Water Billing Team on **02 6686 1299**.



## Confirmation

### Processing

Your payment will be received within our standard [cut-off times](#).

The biller BALLINA COUNCIL - RT is eligible for BPAY View®. Would you like to [Register now](#).



## Payment summary

BPAY® receipt number **6752012**

### Payer

From **Westpac DIY Super Working Account 032-539 xx0878**

Description **Water Rates**

### Payee

To **BALLINA COUNCIL - RT  
BALLINA COUNCIL - RT - Biller code 20404**

Customer reference number **182315**

## Payment details

Amount **\$249.75**

Scheduled payment date **23 May 2022**

Payment ID **d1a3a573-a054-4197-99e1-020893a35c49**



**payments 1300 276 468**

40 cherry street, po box 450, ballina nsw 2478

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**rating team** 02 6686 1299

rates@ballina.nsw.gov.au abn 53 929 887 369

waterbilling@ballina.nsw.gov.au

ballina.nsw.gov.au



Cassels Richmond Pty Ltd  
231 Coolgardie Road  
COOLGARDIE NSW 2478

<b>assessment number</b>	182315
<b>issue date</b>	21/01/2022
<b>due date</b>	28/02/2022
<b>instalment amount due</b>	<b>\$249.75</b>

details	area
4 De-Havilland Crescent BALLINA Lot 22 DP 816966	NSW 2478

messages
Interest at 6.0% pa on arrears (if listed calculated up to 13/01/2022) or any future overdue amounts.
Please deduct payments since 13/01/2022

billing details	
<b>Rates and Charges Instalment</b>	<b>\$0.00</b>
<b>Water Based Charges Total - PTO</b>	<b>\$249.75</b>

see over for further information

## your payment options

Call 1300 276 468 to make payments using Visa, Mastercard only.  
\*Service fee applies

Any Post Office throughout Australia. Cash, cheque and EFTPOS only.

**Billers Code: 20404**  
**Ref: 182315**

**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)

**Biller Code: 20404**  
**Reference No: 182315**



[www.ballina.nsw.gov.au](http://www.ballina.nsw.gov.au)  
Make payments online using Visa, Mastercard only.  
\*Service fee applies

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An authority form is available by phoning 1300 864 444, or by visiting [www.ballina.nsw.gov.au](http://www.ballina.nsw.gov.au)

*Paid 16.2.22*



**name:** Cassels Richmond Pty Ltd

**assessment:** 182315

**total amount:** \$249.75

\*credit card payments will incur a surcharge of approximately 0.5%. BPAY credit card payments are surcharge free.

If paying by mail, please tick if receipt is required.

4081934-RunB-ASA001-004031





# rates & charges notice information

## payment of rates, charges and fees

(Sections 562/563/608 Local Government Act 1993 - LGA)

The quarterly instalment amount shown on the front of this Notice is payable by the due date listed. Our policy does not allow a discount under section 563 of the LGA for prompt full payments.

## water, wastewater and liquid trade waste charges

If applicable, your quarterly water, wastewater and liquid trade waste charges are detailed on the attached water based charges details advice.

The total charges listed on this advice have been transferred to your Rates & Charges Notice to create a single quarterly amount payable for all of your rates, charges and fees levied on this property.

## having difficulty paying?

(Section 564 LGA)

To assist with your budgeting, we accept periodical payments (e.g. weekly, fortnightly, or monthly) toward your rates, charges and fees rather than quarterly lump sums. Interest charges still apply. We also have a Financial Assistance (Hardship) Rates and Charges Policy available on our website, or contact our rating team on 02 6686 1299.

For free financial guidance, visit [www.moneysmart.gov.au](http://www.moneysmart.gov.au)

## pensioner rebates

(Section 575 LGA)

When a concession has been applied to your rates and charges, a confirmation message will be added to the messages section on the front of this notice. Refer to your annual rates and charges notice for the amount of your concession applied annually. To apply for a rebate please attend the customer service counter at council with your concession card.

## gst

The goods and services tax is not payable on local government rates and charges.

## Interest charges

(Sections 566/567 LGA)

Daily interest charges accrue on all overdue rates and charges at the rate listed on the front of this notice (including pensioners).

## rating category

(Sections 524/526 LGA)

Categories include residential, business, farmland or mining (see your annual Rates and Charges Notice for your allocated category). Council must be advised within thirty days of a change in rating category. A ratepayer may also apply to us for a review of the determined category. If not satisfied with our review, you may appeal through the Land and Environment Court within thirty days of our declaration of category. Application forms for a change of rating category are available from our website.

## land exempt from rates and/or charges

(Sections 555/556/557 LGA)

Exemptions exist for land occupied by religious and charitable organisations, also crown land, public reserves, national parks and the like. Exemptions for water and wastewater charges are also extended to properties where we have resolved not to supply the service. An application form for rating exemption is available on our website.

## appeal on whether land is rateable or subject to a charge

(Section 574 LGA)

If you have an estate, licence or permit for land under the Crown Lands Act 1989, you may appeal to the Land and Environment Court within thirty days of the issue of your Rates & Charges Notice if you believe the land is not subject in whole or part, to a rate or charge levied on the land.

## collection of personal information

Some information we collect from you may be personal information for the purposes of the Privacy and Personal Information Protection Act 1998 (PPIPA). The information we collect will be used to levy rates and charges and to perform any other duty as required by any relevant legislation. Council officers, agents of council or other parties as required by the LGA may use your personal information for these purposes. For further details visit our website or contact the Privacy Officer on 1300 864 444.

## changed your address?

Notify us of your new contact details via our web site. Alternatively, change your details by contacting us on 02 6686 1299. If your mail is returned to us as unclaimed, a tracing fee may be charged under section 605 of the LGA.

check online for

# WATER OUTAGE UPDATES

If you're ever experiencing low water pressure or a water interruption, please check if there's an outage near you at:

[ballina.nsw.gov.au/WaterOutages](http://ballina.nsw.gov.au/WaterOutages)





# water based charges details

assessment  
number

182315

issue date

21/01/2022

## property details

4 De-Havilland Crescent BALLINA NSW 2478  
Lot 22 DP 816966

## meter reading details

Meter No.	YTD Previous Consumption	Previous Reading Date	Previous Reading	Current Reading Date	Current Reading	Days	Consumption	Average Daily Consumption (KL)
MK77530	0	22/09/2021	362	15/12/2021	362	84	0	0.000
<b>SUB TOTAL</b>							<b>0</b>	

## water meter consumption charges

Meter Number	Step 1 Consumption	Step 1 rate	Step 1 charge	Step 2 Consumption	Step 2 rate	Step 2 charge	Total
MK77530	0	2.4300	\$0.00	0	3.6500	\$0.00	\$0.00
<b>SUB TOTAL</b>							

## other water billing based charges

Description	Factor (%)	Units	Rate	Amount
Water Access Non Residential	0.0000	1	0.0000	\$54.00
Wastewater Access 20mm Non Res - Minimum	95.0000	1	0.0000	\$195.75
<b>SUB TOTAL</b>				<b>\$249.75</b>

Total water billing based charges \$249.75

**This amount is included on the front page of your rates & charges notice**

## water consumption trends

Your average daily water consumption in kilolitres (all water meters)



Target consumption = 160 litres per person per day  
1 kilolitre (KL) of water = 1,000 litres

## messages

If you are an eligible pensioner, your maximum pensioner concession for water charges is included in the concession total printed on your rates & charges notice.

### Of all the water you use in your home, on average:

- 10% is used in the kitchen
- 20% is used in the laundry
- 40% is used in bathroom

### In order to reduce the amount of water used in your home please remember:

- Choose water efficient appliances. More stars = more savings
- Water your garden before 10am and after 3pm
- Use the half flush on your toilet
- Install a water saving shower head
- Fit a trigger nozzle on your hand-held hose
- Check what water saving rebates are available at [ballinawater.com.au](http://ballinawater.com.au)



# water based charges details information

## how to read your water notice

The screenshot shows a water bill with several sections highlighted by arrows:

- water meter reading:** A table with columns for Water No., YTD Previous Consumption, Previous Reading Date, Previous Reading, Current Reading Date, Current Reading, Days, Consumption, and Average Daily Consumption (L).
- water meter consumption:** A table with columns for Water Number, Step 1 Consumption, Step 1 Rate, Step 1 Charge, Step 2 Consumption, Step 2 Rate, Step 2 Charge, and Total.
- other water billing based charges:** A table with columns for Description, Factor (%), Units, Rate (\$), and Amount.
- water consumption:** A bar chart showing 'Your average daily water consumption in litres (per water meter)' over five periods. A target consumption of 160 litres per person per day is indicated.

- Provides water meter reading details for the current billing period.
- Provides details of how your water consumption is charged for the current billing quarter.
- Lists any other water billing based charges for the current billing period (non-residential customers only).
- This graph highlights the property's quarterly water consumption over the last five billing periods and includes the total of all water meters.
- This is the total of all of your quarterly water billing based charges. **DO NOT** pay this amount as it has already been added to your rates & charges notice.

## average household water consumption

1 Kilolitre of water = 1,000 Litres  
Household water consumption target = 160 litres per person per day

### Shower (8 minutes)

- Normal Showerhead = 120 litres
- Water Saver Showerhead = 70 litres

### Toilet

- Single Flush = 12 litres
- Dual Flush (full/half) = 6/3 litres

### Washing Machine

- Front Loader = 80 litres
- Top Loader = 170 litres

**Dishwasher** = 20.50 litres

**Hosing** = 20 litres per minute

**Swimming Pool** = Up to 55,000 litres

## how to read a water meter

- For billing purposes Council only records the kilolitre (kl) reading on the water meter as shown below

The diagram shows a water meter with the following details:

- Meter Number:** 01W329352
- Kilolitres (kl) dial:** 1, 2, 5, 1, 6
- Litres dial:** 9 (100's), 6 (10's), 3 (Singles)
- Conversion:** 1 kilolitre = 1,000 litres

## checking for leaks

- Firstly ensure there are no visible water leaks at the property (e.g. dripping taps or leaky cistern).
- Do not use any water whilst testing for leaks (e.g. washing machine or toilet).
- Record the water meter reading as shown above (read all dials) and the time the reading was taken.
- Allow sufficient time to pass to capture small leaks (e.g. overnight). Remember not to consume any water at the property during the testing period.
- Record the water meter reading and the time the reading was taken again. If the meter has recorded consumption you have a water leak.
- Contact a plumber to fix the water leak immediately as you are responsible for paying all water consumed at your property.
- The accuracy of the meter can also be checked by reading the meter, extracting a known quantity of water, then reading the meter again. The reading difference should match the quantity of water extracted.
- Visit [ballinawater.com.au](http://ballinawater.com.au) for more information.

## provide access to your water meter

Please keep the water meter clear of any vegetation or other obstructions. This assists our readers and is also important should you or your plumber require access for any internal plumbing maintenance

## our water based billing structure

- Our water billing based charges are generally calculated using a two part user pays billing structure.
- An access charge based on the size of the water meter.
- A user pays volumetric (consumption) based charge.
- Our residential customers have their water and wastewater access charges levied annually on their Rates & Charges Notice with water consumption billed quarterly.
- Our non-residential customers have all their access and volumetric based charges for water, wastewater and liquid trade waste (if applicable) levied quarterly.

## further information

- Please visit our website at [ballinawater.com.au](http://ballinawater.com.au) for further detailed information regarding our water, wastewater and liquid trade waste charges.
- Any billing enquiries can be directed to our Water Billing Team on **02 6686 1299**.



# Confirmation

## Processing

Your payment will be received within our standard [cut-off times](#).

The biller BALLINA COUNCIL - RT is eligible for BPAY View®. Would you like to [Register now](#).



## Payment summary

BPAY® receipt number **0545727**

### Payer

From **Westpac DIY Super Working Account 032-539 xx0878**

Description **Water Rates**

### Payee

To **BALLINA COUNCIL - RT  
BALLINA COUNCIL - RT - Biller code 20404**

Customer reference number **182315**

## Payment details

Amount **\$249.75**

Scheduled payment date **16 Feb 2022**

Payment ID **c43567e4-b9bb-4a7b-a924-eb40478d80fa**



**payments 1300 276 468**

40 cherry street, po box 450, ballina nsw 2478

**general enquiries** 1300 864 444

**rating team** 02 6686 1299

rates@ballina.nsw.gov.au abn 53 929 887 369

waterbilling@ballina.nsw.gov.au

ballina.nsw.gov.au



Cassels Richmond Pty Ltd  
231 Coolgardie Road  
COOLGARDIE NSW 2478

<b>assessment number</b>	182315
<b>issue date</b>	22/10/2021
<b>due date</b>	30/11/2021
<b>instalment amount due</b>	<b>\$249.72</b>

details	area
4 De-Havilland Crescent BALLINA Lot 22 DP 816966	NSW 2478

**messages**

Interest at 6.0% pa on arrears from 01/07/2021 to 31/07/2021.  
Interest at 0% from 01/08/2021 to 30/09/2021. Interest at 6.0% pa on arrears commencing 01/10/2021.

Please deduct payments since 14/10/2021

billing details	
<b>Credit</b>	<b>-\$0.03</b>
<b>Water Based Charges Total - PTO</b>	<b>\$249.75</b>

Paid 20-11-21,

see over for further information

### your payment options

Call **1300 276 468** to make payments using Visa, Mastercard only.  
\*Service fee applies

Any Post Office throughout Australia. Cash, cheque and EFTPOS only.

**Biller Code: 20404**  
**Reference No: 182315**



**Biller Code: 20404**  
**Ref: 182315**

**Telephone & Internet Banking - BPAY<sup>®</sup>**  
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)



**name:** Cassels Richmond Pty Ltd

**www.ballina.nsw.gov.au**  
Make payments online using Visa, Mastercard only.  
\*Service fee applies

Detach slip at the perforation and post your cheque payable to Ballina Shire Council to the PO Box above, or pay at our Customer Service Centre.

An authority form is available by phoning 1300 864 444, or by visiting [www.ballina.nsw.gov.au](http://www.ballina.nsw.gov.au)

**assessment:** 182315  
**total amount:** \$249.72

\*credit card payments will incur a surcharge of approximately 0.5%. BPAY credit card payments are surcharge free.

If paying by mail, please tick if receipt is required.

4080935-RunB-ASA001-004040





# rates & charges notice information

## payment of rates, charges and fees

(Sections 562/563/608 Local Government Act 1993 - LGA)

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If applicable, your quarterly water, wastewater and liquid trade waste charges are detailed on the attached water based charges details advice.

The total charges listed on this advice have been transferred to your Rates & Charges Notice to create a single quarterly amount payable for all of your rates, charges and fees levied on this property.

## having difficulty paying?

(Section 564 LGA)

To assist with your budgeting, we accept periodical payments (e.g. weekly, fortnightly, or monthly) toward your rates, charges and fees rather than quarterly lump sums. Interest charges still apply. We also have a Financial Assistance (Hardship) Rates and Charges Policy available on our website, or contact our rating team on 02 6686 1299.

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## pensioner rebates

(Section 575 LGA)

When a concession has been applied to your rates and charges, a confirmation message will be added to the messages section on the front of this notice. Refer to your annual rates and charges notice for the amount of your concession applied annually. To apply for a rebate please attend the customer service counter at council with your concession card.

## gst

The goods and services tax is not payable on local government rates and charges.

## Interest charges

(Sections 566/567 LGA)

Daily interest charges accrue on all overdue rates and charges at the rate listed on the front of this notice (including pensioners).

## rating category

(Sections 524/526 LGA)

Categories include residential, business, farmland or mining (see your annual Rates and Charges Notice for your allocated category). Council must be advised within thirty days of a change in rating category. A ratepayer may also apply to us for a review of the determined category. If not satisfied with our review, you may appeal through the Land and Environment Court within thirty days of our declaration of category. Application forms for a change of rating category are available from our website.

## land exempt from rates and/or charges

(Sections 555/556/557 LGA)

Exemptions exist for land occupied by religious and charitable organisations, also crown land, public reserves, national parks and the like. Exemptions for water and wastewater charges are also extended to properties where we have resolved not to supply the service. An application form for rating exemption is available on our website.

## appeal on whether land is rateable or subject to a charge

(Section 574 LGA)

If you have an estate, licence or permit for land under the Crown Lands Act 1989, you may appeal to the Land and Environment Court within thirty days of the issue of your Rates & Charges Notice if you believe the land is not subject in whole or part, to a rate or charge levied on the land.

## collection of personal information

Some information we collect from you may be personal information for the purposes of the Privacy and Personal Information Protection Act 1998 (PPIPA). The information we collect will be used to levy rates and charges and to perform any other duty as required by any relevant legislation. Council officers, agents of council or other parties as required by the LGA may use your personal information for these purposes. For further details visit our website or contact the Privacy Officer on 1300 864 444.

## changed your address?

Notify us of your new contact details via our web site. Alternatively, change your details by contacting us on 02 6686 1299. If your mail is returned to us as unclaimed, a tracing fee may be charged under section 605 of the LGA.

HSCC | 21/22

**Ballina Shire**

**2022 AUSTRALIA DAY AWARDS**

**nominations  
are open!**

**Nominate an individual or a group who showcases, promotes, or acts as an ambassador for Ballina Shire.**

Categories include:

- ▶ Young Citizen of the Year
- ▶ Senior Citizen of the Year
- ▶ Volunteer of the Year
- ▶ Sporting Achievement Award
- ▶ Arts and Culture Award
- ▶ Community Event of the Year
- ▶ Environmental Award

**Nominations close: Monday 15 November 2021**

nominate online [ballina.nsw.gov.au/AustraliaDay](http://ballina.nsw.gov.au/AustraliaDay)



# water based charges details

assessment number

182315

issue date

22/10/2021

## property details

4 De-Havilland Crescent BALLINA NSW 2478  
Lot 22 DP 816966

## meter reading details

Meter No.	YTD Previous Consumption	Previous Reading Date	Previous Reading	Current Reading Date	Current Reading	Days	Consumption	Average Daily Consumption (KL)
MK77530	0	17/06/2021	362	22/09/2021	362	97	0	0.000
<b>SUB TOTAL</b>							<b>0</b>	

## water meter consumption charges

Meter Number	Step 1 Consumption	Step 1 rate	Step 1 charge	Step 2 Consumption	Step 2 rate	Step 2 charge	Total
MK77530	0	2.4300	\$0.00	0	3.6500	\$0.00	\$0.00
<b>SUB TOTAL</b>							

## other water billing based charges

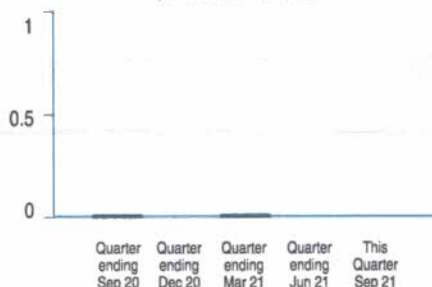
Description	Factor (%)	Units	Rate	Amount
Water Access Non Residential	0.0000	1	0.0000	\$54.00
Wastewater Access 20mm Non Res - Minimum	95.0000	1	0.0000	\$195.75
<b>SUB TOTAL</b>				<b>\$249.75</b>

Total water billing based charges **\$249.75**

**This amount is included on the front page of your rates & charges notice**

## water consumption trends

Your average daily water consumption in kilolitres (all water meters)



Target consumption = 160 litres per person per day  
1 kilolitre (KL) of water = 1,000 litres

## messages

If you are an eligible pensioner, your maximum pensioner concession for water charges is included in the concession total printed on your rates & charges notice.

### Of all the water you use in your home, on average:

- 10% is used in the kitchen
- 20% is used in the laundry
- 40% is used in bathroom

### In order to reduce the amount of water used in your home please remember:

- Choose water efficient appliances. More stars = more savings
- Water your garden before 10am and after 3pm
- Use the half flush on your toilet
- Install a water saving shower head
- Fit a trigger nozzle on your hand-held hose
- Check what water saving rebates are available at [ballinawater.com.au](http://ballinawater.com.au)



# water based charges details information

## how to read your water notice

The screenshot shows a 'water based charges details' notice. It includes sections for 'meter reading', 'water meter consumption', 'other water billing based', and 'water consumption'. Arrows from the text on the right point to these sections: 'meter reading' points to the 'meter reading' table; 'water meter consumption' points to the 'water meter consumption' table; 'other water billing based' points to the 'other water billing based' table; and 'water consumption' points to the 'water consumption' bar chart.

- Provides water meter reading details for the current billing period.
- Provides details of how your water consumption is charged for the current billing quarter.
- Lists any other water billing based charges for the current billing period (non-residential customers only).
- This graph highlights the property's quarterly water consumption over the last five billing periods and includes the total of all water meters.
- This is the total of all of your quarterly water billing based charges. **DO NOT** pay this amount as it has already been added to your rates & charges notice.

## average household water consumption

1 Kilotitre of water = 1,000 Litres  
Household water consumption target = 160 litres per person per day

### Shower (8 minutes)

- Normal Showerhead = 120 litres
- Water Saver Showerhead = 70 litres

### Toilet

- Single Flush = 12 litres
- Dual Flush (full/half) = 6/3 litres

### Washing Machine

- Front Loader = 80 litres
- Top Loader = 170 litres

**Dishwasher** = 20.50 litres

**Hosing** = 20 litres per minute

**Swimming Pool** = Up to 55,000 litres

## how to read a water meter

- For billing purposes Council only records the kilolitre (kl) reading on the water meter as shown below

The diagram shows a water meter with the number 01W329352. The meter number is 01W329352. The dials are arranged in two rows. The top row shows 1, 2, 5, 1, 6, 9, 6, 3. The bottom row shows 100's, 10's, Singles. Below the dials, it says 'Kilolitres (kl)' and 'Litres'. Below 'Kilolitres (kl)', it says '1 kilolitre = 1,000 litres'.

## provide access to your water meter

Please keep the water meter clear of any vegetation or other obstructions. This assists our readers and is also important should you or your plumber require access for any internal plumbing maintenance

## checking for leaks

- Firstly ensure there are no visible water leaks at the property (e.g. dripping taps or leaky cistern).
- Do not use any water whilst testing for leaks (e.g. washing machine or toilet).
- Record the water meter reading as shown above (read all dials) and the time the reading was taken.
- Allow sufficient time to pass to capture small leaks (e.g. overnight). Remember not to consume any water at the property during the testing period.
- Record the water meter reading and the time the reading was taken again. If the meter has recorded consumption you have a water leak.
- Contact a plumber to fix the water leak immediately as you are responsible for paying all water consumed at your property.
- The accuracy of the meter can also be checked by reading the meter, extracting a known quantity of water, then reading the meter again. The reading difference should match the quantity of water extracted.
- Visit [ballinawater.com.au](http://ballinawater.com.au) for more information.

## our water based billing structure

- Our water billing based charges are generally calculated using a two part user pays billing structure.
- An access charge based on the size of the water meter.
- A user pays volumetric (consumption) based charge.
- Our residential customers have their water and wastewater access charges levied annually on their Rates & Charges Notice with water consumption billed quarterly.
- Our non-residential customers have all their access and volumetric based charges for water, wastewater and liquid trade waste (if applicable) levied quarterly.

## further information

- Please visit our website at [ballinawater.com.au](http://ballinawater.com.au) for further detailed information regarding our water, wastewater and liquid trade waste charges.
- Any billing enquiries can be directed to our Rating Team on **02 6686 1299**.





## Confirmation

### Processing

Your payment will be received within our standard [cut-off times](#).

For **International payments** please allow **up to 2 hours** for payments to be debited from your account. Check status under Payments to confirm.

The biller BALLINA COUNCIL - RT is eligible for BPAY View®. Would you like to [Register now](#).



<https://banking.westpac.com.au>

**Make tax less taxing with Online Banking**  
Our online features help make it easier to complete your tax return.

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### Payment summary

BPAY® receipt number **8341297**

### Payer

From **Westpac DIY Super Working Account 032-539 xx0878**

Description **Rates Install 2**

### Payee

To **BALLINA COUNCIL - RT  
BALLINA COUNCIL - RT - Biller code 20404**

Customer reference number **182315**

### Payment details

Amount **\$249.72**

Scheduled payment date **20 Nov 2021**

Payment ID **1dd2b893-82a4-4122-86b2-a169e9b418ea**

# Scott's Pressure Cleaning

ABN 60173168121

Ph: 0422642395

Date: 16/2/22

No GST

## Invoice

To: Ballina U Store

For the pressure cleaning work at Ballina U Store storage sheds .

**Total Due: \$1,400.00**

Payment information:

Scott Geoffrey CHANNON

The Greater Ballina

BSB: 637000

A/C 721827925

Paid 21.2.22





# Confirmation

Processing

## Payment summary

Deposit receipt number Available after payment processed

### Payer

From Westpac DIY Super Working Account 032-539 xx0878  
Payer name CASSELS RICHMOND PTY LTD  
Description Pressure Cleaning of sheds

### Payee

To Scott Geoffrey CHANNON New  
Scott Geoffrey CHANNON 637-000 xxxxx7925  
Reference Ballina U Store - Pressure Cleani  
Description Ballina U Store - Pressure Cleaning (Jodie Shelley)

### Payment details

Amount \$1,400.00  
Payment method Osko  
Scheduled payment date 21 Feb 2022  
Payment ID 36e9b4f5-7e5b-4ee6-a2ef-7d9f776a1e40