

cityofgoldcoast.com.au/water
(07) 5667 5801 or 1300 000 928

Notice number
8 1074620 7

Date of issue
2 March 2020

JC RICHMOND SUPERANNUATION PTY LTD AND
AM RICHMOND SUPERANNUATION PTY LTD
21088 TASMAN HWY
CHAIN OF LAGOONS TAS 7215

Current Billing Period:

9 November 2019 to 20 February 2020

Amount due:

\$659.75*(see back for payment options)*

By Direct Debit on:

2 April 2020*(interest penalty applies after due date)*

15 PRECISION DRIVE, MOLENDINAR
L 46 RP222752

(Payments received after 23 February 2020 may not be included in this notice)

Water and sewerage charges	<i>(see account page for details)</i>	\$659.75
(INCLUDES STATE BULK WATER PRICE)		

Amount payable if paid by: 2 APRIL 2020	\$659.75
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My Account is the new way to manage your Council accounts and services online. Use My Account to view or pay your water notice online, view your account balance or request a payment arrangement.

Visit cityofgoldcoast.com.au/myaccount to sign in or find out more.

We invite you to have your say on important decisions by visiting gchaveyoursay.com.au and help shape the future of our city.

AUTOMATIC PAYMENT (DIRECT DEBIT)

REFERENCE NUMBER 8 1074620 7

As arranged, Council will seek an AUTOMATIC DEDUCTION of the amount required to be paid from your nominated bank account on the due date printed below. Should there be insufficient funds available on that date, discount will not be allowed.

DATE TO BE DEBITED	AMOUNT TO BE DEBITED FROM YOUR ACCOUNT
2 April 2020	\$659.75

Please Call 1300 000 928:

- If your bank account details have changed
- If you are selling your property
- If you wish to discuss any aspect of the Direct Debit arrangement

About your water and sewerage charges

The standard charges explained:

Sewerage access charge

This charge is in arrears. It is for ongoing connection and/or access to the City's sewerage transportation and treatment system.

Sewage volume charge

(multi-unit residential and non-residential property only)

A volumetric charge per kilolitre of sewage deemed to have been discharged from the property into the City's sewerage transportation and treatment system.

Water access charge

This charge is in arrears. It is for ongoing connection and/or access to the City's water distribution system.

Water usage charge

Water usage, as measured by your water meter, is charged per kilolitre (1000 litres). Water usage is divided into retail water and bulk water charges. If access to read your water meter was not available, water usage may have been estimated for this account based on previous use. This will be indicated on your account.

Non-drinking water usage charge

(select Pimpama-Coomera customers only)

This is a charge applicable to select Pimpama-Coomera customers only for non-drinking water usage, as measured by your purple non-drinking water meter and charged per kilolitre (1000 litres).

Visit cityofgoldcoast.com.au/nondrinkingwater for further information.

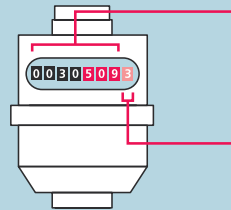
Visit cityofgoldcoast.com.au/mywaterbill to understand more about your water bill.

How to read your water meter

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

Black numbers represent kilolitres and are used for billing.

The red numbers on your water meter represent litres. To calculate your daily water use, please follow the instructions below.

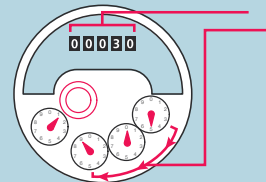


Numbers only meter

- 1 Day one, record all numbers that you see here. Note the time of day.
- 2 Day two, repeat step 1. Conduct this reading at the same time as you did the reading on day one.
- 3 Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

Please note, if there are four red digits on the water meter, the last digit (on the far right) is a tenth of a litre. In these instances, do not record the last red digit.

OR



Numbers and clock meter

- 1 Day one, record all numbers that you see here. Secondly, record numbers found here. Record the first three red dial numbers in a clockwise direction, that is, right to left. Note the time of day. **Both steps should provide you with a number similar to the diagram example 00030509.**
- 2 Day two, repeat step one. Conduct this reading at the same time as you did the reading on day one.
- 3 Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

Day one: Record numbers from your water meter as per instructions above.

Day two: At the same time as day one, record numbers from your water meter as per instructions above.

_____ L _____ L

Subtract the number found on day one from the number found on day two.

This is your household's daily water usage.

_____ L

Community Questions

What is recycled water?

Recycled water is produced by treating sewage that comes into the City's Sewage Treatment Plants to stringent health and environmental standards so it is suitable for particular uses. Recycled water is currently used across multiple areas including green spaces, manufacturing and commercial businesses. Visit cityofgoldcoast.com.au/recycledwater

What is a Drop and Go?

To make recycling garden organics easier we've created Drop and Go zones that eliminate the need for lifting when unloading from vehicles or trailers, which means a faster trip and reduced waiting times at our Waste and Recycling Centre. Residents now have the flexibility to dispose of large quantities of garden organics quickly and easily. For locations near you visit cityofgoldcoast.com.au/greenwaste

How do we save water?

We're implementing a series of initiatives to ensure sustainable water use throughout the city, like responding to City leaks within 24 hours. We're also implementing smart water meter technology on schools and high-use businesses through the Gold Coast. To find out more see the Community News insert and visit cityofgoldcoast.com.au/mywater

Details of cheque(s) etc, customer to complete.

Drawer	Bank or BSB	Branch	Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>

Proceeds of cheques, etc. will not be available until cleared.

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Account for:
 15 PRECISION DRIVE, MOLENDINAR
 L 46 RP222752

LOCAL GOVERNMENT DISTRIBUTION AND RETAIL PRICE

SEWERAGE ACCESS CHARGES

Sewerage Access \$205.75
 (billing period 9/11/19 to 20/2/20)

SEWAGE VOLUME

Total Water Usage 6kl
 Property Discharge Factor 90.000%
 (Mixed Industries)

Total Sewage 5kl
 Less Domestic Usage Allowance 46kl
 Volume of Chargeable Sewage 0kl
 0 kilolitres charged at \$4.45 per kL \$0.00

Actual charge with Trade Waste 0% Load Factor Applied \$0.00
 (usage period 9/11/19 to 20/2/20)

WATER ACCESS CHARGES

Water Access \$429.36
 (billing period 9/11/19 to 20/2/20)

WATER USAGE CHARGES

6 kilolitres charged at \$1.09 per kL \$6.54
 (usage period 9/11/19 to 20/2/20)

STATE BULK WATER PRICE

WATER USAGE CHARGES

6 kilolitres charged at \$3.017 per kL \$18.10
 (usage period 9/11/19 to 20/2/20)

TOTAL CHARGES INCLUDED IN THE RATE NOTICE

\$659.75

WATER METER READINGS

Meter Number	Current Read Date	Current Reading	Previous Read Date	Previous Reading	#Days Charged	Cons (kL)
14E000579	20 FEB 20	927	8 NOV 19	921	104	6
TOTAL(kL)						6

In accordance with the *Local Government Act 2009*, *Local Government Regulation 2012*, *South East Queensland Water (Distribution and Retail Restructuring) Act 2009*, *Water and Wastewater Services Code for small customers in South East Queensland* and Council of the City of Gold Coast's (Council) adopted budget resolutions, all water and sewerage charges are due and payable within 31 days of the issue of the water and sewerage rate notice on which the charges are levied. Any charges left unpaid immediately after this period will attract interest of 9.83 per cent per annum compounding daily, either until payment, including the interest, is made in full or a satisfactory payment arrangement is entered into with Council.

How to pay methods



Direct Debit

Use this option to pay future water notices by direct debit from your bank, credit union or building society using your cheque or savings account. *Credit card accounts not accepted.* Visit cityofgoldcoast.com.au/payments to complete a request.



Pay by phone

Call us on **1300 886 731** (or from outside Australia call **+61 7 5667 5801**) anytime to pay with MasterCard or Visa. *Payments by credit card will incur a surcharge.*

Payment Reference Number: use the **Notice Number** over the page.



Pay online

Visit cityofgoldcoast.com.au/payments and follow the links to pay with MasterCard or Visa.

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Payment Reference Number: use the **Notice Number** over the page.

Pay using BPAY®



Billers Code: 868745
Ref: Use Notice Number

Telephone & Internet Banking – BPAY®

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au

BPAY View®: view and pay this notice using internet banking.

BPAY View Registration No: use the **Notice Number** located at the top left of page 1.

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In person at Commonwealth Bank

Pay at any Commonwealth Bank branch with cash, cheque or money order.



Post Billpay in person

Pay at any Australia Post office and present the entire notice when making payment. Payment by cash, cheque or debit card only. *Payments will incur a fee.*



Customer Service Centre in person

Pay at any Customer Service Centre with cash, cheque, or debit card (no surcharge), MasterCard or Visa.

Payments by credit card will incur a surcharge.

Monday to Friday 8.15am–4.30pm

Broadbeach	61 Sunshine Boulevard, Mermaid Waters
Bundall	8 Karp Court, Bundall
Burleigh Heads	Park Avenue, Burleigh Heads
Coolangatta	Level 1, The Strand, Corner Marine Parade and Dutton Street, Coolangatta
Helensvale	Corner Lindfield Road and Sir John Overall Drive, Helensvale
Nerang	833 Southport Nerang Road, Nerang
Palm Beach	22 Eleventh Avenue, Palm Beach
Southport	47 Nerang Street, Southport
Upper Coomera	90 Reserve Road, Corner Reserve and Abraham Roads, Upper Coomera

How to contact us



cityofgoldcoast.com.au/water



07 5667 5801 or **1300 000 928**

Monday to Friday 7am – 6pm
(or from outside Australia call **+61 7 5667 5801**)

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



City of Gold Coast
PO Box 5042 GOLD COAST MC QLD 9726



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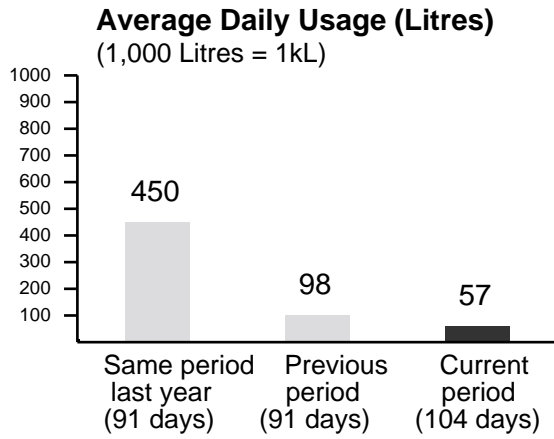


Garden recycling made easier

Make dropping off large loads of garden organics faster and easier at the City's network of Drop and Go's – just drive in and pull your load directly from your vehicle or trailer straight onto the ground.

For smaller amounts, order a green waste bin for an easy and convenient way to recycle your garden organics.

For more information, or to find your nearest Drop and Go visit cityofgoldcoast.com.au/greenwaste



Your average daily water usage = 57 litres (or 0.057 kL)

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