

[cityofgoldcoast.com.au/water](http://cityofgoldcoast.com.au/water)  
(07) 5667 5801 or 1300 000 928

Notice number  
**8 1074620 7**

Date of issue  
**25 May 2020**

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

**Current Billing Period:**

21 February 2020 to 15 May 2020

Amount due:

**\$535.50***(see back for payment options)*

By Direct Debit on:

**25 June 2020***(interest penalty applies after due date)*

15 PRECISION DRIVE, MOLENDINAR  
L 46 RP222752

**(Payments received after 17 May 2020 may not be included in this notice)**

<b>Water and sewerage charges</b> <b>(INCLUDES STATE BULK WATER PRICE)</b>	<i>(see account page for details)</i>	<b>\$535.50</b>
<b>Amount payable if paid by: 25 JUNE 2020</b>		<b>\$535.50</b>

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](http://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](http://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.

<b>DATE TO BE DEBITED</b>	<b>AMOUNT TO BE DEBITED FROM YOUR ACCOUNT</b>
<b>25 June 2020</b>	<b>\$535.50</b>

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](http://cityofgoldcoast.com.au/nondrinkingwater) for further information.

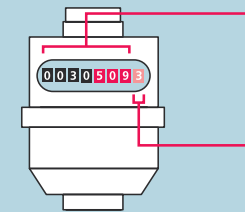
Visit [cityofgoldcoast.com.au/mywaterbill](http://cityofgoldcoast.com.au/mywaterbill) to understand more about your water bill.

## 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.

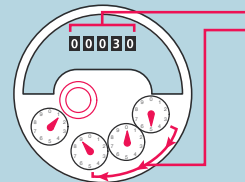


Numbers only meter

- 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.

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

**This is your household's daily water usage.**

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## Frequently asked questions

### Does flood cure drought?

Drought and flood typically go hand in hand, impacting residents and infrastructure when it may already be under pressure. Unfortunately, flood isn't a definite cure for a drought as heavy rain cannot guarantee water will be delivered where and when it's needed most. We're planning for our water future to ensure we have sustainable water management, whatever the weather. Visit [cityofgoldcoast.com.au/mywater](http://cityofgoldcoast.com.au/mywater)

### What is an illegal connection?

Did you know connecting your roof stormwater pipe, or directing water flows from paved areas, to the overflow relief gully (ORG) at your property is illegal? Illegal connections impact the sewerage network by increasing the volume it needs to pump and treat, which can lead to overflows at manholes and pump stations when the network is overloaded. Visit [cityofgoldcoast.com.au/org](http://cityofgoldcoast.com.au/org)

### What is Recycle Street?

Recycling has been made easier and more accessible with the roll out of Recycle Streets at some of our Waste and Recycling Centres (WRC). Currently located at our Helensvale and Reedy Creek WRC's, Recycle Street is a self-service allowing you to quickly identify where to place your recycled goods with colour-coded drop-off points. Visit [cityofgoldcoast.com.au/recyclestreet](http://cityofgoldcoast.com.au/recyclestreet)

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 (billing period 21/2/20 to 15/5/20)	\$168.16
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**SEWAGE VOLUME**

Total Water Usage	4kl	
Property Discharge Factor (Mixed Industries)	90.000%	
Total Sewage	3kl	
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 (usage period 21/2/20 to 15/5/20)		\$0.00

**WATER ACCESS CHARGES**

Water Access (billing period 21/2/20 to 15/5/20)	\$350.92
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**WATER USAGE CHARGES**

4 kilolitres charged at \$1.09 per kL (usage period 21/2/20 to 15/5/20)	\$4.36
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**STATE BULK WATER PRICE****WATER USAGE CHARGES**

4 kilolitres charged at \$3.017 per kL (usage period 21/2/20 to 15/5/20)	\$12.06
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**TOTAL CHARGES INCLUDED IN THE RATE NOTICE****\$535.50****WATER METER READINGS**

Meter Number	Meter Size mm	Current Read Date	Current Reading	Previous Read Date	Previous Reading	#Days Charged	Cons (kL)
14E000579	40	15 MAY 20	931	20 FEB 20	927	85	4
<b>TOTAL(kL)</b>							<b>4</b>

In accordance with the *Local Government Act 2009*, *Local Government Regulation 2012*, *South East Queensland Water (Distribution and Retail Restructuring) Act 2009*, *Water and Wastewater Services Code for small customers in South East Queensland* and Council of the City of Gold Coast's (Council) adopted budget resolutions, all water and sewerage charges are due and payable within 31 days of the issue of the water and sewerage rate notice on which the charges are levied. Any overdue amounts will attract penalty interest at the appropriate rate until either full payment (including the interest) is made or a satisfactory payment arrangement is approved by Council.

## How to pay 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](http://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](http://cityofgoldcoast.com.au/payments) and follow the links to pay with MasterCard or Visa.

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### 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](http://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 cheque, debit card, MasterCard or Visa.

Payments by credit card over \$50,000 not accepted.

For locations and opening hours please visit [cityofgoldcoast.qld.gov.au](http://cityofgoldcoast.qld.gov.au)

## How to contact us



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



**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**

## My water, my future

Water is a precious resource, so it's important we all work together to conserve water, even after perceived significant rainfall. Not being able to count on the rain to fall when and where we need it most means we need to use water more sustainably.

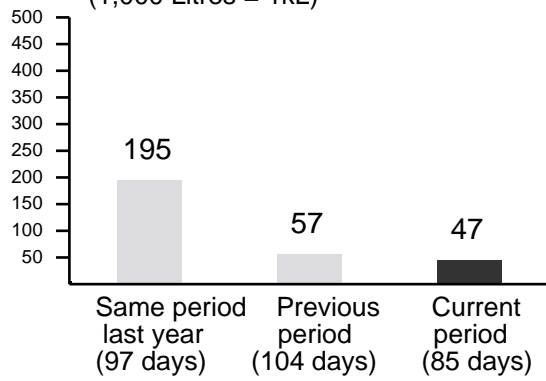
Our city is the sixth largest in Australia and as our population continues to grow, it's more paramount than ever we all develop good water habits so we have enough to meet future demand.

Let's save water together. For our tips on how to be water-wise at home, visit [cityofgoldcoast.com.au/mywater](http://cityofgoldcoast.com.au/mywater)



**Average Daily Usage (Litres)**

(1,000 Litres = 1kL)



**Your average daily water usage = 47 litres (or 0.047 kL)**

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