

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

MY WATER

My bill. My way.

**BILL
CHANGES**

This is a **transitional** water bill as we are changing when we're reading your water meter and sending your bill.

This transitional water bill does:

💧 Not include water or sewerage access charges.

This is because from 1 July 2019 access charges are no longer charged in advance, so if your April bill has been paid you're all up to date.

💧 Include usage charges.

This covers the period from your previous water meter read to your most recent water meter read as detailed on your bill. For most customers this will be for approximately 3 months.

Use the **My Water Dates** online tool to find out the week your water meter will be read again and your next water bill will be sent to your address.

Find My Water Dates and more information about water bill changes at
cityofgoldcoast.com.au/mywaterbill

Your July water bill is on the following pages.



About your water and sewerage charges

The standard charges explained:

Sewerage access charge

This charge is in arrears and aligns with your water meter reading cycle. 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 and aligns with your water meter reading cycle. 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.

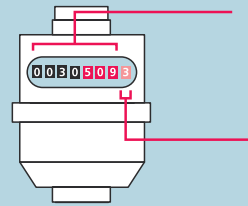
Visit cityofgoldcoast.com.au/mywaterbill to understand more about your water bill.

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.

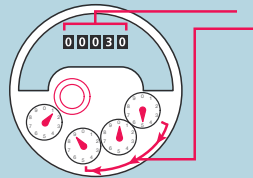


Numbers only meter

- 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

View and pay your rates online with My Account

With My Account you can:

- make payments
- download a copy of your recent rates and water notice
- view your up to date account balance
- request a direct debit or create a payment arrangement
- update your contact details.

Sign up today at cityofgoldcoast.com.au/myaccount and get your rates and water notices straight to your inbox.

Be water wise

There are some simple things you can do at home that could save thousands of litres of water.

Download our water saving tips factsheet at cityofgoldcoast.com.au/watersaver

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

SEWAGE VOLUME

Total Water Usage	19kl	
Property Discharge Factor (Mixed Industries)	90.000%	
Total Sewage	17kl	
Less Domestic Usage Allowance	46kl	
Volume of Chargeable Sewage	0kl	
0 kilolitres charged at \$4.45	\$0.00	
Actual charge with Trade Waste 0% Load Factor Applied (usage period 6/2/19 to 13/5/19)		\$0.00

WATER USAGE

19 kilolitres charged at \$1.09 (usage period 6/2/19 to 13/5/19)	\$20.71
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STATE BULK WATER PRICE

WATER USAGE

19 kilolitres charged at \$2.91 (usage period 6/2/19 to 13/5/19)	\$55.29
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TOTAL CHARGES INCLUDED IN THE RATE NOTICE

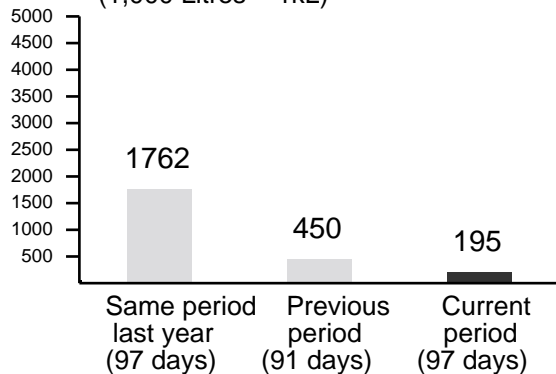
\$76.00

WATER METER READINGS

Meter Number	Current Read Date	Current Reading	Previous Read Date	Previous Reading	#Days Charged	Cons (kL)
14E000579	13 MAY 19	907	5 FEB 19	888	97	19
TOTAL(kL)						19

Daily Average Usage (Litres)

(1,000 Litres = 1kL)



Your average daily water usage = 195 litres (or 0.195 kL)

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.

Payments by credit card will incur a surcharge.

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.

© Registered to BPAY Pty Ltd ABN 69 079 137 518



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 (no surcharge) only.



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**)



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



Visit us at any Customer Service Centre

The new Waste Management Utility Charge (State Waste Disposal Levy)

From 1 July 2019 the Queensland State Government is introducing a State Waste Levy which will initially apply to all businesses, organisations and commercial operators generating waste that's sent to landfill in Queensland.

To find out if you're affected and how to get waste levy ready visit cityofgoldcoast.com.au/recycling

Garden recycling made easier

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

To find your nearest Drop and Go visit cityofgoldcoast.com.au/greenwaste