

cityofgoldcoast.com.au/water
(07) 5667 5995 or 1300 366 659

Notice number
8 2313810 8

Date of issue
27 December 2023

Current Billing Period:

15 September 2023 to 18 December 2023

Amount due:

\$405.72

(see back for payment options)

Due date for payment:

29 January 2024

(interest penalty applies after due date)

To make payment

cityofgoldcoast.com.au/rates

UNIT 318, 99 GRIFFITH STREET, COOLANGATTA

L 129 BUP106741

(Payments received after 17 December 2023 may not be included in this notice)

Water and sewerage charges *(see account page for details)*
(Includes State Bulk Water Price)

\$405.72

Amount payable if paid by: 29 JANUARY 2024

\$405.72

My Account is the secure and convenient way to manage your City services online. Sign up for My Account to check your rates and water notices, view your account balances online, and change your contact details and address. Also, to make it easier to manage your payments, eligible property owners can apply for extra time to pay rates and water bills. For more information visit cityofgoldcoast.com.au/myaccount

EMAILED BPAYVIEW



Supported by the
Commonwealth Bank
Commonwealth Bank of Australia
ABN 48 123 123 124



Billers Code: 868745
Ref: 8 2313810 8



**Post
Billpay**

Date

Cash

Cheques (see reverse)

Total amount payable
Due by: 29 January 2024

\$405.72

Teller stamp
and initials

No. of
Cheques

For Credit

Gold Coast City Council

Trans Code

User ID

Customer Reference No.

8 3 1

0 6 6 6 8 4

0 0 0 0 8 2 3 1 3 8 1 0 8 3

\$

+ 7 5 7 +

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.

Sewerage 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 or non-drinking water usage, as measured by your purple non-drinking water meter and charged per kilolitre (1000 litres).

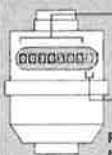
Visit cityofgoldcoast.com.au/nondrinkingwater for further information.

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



- Day one, record all numbers that you see here. Note the time of day.
- Day two, repeat step 1. Conduct this reading at the same time as you did the reading on day one.
- 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.

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

_____ L

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

_____ L

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

_____ L

This is your household's daily water usage.

Numbers and clock meter



- 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.**
- Day two, repeat step one. Conduct this reading at the same time as you did the reading on day one.
- Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

Where are the Choose Tap water refill stations located?

You can save money and never go thirsty by using our convenient Choose Tap water refill stations, found dotted around popular public parks and walkways. By opting to 'Choose Tap', Gold Coasters and visitors can avoid purchasing bottled water while helping to keep plastic bottles out of landfill and our waterways. So keep your water bottle handy and remember to 'Choose Tap' next time you're out and about.

Find out where the stations are located or for more information visit cityofgoldcoast.com.au/choosetap

Need to dispose of large bulky items?

The City partners with the Handel Group to provide our on-demand (FLEXISKIP) bulky kerbside collection service. FLEXISKIP is a heavy duty, 3 cubic metre skip bag with a one tonne capacity. It is big enough to fit couches, mattresses and other large bulky items. You can set up the FLEXISKIP within 4 metres of the street kerb or driveway, fill it up and then arrange collection. This service is free for eligible Gold Coast residents.

For more information on eligibility and accepted items visit cityofgoldcoast.com.au/flexiskip

Can I put batteries in my bin?

Batteries should never be disposed of in your household wheellie bin. When compressed during collection they cause sparks that may start a fire in waste trucks, which can spread to other vehicles. Rechargeable and lithium-ion batteries like those in laptops, mobile phones, power tools and cameras should be disposed of responsibly. Our Waste and Recycling Centres accept batteries, as do major retailers like supermarkets and hardware stores through the B-cycle scheme.

Visit cityofgoldcoast.com.au/recycling

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

Bank or BSB	Branch	Amount
		\$
		\$
		\$

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

Account for:

UNIT 318, 99 GRIFFITH STREET, COOLANGATTA
L 129 BUP106741**LOCAL GOVERNMENT DISTRIBUTION AND RETAIL PRICE**

SEWERAGE ACCESS CHARGES

95 days charged at \$1.9784 per day \$187.94
(billing period 15/9/23 to 18/12/23)

WATER ACCESS CHARGES

95 days charged at \$0.7363 per day \$69.94
(billing period 15/9/23 to 18/12/23)

WATER USAGE CHARGES

9346 kilolitres charged at \$1.346 per kL \$12579.71
(usage period 15/9/23 to 18/12/23)**Your Lot's share of the Water Usage Charge is based on its
Contribution Entitlement which is, 15 of 4473 \$42.19****STATE BULK WATER PRICE**

WATER USAGE CHARGES

9346 kilolitres charged at \$3.371 per kL \$31505.36
(usage period 15/9/23 to 18/12/23)**Your Lot's share of the Water Usage Charge is based on its
Contribution Entitlement which is, 15 of 4473 \$105.65****TOTAL CHARGES INCLUDED IN THE RATE NOTICE****\$405.72**

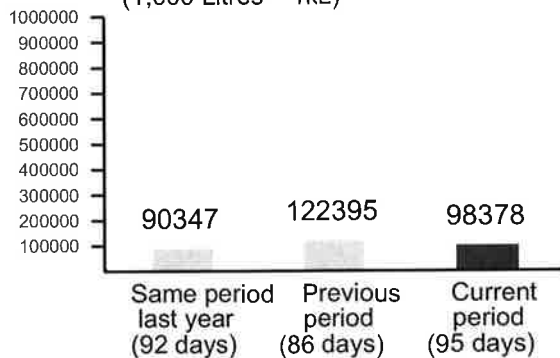
Master Meter for 220 lots

WATER METER READINGS

Meter Number	Current Read Date	Current Reading	Previous Read Date	Previous Reading	#Days Charged	Cons (kL)
204020841	18 DEC 23	90752	14 SEP 23	81406	95	9346
FS39	18 DEC 23	0	14 SEP 23	0	95	0
					TOTAL(kL)	9346

Average Daily Usage (Litres)

(1,000 Litres = 1kL)

**Your Scheme's average daily water usage = 98378 litres (or 98.378 kL)
Your total average daily cost = \$4.27****The property's water usage may be influenced by a number of factors including number of occupants, property type, property size and own water use behaviours. If you're concerned about your usage, visit cityofgoldcoast.com.au/waterleaks for instructions on how to check for concealed leaks.**

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 your water bill



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 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
No surcharge by the City applies when using a credit card to pay by BPAY®.

BPAY View®: view and pay this notice using internet banking.
BPAY View Registration No: use the **Notice Number** over the page.

© Registered to BPAY Pty Ltd ABN 69 079 137 518



Pay by phone

Call us on **1300 886 731** (or from outside Australia call **+61 7 5667 5995**) anytime to pay with MasterCard or Visa.
Payments by credit card will incur a surcharge.
See BPAY® option to avoid 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.
See BPAY® option to avoid surcharge.

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



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 transaction fee.*
See BPAY® option to avoid a City transaction fee.



Customer Service Centre in person

Pay at any Customer Service Centre with cheque, debit card, MasterCard or Visa.

Payment by credit card will incur a surcharge.
Cash is not accepted.

There have been changes to our centres. For locations and opening hours please visit cityofgoldcoast.com.au/contactus

How to contact us



cityofgoldcoast.com.au/mywaterbill



07 5667 5995 or **1300 366 659**

Monday to Friday 7am – 6pm
(or from outside Australia call **+61 7 5667 5995**)

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



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

Support for customers

The City is offering extra support and flexibility to ratepayers who might be having trouble paying water bills in full by the due date. Flexible payment plan options may be available on application, giving you extra time to pay.

Depending on your situation, we can extend your due date for a short time or set up a longer-term payment plan for regular weekly or fortnightly payments. We can also provide a financial counsellor for free, independent, and confidential advice.

For more information visit
cityofgoldcoast.com.au/waterassist

