

How to read your Water and Sewerage Rate Notice

The following is an example only of a typical metered, single dwelling, residential property.

1. Notice number
Use this reference number when paying your account by phone or online or when you need to contact us.

3. Postal address
Name and postal address of the property owner of the account. Need to update your postal address? Visit cityofgoldcoast.com.au/ratesonline

4. Property
The street address of the billed property.

5. Opening balance
The balance of your account at the time the notice was generated.

6. Water and sewerage charges
The total charges detailed in your water and sewerage account. Pensioner concessions will be displayed here if applicable.

7. Payment slip
Complete the appropriate details on this slip when sending your payment via cheque.

CITY OF **GOLDCOAST™** Water and Sewerage Rate Notice

1 Notice number **8 0000000 2** Date of issue **13 July 2020**

3 JOAN CITIZEN
99 ROAD STREET
SOMEWHERE QLD 9999

4 99 ROAD STREET, SOMEWHERE
L 999 RP 123456
(Payments received after 7 July 2020 may not be included in this notice)

5 Opening balance	\$0.00
6 Water and Sewerage Charges <i>(see account page for details)</i> (INCLUDES STATE BULK WATER PRICE)	\$375.42
Amount payable if paid by: 13 AUGUST 2020	\$375.42

Please note that the Queensland State Government has provided a \$200 household utility assistance payment to offset household electricity and water costs credited to customer electricity bills. Should you have any questions in relation to the rebate, you can call 13QGOV (13 7468).

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.

Gold Coast City Council **Page 1**
ABN 84 858 548 460

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

2 **Current Billing Period**
10 April 2020 to 10 July 2020

\$375.42
(see back for payment options)

Due date for payment:
13 August 2020
(interest penalty applies after due date)

To make a payment:
cityofgoldcoast.com.au/rates

2. Amount due and due date
The total amount you need to pay and the due date.

CITY OF **GOLDCOAST™**

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

BPAY Biller Code: 868745

Post Billpay

Date: / /

Cash:

Checkes (see reverse):

Teller stamp and initials:

No. Checkes:

For Credit
Gold Coast City Council

Tran Code: User ID: Customer Reference No.:

\$

Credit

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 sewerage 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.

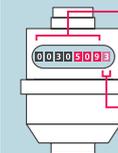
Visit cityofgoldcoast.com.au/mywaterbill to understand more about your water bill.

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

- 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

- 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.



Numbers and clock meter

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

Frequently asked questions

How are we building coastal resilience?

Living in a Queensland coastal city means we need to plan for erosion, storm tides and sea level rises, now and in the future. To safeguard our city and build coastal resilience we are planning for coastal adaptations using the State Government's QCoast 2100 funding program.

You will have the opportunity to learn more and provide feedback on our plans later in 2020. Go to cityofgoldcoast.com.au/ouresilientcity

Will my water bill increase this year?

For the sixth year running, the City has maintained pricing stability with **no price increase** on water usage and sewerage charges in the City's 2020-21 Budget. The State bulk water charge passed to customers is set by the State Government.

The City Budget also provides a community and business support package, including a reduction in interest on overdue charges from 9 per cent to 3 per cent.

Go to cityofgoldcoast.com.au/rates

Why can't I put wet wipes in the toilet?

Flushable wet wipes do not break down like toilet paper and human waste when flushed. They clump together and can block our sewerage network, increasing the risk of sewerage overflow at your property, which could leave you with an expensive and unpleasant clean up. Regardless of what the packaging says, always bin your wipes.

For more information visit cityofgoldcoast.com.au/water

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

Bank or BSB

Branch

Amount

 \$

 \$

 \$

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

8. Local Government distribution and retail price

A breakdown of the City of Gold Coast charges for water and sewerage services.

9. Sewerage access charge

This is a fixed daily price for ongoing connection and/or access to the City's sewerage transportation and treatment system. Refer to 'About your water and sewerage charges' on the bill for more information.

11. Water access charge

This is a fixed daily price for ongoing connection and/or access to the City's water transportation and treatment system. Refer to 'About your water and sewerage charges' on the bill for more information.

13. Water usage

The price per kilolitre (1000 litres) charged by the City to supply water to your property as measured by the water meter for the period stated. Refer to 'About your water and sewerage charges' on the bill for more information.

14. State bulk water price

The price per kilolitre (1000 litres) charged by the State Government for the purchase of water used at your property as measured by the water meter for the period stated. Refer to 'About your water and sewerage charges' on the bill for more information.

15. Water meter readings

The meter reading dates and figures used to calculate your water usage charges. Your usage amount can be calculated by subtracting the previous reading from the current reading.

17. Average daily cost

The total cost of your bill divided by the number of days in the current billing period.

8 LOCAL GOVERNMENT DISTRIBUTION AND RETAIL PRICE

9 SEWERAGE ACCESS CHARGES

82 days charged at \$1.9784 per day (billing period 10/4/20 to 30/6/20)
10 days charged at \$1.9838 per day (billing period 1/7/20 to 10/7/20)

10

10. Billing period

When a billing period occurs across the end of the financial year, the charges will appear on the bill from the start of the billing period up until 30/6/20, and then from 1/7/20 to the end of the billing period as an additional line.

\$162.22

\$19.83

\$47.51

11 WATER ACCESS CHARGES

82 days charged at \$0.5794 per day (billing period 10/4/20 to 30/6/20)
10 days charged at \$0.5810 per day (billing period 1/7/20 to 10/7/20)

12

12. Sewerage and Water access charge

The charge per day for sewerage and water access is different as the annual access rate in 2019/20 was divided by 366 days (a leap year), and for 2020/21 will be divided by 365 days. Please note the annual access charge has not increased.

\$5.81

\$32.70

\$4.36

13 WATER USAGE

30 kilolitres charged at \$1.090 per kL (billing period 10/4/20 to 30/6/20)
4 kilolitres charged at \$1.09 per kL (usage period 1/7/20 to 10/7/20)

14 STATE BULK WATER PRICE

WATER USAGE

30 kilolitres charged at \$3.017 per kL (billing period 10/4/20 to 30/6/20)
4 kilolitres charged at \$3.122 per kL (increase of \$0.105 per kL from 2019/20) (usage period 1/7/20 to 10/7/20)

\$90.51

\$12.48

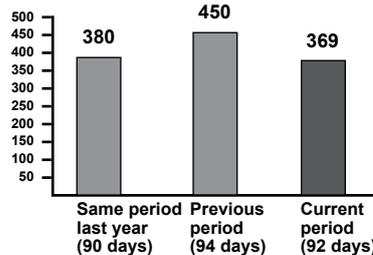
15 TOTAL CHARGES INCLUDED IN THE RATE NOTICE

\$375.42

WATER METER READINGS

Meter Number	Current Read Date	Current Reading	Previous Read date	Previous Reading	#Days Charged	Cons (kL)
R12345678	10 JUL 20	1230	9 APR 20	1196	92	34
TOTAL (kL)						34

Average daily usage (litres)
(1000 Litres = 1kL)



16

16. Daily average usage

This is calculated by dividing your total water usage with the number of days covered in this bill. The personalised graph shows your current daily usage compared to the previous two billing periods. You can compare your daily usage to the city's daily average which is stated in the copy below your graph.

17 Your average daily water usage = 369 litres (or 0.369 kL)
Your total average daily cost = \$4.08

The City's average daily residential water usage = 476 litres (or 0.476kL) per property.

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.

18. How to pay methods
A list of different ways to pay your bill.

18

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 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** located at the top left of page 1.

© 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 5801**) 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.

Payments by credit card will incur a surcharge

For locations and opening hours please visit cityofgoldcoast.com.au/contactus

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

View and pay your water bill online

With My Account you can:

- make payments
- download copies of your recent rates and water notices
- view your account balance
- request a direct debit or create a payment arrangement
- update your contact details.

Having trouble paying your bills?

Eligible property owners can apply for extra time to pay rates and water bills. Find out about our range of payment plans to help you manage your budget.

Go to cityofgoldcoast.com.au/rates

Find a leak and fix it fast

Your quick attention to water leaks can help reduce water loss and wastage, and damage to your property.

We recommend you regularly check your water meter to detect a concealed leak early. Not all water leaks are visible. See page 2 of this bill for instructions on how to read your meter.

If you find and fix a concealed water leak, you may be eligible to apply for relief in accordance with the City's Water Leakage Relief Policy. Terms and conditions apply.

For more information visit cityofgoldcoast.com.au/waterleaks