

# 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](http://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

Gold Coast City Council  
Page 1  
ABN 84 858 548 460

**1** Notice number  
8 0000000 2

**2** Date of issue  
12 July 2021

[cityofgoldcoast.com.au/water](http://cityofgoldcoast.com.au/water)  
(07) 5667 5995 or 1300 366 659

**Current Billing Period**  
3 April 2021 to 6 July 2021

Amount due:  
**\$382.89**  
*(see back for payment options)*

Due date for payment:  
**12 August 2021**  
*(interest penalty applies after due date)*

To make payment:  
[cityofgoldcoast.com.au/rates](http://cityofgoldcoast.com.au/rates)

**3** JOAN CITIZEN  
99 ROAD STREET  
SOMEWHERE QLD 9999

**4** 99 ROAD STREET  
L 999 RP 123456  
*(Payments received after 6 July 2021 may not be included in this notice)*

<b>5</b> Opening balance	<b>\$0.00</b>
<b>6</b> Water and Sewerage Charges <i>(see account page for details)</i> <b>(INCLUDES STATE AND BULK WATER PRICE)</b>	<b>\$382.89</b>
<b>Amount payable if paid by: 12 August 2021</b>	<b>\$382.89</b>

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](http://cityofgoldcoast.com.au/myaccount)

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

CITY OF  
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Credit

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

Biller Code: 868745

Post  
Billpay

Date:  /

Cash:

Cheques (see reverse):

Teller stamp and initials:

No. of Cheques:

For Credit  
**Gold Coast City Council**

Tran Code:  User ID:  Customer Reference No.:

\$

## 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).

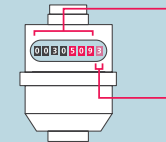
Visit [cityofgoldcoast.com.au/nondrinkingwater](http://cityofgoldcoast.com.au/nondrinkingwater) for further information. Visit [cityofgoldcoast.com.au/mywaterbill](http://cityofgoldcoast.com.au/mywaterbill) to understand more about your water bill.

## 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

- 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.**

**OR**



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.

**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.**

\_\_\_\_ \_ . \_\_\_\_ \_ L

## Frequently asked questions

### Why save water if Hinze Dam is full?

While Hinze Dam and the Desalination Plant are located on the Gold Coast, it's important to remember we're part of the SEQ Water Grid, with one interconnected water supply. The water grid means water is available to be moved within SEQ region depending on where it's needed most.

While Hinze Dam has experienced good rain fall, other dams have not. Changing our behaviours now can make a big difference in the future.

[cityofgoldcoast.com.au/mywater](http://cityofgoldcoast.com.au/mywater)

### What is green organics?

Green organics includes your garden clippings, grass, cut palm fronds, weeds, leaves and small branches.

An easy and affordable way to clean up around the home is have a green organics bin. For around \$1 per week, you can have a 240 litre green organics bin at your home which is serviced fortnightly on the alternate week to the yellow lid recycling bin.

Both property owners and tenants can apply for this service.

[cityofgoldcoast.com.au/greenorganicsbin](http://cityofgoldcoast.com.au/greenorganicsbin)

### How do I stabilise water pressure at my home?

Homes built prior to 2003 may not have a Pressure Reduction Valve (PRV) installed as part of the property's plumbing.

Properties built from 2003 require a PRV to be installed, enabling pre-set pressure to be transferred from our water network to your private plumbing. This assists in preventing water leaks in aging plumbing.

A PRV can be installed by a licensed plumber.

[cityofgoldcoast.com.au/water](http://cityofgoldcoast.com.au/water)

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.

Account for:  
99 ROAD STREET, SOMEWHERE  
L999 RP123456

**LOCAL GOVERNMENT DISTRIBUTION AND RETAIL PRICE**

**SEWERAGE ACCESS CHARGES**

89 days charged at \$1.9838 per day (billing period 3/4/21 to 30/6/21)  
6 days charged at \$1.9838 per day (billing period 1/7/21 to 6/7/21)

**11. Sewerage and water access charge**  
The charge per day for sewerage and water access is divided by 365 days. Please note the annual access charge has not increased.

\$176.55  
\$11.90

**WATER ACCESS CHARGES**

89 days charged at \$0.5810 per day (billing period 3/4/21 to 30/6/21)  
6 days charged at \$0.5810 per day (billing period 1/7/21 to 6/7/21)

\$51.70  
\$3.48

**WATER USAGE CHARGES**

31 kilolitres charged at \$1.09 per day (billing period 3/4/21 to 30/6/21)  
2 kilolitres charged at \$1.117 per day (billing period 1/7/21 to 6/7/21)

**12. 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.

\$33.79  
\$2.23

**STATE BULK WATER PRICE**

**WATER USAGE CHARGES**

31 kilolitres charged at \$3.122 per day (billing period 3/4/21 to 30/6/21)  
2 kilolitres charged at \$3.231 per day (billing period 1/7/21 to 6/7/21)

\$96.78  
\$6.46

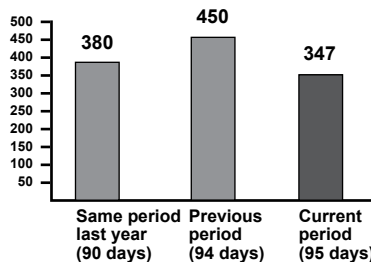
**TOTAL CHARGES INCLUDED IN THE RATE NOTICE**

**\$382.89**

**WATER METER READINGS**

Meter Number	Current Read Date	Current Reading	Previous Read date	Previous Reading	#Days Charged	Cons (kL)
R12345678	6 JUL 21	1230	2 APR 21	1196	95	33
<b>TOTAL (kL)</b>						<b>33</b>

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



**15. 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.

**Your average daily water usage = 347 litres (or 0.3473 kL)**  
**Your total average daily cost = \$4.03**

**The city's average daily residential water usage = 428 (or 0.428kL) 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](http://cityofgoldcoast.com.au/waterleaks) for instructions on how to check for concealed leaks.

**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.

**10. 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. 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.

**14. 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.

**16. Average daily cost**

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

## 17. How to pay your water bill

A list of different ways to pay your bill.

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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](http://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](http://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 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](http://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](http://cityofgoldcoast.com.au/contactus)

### How to contact us



[cityofgoldcoast.com.au/mywaterbill](http://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**)

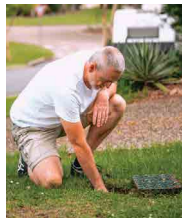
24 hour line to report water breaks and faults **1800 637 000**



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

### Save with Plumbing Assist

Plumbing Assist is a free service available to eligible customers in financial hardship. Participation in the program for your owner-occupied residential property includes a free water leak audit and (limited) repair or replacement of inefficient or leaking water fittings and fixtures. View terms and conditions and apply online at [cityofgoldcoast.com.au/waterassist](http://cityofgoldcoast.com.au/waterassist)



### Support for customers

The City is offering extra support and flexibility to ratepayers who might be having trouble paying 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.

Sometimes it can help to talk to a financial counsellor if you're experiencing financial hardship for free, independent and confidential advice.

For more information visit [cityofgoldcoast.com.au/waterassist](http://cityofgoldcoast.com.au/waterassist)