

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/rates

4. Property
The street address of the billed property.

5. Opening balance
The balance of your account at the time the notice was generated. Accrued interest amount will appear here on outstanding balances.

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 000000 2 Date of issue: DD/MM/YY

3 JOAN CITIZEN
99 ROAD STREET
SOMEWHERE QLD 9999

4 99 ROAD STREET
L 999 RP 123456
(Payments received after DD/MM/YY may not be included in this notice)

5 Opening balance \$0.00

6 Water and Sewerage Charges *(see account page for details)* \$387.82
(INCLUDES STATE AND BULK WATER PRICE)

Amount payable if paid by: DD/MM/YY **\$387.82**

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

Gold Coast City Council ABN 84 856 548 460

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

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

Current Billing Period
DD/MM/YY TO DD/MM/YY

Amount due:
\$387.82
(see back for payment options)

Due date for payment:
DD/MM/YY
(interest penalty applies after due date)

To make payment:
cityofgoldcoast.com.au/rates

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CITY OF **GOLDCOAST™**

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

B POINT **i PAY** Biller Code: 868745

Post Billpay

Date: / /

Cash:

No. of Cheques:

Cheques (see reverse):

Teller stamp and initials:

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.

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

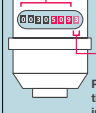
Visit cityofgoldcoast.com.au/nondrinkingwater for further information.

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.

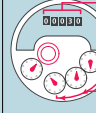
----- L

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.

Frequently asked questions

Where can I recycle my household items?

The City has created an A-Z guide on where to dispose of household items. The Recyclepedia is a tool that allows you to search for an item to find the best way to recycle or dispose of it. To find information on how to recycle right, use the Recyclepedia on the website, or on the go by downloading our City app.

For more information, please visit cityofgoldcoast.com.au/recycling

Can wet wipes and face masks be flushed?

Flushable wet wipes and single-use face masks 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 sewage 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 and single-use face masks.

For more information visit cityofgoldcoast.com.au/pipes

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/kerbsidecleanup

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:
99 ROAD STREET, SOMEWHERE
L999 RP123456

LOCAL GOVERNMENT DISTRIBUTION AND RETAIL PRICE

SEWERAGE ACCESS CHARGES

89 days charged at \$1.9784 per day
(billing period DD/MM/YY to DD/MM/YY)

\$176.07

WATER ACCESS CHARGES

89 days charged at \$0.7363 per day
(billing period DD/MM/YY to DD/MM/YY)

\$65.53

WATER USAGE CHARGES

31 kilolitres charged at \$1.346 per kL
(billing period DD/MM/YY to DD/MM/YY)

\$41.72

STATE BULK WATER PRICE

WATER USAGE

31 kilolitres charged at \$3.371 per kL
(billing period DD/MM/YY to DD/MM/YY)

\$104.50

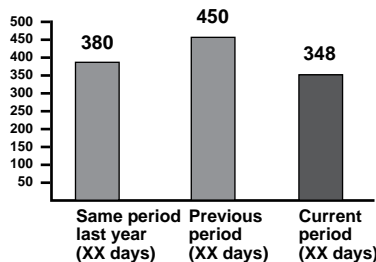
TOTAL CHARGES INCLUDED IN THE RATE NOTICE

\$387.82

WATER METER READINGS

Meter Number	Current Read Date DD/MM/YY	Current Reading 1230	Previous Read date DD/MM/YY	Previous Reading 1199	#Days Charged 89	Cons (kL) 31
R12345678					TOTAL (kL)	31

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



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.

11. Sewerage and water access charge

The per day rate is the annual access charge divided by 366 days (acknowledging 2023-24 falls over a leap year).

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.

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.

16 Your average daily water usage = 348 litres (or 0.3483 kL)
Your total average daily cost = \$4.35

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 for instructions on how to check for concealed leaks.

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 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 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

Your new green organics bin is coming soon

From this July, green organics bins will be part of the standard kerbside collection service for free-standing houses across the Gold Coast.

If you don't already have a green organics bin and you live in a free standing house on a lot size between 250-5000m², you'll be getting one soon.

All new and existing green organics customers will receive a rebate in the first year (2023-24) for the first bin only.

Using your green organics bin is an easy way to recycle garden clippings into mulch and compost - it's good for the environment and will save you time too.

For more information, please visit cityofgoldcoast.com.au/greenorganicsbin or scan the QR code.

