

RATE NOTICE

P 131 872 | F 1800 448 882 | info@tr.qld.gov.au | www.tr.qld.gov.au
PO Box 3021 Toowoomba QLD 4350 | Toowoomba Regional Council | ABN 99 788 305 360



This information was prepared as at 28 JAN 2022

REFERENCE NO: 7495046

ISSUE DATE: 4 FEB 2022

DUE DATE: 8 MAR 2022

AMOUNT DUE: 1,162.55

VALUATION: Averaged Value 162,500

PROPERTY LOCATION: 19 Cassidy Terrace, MOUNT KYNOCH QLD 4350

PROPERTY DESCRIPTION: Lot 3 SP264476

SUMMARY OF CHARGES

Rates and Charges for the half-year ending 30 JUN 2022

Rates and Charges (see over)	1,140.44
Discount (see over)	92.79CR
State Emergency Management Levy (see over)	114.90

TRR.
7/3/22

Total amount payable if received by 8 MAR 2022 1,162.55

Total amount payable if not received by the due date 1,255.34

FREQUENTLY ASKED QUESTIONS

I've recently purchased this property, why do I have to pay full rates?

Most likely your solicitor has allowed for the rates in your settlement. Please check your settlement statement to confirm this or contact your solicitor and/or agent.

How to view my rates account online?

Your rate notice may show an opening balance (debit or credit). The opening balance is made up of any unpaid rates and charges and/or payments made since your last notice. You can view receipts, rate notices or water rate notices, create an arrangement to pay or check your current balances online as a registered user at www.tr.qld.gov.au/propertydetails

Do I need to call to change my postal address?

You can update your postal address as well as other details and services here at: www.tr.qld.gov.au/requests or contact the customer service centre on 131 872.

HOW TO PAY - for a full list of payment options please see over the page



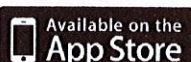
Biller Code: 18366
Ref: 7495046

BPAY® this payment via Internet or phone banking.
BPAY View® - View and pay this bill using internet banking.
BPAY View Registration No.: 7495046

® Registered to BPAY Pty Ltd ABN 69 079 137 518



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Pay using your smartphone



Download the Snip App and scan the code to pay now.



Post Billpay

Pay in-store at Australia Post



*414 007495046



24/7 phone payment

Phone
1300 451 206

DETAILED RATES AND CHARGES

DESCRIPTION:	BASIS:		RATE / CHARGE:	AMOUNT:
General Rate - Category 1.1*	Rateable Value	162,500	0.008196	665.93
Sewerage Charge Domestic*	Units	1	524.000000	262.00
Environmental Levy	Units	1	68.780000	34.39
Park and Open Space Levy	Units	1	17.760000	8.88
Biosecurity and Bushland Conservation Levy	Units	1	17.760000	8.88
Domestic Waste/Recycling Service	Units	1	274.660000	137.33
Domestic Greenwaste Service	Units	1	46.060000	23.03
Total Council Rates and Charges				1,140.44
State Emergency Management Levy 2(A)	Units	1	229.800000	114.90
Total State Emergency Management Levy				114.90

* 10% Discount applies if paid by the due date

Council will receive an annual payment of \$4,558,932 from the State Government to mitigate any direct impacts of the State Waste Levy on households in Council's area

METHODS OF PAYMENT



Paying online - Visit www.tr.qld.gov.au/payments



Direct debit (rates easy-pay) - You may have your rate notice paid directly from your nominated cheque or savings account on the due date or in small, regular payments in advance. Allow 7 days for the direct debit to be set up. For more information please contact Council on 131 872.



Paying by phone - 24/7, pay by phone using your Visa or Mastercard. Phone **1300 451 206**.



By mobile - Download the Sniip app to your iPhone or Android device, create your account, select 'Scan to Pay Bills' and scan the circular QR code to pay now. (Sniip is not available for iPads or tablets.)



Biller Code: 18366
Ref: 7495046

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

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In-store

Australia Post - Payments can be made at any Australia post office with a copy of your rate notice. Cash, cheque or eftpos payments are accepted.



Paying in person - Cash, cheque, money order, eftpos, Visa or Mastercard. Present this notice to Council's customer service centres, 8.30am to 5pm weekdays (except public holidays). Service Centres are in Clifton, Crows Nest, Goombungee, Highfields, Millmerran, Oakey, Pittsworth and Toowoomba.



Centrepay - Use Centrepay to arrange regular deductions from your Centrelink payment. Call Centrelink to request a Centrepay deductions form. Centrepay Reference: 555 071 719T.



Mail - Mail your payment to Toowoomba Regional Council, PO Box 3021 Toowoomba Qld 4350. (Payment must be received by the due date).

Visa and Mastercard payments will attract 0.17% surcharge.

Credit cards are not accepted by Australia Post for Rates/Water payments.

IMPORTANT INFORMATION

Rates and charges for the property described in this notice are due and payable by the owner(s) of the property by the due date specified on the front of this notice.

Discount will only be allowed if the Amount Due is received at Council by the due date. If you post your payment, please ensure that the date of posting allows sufficient time for delivery to Council by the due date. Discount will not be allowed if your payment is received after the due date.

Valuations are used in the calculation of the general rate. Any enquiries concerning valuations and objections should be addressed to the Department of Resources, 203 Tor Street, Toowoomba - phone 137 468.

Pensioners who hold a pensioner concession card or Veterans Affairs gold card are eligible for a remission of rates. The application must be

made in writing at your local service centre on or before the due date for payment of this rate notice.

Interest is charged on all overdue rates and charges six monthly in arrears (ie. at the end of the previous half-year in which same became due and payable) at the rate of 8% per annum, calculated and charged half yearly.



Are you moving? Please ensure that you advise Council of your new postal address.



Please quote your Reference Number when writing or phoning.



If you are unable to pay this notice by the due date, please contact Council immediately to arrange a payment schedule.

RECEIVE THIS NOTICE ELECTRONICALLY



BPAY VIEW NOTICES

By using BPAY View, you can receive, pay and store your rate notices in your online banking account. You will be notified when your next notice arrives by email, SMS or internet bank notification, depending on your preference and Financial Institution.



EMAIL NOTICES

You can now choose to receive your rates notices via email rather than through the post. Please help save our environment and register today. Follow these steps:

- go to www.tr.qld.gov.au/emailmyrates
- then register, it's that simple.



GO PAPERLESS WITH SNIIP

Simply register for **m-Billing™** in the Sniip app, and receive your bills directly into your mobile via a push notification.

Payment submitted



Paid \$1,162.55 to Toowoomba Reg Council 18366 749 5046

TOOWOOMBA REGIONAL COUNCIL RATES

Receipt no N230723744889

From Investment pot 064-175 1100 6870

Ref 7495046

On Mon 07 Mar 2022 at 03:40 PM (Syd/Melb)

WATER RATE NOTICE

P 131 872 | F 1800 448 882 | info@tr.qld.gov.au | www.tr.qld.gov.au
PO Box 3021 Toowoomba QLD 4350 | Toowoomba Regional Council | ABN 99 788 305 360



This information was prepared as at 29 APR 2022



QLD BD 002 4575

REFERENCE NO: 7495046
ISSUE DATE: 6 MAY 2022
DUE DATE: 7 JUN 2022
AMOUNT DUE: 516.42

PROPERTY LOCATION: 19 Cassidy Terrace, MOUNT KYNOCH QLD 4350
PROPERTY DESCRIPTION: Lot 3 SP264476

SUMMARY OF CHARGES

Water Access Charge for period ending 30 JUN 2022	
Water Access Charge (See Over)	349.94
Water Consumption Charge (See Water Advice)	223.86
Discount on Water Charges @ 10%	57.38CR

FREQUENTLY ASKED QUESTIONS

I've recently purchased this property, why do I have to pay full rates?

Most likely your solicitor has allowed for the rates in your settlement. Please check your settlement statement to confirm this or contact your solicitor and/or agent.

What period does this water consumption charge cover?

Where applicable a detailed water advice is included. This provides a breakdown of when your meter was read and the period these charges cover.

How to view my rates account online?

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Do I need to call to change my address?

You can update your postal address as well as other details and services here at: www.tr.qld.gov.au/requests or contact the customer service centre on 131 872.

Total amount payable if received by 7 JUN 2022

516.42

Total amount payable if not received by the due date

573.80

HOW TO PAY - for a full list of payment options please see over the page



Bill Code: 18366
Ref: 7495046

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Are you using the right biller code and reference number?



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Post Billpay

Pay in-store at Australia Post



*414 007495046



24/7 phone payment
phone
1300 451 206

DETAILED RATES AND CHARGES

DESCRIPTION:	BASIS:	HALF YEAR CHARGE:	AMOUNT:
Residential Access Charge 20mm	Units	1	349.94
Total Water Access Charges			349.94

METHODS OF PAYMENT



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Ref: 7495046

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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

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- register using information from the front of this notice.



GO PAPERLESS WITH SNIIP

Simply register for **m-Billing™** in the Sniip app, and receive your bills directly into your mobile via a push notification.

**WATERWISE TIP:**

Read your water meter
regularly to keep an
eye on your usage
and any possible
leaks

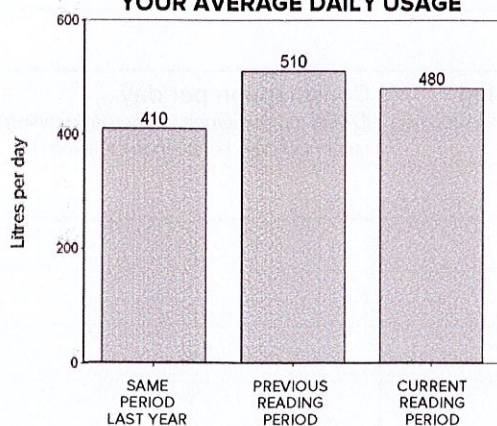
LOCATION: 19 Cassidy Terrace, MOUNT KYNOCH QLD 4350**PROPERTY
DESCRIPTION:** Lot 3 SP264476**TIER LIMIT:** 1st Tier - Up to 100 kL
2nd Tier - Above 100 kL

Meter	Meter Size	Readings	
		Start	End
TM217665	RES 20MM 5 DIGITS	17 Jun 2021 730	6 Dec 2021 812

**Consumption
(Kilolitres)**

Total Consumption	→	
82	kL 1st Tier Consumption @ \$2.73/kL	
0	kL 2nd Tier Consumption @ \$4.43/kL	
82	kL Total	

82
82
223.86
0.00
223.86

**YOUR AVERAGE DAILY USAGE**

HOW TO DETECT LEAKS

Leaks can occur in the pipes that move water around your property. Some appliances and fittings may also leak. Sometimes leaks can be detected if you have patches of unexplained wet soil or green patches of grass, however, leaks can't always be seen.

The best way of detecting leaks is to read your water meter regularly. If your consumption increases for no obvious reason, there could be a hidden leak or burst pipe.

A simple water meter test:

- Turn off all taps (*leave tap at meter turned on*)
- Write down the reading on your meter
- Don't use water for 30 minutes
- Read the meter again after 30 minutes. If the reading has changed, you may have a water leak on your property

Checking the toilet for leaks:

- Pour toilet blue into the cistern
- Don't flush the toilet for 15 minutes
- Observe whether any colour has discharged into the bowl before you flush

If you can't find the source of the leak, a licenced plumber can test your pipes to determine where the problem lies.

TIP: Your usage will be higher in summer and lower in winter

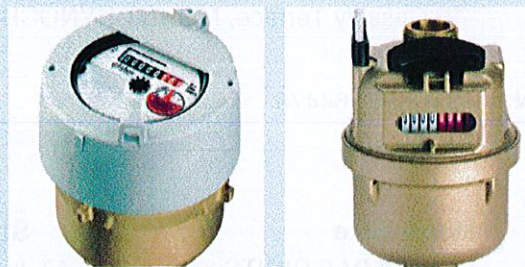
MONITOR YOUR CONSUMPTION

You can save money and reduce your water consumption by monitoring how much water you use each day.

Monitor your consumption on a monthly basis to detect leaks and avoid any surprises on your water bill.

HOW TO READ YOUR WATER METER

- Read your meter from left to right
- Black digits are kilolitres (1000L) and red digits are litres
- Record your meter reading regularly to help gauge your water use and detect leaks early!



An example of a meter reading is

Kilolitres (figures in black)				Litres (figures in red)			
thousands	hundreds	tens	kilolitres	hundreds	tens	litres	tenths/ litre
0	3	4	6	9	1	2	5

SAVE MONEY BY KNOWING HOW MUCH WATER YOU USE

You can use the chart below to monitor your water usage.

1. Generally, water meters are located on the footpath in line with the left or right boundary of your property. They are below ground level beneath a cement or plastic lid. Once you've located your meter, clean off any dirt from the dial (watch out for insects!)
2. Read your meter at regular intervals (weekly or monthly) and write the date and reading in the relevant columns below.
3. You can calculate the amount of water consumed between each reading date if you deduct the previous reading from the current reading.

Property address:

Water meter numbering:

Date	Reading	Consumption since last reading (Deduct previous reading from current reading.)	Consumption per day (Divide the consumption since last reading by the number of days between the readings.)
	.		
	.		
	.		
	.		
	.		

Payment submitted



Paid \$516.42 to Toowoomba Reg Council 18366 749 5046
TOOWOOMBA REGIONAL COUNCIL RATES

Receipt no N260329033680

From Investment pot 064-175 1100 6870

Ref 7495046

Description Water Rates

On Fri 03 Jun 2022 at 04:27 PM (Syd/Melb)
