



## WATER AND SEWERAGE YOUR BILL

**1300 086 489**  
Emergencies and faults 24 Hours, 7 days  
Account enquiries 8am-5pm Mon-Fri

**unitywater.com**  
ABN 89 791 717 472

Account number	99970905
Payment reference	0999 7090 58
Property	Unit 10/89 Sutton St, REDCLIFFE, QLD

Bill number	7125160046
Billing period	23 Aug 2023 93 days to 23 Nov 2023
Issue date	29 Nov 2023
Approximate date of next meter reading	22 Feb 2024

### Your account activity

Your last bill	Payments/ adjustments	Balance	New charges
<b>-\$476.22</b> In credit	<b>\$348.00</b>	<b>-\$824.22</b> In credit	<b>\$341.12</b>

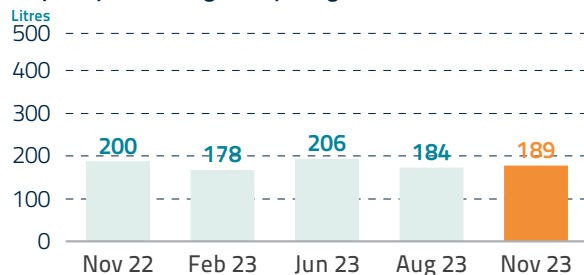
8% interest per annum, compounding daily, will apply to any amount not paid by the due date.

Smoothpay is set up for payment  
of this account

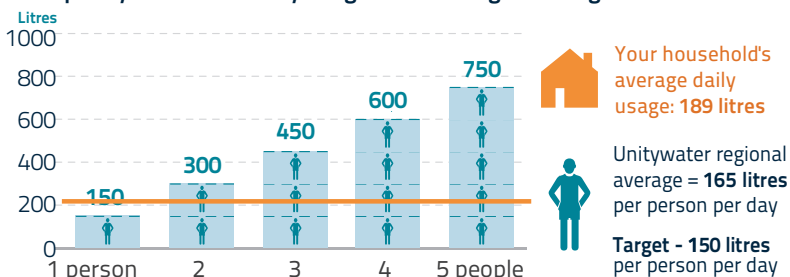
**Total** **-\$483.10**

Please pay your agreed  
Smoothpay instalments only

#### Compare your average daily usage over time



#### Compare your current daily usage with our regional target of 150 litres



## Need support to manage your bill?

There are many different reasons you or someone close to you may need support to pay a bill. Whatever the reason, we have a range of flexible payment options and support services to help.

Visit [unitywater.com/support](https://unitywater.com/support)



## Easy ways to pay For other payment options - see over



**BPAY®**  
**Billers Code: 130393**  
**Ref: 0999 7090 58**  
Contact your bank or financial institution  
to pay from your cheque, savings, debit,  
credit card or transaction account.  
Find out more at [bpay.com.au](https://bpay.com.au)  
© Registered to BPAY Pty Ltd ABN 69 079 137 518



**Direct Debit**  
Login to My Account at  
[unitywater.com](https://unitywater.com) to set up  
automatic payments from your  
bank account or credit card or  
call us for assistance.

### SmoothPay

Smooth out your bill payments across  
the year with regular fortnightly or  
monthly payments, interest free.  
Find out more at  
[unitywater.com/smoothpay](https://unitywater.com/smoothpay)

## Your account details



1300 086 489

Account enquiries

8am-5pm Mon-Fri

## Water meter details

1 kilolitre (kL) = 1000 litres (L)

Meter ID	Previous read date	Previous reading (kL)	Current read date	Current reading (kL)	Usage (kL)	Property share %	Total usage (kL)	No. of days	Average daily usage (L)
UE2300017E	22 Aug 23	138	23 Nov 23	349	211	8.33	17.6	93	189.2
Total water usage					211		17.6	93	189.2
Total sewerage usage (waste and greywater) = 90% of water usage							15.84	93	170.3

## Activity since last bill

Last bill									
Payments / adjustments									
6 Sep 2023	Direct Debit Bank Fixed								-\$476.22
20 Sep 2023	Direct Debit Bank Fixed								-\$58.00
4 Oct 2023	Direct Debit Bank Fixed								-\$58.00
18 Oct 2023	Direct Debit Bank Fixed								-\$58.00
1 Nov 2023	Direct Debit Bank Fixed								-\$58.00
15 Nov 2023	Direct Debit Bank Fixed								-\$58.00
Account balance									-\$824.22

## Water and Sewerage Charges

Lot 10 Plan BUP6431 Installation ID 198446

State Bulk Water Price	Period	kL/day	x Days	x Price/kL	
State Govt Bulk Water	23 Aug 23 to 23 Nov 23	0.1892	93	\$3.371	\$59.33

This is how much Unitywater pays to purchase water from the State Government, and is passed on to customers at cost.

### Unitywater (local government distributor-retailer price)

Variable Usage Charges	Period	kL/day	x Days	x Price/kL	
Water up to 822 L/day	23 Aug 23 to 23 Nov 23	0.1892	93	\$0.734	\$12.92
Sewerage up to 740 L/day	23 Aug 23 to 23 Nov 23	0.1703	93	\$0.734	\$11.63
Fixed Access Charges	Period	x No.	x Days	x Price/day	
Water Access 20mm	23 Aug 23 to 23 Nov 23	1	93	\$0.924	\$85.93
Sewerage Access	23 Aug 23 to 23 Nov 23	1	93	\$1.842	\$171.31
Water subtotal					\$158.18
Sewerage subtotal					\$182.94

New water and sewerage charges	\$341.12
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Total Due = ① + ②	-\$483.10
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## Important information

### Payment assistance

If you are having difficulty paying, please call Unitywater as soon as you receive your bill and before its due date to discuss how we can help.

### Changing contact details

Login to My Account at [unitywater.com](https://unitywater.com) for quick, easy changes online 24/7 or call us during business hours.

### Pensioners

If you own and live at your property and have an eligible concession card, you may apply for a pensioner rebate. Please call Unitywater or fill out our easy online form at [unitywater.com/pensioner](https://unitywater.com/pensioner)

### Credit card payments

Only MasterCard and Visa are accepted. A credit card surcharge may apply to your payment. Learn more at [unitywater.com/creditcard](https://unitywater.com/creditcard)

### Interest on overdue amounts

Interest of 8% per annum, compounding daily, will apply to any amount not paid by the due date.

### Water efficiency

For water efficiency tips, visit [unitywater.com/water-tips](https://unitywater.com/water-tips)

### Interpreter service 13 14 50

当您需口译员时，请致电 13 14 50。  
اتصل على الرقم 13 14 50 عندما تكون بحاجة إلى مترجم فوري.  
Khi bạn cần thông ngôn, xin gọi số 13 14 50  
통역사가 필요하시면 13 14 50 으로 연락하십시오.  
Cuando necesite un intérprete llame al 13 14 50

### Privacy policy

We've updated our privacy policy so that we can deliver improved services with trusted partners. Visit [unitywater.com/privacy](https://unitywater.com/privacy)

### International calls

+ 61 7 5431 8333

[unitywater.com](https://unitywater.com)

PO Box 953

Caboolture QLD 4510

1300 086 489

## More payment options



### Credit card by phone or online

To make a one-off credit card (Visa or MasterCard only) payment call 1300 047 763 or go to [unitywater.com](https://unitywater.com). A credit card surcharge may apply.  
Ref: 0999 7090 58



### Cheques by mail

Send this portion with your cheque payable to: Unitywater, Locked Bag 2, Maroochydore BC QLD 4558



### In person, by phone or online

Billpay Code: 4028

Ref: 0999 7090 58

Pay in person at any post office, call 13 18 16, or go to [postbillpay.com.au](https://postbillpay.com.au)



\*4028 0999709058 00000000

Account number 99970905

Payment reference 0999 7090 58

Total \$0.00

Please pay your agreed Smoothpay instalments only

# Rate notice

**Customer Service Centres**  
Caboolture - 2 Hasking Street, Caboolture  
Redcliffe - 1 Irene Street, Redcliffe  
Strathpine - 220 Gympie Road, Strathpine

**Postal Address**  
PO BOX 159  
Caboolture QLD 4510

**Customer Service**  
Ph: 1300 522 192

**ABN:** 92 967 232 136  
[www.moretonbay.qld.gov.au](http://www.moretonbay.qld.gov.au)



MBRC\_621712/E-1/S-1/I-1/000

This information was prepared on **31 December 2023** for the period  
**01 January 2024 to 31 March 2024**

**Property number:** 621712

**Property location:**  
Unit 10 89 Sutton Street  
REDCLIFFE QLD 4020

**Property description:** Lot 10 BUP 6431

**Valuation:** \$125,002

**Rating category:** General Rate - Category U4O (Residential  
Units CTS Owner Occupied)

## Rate notice summary

Issue date: 10 January 2024

Your last bill	\$-1.59 In credit
Payments / adjustments	\$-511.00
Opening balance	\$-512.59 In credit
New rates and charges	\$470.73
Credit balance no payment due	\$-41.86
Due date	09 February 2024

### Direct Debit

Thank you for choosing direct debit as your payment option.

Your scheduled amount will continue to be debited from your bank account as arranged.

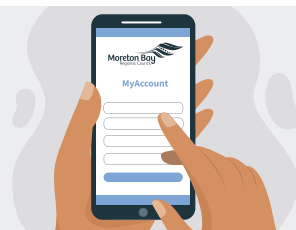
To view your direct debit schedule or to make changes to your direct debit arrangement visit  
<http://www.mbrc.qld.gov.au/pay-your-rates>



### Do it online with My Account

Get rate notices sent directly to your inbox and make other account changes.

Scan the QR code or visit [www.mbrc.qld.gov.au/rates](http://www.mbrc.qld.gov.au/rates)



## Easy ways to pay



### BPAY

**Bill code:** 339457

**Reference number:** 50 0621 7120 0621 7127



### PHONE

**Call (07) 3480 6349** (Mastercard and Visa only)

**Reference number:** 50 0621 7120 0621 7127



Post  
Billpay



\*2471 500621712006217127



### IN PERSON

Pay at any of Council's Customer Service Centres  
Mon to Fri 8.30am – 5pm



### ONLINE

Scan the QR code or visit

[www.mbrc.qld.gov.au/pay-your-rates](http://www.mbrc.qld.gov.au/pay-your-rates)

**Reference number:** 50 0621 7120 0621 7127



### MAIL

Send your payment and remittance slip to:

Moreton Bay City Council  
PO Box 159  
CABOOLTURE QLD 4510

## Payment assistance

If you are having difficulty paying, please call Council as soon as possible so we can assist you in setting up a payment plan schedule or visit [www.mbrc.qld.gov.au/rates](http://www.mbrc.qld.gov.au/rates)

## Activity since last bill

Last bill		\$-1.59
Payment / adjustments		
05-Oct-2023	Payment Received Thank You	\$-73.00
19-Oct-2023	Payment Received Thank You	\$-73.00
02-Nov-2023	Payment Received Thank You	\$-73.00
16-Nov-2023	Payment Received Thank You	\$-73.00
30-Nov-2023	Payment Received Thank You	\$-73.00
14-Dec-2023	Payment Received Thank You	\$-73.00
21-Dec-2023	Payment Received Thank You	\$-73.00
Account balance		\$-512.59 <b>A</b>

## New charges

### Council rates and charges

Description	Amount
General Rate - Category U4O (Residential Units CTS Owner Occupied) (Minimum General Rate Applied)	\$316.00
Regional Environment Charge	\$6.38
Regional Infrastructure Charge	\$21.25
Garbage Charge - Residential (Shared Service) (1 [Number of Domestic Bin Units] * 265.00 [Unit Rate]) / 4 [Bills per year]	\$66.25
<b>Total Council rates and charges</b>	<b>\$409.88</b>

### State Government charges

Description	Amount
Emergency Management Levy - Group 2A	\$60.85
<b>Total State Government charges</b>	<b>\$60.85</b>

<b>Total new charges</b>	<b>\$470.73</b> <b>B</b>
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**A** + **B** = Total due

Rebates are available for eligible pensioners and self-funded retirees who are the owner and occupier of this property. If you believe you are eligible and rebates are not shown above, please visit [www.mbrc.qld.gov.au/rates-rebates](http://www.mbrc.qld.gov.au/rates-rebates) or contact Council for further information including how to apply.

## Important information

### Interest

From 1 July 2023 to 30 June 2024 interest charges of 8% per annum, compounding daily, will apply to any amount not paid by the due date.

### Rate Recovery Process

Where rates and charges remain outstanding after the due date, interest will be charged and a reminder notice will be issued requesting payment. Where rates and charges remain unpaid after the reminder period, further recovery action will commence.

Debt recovery action can include, but is not limited to, referral to an external debt recovery agent. In accordance with Section 134 of the *Local Government Regulation 2012* Council may also undertake court proceedings to recover overdue rates and charges.

### State Government Waste Levy

The State Government has paid an amount of \$16,883,748 in the 2023/24 Financial Year to Council to mitigate the impact of the Queensland Waste Levy on households.

### State Government Emergency Management Levy

This Levy is a State Government charge, levied in accordance with the *Fire and Emergency Services Act 1990*, and supporting regulations. Please refer to these documents for full details of property classification and contribution amounts.

### Valuations

The valuation used for rating purposes is provided by the Department of Natural Resources. For further information about the valuation that has been applied to your property visit:

[www.resources.qld.gov.au/land-property](http://www.resources.qld.gov.au/land-property)

### Translating and Interpreting Services



If you require an interpreter, please call TIS National on 131450.



Help for people with hearing or speech difficulties. Contact Moreton Bay City Council through the National Relay Service (NRS). For more information, visit the NRS website to choose your preferred access point; or call the NRS Helpdesk on 1800 555 660 or text 0416 001 350 for assistance.

MBRC\_621712/E-1/S-2/I-2

## Payment remittance slip

Please send this remittance slip with your cheque/money order payable to:

Moreton Bay City Council  
PO Box 159  
CABOOLTURE QLD 4510

Property Number:	621712
Property Location:	Unit 10 89 Sutton Street REDCLIFFE QLD 4020
Barcode:	 *2471 500621712006217127
Payment Amount:	\$-41.86