

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

Date of issue
5 February 2024

\$978.87

(see back for payment options)

Due date for payment:
7 March 2024

Total amount payable after due date:

\$1,040.07

(interest penalty applies after due date)

(Payments received after 18 January 2024 may not be included on this notice)

Opening balance		\$0.09CR
State Government and associated charges	<i>(see rate assessment page for details)</i>	\$122.70
Council rates and charges	<i>(see rate assessment page for details)</i>	\$917.46
Less 10% Council discount on GENERAL RATE if full payment received by the due date		\$61.20CR
Amount payable if paid by: 7 March 2024		\$978.87

To view your rating category statement and other rate notice inserts online, visit cityofgoldcoast.com.au/inserts

The City is conscious of the effect that the recent weather events has had on ratepayers, if you are experiencing difficulties in paying your notice by the due date, you are encouraged to contact us to discuss payment options.

To make a **voluntary** contribution towards the acquisition and enhancement of the City's koala habitat, please use the BPAY® details on the reverse.

CITY OF
GOLDCOAST.TM

In Person / Mail Payment Advice

Name: V A Armstrong
Ref: 2 3238730 8

*419 232387308

Credit



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



Biller Code: 575217
Ref: 2 3238730 8



Post Billpay

Date / /

Cash	
------	--

Cheques (see reverse)

Total Amount Payable
If paid by: 7 March 2024

\$978.87

Total Amount Payable
If paid after: 7 March 2024

\$1.040.07

Teller stamp
and initials

No. of
Cheques

For Credit
Gold Coast City Council

Tran Code

User ID

Customer Reference No. _____

831

0 6 6 6 8 4

0 0 0 0 0 2 3 2 3 8 7 3 0 8 1

\$ _____.

+ 7 5 7 +

In accordance with the *Local Government Act 2009*, *Local Government Regulation 2012* and Council of the City of Gold Coast's (Council) adopted budget resolutions, all rates and charges are due and payable within 31 days of the issue of the rate notice on which the rates or 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 rates



Direct Debit

Pay future rate notices by direct debit 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: 575217
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.

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.

www.bpay.com.au

© 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.



BPOINT in person

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.

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

Manage and pay your rates with My Account

View, manage and make payments. Set up a payment plan or a direct debit. Register at cityofgoldcoast.com.au/myaccount for secure and convenient access to manage your rates and water accounts anytime.

How to contact us



cityofgoldcoast.com.au/rates



07 5667 5995 or **1300 366 659**

Monday to Friday 7am – 6pm
(or from outside Australia call **+61 7 5667 5995**)



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

Voluntary koala contribution

NOTE: This BPAY® number is for voluntary contributions to the acquisition and enhancement of the City's koala habitat only.



Billers Code: 37424
Ref: Use Notice Number

**NOT TO BE USED
FOR RATE PAYMENTS**

Telephone and 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

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

Current rating period 1 January 2024 to 30 June 2024

CHARGES CONSOLIDATED ON RATE NOTICE

UNIT 23, 53 Darrambal Street, SURFERS PARADISE QLD 4217
Lot 23 SP198719

DETAILS OF STATE GOVERNMENT AND ASSOCIATED CHARGES

VOLUNTEER FIRE BRIGADE	
Volunteer Fire Brigade Separate Charge	\$1.00
EMERGENCY MANAGEMENT	
RESIDENTIAL UNIT that is a lot 1 @ \$121.70	\$121.70
TOTAL OF STATE GOVERNMENT AND ASSOCIATED CHARGES	<u>\$122.70</u>

DETAILS OF COUNCIL RATES AND CHARGES

OPEN SPACE INCLUDING KOALA HABITAT	
Open Space including Koala Habitat, Maintenance and Enhancement Separate Charge	\$29.25
WASTE MANAGEMENT	
PART A - Waste Management Utility Charge (General)	\$161.42
PART B - Waste Management Utility Charge (State Waste Levy Cost Component)*	\$0.00
RECYCLING	
Recycling Utility Charge	\$5.30
GENERAL RATE	
CATEGORY 1T - Residential 1 \$149,408 AV @ \$0.00240935 (minimum amount applied)	\$611.99
RECREATIONAL SPACE	
Recreational Space Separate Charge	\$14.50
CITY TRANSPORT	
City Transport Improvement Separate Charge	\$95.00
TOTAL OF COUNCIL RATES AND CHARGES	<u>\$917.46</u>

* Council, as the operator of a levyable waste disposal site, is liable to pay a monthly waste levy to the State under the *Waste Reduction and Recycling Act 2011*. For the financial year 2023/2024, the State has paid Council, as a local government affected by the waste levy, an annual payment in the amount of \$23,734,964, in one instalment on 24th June 2022. The purpose of the payment is to mitigate any direct impacts of the waste levy on households in Council's local government area. This payment, in conjunction with Council waste diversion and recycling initiatives, results in your waste management Part B charge as seen above of \$0.00.

View and pay your rates online with My Account.
Register today.
cityofgoldcoast.com.au/myaccount

Rate information

Your City of Gold Coast (City) rates are payable every six months, usually in August and February. The standard charges you are likely to see on the rate notice are:



Volunteer Fire Brigade

The Volunteer Fire Brigade Charge helps subsidise the operational expenses of rural fire brigades; supplementing the Emergency Management Levy.



Emergency Management Levy

We collect the State Emergency Management Levy on behalf of Queensland Fire and Emergency Services. The levy is used to fund our emergency services. The amount of the levy depends on the classification of your property. qfes.qld.gov.au



General Rate

The City is required by law to levy a General Rate or Differential General Rate on every rateable property each financial year. The General Rate raises the revenue needed to run the city and pay for infrastructure and a range of services and activities. Just some of these include lifeguards, waterways, animal management and economic development initiatives. The value of your property, determined by the State Government, is the basis for calculating the General Rate. To smooth out increases in the General Rate caused by unexpected spikes in property values in any given year, the City uses an averaged value over three years. A minimum General Rate applies if the value of a property is below a determined threshold.



Waste Management Service

The Waste Management Utility Charge covers the cost of accessing Waste and Recycling Centres, in addition to the collection and disposal/processing of solid waste and recyclables from your property.



Recycling Utility Charge

Your general rate notice now includes a Recycling Utility Charge to fund recycling initiatives, aimed at minimising waste to landfill. This includes infrastructure, land and services that aren't funded via the Waste Management Utility Charge. cityofgoldcoast.com.au/waste



Recreational Space

The Recreational Space Separate Charge assists the City to purchase areas of large open space, with an emphasis on land for sport and recreation.



Open Space including Koala Habitat, Maintenance and Enhancement

Our city is one of Australia's most biodiverse. The Open Space including Koala Habitat, Maintenance and Enhancement Separate Charge supports activities contributing to the management and conservation of the city's natural areas, including opportunities for nature based recreation.



City Transport Improvement

The City Transport Improvement Separate Charge funds Council cabs, bus stops, bicycle and pedestrian pathways, rapid transport, improvements to local roads, as well as expanded bus services across the city.



Discount on rates

The City offers a discount for paying your rates on time. The discount amount and the discount date appear on the rate notice. To receive the discount, the amount payable stated on the rate notice must be paid in full by the due date.



Pensioner Rate Concessions

If you receive a pension, you may be entitled to receive rate concessions. To be eligible, you must hold a Queensland Pensioner Concession Card or a Department of Veterans' Affairs Gold Card. Other conditions apply. Contact us and have your pension card/s and pension amount/s ready.



Change of address

If you have recently changed your postal address, please contact us to ensure your details are updated. If you have moved house and you currently receive a pensioner rate concession, you will need to re-apply. To change your address details and/or contact details visit cityofgoldcoast.com.au/changeyouraddress



City Budget

Full details of the current City Budget: cityofgoldcoast.com.au/annualplan



For more information

W cityofgoldcoast.com.au/rates
P 07 5667 5995
P 1300 366 659

Frequently asked questions

What if I can't pay my bill on time?

You can apply for more time to pay with no interest by entering into an approved payment plan for rates and water bills. Visit cityofgoldcoast.com.au/rates

I paid my solicitor to take care of my house sale, why do I have a property transfer fee on my rate notice?

The charging of a property transfer fee is to recoup the known costs associated with accepting, recording and storage of change of ownership advice.

I just 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, or contact your solicitor and/or agent for confirmation.

Can someone else enquire on my behalf or update my account?

Yes, you can add an authorised person to your account. If the property is owned by individual/s call us on **07 5667 5995**. If the property is owned by company or trust please complete the form at cityofgoldcoast.com.au/authagent

What does my rating category mean?

Your property's rating category (stated on your rate notice) will influence the amount of general rate you will pay. Factors such as the use (including whether a property is a principal place of residence or rental), size of the land, and the nature of any improvements on the land determine which rating category applies. You can view descriptions of the rating categories at cityofgoldcoast.com.au/inserts

What is Waste Levy?

Introduced on 1 July 2019 by the Queensland State Government, the Waste Levy is a weight based charge payable on all waste disposed to a leviable landfill site in Queensland. It aims to reduce the amount of waste going to landfill and maximise the diversion of recoverable items for reuse, repurposing and recycling. To mitigate the impact on residential households, the State Government has committed to a payment to Council to offset the direct costs of the Waste Levy liability incurred on the disposal of household waste.

For the 2023-24 financial year, residential customers will notice a zero amount for Part B of the Waste Management Utility Charge, see overleaf.

Visit cityofgoldcoast.com.au/waste

What is the Green Organics Charge?

Green organics bins are now a part of standard residential kerbside collection services for eligible properties. The service charge is payable for owner-occupied and tenanted properties. The City is providing a rebate for this service for the 2023-24 year. Visit cityofgoldcoast.com.au/greenorganicsbin

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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.

Where are the Choose Tap water refill stations located?

You can save money and never go thirsty by using our convenient Choose Tap water refill stations, found dotted around popular public parks and walkways. By opting to 'Choose Tap', Gold Coasters and visitors can avoid purchasing bottled water while helping to keep plastic bottles out of landfill and our waterways. So keep your water bottle handy and remember to 'Choose Tap' next time you're out and about. Find out where the stations are located or for more information visit cityofgoldcoast.com.au/choosetap

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/flexiskip

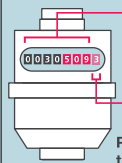
Can chemicals on my lawn affect my water quality?

Spilling chemicals or parking a car or boat on your lawn or near your outside tap can contaminate your drinking water. Chemicals like fuels, oils, turpentine and paint thinner can leach through pipes which can affect the quality of your water and result in an expensive fix. Ensure your car or boat isn't leaking fuel and garage them and dispose of chemicals appropriately at one of our Waste and Recycling Centres (WRC's). For more information visit cityofgoldcoast.com.au/water

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.

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



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.

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:
UNIT 23, 53 DARRAMBAL STREET, SURFERS PARADISE
L 23 SP198719

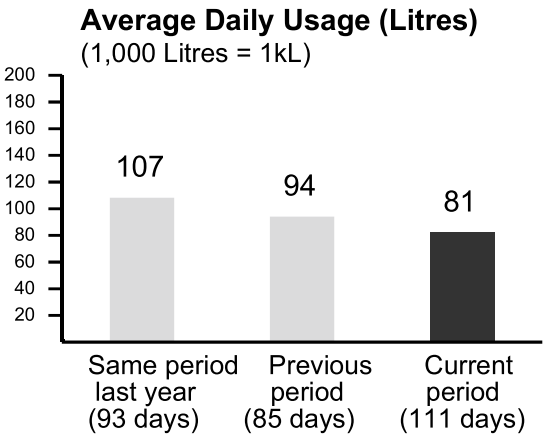
LOCAL GOVERNMENT DISTRIBUTION AND RETAIL PRICE

SEWERAGE ACCESS CHARGES	
111 days charged at \$1.9784 per day (billing period 17/11/23 to 6/3/24)	\$219.60
WATER ACCESS CHARGES	
111 days charged at \$0.7363 per day (billing period 17/11/23 to 6/3/24)	\$81.72
WATER USAGE CHARGES	
9 kilolitres charged at \$1.346 per kL (usage period 17/11/23 to 6/3/24)	\$12.11
STATE BULK WATER PRICE	
WATER USAGE CHARGES	
9 kilolitres charged at \$3.371 per kL (usage period 17/11/23 to 6/3/24)	\$30.33
TOTAL CHARGES INCLUDED IN THE RATE NOTICE	<u>\$343.76</u>

Your Lot's Sub Meter

WATER METER READINGS

Meter Number	Current Read Date	Current Reading	Previous Read Date	Previous Reading	#Days Charged	Cons (kL)
14W070168	6 MAR 24	370	16 NOV 23	361	111	9
TOTAL(kL)						9



Your average daily water usage = 81 litres (or 0.081 kL)

The city's average daily residential water usage = 459 litres (or 0.459 kL) 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.

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** over the page.

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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.



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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

Let's save water together

With a dry year predicted, it's important we all start working together to save water to help protect our dam levels.

Reducing your time in the shower to 4 minutes will significantly reduce your water usage, conserving our drinking water supply and saving you money.

Look out for more water saving tips inside the current edition of Community News or visit cityofgoldcoast.com.au/mywater

