

#### CUSTOMER ENQUIRIES

**Phone:** (07) 5475 7542

**Email:** [rates@sunshinecoast.qld.gov.au](mailto:rates@sunshinecoast.qld.gov.au)

**ABN** 37 876 973 913

#### HALF YEARLY RATE NOTICE FOR PERIOD

1 January 2025 to 30 June 2025

**ISSUE DATE** 21 January 2025

**PROPERTY NO.** **33527**

**VALUATION** \$400,000

**PAYMENT REFERENCE NO.** 335272

**DUE DATE FOR PAYMENT** **21 February 2025**

**AMOUNT PAYABLE** **\$1,058.02**

**PROPERTY LOCATION:** 107 Image Flat Rd IMAGE FLAT QLD 4560

**PROPERTY DESCRIPTION:** Lot 42 RP 895100 Por 8V

RATES AND CHARGES	UNITS	RATE CHARGED		AMOUNT
<b>Opening Balance</b>				70.98-
General Rate - Category 6		Minimum Rate =		738.50
Waste Bin - 240 Litre	1 x	\$388.60	x .5 =	194.30
Arts and Heritage Levy	1 x	\$20.00	x .5 =	10.00
Environment Levy	1 x	\$82.00	x .5 =	41.00
Transport Levy	1 x	\$47.00	x .5 =	23.50
State Emergency Management Levy: Class A Group 2	1 x	\$243.40	x .5 =	121.70
<b>TOTAL:</b>				<b>\$1,058.02</b>

Please review the enclosed Schedule of Rates to confirm your rate category.

Did you know you can set up a payment arrangement to pay your rates over the current rating period?  
Please email [rates@sunshinecoast.qld.gov.au](mailto:rates@sunshinecoast.qld.gov.au) before the due date for payment to set up the arrangement.

#### PAYMENT OPTIONS

**PROPERTY NO.**  
33527

**AMOUNT PAYABLE**  
1,058.02

**DUE DATE**  
**21 February 2025**



**Bill Code:** 18259  
**Ref:** 335272

#### 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)



**Post Billpay**

Pay in Person at any Post Office, Credit Card not accepted.



\*214 335272

Credit Card by Phone  
Phone 13 18 16 and follow the prompts

Billpay Code: 0214

Ref: 33 5272

MasterCard & Visa accepted



#### Pay using your smartphone

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



Internet  
Go to [www.sunshinecoast.qld.gov.au](http://www.sunshinecoast.qld.gov.au), click on 'Pay and Apply' and follow the prompts

Ref: 33 5272

MasterCard & Visa accepted



If you wish to pay your rates by direct debit please contact Council for further information.



## IMPORTANT INFORMATION – PLEASE READ CAREFULLY

Notice is hereby given that rates and charges levied by the Sunshine Coast Regional Council, by the virtue of the “Local Government Act” and amendments thereto, on land described on the front of this Rate Notice for the period stated (and Arrears of rates and charges, with Interest if any), are now due, and hereby required to be paid by the Due Date of this Notice.

It is the property owner's responsibility to confirm that all rates and charges are correct at the time of issue of the Rate Notice. **To ensure that your property is in the correct general rate category please refer to the enclosed Schedule of Rates, which has descriptions of all differential general rate categories for the Sunshine Coast Council.** Adjustments to rates and charges levied in prior financial years as an outcome of a Differential General Rate Objection are only available for a maximum of 12 months. Please note the *Transitory Accommodation* rating categories apply where a property is offered or available for holiday rental letting, typically for period/s less than 42 consecutive days at any one time. If you have queries about other rates and charges please refer to the current Revenue Statement, available on Council's website, or contact Council's Customer Service Centre for more information.

**CHANGE OF ADDRESS:** Council requires notification of any change of postal address from ratepayers. When notifying Council in writing, you must state your full name and all property numbers to which the change applies.

**INTEREST:** From 1 July 2024 to 30 June 2025 interest charges of 12.35% per annum, compounding daily, will apply to overdue rates and charges. Where cleared payment is not received by Council on or before the Due Date for Payment shown on this Rate Notice interest will apply, except where a payment arrangement is approved by Council before the Due Date for Payment.

**MYCOUNCIL:** Register online with MyCouncil - a secure gateway to some of council's services such as access to view or pay your rates account, receive your rates notice by email and much more. Find MyCouncil on council's website [www.sunshinecoast.qld.gov.au](http://www.sunshinecoast.qld.gov.au)

**PAYMENT ARRANGEMENTS:** There are a number of payment arrangement options available if you cannot make payment in full by the due date of this notice. These payment arrangement options can be found by visiting Council's website at [www.sunshinecoast.qld.gov.au](http://www.sunshinecoast.qld.gov.au) or alternatively by contacting Council's Customer Service Centre. It is recommended that arrangements are established prior to the due date shown on the rate notice. Please note a Direct Debit is not a payment arrangement.

**PENSION CONCESSION:** If you hold a Pensioner Concession Card or Veteran Affairs Gold Card and own a property which is your principal place of residence you may be entitled to State and Council funded concessions on your Council rates. Please visit Council's website at [www.sunshinecoast.qld.gov.au](http://www.sunshinecoast.qld.gov.au) or contact Council's Customer Service Centre for more information.

**PROPERTY SALES/NEW OWNERS:** If you have sold this property please return this Rate Notice to Council by marking the envelope 'Return to Sender' and placing it in an Australia Post Box. A penalty can apply if notification of a sale is not provided to the Department of Resources or to Council within 30 days of the settlement.

**RATE RECOVERY PROCESS:** Where rates and charges remain outstanding after the due date, interest will be charged and a Rate Reminder Notice will be issued requesting payment. Where rates and charges remain unpaid after the reminder period, further recovery action may be commenced.

Debt recovery action can include but is not limited to the 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.

**LEGAL AND PROFESSIONAL COSTS:** Where a “Claim” and “Statement of Claim” has been filed with the Magistrates Court for the recovery of overdue rates and charges, Legal and Professional Costs are incurred. Legal and Professional costs are not considered overdue rates and charges until judgment has been entered.

**STATE WASTE LEVY:** State Government has paid an amount of \$11,531,569 to Council to mitigate the impact of the Queensland Waste Levy on households.

**STATE EMERGENCY MANAGEMENT LEVY:** This Levy is a State Government charge, levied in accordance with the *Fire and Emergency Service 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 Resources (DoR). Should you have any questions relating to the amount or determination of your valuation please direct your enquiries to DoR, PO Box 573, Nambour QLD 4560 or email [vnambour@resources.qld.gov.au](mailto:vnambour@resources.qld.gov.au) or Ph: 13 74 68.

**CALOUNDRA SOUTH PRIORITY DEVELOPMENT AREA:** Under the Local Government Act 2009 and Regulation 2012, Council may impose special rates/charges where properties benefit from special access to higher standards of services, facilities or activities. Any special rate/charge will require a resolution of Council.

**OTHER PAYMENT OPTIONS:** **Electronic payment preferred – please see front page**



By Mail – Post your cheque (**must include the remittance advice with barcode**) to Sunshine Coast Regional Council Locked Bag 72 Sunshine Coast Mail Centre, Q 4560

**Caloundra**  
77 Bulcock Street



Pay in Person at any Council Office - 8.30am to 4.30pm weekdays.  
Social distancing measures are in place.

**Maroochydore**  
54 First Avenue

**Nambour**  
Cnr Currie and Bury Street

**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	99945151
Payment reference	0999 4515 11
Property	107 Image Flat Rd, IMAGE FLAT, QLD

Bill number	7126749791
Billing period	11 Oct 2024 91 days to 9 Jan 2025
Issue date	17 Jan 2025
Approximate date of next meter reading	9 Apr 2025

## Your account activity

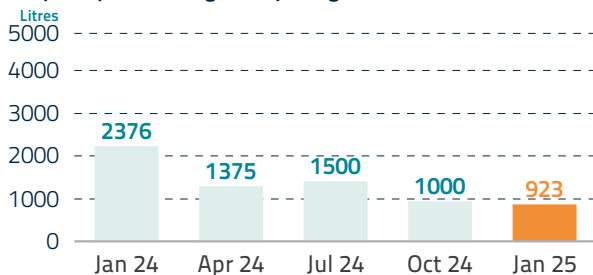
Your last bill	Payments/ adjustments	Balance	New charges
\$1,831.95	\$1,831.75	\$0.20	\$655.53

Overdue	<b>\$0.20</b>
Total due <sup>#</sup>	<b>\$655.73</b>
New charges due	<b>17 Feb 2025</b>

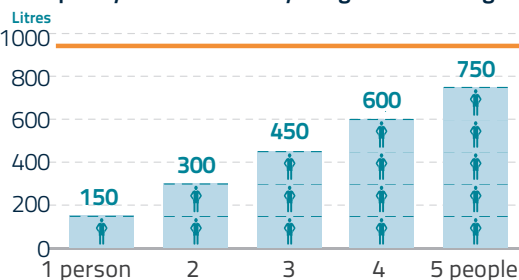
8% interest per annum, compounding daily, will apply to any amount not paid by the due date.

# Includes overdue amount

### Compare your average daily usage over time



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



**Your household's  
average daily  
usage: 923 litres**

Unitywater regional  
average = **165 litres**  
per person per day

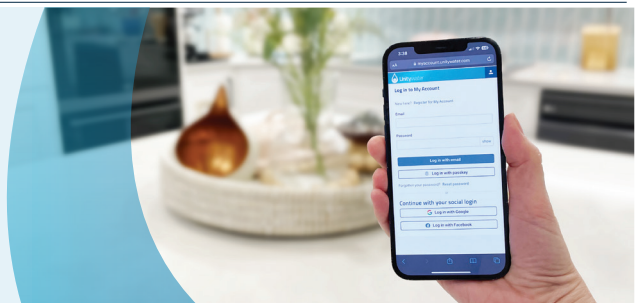
**Target - 150 litres**  
per person per day

## My Account

With new features, managing your account online  
has never been easier.

Everything you need, right at your fingertips.

To find out more visit [unitywater.com/myaccount](https://unitywater.com/myaccount)



## Easy ways to pay

For other payment options - see over



**BPAY®**  
Biller Code: 130393  
Ref: 0999 4515 11

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)

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### 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)	No. of days	Average daily usage (L)
UT2008190W	10 Oct 24	1840	9 Jan 25	1924	84	91	923.1
Total water usage					84	91	923.1
Total sewerage usage (waste and greywater) = 90% of water usage					67.34	91	740.0

## Activity since last bill

Last bill		\$1,831.95
Payments / adjustments		
16 Oct 2024	CBA BPAY BPAY 16/10/2024	-\$100.00
23 Oct 2024	Interest Charges 8% 6 days	\$1.34
23 Oct 2024	CBA BPAY BPAY 23/10/2024	-\$100.00
24 Oct 2024	Interest Charges 8% 1 days	\$0.20
30 Oct 2024	CBA BPAY BPAY 30/10/2024	-\$200.00
6 Nov 2024	CBA BPAY BPAY 06/11/2024	-\$200.00
13 Nov 2024	CBA BPAY BPAY 13/11/2024	-\$200.00
20 Nov 2024	CBA BPAY BPAY 20/11/2024	-\$200.00
27 Nov 2024	CBA BPAY BPAY 27/11/2024	-\$200.00
4 Dec 2024	CBA BPAY BPAY 04/12/2024	-\$200.00
11 Dec 2024	CBA BPAY BPAY 11/12/2024	-\$200.00
18 Dec 2024	CBA BPAY BPAY 18/12/2024	-\$233.29
Account balance		\$0.20

## Water and Sewerage Charges

Lot 42 Plan RP895100 Installation ID 1245800

State Bulk Water Price	Period	kL/day	x Days	x Price/kL	
State Govt Bulk Water	11 Oct 24 to 09 Jan 25	0.9231	91	\$3.444	\$289.30

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	11 Oct 24 to 09 Jan 25	0.8220	91	\$0.760	\$56.85
Water over 822 L/day	11 Oct 24 to 09 Jan 25	0.1011	91	\$1.517	\$13.95
Sewerage up to 740 L/day	11 Oct 24 to 09 Jan 25	0.7400	91	\$0.760	\$51.18
Fixed Access Charges	Period	x No.	x Days	x Price/day	
Water Access 20mm	11 Oct 24 to 09 Jan 25	1	91	\$0.879	\$79.99
Sewerage Access	11 Oct 24 to 09 Jan 25	1	91	\$1.805	\$164.26
Water subtotal					\$440.09
Sewerage subtotal					\$215.44

New water and sewerage charges \$655.53

Total Due\* = ① + ② \$655.73

\*Includes Overdue Amount (8% interest per annum, compounding daily, is being charged on this amount) \$0.20

## 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 4515 11



### 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 4515 11

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



\*4028 0999451511 00065573

Account number 99945151

Payment reference 0999 4515 11

Overdue \$0.20

Total due\* \$655.73

New charges due 17 Feb 2025

# Includes overdue amount