



Dedicated to a better Brisbane

BRISBANE CITY COUNCIL ABN 72 002 765 795

Rate Account

Mailing Code EMAIL  
Property Location 45/139 PRING ST  
HENDRA  
Issue Date 4 Apr 2025

Bill number  
5000 1048 0478 760

Bill number including donation  
5800 1048 0478 760

Enquiries  
(07) 3403 8888  
24 hours 7 days

Account Period  
1 Apr 2025 - 30 Jun 2025



500010480478760/E-1/S-1/I-1/H-6

Donate to the Lord Mayor's Charitable Trust to help those in need

You can make a \$15 donation to the Lord Mayor's Charitable Trust to support Brisbane's grass-roots charities.

Donations are tax deductible and can be made through your preferred rates payment method. A separate receipt will be issued by Council.

For more about the work of the Trust visit [lmct.org.au](http://lmct.org.au)

Council is fundraising for the Lord Mayor's Charitable Trust, a registered charity under the Collections Act 1966.



LORD MAYOR'S CHARITABLE TRUST

The rates and charges set out in this notice are levied by the service of this notice and are due and payable within 30 days of the issue date.  
Full payment by the Due Date includes Discount and/or Rounding (where applicable).

Payment assistance - If you would like to arrange a payment extension or a payment plan please contact Council on (07) 3403 8888.

Nett Amount Payable

\$506.70

Due Date

6 May 2025

Summary of Charges

Opening Balance	0.00
Brisbane City Council Rates & Charges	445.86
State Government Charges	60.85
Gross Amount	506.71
Discount and/or Rounding (where applicable)	0.01 CR
Nett Amount Payable	506.70
Optional Lord Mayor's Charitable Trust donation received by the Due Date	521.70

Please note, your nominated bank account will be Direct Debited with the amount/s as arranged.

Including Lord Mayor's Charitable Trust \$15 donation



\*439 580010480478760



Billers Code: 319186  
Ref: 5800 0000 3827 901  
Amt: \$521.70 by 6 May 2025

Excluding Lord Mayor's Charitable Trust \$15 donation



\*439 500010480478760



Billers Code: 78550  
Ref: 5000 0000 3827 901  
Amt: \$506.70 by 6 May 2025

Pay using your smartphone



Due Date

6 May 2025

50

Gross Amount

\$506.71

Nett Amount

\$506.70

<0000050670>

<004440>

<500010480478760>

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## Have you changed your address?

It is important if you have changed your postal address to please advise Council by:

Phone: **(07) 3403 8888 24 hours 7 days**

or go to: **www.brisbane.qld.gov.au**

or write to: **Brisbane City Council  
GPO Box 1434  
BRISBANE QLD 4001**

## Rating and rebate information

**Rating information** - General rates are calculated based on land valuation and rating category. Please refer to your rating category statement or [www.brisbane.qld.gov.au/rates](http://www.brisbane.qld.gov.au/rates) for more information.

**Rebate** - Council offers a range of rates rebates, including pensioner and owner occupier. See [www.brisbane.qld.gov.au/rates](http://www.brisbane.qld.gov.au/rates) for more information or call Council's Contact Centre on (07) 3403 8888.

**Interest** - Compounding interest of 12.35% per annum will accrue daily on any amount owing immediately after the due date.

## Payment options



### Online

To pay online go to **www.brisbane.qld.gov.au/payrates**  
Payment is accepted by American Express, MasterCard or Visa credit card\*. Minimum payment \$10.



### Direct Debit

Pay an agreed amount by Direct Debit transfer from your cheque or savings account. To apply please go to [www.brisbane.qld.gov.au](http://www.brisbane.qld.gov.au) search Direct Debit and complete the online form.



### 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.*) Payment is accepted by American Express, MasterCard or Visa credit card\*. Minimum payment \$10.



### Mail

**Allow sufficient time for mail delivery as payment must be received on or before the due date to receive discount.**

Return the bottom slip with cheque made payable to Brisbane City Council to:

**Brisbane City Council  
GPO Box 1434  
BRISBANE QLD 4001**



### 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](http://www.bpay.com.au)  
Minimum payment \$10.

®Registered to BPAY Pty Ltd ABN 69 079 137 518

### BPAYVIEW

Contact your participating bank or financial institution to register to receive your future Rate Accounts electronically. When registering, your BPAY View Registration number is our Account number located on Page 3 of this account.



### Instore

Pay in-store at Australia Post  
Billpay Code: \*439



### Phone Pay

Call 1300 309 311 to pay by American Express, MasterCard or Visa credit card\*. Minimum payment \$10.



### Brisbane City Council Regional Business Centres and Customer Service Centre

Pay at any Regional Business Centre or our Customer Service Centre. Payment is accepted by cash, cheque, debit card, MasterCard or Visa credit card\*. Minimum payment \$10.

\* For credit and debit cards a surcharge may apply. Details can be found at <https://www.brisbane.qld.gov.au/about-council/council-information-and-rates/rates-and-payments/credit-and-debit-card-surcharge>

## Use and Disclosure Notice

Your property ownership and rates details are used for a range of Council functions and to provide services to you.

### English

If you need this information in another language, please phone the Translating and Interpreting Service (TIS) on 131450 and ask to be connected to Brisbane City Council on (07) 3403 8888.

### Italian

Per avere queste informazioni in un'altra lingua, telefonate al TIS (*Translating and Interpreting Service*, cioè Servizio Traduttori e Interpreti) al numero 131450 e chiedete di essere collegati con il numero (07) 3403 8888 del municipio di Brisbane (*Brisbane City Council*).

### Spanish

Si necesitara esta información en otro idioma, se le ruega llamar al Servicio de Traducción e Interpretación [*"TIS"*], teléfono 131450, y pedir conexión con el Municipio de Brisbane, teléfono (07) 3403 8888.

### Chinese

如果您需要用另一種語言獲悉此文件的內容，請致電 131450 到翻譯與傳譯服務部（TIS），請他們給您轉接（07）3403 8888 到布里斯本（Brisbane）市政廳。

Property Details

Owner	MS MARIE A BANKS & MR WILLIAM T BANKS	
Property Location	45/139 PRING ST HENDRA	
Real Property Description	L.45 SP.102724 PAR TOOMBUL 5/381	
Valuation effective from	1 Jul 2022	\$124,268
	1 Jul 2023	\$127,297
	1 Jul 2024	\$127,297
Average Rateable Valuation (A R V)	\$126,287	

Account Details

Account Number 5000 0000 3827 901

Opening Balance		
Closing Balance Of Last Bill	506.71	
Payment Received - 06-Feb-2025	506.70	CR
Discount/Rounding Allowed	0.01	CR
Total	0.00	

Period: 1 Apr 2025 - 30 Jun 2025

Brisbane City Council Rates & Charges

General Rates - Category 14 (Annually 0.3349 Cents In The A R V \$) @ Parity Factor (P/F) 1.503961		
	304.10	
Waste Utility Charge - 1 Charge(S) @ \$115.86 Qtr		
	115.86	
Bushland Preservation Levy Category 14 (Annual 0.0106 Cents In The A R V \$) @ P/F 1.503961		
	10.67	
Environmental Mgt Compliance Levy Category 14 (Annual 0.0134 Cents In The A R V \$) @ P/F 1.503961		
	15.23	
Total	445.86	

State Government Charges

Emergency Management Levy - Group 2	60.85	
Total	60.85	

Other Information

Due to increasing postage costs, Council has introduced a charge of \$1.98 for all printed and posted rate notices. Make the switch to paperless billing and save by searching 'email rates' via [brisbane.qld.gov.au](https://brisbane.qld.gov.au). Brisbane City Council continues to offer the most generous pensioner rates rebates of any council in Queensland, with up to \$1,248 in annual rebates to help offset rates and charges for eligible pensioners.

Your rating category statement can be found by visiting our website at [brisbane.qld.gov.au](https://brisbane.qld.gov.au) and entering 'how rates are calculated'. The category statement will provide information about each rating category.

The Queensland Government waste levy for general waste is now \$115 per tonne. Council has received a payment of \$41,136,436 for the 2024-25 financial year from the Queensland Government to mitigate impacts from the Waste Levy on households. This payment is only around 85% of the amount required to be paid by Council to the Queensland Government as a levy for household waste to landfill. The Waste Utility Charge covers costs associated with managing waste in Brisbane, including the gap between the Queensland Government levy charged to Council and the 85% rebate received by Council.

Customer reference number	10 1112 6326 0000 4
Bill number	1112 6326 12
Date issued	20/03/2025
<b>Total due</b>	<b>\$386.83</b>
<b>Direct debit date</b>	<b>26/04/2025</b>

**Your water usage**

Water usage (kL)	37.49
Days charged	88

*Average daily water usage (litres)*

Current period	426
Same period last year	436

**Property Location:** TEA TREE GROVE AT HENDRA 45  
139 PRING STREET  
HENDRA 4011

**Account Summary** Period 02/12/2024 - 27/02/2025

**Your Last Account**

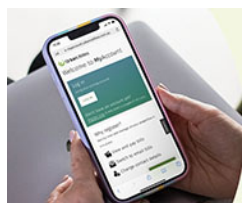
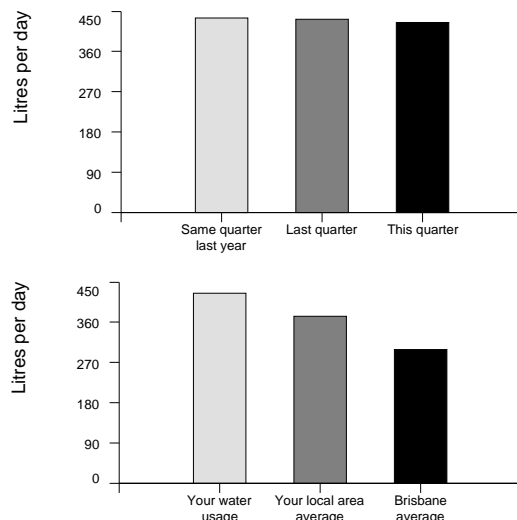
Amount Billed	\$398.76
Amount Paid	\$398.76CR

**Your Current Account**

Balance	\$0.00
Current Charges	\$386.83

**Total Due** **\$386.83**

**Thank you for paying by Direct Debit.**  
The Total Due is due on the Direct Debit Date. It will be debited from your nominated account on the Direct Debit Date shown.



**SWITCH TO ELECTRONIC BILLS  
AND WIN A \$2025 CREDIT!**



Scan the code  
or read more  
in Pipeline

**Payment options**



**Direct debit**  
To arrange automatic payment from your bank account, visit [www.urbanutilities.com.au/directdebit](http://www.urbanutilities.com.au/directdebit)



**Telephone and internet banking – BPAY®**  
Contact your bank or financial institution to make this payment from your cheque, savings, credit card, debit or transaction account.  
**BPAY View®** View and pay this bill using internet banking.  
More info: [www.bpay.com.au](http://www.bpay.com.au)  
® Registered to BPAY Pty Ltd ABN 69 079 137 518



**Internet**  
Pay your account online using MasterCard or Visa credit card at [www.urbanutilities.com.au/creditcard](http://www.urbanutilities.com.au/creditcard)  
Payment by credit card will incur a surcharge.  
We accept Mastercard or Visa credit cards.



**By phone**  
Call 1300 123 141 to pay your account using your MasterCard or Visa card.



**Mail**  
Tear off this slip and return with your cheque payment to Queensland Urban Utilities PO Box 963, Parramatta, NSW 2124



**In person**  
Pay in person at Australia Post with cash, cheque, money order, debit card or any branch of the Commonwealth Bank with cash or cheque.

Amount paid

Date paid

Receipt number

YOUR CHARGES for 02/12/2024 - 27/02/2025 (88 days)

Your meter readings

Serial Number	Read Date	Reading	Usage	Comment
FC00187	02/12/2024	109990		Final Reading
	13/01/2025	111437	1447kL	
FES2400237	13/01/2025	0		New Meter
	13/01/2025	0	0kL	
FES2400237	13/01/2025	0		
	13/01/2025	0	0kL	
FES2400237	13/01/2025	0		
	28/02/2025	1528	1528kL	
Boundary Meter	Your share percentage is 1.260000		Your share of usage is 37.48	

Water Usage

State bulk water price

State Bulk Water Charge 2024/25	37.49kL @ \$3.444000/kL	\$129.11
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Urban Utilities distributor-retailer price

Tier 1 usage 2024/25	37.49kL @ \$0.915000/kL	\$34.30
Subtotal		\$163.41

Water Services

Urban Utilities water service charge

Water service charge 2024/25	88 days	\$59.13
Subtotal		\$59.13

Sewerage Services


Urban Utilities sewerage service charge

Sewerage service charge 2024/25	88 days	\$164.29
Subtotal		\$164.29

Water usage	\$163.41
Water services	\$59.13
Sewerage services	\$164.29

Your total charges 02/12/2024 - 27/02/2025	\$386.83
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Customer ref. no.	10 1112 6326 0000 4
TEA TREE GROVE AT HENDRA 45 139 PRING STREET HENDRA 4011	

 Your usage was 37.49 kilolitres.  
That's an average of 426 litres per day.

WIN  
\$2025  
OFF YOUR BILL!

Switch to eBilling before June 30 for your chance to win a huge \$2025 bill credit.



Scan the code or read more in Pipeline

INTERPRETER SERVICE 13 14 50

当您需耍口译员时，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  
© Urban Utilities 2024

Tear off slip and return with your cheque payment to PO Box 963, Parramatta, NSW 2124. See reverse for payment options.



UrbanUtilities

**Water and Sewerage Account**  
In Person / Mail Payment Advice



BPAY® this payment via Internet or phone banking.  
BPAY View® - View and pay this bill using internet banking.  
To use the QR code, use the reader within your mobile banking app.  
More info: www.bpay.com.au

Billers Code: 112144  
Ref: 10 1112 6326 0000 4



Commonwealth Bank  
Commonwealth Bank of Australia  
ABN 48 123 123 124  
240 Queen Street, Brisbane, QLD



Current charges due date

24/04/2025

For Credit **Urban Utilities**

Trans Code      User ID      Customer Reference No.

831      066840      101112632600004

  
\*4001 101112632600004



Teller Stamp & Initials

Total Due

\$ 386.83

Date

Cash

Cheques

+757+





To our valued customers,

We hope you and your family stayed safe during the recent severe weather.

Enclosed is your bill for the current billing period. It may be arriving a bit later than normal, as we paused billing while the weather event was in progress.

Difficult times can put people under unexpected financial stress, but we're here to help.

We want you to know that we have a range of options, including payment extensions, if you need some extra support during this time.

The quickest and simplest way to see our support options, request a payment plan or extension is to visit **[urbanu.com.au/CycAlfredSupport](https://urbanu.com.au/CycAlfredSupport)**.

Or you can also chat with us via web chat to discuss your situation or find out more.

General Enquiries **13 26 57**  
Faults and Emergencies **13 23 64**  
**[urbanutilities.com.au](https://urbanutilities.com.au)**

