

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

Use this option to pay future rate 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 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.

There have been changes to our centres, for locations and opening hours please visit cityofgoldcoast.com.au/contactus



Pay using BPAY®

Biller 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.

More info: 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.

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 habit only.



Biller 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

			\$
			\$
			\$

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

CHARGES CONSOLIDATED ON RATE NOTICEUNIT 18, 37 Old Coach Road, TALLAI QLD 4213
Lot 18 GTP2171**DETAILS OF STATE GOVERNMENT AND ASSOCIATED CHARGES**

VOLUNTEER FIRE BRIGADE

Final Volunteer Fire Brigade Separate Charge \$0.50

EMERGENCY MANAGEMENT

RESIDENTIAL UNIT that is a lot 1 @ \$113.00 \$113.00

TOTAL OF STATE GOVERNMENT AND ASSOCIATED CHARGES**\$113.50****DETAILS OF COUNCIL RATES AND CHARGES**

OPEN SPACE INCLUDING KOALA HABITAT

Open Space including Koala Habitat, Maintenance and Enhancement Separate Charge \$23.00

WASTE MANAGEMENT

PART A - Waste Management Utility Charge (General) \$150.89

PART B - Waste Management Utility Charge (State Waste Levy Cost Component)* \$0.00

GENERAL RATE

CATEGORY 2B -Residential 2 \$57,072 AV @ \$0.003122335 (minimum amount applied) \$623.00

RECREATIONAL SPACE

Recreational Space Separate Charge \$14.50

CITY TRANSPORT

City Transport Improvement Separate Charge \$66.65

TOTAL OF COUNCIL RATES AND CHARGES**\$878.04**

For licensed rental properties, full payment of the general rate levied on this rate notice is deemed to be a renewal of rental property licence under Local Law No.16 (Licensing) for the current rating period.

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 2020/2021, the State will pay Council, as a local government affected by the waste levy, an annual payment in the amount of \$18,960,088, in four quarterly instalments of \$4,740,022. The purpose of the payment is to mitigate any direct impacts of the waste levy on households in Council's local government area, therefore your waste management Part B charge as seen above is \$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 Final Volunteer Fire Brigade Charge helps subsidise the operational expenses of rural fire brigades; supplementing the Emergency Management Levy.



Emergency Management Levy

The Emergency Management Levy is collected on behalf of the State Government. The levy includes a broad range of emergency management and response services to a wide range of emergencies including floods, cyclones, storms as well as fire and accidents. The amount of the levy depends on the classification of your property. Visit fire.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 collection and disposal/processing of solid waste and recyclables from your property.



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.



Recreational Space

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



City Transport Improvement

The City Transport Improvement 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.



Non-Principal Place of Residence rebate

In some situations, a rebate may apply to any Non-Principal Place of Residence assessment in a payment arrangement.



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



Rate payment deferment

This option is available to pensioners and holders of the Queensland Government Seniors Card. A number of options are available where the approved amount can be deferred until circumstances change or the property ownership changes. Conditions apply. For more information, phone us or visit our website.



City Budget

Full details of the current City Budget are available on our website at: cityofgoldcoast.com.au/annualplan



For more information

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

Frequently asked questions

I am experiencing financial hardship, how can you help?

You can apply for more time to pay with no interest by entering into an approved payment plan for rates and water bills. Find out more at 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.

Why are my regular payments not listed individually on the rate notice?

This would add pages to the rate notice and ultimately increase production and postage costs.

What does my rating category mean?

Your property's rates category (stated on your rate notice) will influence the amount of the general rate you will have to pay. Factors such as the use and size of the land, and/or nature of any improvements on the property determine into which rates category your property has been included. You can view descriptions of the rating categories at cityofgoldcoast.com.au/inserts

What is the Waste Management Utility Charge (State Waste Levy Cost Component)?

Introduced on 1 July 2019, the Waste Levy will apply to all businesses, organisations and commercial operators who generate waste and dispose of waste in Queensland. The Waste Levy is a deemed weight based charge starting at \$80 per tonne (or part thereof) for general waste. It aims to minimise the diversion of recoverable items for reuse, repurposing and recycling.

Will residents be impacted by the Waste Management Utility Charge (State Waste Levy Cost Component)?

There will be no direct impact on residential households. To mitigate the impact of the Waste Levy on residential households, the Queensland State Government has made a payment to the City, which will be used to cover costs we incur when disposing of residential waste. As a result, you will notice a zero amount for part B of the Waste Management Utility Charge, see overleaf. Visit cityofgoldcoast.com.au/recycling

MY ACCOUNT

Manage your water and rates accounts online.

REGISTER NOW at cityofgoldcoast.com.au/myaccount

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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).

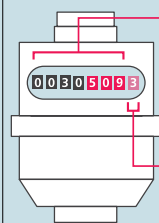
Visit cityofgoldcoast.com.au/nondrinkingwater for further information.

Visit cityofgoldcoast.com.au/mywaterbill to understand more about your water bill.

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.

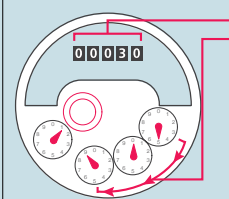
Numbers only meter



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.

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.

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.

This is your household's daily water usage.

L

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 18, 37 OLD COACH ROAD, TALLAI
L 18 GTP2171

LOCAL GOVERNMENT DISTRIBUTION AND RETAIL PRICE**SEWERAGE ACCESS CHARGES**

93 days charged at \$2.0255 per day \$188.37
(billing period 6/3/25 to 6/6/25)

WATER ACCESS CHARGES

93 days charged at \$0.7945 per day \$73.88
(billing period 6/3/25 to 6/6/25)

WATER USAGE CHARGES

2136 kilolitres charged at \$1.380 per kL \$2947.68
(usage period 6/3/25 to 6/6/25)

Your Lot's share of the Water Usage Charge is based on its \$36.57
Contribution Entitlement which is, 5 of 403

STATE BULK WATER PRICE**WATER USAGE CHARGES**

2136 kilolitres charged at \$3.444 per kL \$7356.38
(usage period 6/3/25 to 6/6/25)

Your Lot's share of the Water Usage Charge is based on its \$91.27
Contribution Entitlement which is, 5 of 403

TOTAL CHARGES INCLUDED IN THE RATE NOTICE**\$390.09**

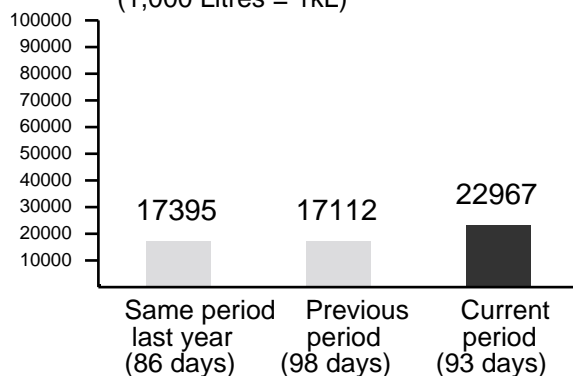
Master Meter for 83 lots

WATER METER READINGS

Meter Number	Current Read Date	Current Reading	Previous Read Date	Previous Reading	#Days Charged	Cons (kL)
15HF00004	6 JUN 25	79146	5 MAR 25	77010	93	2136
TOTAL(kL)						2136

Average Daily Usage (Litres)

(1,000 Litres = 1kL)



Your Scheme's average daily water usage = 22967 litres (or 22.967 kL)

Your total average daily cost = \$4.19

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 [Water meters | City of Gold Coast](#) for instructions on how to check for concealed leaks.

We recommend regularly reading your water meter to detect any unusual variation in consumption between readings.

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



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.

® 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.



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.



In person at Customer Service Centre

Payment options include:

Debit card – *surcharge fee*

MasterCard or Visa – *surcharge applies*

Cash is not accepted.

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

Support to make your bill payments on time

The City offers extra support and flexibility to ratepayers who might be having trouble paying water bills in full by the due date. Flexible payment plan options may be available on application, giving you extra time to pay.

Depending on your situation, we can extend your due date for a short time or set up a longer-term payment plan for regular weekly or fortnightly payments. We can also provide a financial counsellor for free, independent, and confidential advice.

For more information visit cityofgoldcoast.com.au/waterassist

