



# 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](http://cityofgoldcoast.com.au/nondrinkingwater) for further information.

Visit [cityofgoldcoast.com.au/mywaterbill](http://cityofgoldcoast.com.au/mywaterbill) to understand more about your water bill.

## Can I receive my water and rate notices online?

Register for **My Account** to receive your water and rate notices in a secure and convenient way. My Account allows you to reduce paper waste and save time by managing your City services online.

You'll be able to:

- check your account balance
- change your contact details and address
- view copies of your rate and water bills
- set up or change a direct debit
- request a payment plan.

[cityofgoldcoast.com.au/myaccount](http://cityofgoldcoast.com.au/myaccount)

## Check your bin day

Not sure when your bin collection day is? Rather than relying on your neighbour, you can check online via our app.

As the holiday season approaches, remember to put your bins out the night before your collection day for those early pick-ups.

The app also allows you to:

- check where you can recycle household items
- report a problem
- locate dog exercise areas and more.

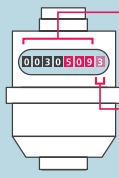
Download our free app through your app store today.

[cityofgoldcoast.com.au/mobileapps](http://cityofgoldcoast.com.au/mobileapps)

## 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.

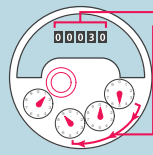
### Numbers only meter



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:

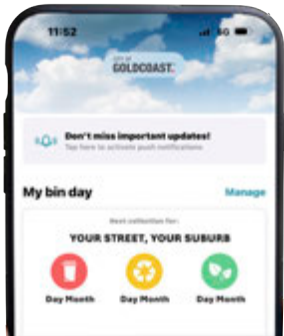
At the same time as day one, record numbers from your water meter as per instructions above.

\_\_\_\_ \_ \_\_\_\_ \_ \_\_\_\_ \_ L

Subtract the number found on day one from the number found on day two.

\_\_\_\_ \_ \_\_\_\_ \_ \_\_\_\_ \_ L

**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 126, 1-7 MOORES CRESCENT, VARSITY LAKES  
L 26 SP206288

LOCAL GOVERNMENT DISTRIBUTION AND RETAIL PRICE

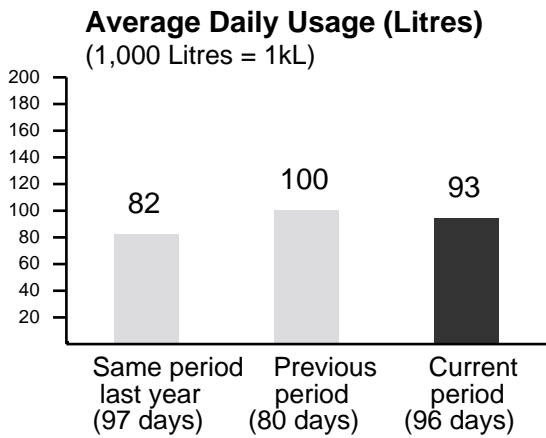
SEWERAGE ACCESS CHARGES	
96 days charged at \$2.0255 per day (billing period 30/8/24 to 3/12/24)	\$194.44
WATER ACCESS CHARGES	
96 days charged at \$0.7945 per day (billing period 30/8/24 to 3/12/24)	\$76.27
WATER USAGE CHARGES	
9 kilolitres charged at \$1.380 per kL (usage period 30/8/24 to 3/12/24)	\$12.42
STATE BULK WATER PRICE	
WATER USAGE CHARGES	
9 kilolitres charged at \$3.444 per kL (usage period 30/8/24 to 3/12/24)	\$30.99

TOTAL CHARGES INCLUDED IN THE RATE NOTICE	<b><u>\$314.12</u></b>
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Your Lot's Sub Meter

WATER METER READINGS

Meter Number	Current Read Date	Current Reading	Previous Read Date	Previous Reading	#Days Charged	Cons (kL)
08B067875	3 DEC 24	1588	29 AUG 24	1579	96	9
TOTAL(kL)						9



**Your average daily water usage = 93 litres (or 0.093 kL)**  
**Your total average daily cost = \$3.27**

**The city's average daily residential water usage = 478 litres (or 0.478 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 [Water & sewerage | 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](http://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](http://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.*



### 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](http://cityofgoldcoast.com.au/contactus)

## How to contact us



[cityofgoldcoast.com.au/mywaterbill](http://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**



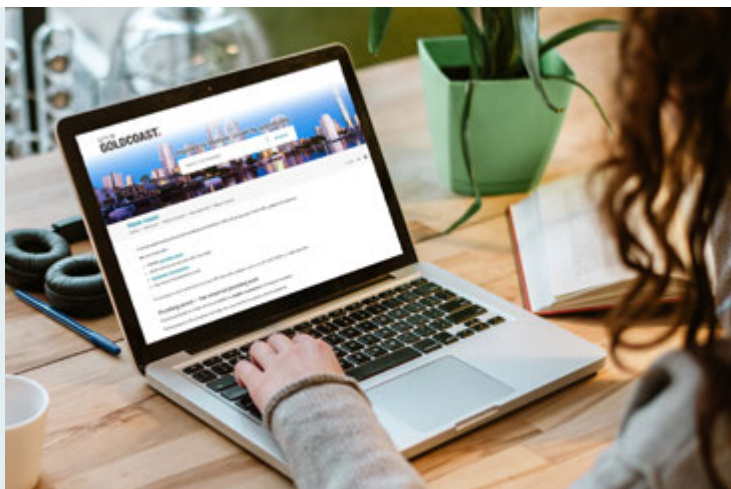
City of Gold Coast  
PO Box 5042 GOLD COAST MC QLD 9726

## 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](http://cityofgoldcoast.com.au/waterassist)



Notice number  
2 3208424 4

Date of issue  
20 January 2025

Current rating period:  
1 January 2025 to 30 June 2025  
**\$1,300.99**  
*(see back for payment options)*

Due date for payment:  
**20 February 2025**  
Total amount payable after due date:  
**\$1,394.82**  
*(interest penalty applies after due date)*

UNIT 126, 1-7 Moores Crescent, VARSITY LAKES QLD 4227  
Lot 26 SP206288  
Payments received after the 1 January 2025, may not be included in this notice.

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>	\$1,272.12
Less 10% Council discount on GENERAL RATE if full payment received by the due date		\$93.83CR
Amount payable if paid by: 20 February 2025		\$1,300.99

To view your rating category statement and other rate notice inserts online, visit [cityofgoldcoast.com.au/inserts](http://cityofgoldcoast.com.au/inserts)

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™**

**In Person / Mail Payment Advice**  
Name:888 Super Pty Ltd  
Ref: 2 3208424 4

\*419 232084244

**Credit**

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

Biller Code: 575217  
Ref: 2 3208424 4

Total Amount Payable  
If paid by: 20 February 2025  
**\$1,300.99**

Total Amount Payable  
If paid after: 20 February 2025  
**\$1,394.82**

Teller stamp and initials

No. of Cheques

Date  
/ /  
Cash  
Cheques (see reverse)

For Credit  
**Gold Coast City Council**

Tran Code  
8 3 1

User ID  
0 6 6 6 8 4


Customer Reference No.  
0 0 0 0 0 2 3 2 0 8 4 2 4 4 4

\$

+ 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



**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.

**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**  
Payment options include:  
Debit Card – *surcharge free*  
MasterCard or Visa – *surcharge applies*


**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.



**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 NOTICE**UNIT 126, 1-7 Moores Crescent, VARSITY LAKES QLD 4227  
Lot 26 SP206288**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****\$122.70****DETAILS OF COUNCIL RATES AND CHARGES**

## OPEN SPACE INCLUDING KOALA HABITAT

Open Space including Koala Habitat, Maintenance and Enhancement Separate Charge \$30.50

## WASTE MANAGEMENT

PART A - Waste Management Utility Charge (General) \$177.40

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

## RECYCLING

Recycling Utility Charge \$5.82

## GENERAL RATE

CATEGORY 2T - Residential 2 \$55,820 AV @ \$0.003123855 (minimum amount applied) \$938.30

## RECREATIONAL SPACE

Recreational Space Separate Charge \$15.10

## CITY TRANSPORT

City Transport Improvement Separate Charge \$105.00

**TOTAL OF COUNCIL RATES AND CHARGES****\$1,272.12**

For licensed rental properties, full payment of the general rate levied on this rate notice is deemed to be a renewal of a rental accommodation licence in accordance with section 11 *Subordinate Local Law No. 16.1 (Rental Accommodation)* for the current rating period subject to the condition the rental accommodation is to be operated in compliance with the prescribed criteria in section 9.

\* 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 2024/2025, the State has paid Council, as a local government affected by the waste levy, an annual payment in the amount of \$23,259,075, 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.

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**View and pay your rates online with My Account.**

Register today.

[cityofgoldcoast.com.au/myaccount](https://cityofgoldcoast.com.au/myaccount)

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# 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](http://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

The Recycling Utility Charge is used 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](http://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](http://cityofgoldcoast.com.au/changeyouraddress)



### City Budget

Full details of the current City Budget: [cityofgoldcoast.com.au/annualplan](http://cityofgoldcoast.com.au/annualplan)



### For more information

**W** [cityofgoldcoast.com.au/rates](http://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](http://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](http://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](http://cityofgoldcoast.com.au/inserts)

### What is the 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 2024-25 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](http://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. Visit [cityofgoldcoast.com.au/greenorganicsbin](http://cityofgoldcoast.com.au/greenorganicsbin)