



Contact and connect

02 6670 2400

[tweed.nsw.gov.au](http://tweed.nsw.gov.au)

[tsc@tweed.nsw.gov.au](mailto:tsc@tweed.nsw.gov.au)

PO Box 816 Murwillumbah NSW 2484

ABN: 90 178 732 496



Account number

70384045

Issue date

19/06/2025

Due date

**18/07/2025**

## Water notice

Property identifier:

**37486**

Amount due:

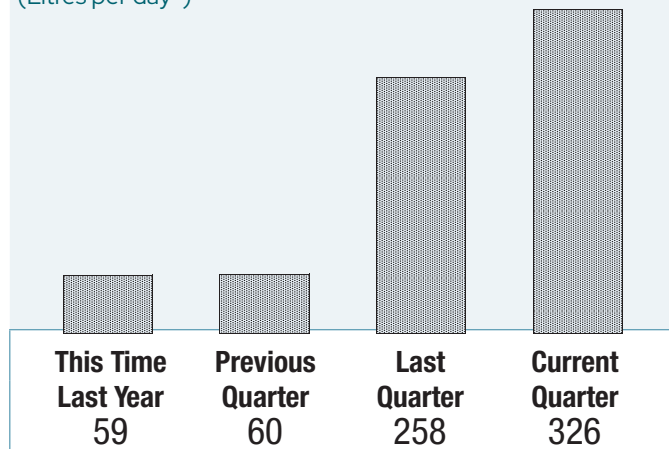
**\$116.85**

**Property address** 32 Watergum Place BOGANGAR NSW 2488  
**Property details** Lot 331 DP 854383 Subj To Sewer E'ment

**Rateable properties** 1

### Average daily water use

(Litres per day\*)



\*1000 L = 1 kL

### Account summary

Outstanding charges -\$0.75

Current charges \$117.60

**Total charges \$116.85**

Deduct payments since 17/06/2025

**Total deductions (if applicable) \$0.00**

Amount due

**\$116.85**



092595 - 000503

## Payment slip – water

See overleaf for ways to pay



\*575 70384045



Bill Code: 131284  
Ref: 70384045



Bill Code: 0575  
Ref: 70384045

BPAY® telephone and internet banking.  
Contact your bank to make this payment  
from your cheque, savings, debit, credit  
card or transaction account.

Credit card payments can be made in  
person at any Council office, online at  
[postbillpay.com.au](http://postbillpay.com.au) or by calling 13 18 16.  
A surcharge applies to all credit card payments.

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Payment due by

**18/07/2025**

**Go paperless** [tweed.nsw.gov.au/go-paperless-enotices](http://tweed.nsw.gov.au/go-paperless-enotices)

## Your water meter reading

Meter*	Start reading	Date	End reading	Date	Water use	Days
16W073463	1274 kL	12/03/2025	1304 kL	12/06/2025	30 kL	92 days

<b>Total</b>					<b>30 kL</b>	<b>92 days</b>
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\* Meters with *Water use* of 0 kL are not shown.

## Water charges

Charge category	Date		Cost per kL	Water use <sup>#</sup>	Charges
Consumption charges	12/03/2025 - 12/06/2025	(92 days)	\$3.92	30.00 kL	\$117.60
<b>Sub total</b>				<b>30.00 kL</b>	<b>\$117.60</b>

High consumption charges<sup>^</sup>  
Applies to *Water use* above 75.61 kL

<b>Sub total</b>				<b>0.00 kL</b>	<b>\$0.00</b>
<b>Total</b>				<b>30.00 kL</b>	<b>\$117.60</b>

<sup>#</sup> If checking your charges using the information provided above, the result may be slightly different. This is due to the rounding of the Water Use amounts to two decimal places. This rounding is needed so that these amounts can be shown on your Water Notice. However, to ensure charges are accurate and fair, these amounts are not rounded when calculating your charges.

### <sup>^</sup> What is considered High Water Consumption?

If your household is using more than 821.9 litres of water a day on average (equivalent to 300 kL a year per rateable property) then high consumption charges apply. To calculate the point after which high consumption charges apply, multiply the number of days covered in the bill (provided above) by 0.8219 kL per day.

### Are my charges prorated?

If your bill crosses 2 financial years, your charges are prorated. This is to reflect the different rates applicable in each financial year.

### Who must pay this account?

By law, this account is issued in the name of the property owner(s).

If a property is being leased, then the private leasing agreement between the property owner and the tenant must determine who is responsible for paying for water charges. For legal purposes, Council is unable to discuss water bills with tenants.

Tweed Shire Council will not become involved in any disputes between property owners, body corporates or tenants around water bills.

### What do I do if I cannot pay this bill by the due date?

Phone Council on 02 6670 2400 before the payment due date to make a payment arrangement.

### How do I update my address with Council?

Phone 02 6670 2400 or or submit an online change of address request on Council's website at [tweed.nsw.gov.au/change-mailing-address](https://tweed.nsw.gov.au/change-mailing-address)

### Will I reach Target 160?



See how your household is tracking by dividing your average daily water use (shown on the graph on the front of this bill) by the number of people in your household. The aim is to have water use down to at least 160 litres per person per day.

## Go paperless

[tweed.nsw.gov.au/go-paperless-enotices](https://tweed.nsw.gov.au/go-paperless-enotices)  
Reduce your carbon footprint and ensure you always have a copy of your notice anytime you need it by registering for one of Council's paperless options.

### Receive your notice by email

Complete the email registration at [tweed.nsw.gov.au/go-paperless-enotices](https://tweed.nsw.gov.au/go-paperless-enotices)



### BPAY View<sup>®</sup>

[bpay.com.au/bpay-for-you](https://bpay.com.au/bpay-for-you)

## Payment options – interest charges apply to late payments



**ePayment and Property Services:** This type of payment is via credit card, (a surcharge applies to all credit card payments).

[eproperty.tweed.nsw.gov.au](https://eproperty.tweed.nsw.gov.au)



**BPAY telephone and internet banking – BPAY<sup>®</sup>:** Contact your bank to make this payment from your cheque, savings, debit, credit card or transaction account. More information at [bpay.com.au](https://bpay.com.au)

<sup>®</sup> Registered to BPAY Pty Ltd ABN 69 079 137 518.



**Post billpay:** Visit [postbillpay.com.au](https://postbillpay.com.au) or phone 13 18 16 to pay with Visa or Mastercard.



**By mail:** Please make all cheques payable to Tweed Shire Council, crossed 'Not Negotiable' and mail to PO Box 816, Murwillumbah NSW 2484.



**Direct debit:** You can request a direct debit at [tweed.nsw.gov.au/ways-to-pay](https://tweed.nsw.gov.au/ways-to-pay) or contact your bank.



**In person at Australia Post:** Payments can be made by cash, cheque or EFTPOS.



**In person at Council's offices:** Brett Street, Tweed Heads and Tumbulgum Road, Murwillumbah between 9 am and 4 pm Monday to Friday.

Council accepts payment by cash, cheque, money order, EFTPOS, Visa and Mastercard (a surcharge applies to credit card payments).

**Payment plan:** You can request a payment plan at [tweed.nsw.gov.au/payment-plan](https://tweed.nsw.gov.au/payment-plan)

**Change of address:** You can update your address at [tweed.nsw.gov.au/change-mailing-address](https://tweed.nsw.gov.au/change-mailing-address)

# Water Matters

April – June 2025



## Tap into quality – why Tweed’s water is the best choice

Every drop of Tweed’s tap water is treated at one of our three water treatment plants, undergoing rigorous filtration, disinfection and testing to ensure it’s safe, clean and great-tasting. Our tap water meets all requirements of the strict Australian Drinking Water Guidelines.

In line with NSW Health policy, we add fluoride to the Tweed’s main water supply to help prevent tooth decay, especially in children. This fluoridation is regulated by the Fluoridation of Public Water Supplies Act to ensure safe and effective levels of fluoride are maintained.

Our advanced treatment process removes impurities while retaining essential minerals like calcium and magnesium—key for good health. Tweed tap water also boasts lower sodium and chloride levels than major bottled water brands.

We test our water continuously, monitoring a wide range of physical, chemical and microbiological factors. Our commitment to quality means you can have complete confidence in the water you drink, cook with and bathe in every day.

Drinking tap water isn’t just good for you—it’s good for the planet. By choosing tap over bottled, you’re reducing plastic waste and lowering your environmental footprint.

With safe, high-quality water available straight from the tap, there’s no need to look elsewhere.

Learn more at [tweed.nsw.gov.au/drinking-water-quality](https://tweed.nsw.gov.au/drinking-water-quality)



### Have your say and help shape the Tweed



Your voice matters in shaping the future of our community. By joining Your Say Tweed, you’ll have a direct impact on local decisions and stay informed about projects that matter to you.

#### Why register?

- Influence local decisions
- Stay updated
- Create a better Tweed



#### How to join:

Visit [yoursaytweed.com.au](https://yoursaytweed.com.au) or scan the QR code.

Council confidentiality policy: On request, any submission including identifying particulars will be made public. Council will give consideration to the ‘Public Interest’ and requests for confidentiality however, the *Government Information (Public Access) Act 2009* may require confidential submissions to be released to an applicant.

Help us make decisions with you  
Register at [yoursaytweed.com.au](https://yoursaytweed.com.au)



# The latest on raising Clarrie Hall Dam

We're in the final stages of assessing the impacts of raising Clarrie Hall Dam by 8.5 metres—an increase that would nearly triple its capacity from 16,000 to 42,300 megalitres and secure our water supply until at least 2065.

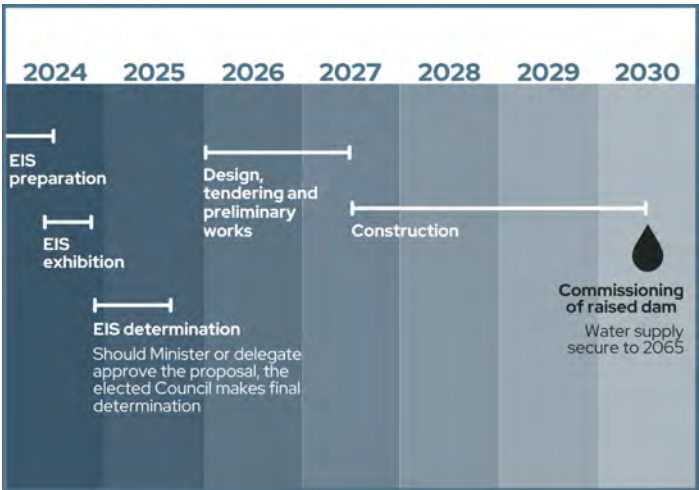
From 25 September to 6 November 2024, the NSW Department of Planning, Housing and Infrastructure (DPHI) publicly exhibited Council's Environmental Impact Statement (EIS). Thank you to everyone who made a submission.

DPHI and Council are now reviewing all submissions and working with external consultants KBR to address key issues raised. This includes holding one-on-one meetings with relevant state government agencies to resolve matters raised or determine the best way forward.

Once this is complete, the EIS, along with the submissions and a Response to Submissions report, will be provided to the Minister for Planning and Public Spaces to determine whether the project can proceed and under what conditions.

If approved, Council will then consider the Minister's determination before deciding whether to progress the project. If Council proceeds, the next steps will involve business case planning, detailed design and securing final approvals and licences for construction.

For summaries of the EIS and updates on the project, visit [yoursaytweed.com.au/RaisingClarrieHall](https://yoursaytweed.com.au/RaisingClarrieHall)



## Stormwater downpipes should never connect to your wastewater pipes



## Protect your loo and our sewerage systems too!

Remember only toilet paper, pee and poo belong in the loo.

Items such as wet wipes (even the ones they claim are “flushable”), tissues, paper towels, sanitary items, cotton buds and dental floss can cause big problems.

The facts:

- Unflushable items clump together and can lead to blockages in your plumbing and our sewerage systems.
- Sewage overflows can harm the environment and public health, and lead to costly repairs.
- Your bathroom plumbing and our sewerage systems are only designed for toilet paper, pee and poo.

For more info visit [tweed.nsw.gov.au/what-to-flush](https://tweed.nsw.gov.au/what-to-flush)



**For urgent issues, call us: 02 6670 2400**

24 hours a day, 7 days a week

**Check service interruptions:**

[tweed.nsw.gov.au/service-problems-interruptions](https://tweed.nsw.gov.au/service-problems-interruptions)

**Go paperless:** [tweed.nsw.gov.au/go-paperless-enotices](https://tweed.nsw.gov.au/go-paperless-enotices)

**Stay up to date:** [tweed.nsw.gov.au/subscribe](https://tweed.nsw.gov.au/subscribe)

We work around-the-clock to keep your tap water flowing and to take away and treat wastewater, helping uphold the safety and health of our community and environment.

*Contact and connect*

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PO Box 816 Murwillumbah NSW 2484

ABN: 90 178 732 496



041

Date of issue	Due date
11/04/2025	31/05/2025
Property number	
37486	
Valuation base date	
01/07/2022	

## Instalment notice

**Rating period** 1 July 2024 to 30 June 2025  
**Property details** 32 Watergum Place BOGANGAR NSW 2488  
Lot 331 DP 854383 Subj To Sewer E'ment

### FOURTH INSTALMENT NOTICE

The fourth instalment for the twelve month rating period 1 July 2024 to 30 June 2025 is due for payment on 31/05/2025.

Daily interest will accrue on the current instalment amount due if payment is received after the notified due date. Daily interest charges are currently accruing on arrears, if any, at the rate shown hereunder.

Interest rate 10.5% p.a.

Arrears	Instalment	Total amount due
0.00	1071.30	1071.30

Quarterly instalments must be paid by the due dates or interest charges apply

**Please note:** The due date for payment does not apply to rates and charges in arrears. If there are arrears shown, they are overdue and should be paid immediately. Rates and charges may be paid outside instalment dates, subject to Council approval and terms and conditions. Each unpaid instalment amount becomes a recoverable amount after its due date. If no arrangement is made to pay the amount due, debt recovery action will commence.

**Deduct payments since** 10/04/2025

**Due date** 31/05/2025

**Paid on**

**Receipt number**



## Payment slip – rates instalment

See overleaf for ways to pay



\*575 80277791



Billers Code: 131284  
Ref: 80277791



Billpay Code: 0575  
Ref: 8027 7791

**Name** Mr Calvin B Hilborn &  
Mrs Maria Hilborn

**Location** 32 Watergum Place BOGANGAR NSW 2488

**Property number** 37486

**Due date** 31/05/2025

**Total amount due** 1071.30

BPAY® telephone and internet banking.  
Contact your bank to make this payment  
from your cheque, savings, debit, credit  
card or transaction account.

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# Instalment notice

## Important information

### General inquiries

If you have any questions about your rates notice please contact Tweed Shire Council on 02 6670 2400 or email [tsc@tweed.nsw.gov.au](mailto:tsc@tweed.nsw.gov.au)

### If you pay your rates by instalments

You can pay your rates and charges by instalments. Any outstanding amounts owing from the previous rate period will be added to the first instalment. Daily interest is charged on instalment amounts that are not paid by the due date. Interest builds on amounts that are in arrears.

### If you pay your rates in full

If you want to pay your rates and charges in full, your payment must be received by Council before midnight on 31 August to avoid daily interest on the first instalment amount of the total amount due.

### Waste service charge (if applicable)

Waste service charges only cover the base cost of these services. If the costs of these services increase, Council may charge an additional fee that applies from the date where the increased costs occurred.

### Liability for rates

If you sell or transfer land, you must still pay a rate or charge for that land if the rate or charge was raised either (a) before the estate was transferred or (b) after the estate was transferred but before notice of the transfer was given to Council as required by the *Local Government Act 1993*.

### Appeals against valuation

The valuation of land adopted in the rates notice has been made under the *Valuation of Land Act 1916* by the Valuer General and a Government officer. Council does not have the power to receive or consider any appeal relating to the value placed on land. Appeals should be made through the process outlined on the Notice of Valuation, which is issued by the Valuer General when the valuation is made.

### Postponement of rates

In situations where the Valuer General has valued land above what would normally apply if it was used as a single dwelling, Council provides some relief for impacted ratepayers. For further details contact Council's Revenue and Recovery Unit.

### Hardship due to increase in valuation

If you are suffering hardship resulting from a new property valuation, you can apply to have your rates increase waived, reduced or postponed. Contact our Revenue and Recovery Unit for assistance.

### Interest charges

Interest accumulates for overdue accounts on a daily basis, at the rate shown on the front of this notice. Council may write off the accumulated interest on rates and charges if, in Council's opinion, payment of the interest would cause the person hardship.

### Appeal on whether land is rateable

An appeal against applying a rate on land must be lodged with the Land and Environment Court within 30 days of this rates notice being issued.

### Exemption from rates

Some land is exempt from rates. Exemptions mainly apply to religious and charity organisations. For further details contact Council's Revenue and Recovery Unit.

### Outstanding rates balances

Annual rates notices are issued on 1 July each year. Any outstanding fees from the previous rating period will attract additional daily interest from 1 July.

### Rating categories (Farmland, Residential, Mining or Business)

If your rating category changes you must notify Council within 30 days of the change. If you believe your rating category is incorrect, you can provide a written application to Council for a change in category with details of your property and the category that you consider it should be. Council will notify you of its decision within 40 days. If you are unhappy with the decision you may appeal to the Land and Environment Court within 30 days of Council's decision.

### Payment plans

Council can provide a payment plan to support your financial situation. Please visit [tweed.nsw.gov.au/payment-plan](http://tweed.nsw.gov.au/payment-plan) or contact us to set up a payment plan. Daily interest will be charged on all overdue rates and charges.

### Pensioners (excluding those pensioners with rebate amount automatically deducted)

Concessions are available for eligible pensioners for any quarter after they become eligible pensioners. Please note the pensioner concession does not transfer to a new property. For further details about pensioner concessions please contact council or visit [tweed.nsw.gov.au/pensioner-rebates](http://tweed.nsw.gov.au/pensioner-rebates)

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### BPAY View®

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**BPAY telephone and internet banking – BPAY®:**  
Contact your bank to make this payment from your cheque, savings, debit, credit card or transaction account. More information at [bpay.com.au](http://bpay.com.au)  
® Registered to BPAY Pty Ltd ABN 69 079 137 518.



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