

**Water & sewerage | City of Gold Coast**  
(07) 5667 5995 or 1300 366 659

Notice number  
**8 1071520 4**

Date of issue  
**12 August 2024**



041 - 12258 - 4926

**UNIT 1 / 206 OLSEN AVENUE  
ARUNDEL QLD 4214**

**Current Billing Period:**

8 May 2024 to 31 July 2024

Amount due:

**\$218.35**

*(see back for payment options)*

By Direct Debit on:

**12 September 2024**

*(interest penalty applies after due date)*

**206 OLSEN AVENUE, ARUNDEL  
L 1 BUP8401**

**Water and sewerage charges  
(Includes State Bulk Water Price)**

*(see account page for details)*

**\$248.35**

Less State Government SEQ Pensioner Water Subsidy applied

**\$30.00CR**

**Amount payable if paid by: 12 SEPTEMBER 2024**

**\$218.35**

My Account is the secure and convenient way to manage your City services online. Sign up for My Account to check your rates and water notices, view your account balances online, and change your contact details and address. Also, to make it easier to manage your payments, eligible property owners can apply for extra time to pay rates and water bills. For more information visit [cityofgoldcoast.com.au/myaccount](http://cityofgoldcoast.com.au/myaccount)

**AUTOMATIC PAYMENT (DIRECT DEBIT)**

REFERENCE NUMBER 8 1071520 4

As arranged, Council will seek an AUTOMATIC DEDUCTION of the amount required to be paid from your nominated bank account on the due date printed below.

**DATE TO BE  
DEBITED**

**12 September 2024**

**AMOUNT TO BE DEBITED  
FROM YOUR ACCOUNT**

**\$218.35**

Please Call 1300 000 928:

- If you are selling your property
- If you wish to discuss any aspect of the Direct Debit arrangement

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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).

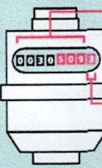
Visit [cityofgoldcoast.com.au/nondrinkingwater](http://cityofgoldcoast.com.au/nondrinkingwater) for further information.

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

## 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.

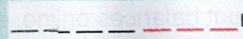
### Numbers only meter



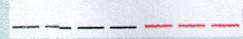
- Day one, record all numbers that you see here. Note the time of day.
- Day two, repeat step 1. Conduct this reading at the same time as you did the reading on day one.
- Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

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.

**Day one:** Record numbers from your water meter as per instructions above.



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



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



**This is your household's daily water usage.**

### Numbers and clock meter



- 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.**
- Day two, repeat step one. Conduct this reading at the same time as you did the reading on day one.
- Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

### 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)

### Can I put batteries in my bin?

Batteries should never be disposed of in your household wheelie bin. When compressed during collection they cause sparks that may start a fire in waste trucks, which can spread to other vehicles.

Rechargeable and lithium-ion batteries like those in laptops, mobile phones, power tools and cameras should be disposed of responsibly. Our Waste and Recycling Centres accept batteries, as do major retailers like supermarkets and hardware stores through the B-cycle scheme.

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

### Where can I recycle household items?

Our Recyclepedia guide to disposing of household items is available on the City app or our website.

The A-Z guide is one of a range of features easily accessible on the app.

The app also allows you to: find your bin day; locate dog exercise areas; report a problem; find recycling options; locate waste and recycling sites and what they accept. Check surf conditions, with updates every 15 minutes.

Download our free app through the Apple App Store or Google Play.

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

Details of cheque(s) etc, customer to complete.  
Drawer


Bank or BSB


Branch


Amount

	\$
	\$
	\$

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

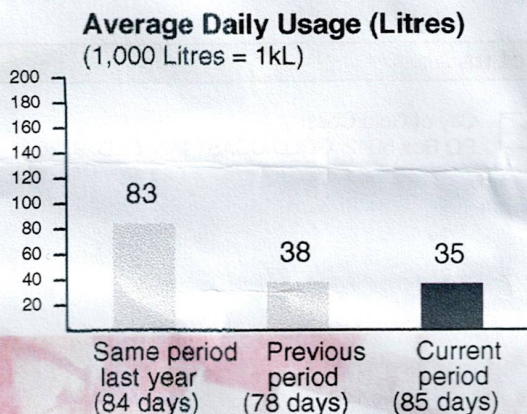
Account for:  
206 OLSEN AVENUE, ARUNDEL  
L 1 BUP8401

**LOCAL GOVERNMENT DISTRIBUTION AND RETAIL PRICE**

<b>SEWERAGE ACCESS CHARGES</b>		
54 days charged at \$1.9784 per day (billing period 8/5/24 to 30/6/24)		\$106.83
31 days charged at \$2.0255 per day (billing period 1/7/24 to 31/7/24)		\$62.79
<b>WATER ACCESS CHARGES</b>		
54 days charged at \$0.7363 per day (billing period 8/5/24 to 30/6/24)		\$39.76
31 days charged at \$0.7945 per day (billing period 1/7/24 to 31/7/24)		\$24.62
<b>WATER USAGE CHARGES</b>		
1 kilolitre charged at \$1.346 per kL (usage period 8/5/24 to 30/6/24)		\$1.34
2 kilolitre charged at \$1.380 per kL (usage period 1/7/24 to 31/7/24)		\$2.76
<b>STATE BULK WATER PRICE</b>		
<b>WATER USAGE CHARGES</b>		
1 kilolitre charged at \$3.371 per kL (usage period 8/5/24 to 30/6/24)		\$3.37
2 kilolitre charged at \$3.444 per kL (usage period 1/7/24 to 31/7/24)		\$6.88

**TOTAL CHARGES INCLUDED IN THE RATE NOTICE** **\$248.35**

<b>WATER METER READINGS</b>						
Meter Number	Current Read Date	Current Reading	Previous Read Date	Previous Reading	#Days Charged	Cons (kL)
20W079394	31 JUL 24	133	7 MAY 24	130	85	3
<b>TOTAL(kL)</b>						<b>3</b>



Your average daily water usage = 35 litres (or 0.035 kL)  
Your total average daily cost = \$2.56

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.



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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)

