

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.

Find a leak and fix it fast

Your quick attention to water leaks can help reduce water loss and wastage, and damage to your property. We recommend you regularly check your water meter to detect a concealed leak early. Not all water leaks are visible.

See page 2 of this bill for instructions on how to read your meter. Attend to any leaks as soon as possible to avoid water loss, property damage or receiving a high water notice.

cityofgoldcoast.com.au/waterleaks

How do I stabilise water pressure at my home?

Homes built prior to 2003 may not have a Pressure Reduction Valve (PRV) installed as part of the property's plumbing. Properties built from 2003 require a PRV to be installed, enabling pre-set pressure to be transferred from our water network to your private plumbing. This assists in preventing water leaks in aging plumbing. A PRV can be installed by a licensed plumber.

cityofgoldcoast.com.au/water

What's that smell?

Lush green mangrove forests fringe our coastal waterways and cover mud islands in our open estuaries, an important part of our local ecosystem.

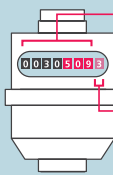
From May to November some people find them a little less than magnificent when mangroves typically drop their seeds resulting in an unpleasant odour as the material breaks down. This is a sign of a healthy mangrove forest as it signifies that leaf litter is being effectively recycled into the complex food web providing food and habitat for fish and aquatic fauna.

cityofgoldcoast.com.au/mangroves

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.

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.

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.

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:
3055 QUAY SOUTH DRIVE, CARRARA
L 3100 SP189543

LOCAL GOVERNMENT DISTRIBUTION AND RETAIL PRICE

SEWERAGE ACCESS CHARGES

81 days charged at \$1.9784 per day \$160.25
(billing period 2/3/24 to 21/5/24)

WATER ACCESS CHARGES

81 days charged at \$0.7363 per day \$59.64
(billing period 2/3/24 to 21/5/24)

TOTAL CHARGES INCLUDED IN THE RATE NOTICE**\$219.89**

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



Direct Debit

Use this option to pay future water 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 using BPAY®



Biller 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.



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

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

City of Gold Coast Sustainability Dashboard

Visit our Sustainability Dashboard to keep your finger on the pulse of how much water Gold Coasters are using in our households, how much waste we're producing and recycling, and how much renewable energy is being generated by City facilities.

See what you can do to better use these resources more sustainably. We are all responsible for creating a better future.

cityofgoldcoast.com.au/sustainabilitydashboard

