

EJ PROPERTY HOLDINGS PTY LTD  
PO BOX 1603  
SURFERS PARADISE QLD 4217

# MY WATER

*My bill. My way.*

**BILL  
CHANGES**

This is a **transitional** water bill as we are changing when we're reading your water meter and sending your bill.

## **This transitional water bill does:**

### **💧 Include water and sewerage access charges.**

A charge in arrears from 1 July to the date of your latest water meter read as detailed on your bill. This may be less than usual depending on where your property is in the meter reading cycle.

### **💧 Include usage charges.**

This covers the period from your previous water meter read to the date of your latest water meter read as detailed on your bill. This may be less than usual depending on where your property is in the meter reading cycle.

Use the **My Water Dates** online tool to find out the week your water meter will be read again and your next water bill will be sent to your address.

Find My Water Dates and more information about water bill changes at [cityofgoldcoast.com.au/mywaterbill](http://cityofgoldcoast.com.au/mywaterbill)

**Your water bill is on the following pages.**



**This page is intentionally blank.**

[cityofgoldcoast.com.au/water](http://cityofgoldcoast.com.au/water)  
(07) 5667 5801 or 1300 000 928

Notice number  
**8 3023882 5**

Date of issue  
**26 August 2019**

Amount due:

**\$117.65***(see back for payment options)*

Due date for payment:

**26 September 2019***(interest penalty applies after due date)***To make payment**[cityofgoldcoast.com.au/rates](http://cityofgoldcoast.com.au/rates)

UNIT 1463, 9 FERNY AVENUE, SURFERS PARADISE  
L 1463 SP154439

**(Payments received after 18 August 2019 may not be included in this notice)**

<b>Water and sewerage charges</b>	<i>(see account page for details)</i>	<b>\$117.65</b>
-----------------------------------	---------------------------------------	-----------------

<b>Amount payable if paid by: 26 SEPTEMBER 2019</b>		<b>\$117.65</b>
---	--	-----------------

My Account is the new way to manage your Council accounts and services online. Use My Account to view or pay your water notice online, view your account balance or request a payment arrangement.

Visit [cityofgoldcoast.com.au/myaccount](http://cityofgoldcoast.com.au/myaccount) to sign in or find out more.

We invite you to have your say on important decisions by visiting [gchaveyoursay.com.au](http://gchaveyoursay.com.au) and help shape the future of our city.

CITY OF  
**GOLDCOAST™**

**In Person / Mail Payment Advice**

Name: EJ PROPERTY HOLDINGS PTY LTD  
Ref: 8 3023882 5

\*419 830238825

**Credit**

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



**Biller Code: 868745**  
**Ref: 8 3023882 5**



**Post  
Billpay**

Date  
/ /

Cash  
\_\_\_\_\_

Cheques (see reverse)  
\_\_\_\_\_

Total amount payable  
Due by: **26 September 2019**

**\$117.65**

Teller stamp  
and initials  
\_\_\_\_\_

No. of  
Cheques  
\_\_\_\_\_

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 8 3 0 2 3 8 8 2 5 6**

\$ \_\_\_\_\_ . \_\_\_\_\_

# 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 for 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.

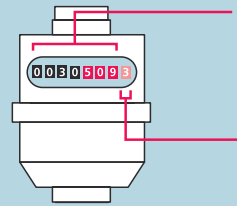
Visit [cityofgoldcoast.com.au/mywaterbill](http://cityofgoldcoast.com.au/mywaterbill) to understand more about your water bill.

## 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.

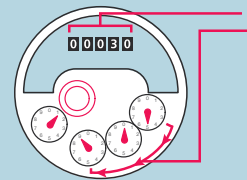


Numbers only meter

- 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.**

### or



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.

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

\_\_\_\_\_ L      \_\_\_\_\_ L

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

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

\_\_\_\_\_ L

## View and pay your rates online with My Account

### With My Account you can:

- make payments
- download a copy of your recent rates and water notice
- view your up to date account balance
- request a direct debit or create a payment arrangement
- update your contact details.

Sign up today at [cityofgoldcoast.com.au/myaccount](http://cityofgoldcoast.com.au/myaccount) and get your rates and water notices straight to your inbox.

## Be water wise

**There are some simple things you can do at home that could save thousands of litres of water.**

Download our water saving tips factsheet at [cityofgoldcoast.com.au/watersaver](http://cityofgoldcoast.com.au/watersaver)

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

Drawer	Bank or BSB	Branch	Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>

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

EJ PROPERTY HOLDINGS PTY LTD  
PO BOX 1603  
SURFERS PARADISE QLD 4217

---

Account for:  
UNIT 1463, 9 FERNY AVENUE, SURFERS PARADISE  
L 1463 SP154439

---

**LOCAL GOVERNMENT DISTRIBUTION AND RETAIL PRICE**

## SEWERAGE ACCESS CHARGES

46 days charged at \$1.9784 per day \$91.00  
(billing period 1/7/19 to 15/8/19)

## WATER ACCESS CHARGES

46 days charged at \$0.5794 per day \$26.65  
(billing period 1/7/19 to 15/8/19)

**TOTAL CHARGES INCLUDED IN THE RATE NOTICE****\$117.65**

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 charges left unpaid immediately after this period will attract interest of 9.83 per cent per annum compounding daily, either until payment, including the interest, is made in full or a satisfactory payment arrangement is entered into with Council.

## How to pay methods



### 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](http://cityofgoldcoast.com.au/payments) to complete a request.



### Pay by phone

Call us on **1300 886 731** (or from outside Australia call **+61 7 5667 5801**) anytime to pay with MasterCard or Visa. *Payments by credit card will incur a 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.*

**Payment Reference Number:** use the **Notice Number** over the page.



### 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)

**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.

© Registered to BPAY Pty Ltd ABN 69 079 137 518



### 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 (no surcharge) only.



### Customer Service Centre in person

Pay at any Customer Service Centre with cash, cheque, or debit card (no surcharge), MasterCard or Visa.

*Payments by credit card will incur a surcharge.*

### Monday to Friday 8.15am–4.30pm

Broadbeach	61 Sunshine Boulevard, Mermaid Waters
Bundall	8 Karp Court, Bundall
Burleigh Heads	Park Avenue, Burleigh Heads
Coolangatta	Level 1, The Strand, Corner Marine Parade and Dutton Street, Coolangatta
Helensvale	Corner Lindfield Road and Sir John Overall Drive, Helensvale
Nerang	833 Southport Nerang Road, Nerang
Palm Beach	22 Eleventh Avenue, Palm Beach
Southport	47 Nerang Street, Southport
Upper Coomera	90 Reserve Road, Corner Reserve and Abraham Roads, Upper Coomera

## How to contact us



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



**07 5667 5801** or **1300 000 928**

Monday to Friday 7am – 6pm  
(or from outside Australia call **+61 7 5667 5801**)

24 hour line to report water breaks and faults **1800 637 000**



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



**Visit us at any Customer Service Centre**

## The new Waste Management Utility Charge (State Waste Disposal Levy)

From 1 July 2019 the Queensland State Government is introducing a State Waste Levy which will initially apply to all businesses, organisations and commercial operators generating waste that's sent to landfill in Queensland.

To find out if you're affected and how to get waste levy ready visit [cityofgoldcoast.com.au/recycling](http://cityofgoldcoast.com.au/recycling)

## Garden recycling made easier

Make dropping off large loads of garden waste faster and easier at the City's network of Green Waste Drop and Go's – just drive in and pull your load directly from your vehicle or trailer straight onto the ground.

To find your nearest Drop and Go visit [cityofgoldcoast.com.au/greenwaste](http://cityofgoldcoast.com.au/greenwaste)