



Rate Notice

ABN 86 058 929 428

General Enquiries: (07) 3829 8999

Email: rcc@redland.qld.gov.au

Web: www.redland.qld.gov.au

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Property No.	
Valuation 2024-2025	\$475,000
Rating Category	2a
Billing Period	1 Jul 2024 - 30 Sep 2024
Property Location	38 Abalone Crescent Thornlands QLD 4164 Lot 56 RP 220123
Due Date	13 Aug 2024

Rate Account Balance B/Fwd
-\$700.00

+

Current Levy
\$1,097.38

=

Total Amount Owning
\$397.38

Summary of Charges

Balance Brought Forward	\$	-700.00
Council Rates and Charges	\$	640.63
Council Water and Sewerage Charges	\$	318.37
State Government Charges	\$	138.38

Total Amount Payable \$ **397.38**

Payments made after 01/07/2024 may not be included in the calculation of this rate notice.

See over the page for levy details and more payment options.

Payment By BPAY



Billers Code:
Ref:

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
* Using BPAY will not attract a card surcharge.

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Payment Online



www.redland.qld.gov.au

Use your credit card to pay 24 hours 7 days per week.

Reference No: 1443828

* A card surcharge of 0.11% will apply

Payment By Phone



1300 300 943

Visa, Mastercard. 24 hours. 7 days per week.

Reference No: 1443828

* A card surcharge of 0.11% will apply

BPAY payments do not a recurring installments eith these payments at any tir For more information, visit

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banking, with options to set You can create, amend or stop

If you are experiencing financial hardship please contact us to discuss options on 3829 8999.



Remittance Advice By Mail

Post your payment with this cut-off

Redland City Council
PO Box 21
Cleveland Qld 4163

Account Summary

Total Amount \$397.38

	Amount
Credit brought forward	-\$700.00 cr
Redland City Council Charges & Rebates	
General rate category 2a	\$419.02
Environment & coastal management	\$50.63
Landfill remediation	\$10.47
Redland City SES administration	\$1.66
Utility Charges	
Residential 240Lt Waste / 240Lt Recycle	\$140.85
Residential 240Lt Green Waste	\$18.00
State Government Charges & Rebates	
Emergency management levy – Class A Group 2	\$60.85
For the financial year 2024/25, an annual payment of \$5,607,857 will be paid to Redland City Council by the Queensland Government under the <i>Waste Reduction and Recycling Regulation 2023</i> . The purpose of this payment is to reduce the impacts of the waste disposal levy on households in the Redland City local government area.	

Important Notes

Future Issue & Due Dates:
Q2 Issue Date 14 Oct 24 /
Due Date 14 Nov 24
Q3 Issue Date 15 Nov 24 /
Due Date 15 Dec 24
Q4 Issue Date 15 Dec 24 /
Due Date 15 Jan 25

Interest: If you do not pay your rates and charges by the due date, interest will be charged on any overdue amounts at the rate of 12% per annum (or the cash rate plus 2%, whichever is higher). Interest is payable on all overdue rates and charges (excluding non-rate items). If overdue rates are included in the opening balance of this rate notice they are accruing interest.

Balance of Account: If you would like to discuss your balance or account or payment options please call 3829 8999. If you are unable to reach us, please contact your local council office. Council decisions are made in accordance with the Local Government Act 2009 and the Local Government Financial Management Act 2012 and any relevant budget resolutions.

Andrew Chesterman,
Chief Executive Officer.

**Payment In Person**

Council Service Centres:
Cleveland (Bloomfield St), and Capalaba (Noeleen St)
Mon to Fri 8.30am – 4.30pm
Victoria Point Library (High St) Mon to Fri 9am – 5pm
A card surcharge of 0.11% will apply to debit, credit and EFTPOS payments you make to Council for this rate notice. Using BPAY will not attract a surcharge.

**Payment By Direct Debit**

Download a Direct Debit Request from Council's website or phone (07) 3829 8999 to request a form.
Complete and return by email to :
DirectDebitRates@redland.qld.gov.au **Or** By Post To Redland City Council, Direct Debit, PO Box 21, Cleveland QLD 4163
Use Centrepay to make regular Deductions from your Centrelink payments. Centrepay is a voluntary and easy payment option available to Centrelink customers. Go to humanservices.gov.au/Centrepay for more information and to set up your Centrepay Deductions.

Credit Card Slip

I hereby authorise the amount shown on this credit card slip to be charged against my credit card

Property No.

☐ VISA ☐ MASTERCARD

Amount

\$

Expiry Date

Full Name on Card

Signature

Daytime Phone No.



Water Account Summary

General Enquiries: (07) 3829 8999
Email: rcc@redland.qld.gov.au
Web: www.redland.qld.gov.au

Property No.

Property Location

38 Abalone Crescent Thornlands QLD 4164
Lot 56 RP 220123

Billing Period

1 Jul 2024 - 30 Sep 2024

Information Only

Your Water Meter Readings

Water Meter Serial	Previous Read Date	Current Read Date	Number of Days	Previous Reading	Current Reading	Consumption (kilolitres)	Is Reading Estimated?
	20/02/2024	24/05/2024	94	719	742	23	No

Local Government Distribution and Retail Price

Residential water consumption	\$	15.94
Residential fixed water access 20mm	\$	84.18
Sewerage	\$	218.25

State Bulk Water Price

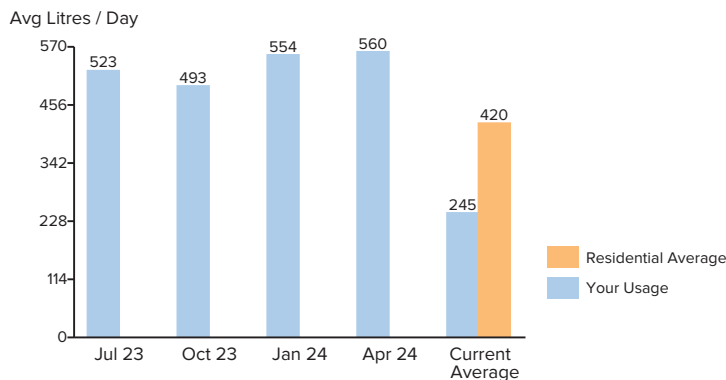
State Govt bulk water consumption	\$	77.53
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Total Water and Wastewater Charges	\$	395.90
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This amount is included on your Rate Notice – DO NOT PAY SEPARATELY

For comparison, the total water and wastewater billed on your last Rate Notice \$491.04

Your Water Usage Comparison



Please refer to the back page of this summary for further information.

Billing Enquiry?

For billing enquiries please contact Redland City Council

Telephone: 3829 8999 Facsimile: 07 3829 8765

Cnr Bloomfield and Middle Streets, Cleveland Qld 4163

PO Box 21, Cleveland Qld 4163

email rcc@redland.qld.gov.au

web www.redland.qld.gov.au

For water and wastewater 24 hour service enquiries please contact Redland City Council

Telephone: 3829 8999

Water and Sewerage Charges

- The water fixed access charge is billed in advance and is a set charge (based on meter size).
- The sewerage charge is billed in advance and is a set charge.
- Water consumption is charged per kilolitre and is based on water meter readings taken over the quarter (1 kilolitre = 1,000 litres).

For the 2023-2024 financial year the following water consumption charges apply:

Consumption Type	State Govt Bulk Water Price per kilolitre \$	Redland City Council Price per kilolitre \$	Total Price \$
Residential	3.371	0.693	4.064
Non Residential	3.371	1.587	4.958

Why am I charged a state bulk water price?

Since 2008, Seqwater has owned, operated and maintained bulk supply dams, reservoirs and water treatment plants. State Government legislation requires council to display the bulk water charges as a separate item on your water summary.

Estimated Readings

On occasion we may have trouble obtaining a meter reading for your property. Generally this happens in instances where the entry gate is locked, there is a dog or the meter is obstructed by vegetation. In these instances the meter reader will leave a self-read card in your letterbox if possible. You can avoid an estimated read by reading your water meter, completing the card and returning it to us as soon as possible.

If we have not received a meter reading we will estimate a reading based on your previous usage.

Ownership Change - Why am I Paying for Water used by the Previous Owner?

As part of the settlement of ownership transfer the majority of conveyance solicitors will request a water search in order to do a water charge adjustment for the purposes of financial settlement. The adjustment covers the previous owner's water usage up until settlement date. Therefore in the majority of instances the new owner is not paying the water used by the previous owner. However, should you have any concerns please contact your conveyance solicitor.

Checking for leaks

It is important to fix leaks or plumbing issues quickly. Locating and fixing leaks will save water and help reduce your water consumption charge. If your current water usage noted on the previous page appears abnormal, please check for leaks.

Do a test:

- Turn off all household water appliances and garden taps
- Read and record the black and red numbers on the water meter (or take a photo of the numbers with your smart phone). Your latest meter reading appears on the previous page.
- Wait an hour or two then check the meter reading again.

If any of the numbers have moved you may have a leak in your internal water infrastructure. If a leak is suspected you are encouraged to contact a licensed plumber.

Who owns the water meter?

Redland City Council owns the water meter, and the pipes that supply the services to the water meter.

