

Est Late Mrs C M Hall  
14 Kent St  
BOROREN QLD 4678

## First and Final Notice

Rating Period 1 July 2024 to 30 June 2025

Assessment Number 28951- 2  
Payment Reference Number 289512  
Valuation 62,000  
Issue Date 16 August 2024

**DUE DATE** 16 October 2024

**AMOUNT DUE** **\$5,972.74**

*Payments or changes made after 30 July 2024 may not be reflected on this notice.*

**Property Location** 14 Kent Street, BOROREN QLD 4678  
**Property Description** Lot 19 B 4848

**Summary of Charges** No GST included on this Notice

| Rates & Charges Details                            | Rateable Valuation/Units | Rate/Charge | Amount          |
|--|--------------------------|-------------|-----------------|
| <b>2023/2024 Rate Levy</b>                         |                          |             |                 |
| General Rate Category 1A - Res PPR (Minimum Rate)  | 62,000                   | 0.01568     | 1,144.00        |
| State Emergency Management Levy - Class E Group 2  | 1                        | 119.00      | 119.00          |
| Water Availability Charge - 20mm Service           | 1                        | 665.00      | 665.00          |
| Waste Bin Charge - 1st service - Domestic          | 1                        | 409.70      | 409.70          |
| Waste Management Facility Charge                   | 1                        | 55.60       | 55.60           |
| Water Consumption Charges                          |                          |             | 199.00          |
| <b>Total Rates and Charges 2023/2024 Rate Levy</b> |                          |             | <b>2,592.30</b> |
| Less payments received 2023/2024                   |                          |             | -351.77         |
| Water Consumption Charges 01.07.2023 to 31.12.2023 |                          |             | 34.16           |
| Overgrown Land Debt Local Laws                     |                          |             | 1,382.15        |
| <b>2024/2025 Rate Levy</b>                         |                          |             |                 |
| Category 1RESCA:RES <=\$100K PPR                   | 62,000                   | 0.01645     | 1,220.00        |
| State Emergency Management Levy - Class E Group 2  | 1                        | 119.00      | 119.00          |
| Water Availability Charge - 20mm Service           | 1                        | 725.00      | 725.00          |
| Waste Bin Charge - 1st service - Domestic          | 1                        | 426.00      | 426.00          |
| Waste Management Facility Charge                   | 1                        | 70.00       | 70.00           |
| <b>Total Rates and Charges 2023/2024 Rate Levy</b> |                          |             | <b>2560.00</b>  |

**Gross Amount** **\$ 6,216.84**

**Discount** **\$ -244.10**

**Net Payable** **\$ 5,972.74**

DISCOUNT WILL BE ALLOWED IF PAID BY THE DUE DATE

Discount does not apply to Water Consumption or the State Emergency Management Levy. To receive the discount shown, payment MUST be RECEIVED by Council by due date.  
Notice is hereby given that the above-mentioned rates and charges have been made and levied by the Gladstone Regional Council, by virtue of the *Local Government Act 2009*, *Local Government Regulations 2012* on land described above, and the *Fire and Rescue Authority Act 1990*, *Fire and Rescue Authority Regulation 2011*, on the land described herein and for the period shown on this Rate Notice.

Current year Rates and Charges are DUE AND PAYABLE by the due date on this notice. Overdue Rates and Charges, including interest, are DUE AND PAYABLE IMMEDIATELY.

## Payment Slip

If you require a receipt, please tick this box ☐

Please see over for other payment options



Est Late Mrs C M Hall  
14 Kent Street, BOROREN QLD 4678



Bill Code: 72868  
Ref: 289512



Billpay Code: 2440  
Ref: 289512

For rating period 1-Jul-2024 to 30-Jun-2025  
Assessment No.: 28951 2

® Registered to BPAY Pty Ltd ABN 69 079 137 518  
BPAY® this payment via internet or phone banking.  
BPAY View® - View and pay this bill using Internet banking.  
BPAY View Registration No. 72868



Online payments can be made by visiting Council's website at [www.gladstone.qld.gov.au](http://www.gladstone.qld.gov.au) Look for "Pay, apply, report online" - select online payments & follow the prompts. Visa, Mastercard and AMEX are accepted.

**Gross Amount** **\$6,216.84**

**Net Payable if paid by 16-Oct-2024** **\$5,972.74**

## Payment Options

### \$\$ ➔ Direct Debit

Hassle free, automatic bill payment. Payment of the nett amount due, or regular monthly payments on the 21st of each month. Go to [www.gladstone.qld.gov.au](http://www.gladstone.qld.gov.au) to download a direct debit request form for completion or call 4970 0700 to request a form to setup direct debiting from your bank.

### Online Payments - Credit Cards



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### In Person

Payment can be made at Australia Post outlets with a copy of your rate notice. Cash, Cheque or Eftpos payments are accepted. Credit card payments will not be possible at Australia Post outlets.

Payment can also be made at any Council office listed below. Cash, Cheque, Credit Card and Eftpos payments are all accepted.

#### Gladstone

Gladstone Regional Council  
101 Goondoon Street, Gladstone  
Cashier Hours 8:30am to 4:45pm

#### Agnes Water

Agnes Water Rural Transaction Centre  
71 Springs Road, Agnes Water  
Cashier Hours 9:00am to 4:30pm

#### Boyne Island

Boyne Island Community Centre  
Gir Wyndham & Hayes Avenues,  
Boyne Island  
Cashier Hours 9:00am to 4:45pm

#### Miriam Vale

Gladstone Regional Council  
41 Blomfield Street, Miriam Vale  
Cashier Hours 8:30am to 4:45pm

#### Calliope

Calliope Library and Transaction Centre  
3 Don Cameron Drive, Calliope  
Cashier Hours 8:30am to 4:45pm

#### Mount Larcom

Mount Larcom Rural Transaction Centre  
Raglan Street, Mount Larcom  
Cashier Hours 9:00am to 4:45pm  
(Closed between 1:00pm & 2:00pm)



### Telephone and Internet Banking - BPAY<sup>®</sup>

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). Please quote Biller Code 72868 and the payment reference number shown on the front page of this notice.

### Important Information

**Cheques & Money Orders** must be made payable to the Gladstone Regional Council. Acceptance of a cheque and the issue of a receipt therefore is conditional on collection of proceeds and until collection, no credit is given or implied. Ratepayers will be liable for any dishonour fees. Postdated cheques will not be accepted.

**Overseas Residents** are required to forward remittance by bank draft in Australian currency to avoid short payments as a result of currency fluctuations.

**The Due Date for Payment** of rates and/or charges is listed on the front of this notice.

Please note discount does not apply to water consumption charges.

**Payment of the rates and charges** listed on this notice is an acknowledgment that they have been validly raised.

**Interest** will commence accruing on overdue rates and charges at 12.35 per cent per annum calculated on the daily balance from the day after the due date.

**Online Services** – register for online services to make payments, check property details (transactions, payments charges), report problems, register an animal, check bin collection days, lodge and enquire on an application, lodge, and enquire on a licence/permit, and lodge and enquire on a rates/water certificate.

#### BPAY View<sup>®</sup>

Receive, pay and store your rate notices in your online banking. For more information, visit [www.bpay.com.au/bpayview](http://www.bpay.com.au/bpayview).

#### Receiving Notices Electronically

**EzyBill** – Make the switch to paperless – it is simple, secure, and sustainable. By signing up to EzyBill, you can have your rates, water, and animal registration notices delivered directly to your inbox, rather than your letterbox. For more information, visit [www.gladstone.qld.gov.au/ezybill](http://www.gladstone.qld.gov.au/ezybill).



### By Mail

Return the bottom section of the rate notice to PO Box 29, Gladstone Qld 4680 with your cheque made payable to Gladstone Regional Council. If mailing your remittance please allow sufficient time for your payment to reach the Council Office by the due date. Council does not accept responsibility for postal or unforeseen delays.

### Payment by Instalments – Conditions

Ratepayers may choose to pay their rate account by instalments subject to the following conditions:

- The instalment amount is determined by taking the GROSS amount outstanding and dividing by the number of monthly payments required to finalise the arrangement. All rates and charges must be fully paid by 30 June each year to avoid arrears showing on the subsequent rate notice. Discount shown on the rate notice is not applicable for instalment plans.
- The ratepayer must select the instalments payment option by signing the instalment slip below and returning to Council as soon as possible or alternatively apply, in writing, via email;
- Should an instalment application be received after the due date listed on the notice, interest charges will apply until the date the instalment plan is approved;
- No reminder notices for instalments will be issued;
- Rate instalment payments are due on the 21st day of each month, with ratepayers being advised in writing when their first instalment payment is due. Should you prefer to pay weekly or fortnightly instalments, please advise accordingly.
- No interest penalty will apply to those participating in the instalment scheme provided that all payments are made in accordance with the approved instalment schedule;
- Should an instalment not be received by the due date, the total amount outstanding will become due and payable, and the ratepayer will forfeit the right to participate in the scheme. Interest charges will apply from the day after the due date of the unpaid instalment.
- The February water consumption account should be paid separately to the regular instalments by the due date on the water notice. If this is not possible, ratepayers may apply within 30 days from the date of issue of the water notice to add their six-monthly water consumption charge to their existing payment plan and instalments will be amended and advised accordingly.

### Rate Instalment Option

If/We wish to select the payment of rates by instalment option as per conditions on the rate notice. If/We agree to increase any existing direct debit payment accordingly.

Signature

Date

Instalment Amount

Frequency (Select One)

|                   |  |          |  |             |  |         |
|-------------------|--|----------|--|-------------|--|---------|
| \$                |  | Wky      |  | Fortnightly |  | Monthly |
| Commencement date |  |          |  |             |  |         |
| Telephone Numbers |  |          |  |             |  |         |
| Home ( )          |  | Work ( ) |  |             |  |         |
| Mobile            |  |          |  |             |  |         |
| Email             |  |          |  |             |  |         |

### Change of Address Details (If applicable)

Name

New Address

☐ Please apply the change of address to my registered animals

Telephone Numbers

|          |          |
|----------|----------|
| Home ( ) | Work ( ) |
| Mobile   | Mobile   |
| Email    |          |

Signature

Assessment Number: 28951- 2

Gross Amount: \$ 6,216.84

## WATER CONSUMPTION CHARGES

for period 01/01/2023 to 30/06/2023

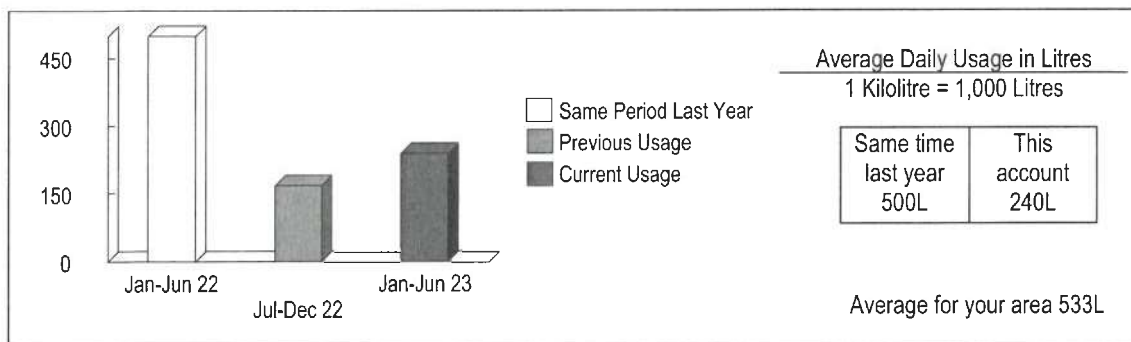
Assessment No: 28951-2

Property Location: 14 Kent Street, BOROREN QLD 4678

| Meter No. | Previous  |         | Current   |         | Consumption Details             | Total Consumption Charge |
|-----------|-----------|---------|-----------|---------|---------------------------------|--------------------------|
|           | Date      | Reading | Date      | Reading |                                 |                          |
| 10102261  | 21-Nov-22 | 1,982   | 20-Jun-23 | 2,032   | 50 Kilolitres consumed @ \$3.98 | \$199.00                 |

Total Water Consumption Charges

\$199.00



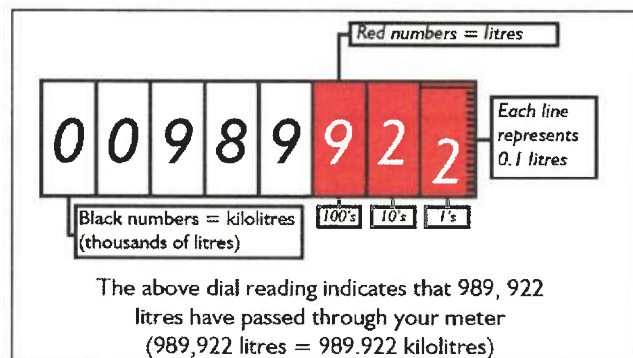


## Water Meters

### How to read your water meter

The following diagram helps you read your water meter and keep track of how much water your household is using.

Most meters are metric and read in kilolitres as follows:



This reads 7,894.62 kilolitres which is equal to 7,894,620 litres.

### Calculating your next bill

You can use your water meter reading to calculate your next water consumption bill.

Step 1: Take down your current meter reading then subtract the reading from your most recent notice

Step 2: Multiply this amount by the current water consumption charge for your water scheme

If you need help reading your water meter, or it looks different to the image above, please contact Council for assistance.

### Water meter protection

#### Maintenance

Any maintenance to water meters is the responsibility of Council and it is illegal for residents to tamper with the water meter. Should residents notice the water meter leaking or has sustained damage please contact Council. Residents should be aware that any intentional damage to the water meter will be an expense to the owner.

#### Tampering is illegal

Reducing recorded consumption is an illegal practice and can result in any or all of the below consequences:

- Criminal Charges
  - o Wilful damage
  - o Theft of property
  - o Fraud
- Offences (Water Act)
  - o Unauthorised taking, supply of interfering with water (maximum penalty \$257,742)
  - o Tampering with devices (including service) (maximum penalty \$154,800)
  - o Connecting to mains or services without approval (maximum penalty \$154,800)
  - o Interfering with Council's assets (maximum penalty \$154,800)
  - o Take water without approval (maximum penalty \$154,800).

Residents who notice damage to their water meter, or who have any queries or concerns regarding their water supply, are encouraged to contact Council on (07) 4970 0700.

### Increased water use

#### Has your water usage increased?

Steps to take if your water usage is unusually high

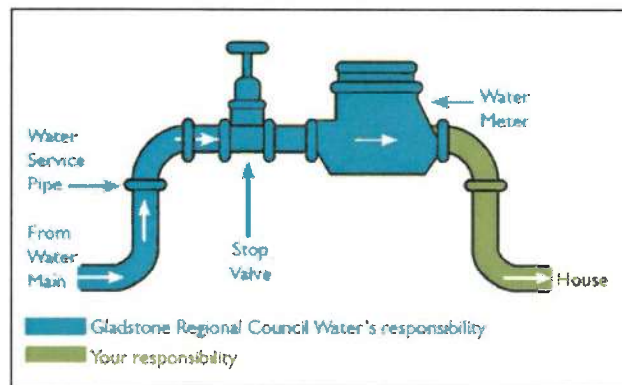
#### Consider plausible reasons

Your water use can increase if you have installed new appliances or fittings such as a dishwasher, evaporative air-conditioner or shower head. Other plausible reasons are filling a swimming pool, frequently watering a new lawn or an increase in the number of people staying in your home.

#### Check your water meter reading

Your water meter may have been misread if the current reading is less than the reading on your account.

Your water meter is usually located at the front of your property near a side boundary. The meter is divided into kilolitres (thousands of litres) and litres. Council records the kilolitre reading only.



On the top of your water meter is a panel containing a series of digits. The black digits represent the kilolitres of water passing through your meter. If these are less than your most recent account, please record the current reading and contact Council on (07) 4970 0700.

#### Check for leaking taps and devices

A lot of water can be lost because of leaking pipes and dripping taps. Just one slow dripping tap can waste 9,000 litres of water per year, while a visibly leaking toilet can waste more than 60,000 litres.

- Check for dripping taps and leaking washing machine and dishwasher connections and hot water systems. Also look for damp patches on walls, bricks and garden areas.
- Check for faulty top-up systems, such as pools and water tanks.

#### Check your irrigation system

Irrigation can use up to 130 litres of water per minute so incorrect timings or leaks can quickly increase your water use.

- Check for broken sprinkler heads and leaks, where your irrigation pipes are visible.
- Check that your watering program is still correct – it can malfunction, for example, after a power outage.
- Check for underground leaks:
  - o Set each station for two minutes.
  - o Take a reading of your water meter before running the first station.
  - o Write down the reading again once the two minutes has run through and calculate how much water was used.
  - o Repeat this for all stations.
  - o If one or more stations recorded a significantly higher amount of water passing through than others, you probably have a leak somewhere.

#### Check for other concealed leaks

Do an overnight check of your water meter to identify any unaccounted-for water usage.

- Turn off all water appliances, such as showers, washing machine, irrigation, fridge (if connected to water mains), icemaker and dishwasher before going to bed.
- Read and record both the black and red numbers from your meter.
- Each time a toilet is flushed during the night, factor in approximately nine litres of water usage.
- Read and record the reading first thing in the morning.

If any of the numbers have moved, you may have a water leak. If you are satisfied that you correctly factored in toilet flushes and turned off all water using appliances call a licensed plumber. All leaks on the property side of the meter are the responsibility of the owner.

### Make water wise changes

In addition to the previous steps to solve water use fluctuations, you can make everyday changes to ensure your water use is reduced overall.

**Laundry:** Select a washing machine with a four-star rating or better. Front loading washing machines can use up to 50% less water, 35% less detergent and 30% less energy than top loaders.

**Bathroom:** We use more water in our bathrooms than in any other part of the house so take shorter showers; install a four-star dual flush toilet to save up to eight litres with every flush; and turn the tap off while brushing your teeth or shaving to save 15 litres per minute.

**Garden:** Don't overwater; mulch generously as it reduces water loss by up to 70%; and enrich your soil so it absorbs and holds more water.

# WATER CONSUMPTION DETAILS

for the period 01/07/2023 to 31/12/2023

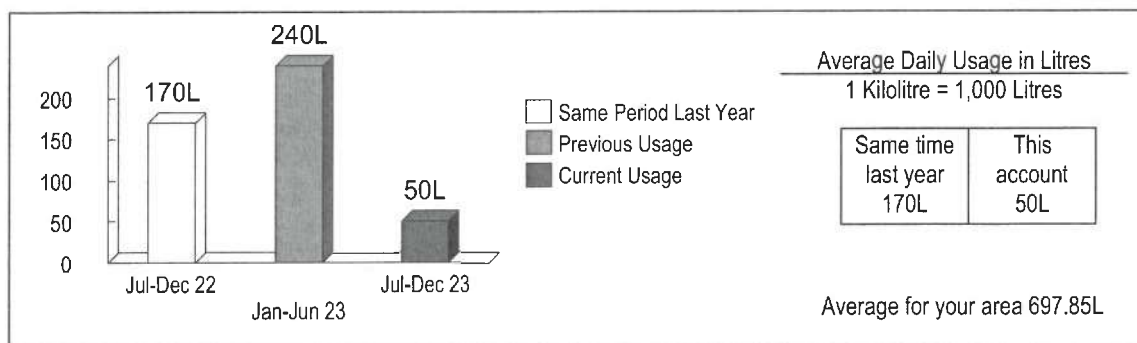
Assessment No: 28951-2

Property Location: 14 Kent Street, BOROREN QLD 4678

| Meter No. | Previous  |         | Current   |         | Consumption Details            | Total Consumption Charge |
|-----------|-----------|---------|-----------|---------|--------------------------------|--------------------------|
|           | Date      | Reading | Date      | Reading |                                |                          |
| 10102261  | 20-Jun-23 | 2032    | 3-Sep-23  | 2039    | 7 Kilolitres consumed @ \$4.27 | \$29.89                  |
| 23V27523T | 3-Sep-23  | 0       | 11-Dec-23 | 1       | 1 Kilolitre consumed @ \$4.27  | \$4.27                   |

Total Water Consumption Charges

\$34.16

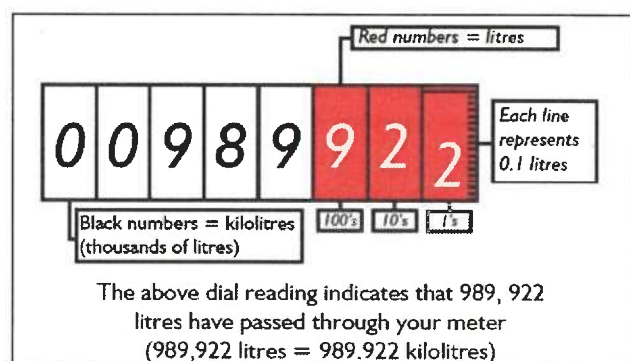


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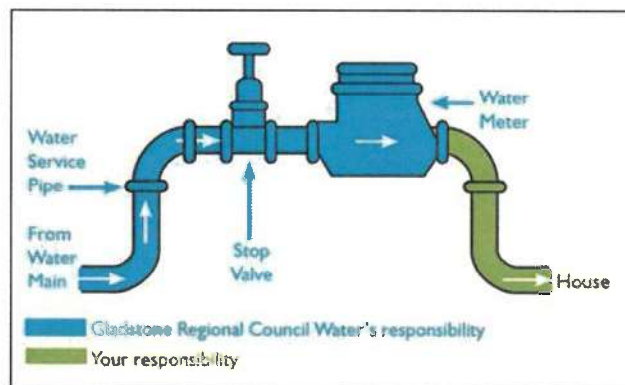
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