



**BUNDABERG**  
REGIONAL COUNCIL

INFORMATION AND SCHEDULE OF  
**RATES & CHARGES**  
FOR 2011/2012

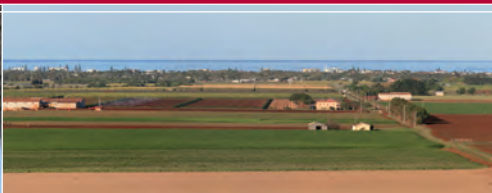


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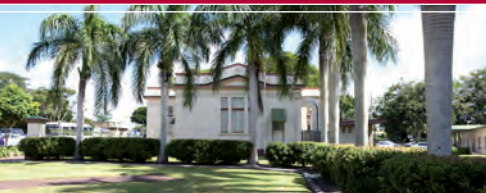
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**Council Office Hours:** 8.15am to 4.45pm, Monday to Friday



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## MAYOR'S MESSAGE

Every year seems to bring more challenges and this past 12 months has seen our region devastated by the worst flooding in over 60 years and the indirect impacts on the entire State of Queensland affected by natural disasters. The personal cost of these events can never be fully measured, and while the financial impact on our community can be quantified, we as a region are likely to feel the effects of this disaster for many years to come.

This coming financial year, Council's capital works program is dominated by the largest ever budget allocation of over \$40 Million for transport infrastructure including reconstruction of many of the roads, bridges and culverts that were damaged in the recent floods. We expect that flood repair work for our road network will continue into 2013.

In recognition of the ongoing difficult economic climate and the increased financial pressure faced by our community, Council has retained the 10% early payment discount on Net General Rates for all Ratepayers. Eligible pensioners will also see an increase in the Council Rebate from \$90 to \$110 per year.

As well as facing a flood damage bill of around \$50 Million, ongoing challenges continuing to face Council include:

- Increased operating costs to meet new standards in areas such as Environmental Compliance;
- Escalation in costs for utilities such as electricity and fuel, despite ongoing efforts to reduce consumption;
- The reduction in financial support from State and Federal Government; and
- Increasing community expectation in demand for new and higher levels of service.

In closing, I would like to thank my fellow Councillors, Chief Executive Officer Peter Byrne, our Directors, Managers, Senior Officers and staff for their continued professionalism and cooperation.

**Lorraine Pyefinch - MAYOR**

# YOUR ELECTED COUNCILLORS



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# COUNCIL'S SENIOR MANAGEMENT



**Peter Byrne**  
Chief Executive  
Officer



From left: **John Clerke** Director Community & Cultural Services, **Allan Shorter** Director Finance, **Greg Savage** Director Health & Environmental Services, **Andrew Fulton** Director Infrastructure & Planning Services, **Glenn Hart** Director Governance.

## GENERAL RATING INFORMATION

**Frequency of Rate Notices:** Rates and charges for the year ending 30th June 2012 will be issued in two half-yearly notices in August 2011 and February 2012. You are welcome to pay your rates weekly, fortnightly, monthly or half-yearly by Direct Debit. An application form is available from Council offices or on Council's website.

**Discount for payment in full by Due Date:** Ratepayers who pay their rates in full by the 'Due Date' shown on their rate notice will receive a 10% discount on their current General Rates (excluding Council's Pension Remission which is not a payment). Ratepayers who pay by the Due Date need only pay the discounted amount shown on their Rate Notice.

**Interest charged on arrears and rate recovery action:** Interest at the rate of 11% per annum, calculated on daily rests, will be charged on unpaid rates after the 'Due Date' shown on the Rate Notice.

**Pensioner Remission:** Ratepayers on a full or part pension may be entitled to receive Council and State remissions on their rates. Application forms are available from Council offices.

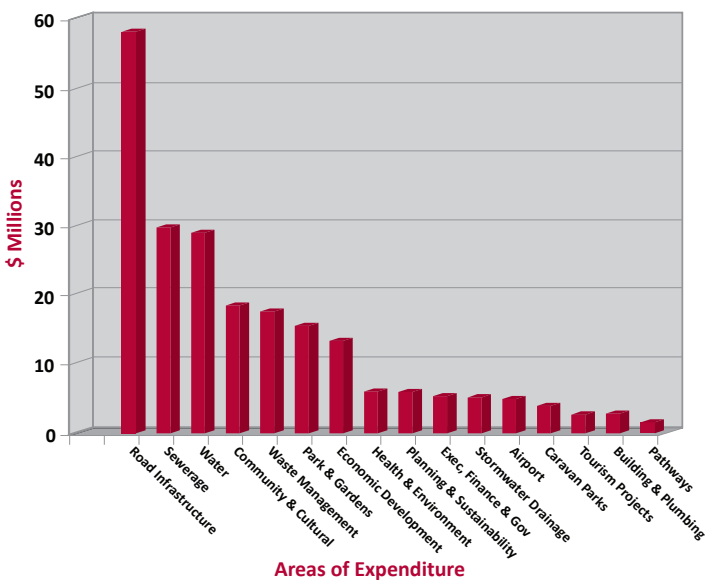
**Property Valuation:** The Government Department of Environment and Resource Management (DERM) is responsible for valuing all property in the Region. A general revaluation of property took effect from 1 July 2011 and will affect General Rates which must legally be based on valuation. Any valuation enquiries should be directed to DERM, phone 131304.

# RATES AND CHARGES

## What your rates and charges pay for:

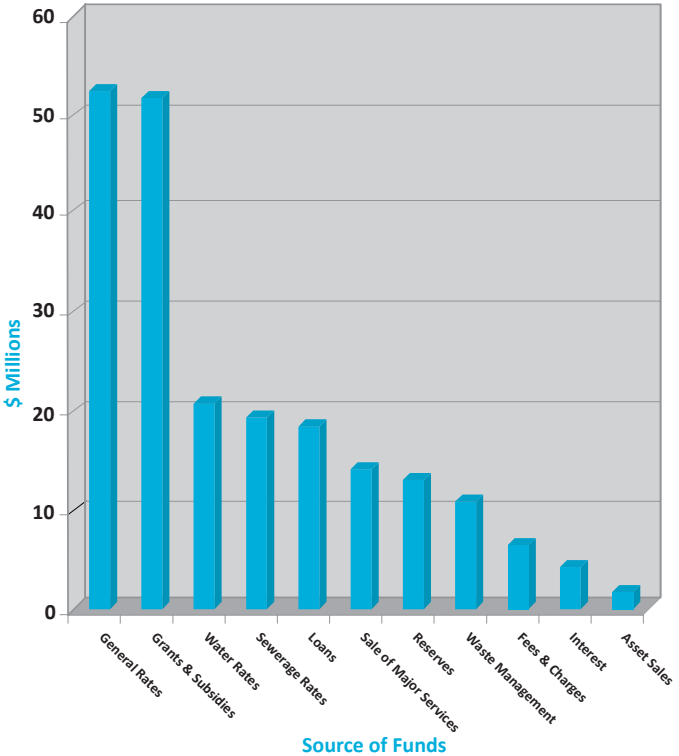
The following table provides an analysis of the major expenditure categories. It is noted that Water, Sewerage and Waste Management services are self-funding and ratepayers who do not receive these services pay nothing towards them.

| Service                   | Expenditure<br>M = \$Million | Percentage<br>of Total |
|---------------------------|------------------------------|------------------------|
| Road Infrastructure       | 57.9 M                       | 27.1%                  |
| Sewerage                  | 29.4 M                       | 13.8%                  |
| Water                     | 28.6 M                       | 13.5%                  |
| Community & Cultural      | 18.0 M                       | 8.5%                   |
| Waste Management          | 17.2 M                       | 8.1%                   |
| Park & Gardens            | 15.0 M                       | 7.1%                   |
| Economic Development      | 12.9 M                       | 6.1%                   |
| Health & Environment      | 5.6 M                        | 2.6%                   |
| Planning & Sustainability | 5.4 M                        | 2.5%                   |
| Exec, Finance & Gov       | 4.9 M                        | 2.3%                   |
| Stormwater Drainage       | 4.6 M                        | 2.2%                   |
| Airport                   | 4.4 M                        | 2.1%                   |
| Caravan Parks             | 3.3 M                        | 1.6%                   |
| Tourism Projects          | 2.3 M                        | 1.1%                   |
| Building & Plumbing       | 2.0 M                        | 0.9%                   |
| Pathways                  | 1.0 M                        | 0.5%                   |
| <b>Total Expenditure</b>  | <b>212.5 M</b>               | <b>100.0%</b>          |



## This expenditure is financed as follows:

| Source of Income             | Income<br>M = \$Million | Percentage<br>of Total |
|------------------------------|-------------------------|------------------------|
| General Rates                | 52.2 M                  | 24.6%                  |
| Grants & Subsidies           | 51.5 M                  | 24.1%                  |
| Water Rates                  | 20.8 M                  | 9.8%                   |
| Sewerage Rates               | 19.2 M                  | 9.0%                   |
| Loans                        | 18.4 M                  | 8.7%                   |
| Sale of Major Services & MRD | 14.1 M                  | 6.6%                   |
| Reserves                     | 13.1 M                  | 6.2%                   |
| Waste Management             | 11.0 M                  | 5.2%                   |
| Fees & Charges               | 6.3 M                   | 3.0%                   |
| Interest                     | 4.2 M                   | 2.0%                   |
| Asset Sales                  | 1.7 M                   | 0.8%                   |
| <b>Total Revenues</b>        | <b>212.5 M</b>          | <b>100.0%</b>          |



# GENERAL RATES

**Notice of Categorisation:** For the 2011/2012 financial year, the Council has resolved to make and levy a differential general rate on all rateable land within the Region using the following criteria:-

| Category                                    | General Criteria  |
|---|---|
| <b>1. Urban Residential Land</b>            | Land that is used for Urban Residential purposes, or has the potential predominant use by virtue of its improvements or activities conducted upon the land of Urban Residential purposes.   |
| <b>2. Rural Residential Land</b>            | Land that is used for Rural Residential purposes, or has the potential predominant use by virtue of its improvements or activities conducted upon the land of Rural Residential purposes.   |
| <b>3. Rural Residential Land (Kolan)</b>    | Discontinued and merged into Category 2.  |
| <b>4. Bundaberg Strata Title Properties</b> | Discontinued and merged into Category 1.  |
| <b>5. Central Coastal Towns*</b>            | Land that is used for residential purposes, or has the potential predominant use by virtue of its improvements or activities conducted upon the land of residential purposes; situated within the townships of Bargara, Burnett Heads, Elliott Heads, Innes Park and Moore Park except land having frontage to the Pacific Ocean. |
| <b>6. Other Coastal Towns*</b>              | Land that is used for residential purposes, or has the potential predominant use by virtue of its improvements or activities conducted upon the land of residential purposes; situated within the townships of Woodgate, Buxton, Walkers Point, Coonarr or Winfield except land having frontage to the Pacific Ocean.             |
| <b>7. Urban Oceanfront*</b>                 | Land that has frontage to the Pacific Ocean or roads fronting the Pacific Ocean and is used for residential purposes, or has the potential predominant use by virtue of its improvements or activities conducted upon the land of residential purposes.   |
| <b>8. Subdivisions</b>                      | Discontinued.   |
| <b>9. Agricultural Land</b>                 | Land that is used for agricultural purposes, or has the potential predominant use by virtue of its improvements or activities conducted upon the land of agricultural purposes.   |

|   |   |
|---|---|
| <b>10. Agricultural Land (Isis)</b>                                     | Discontinued and merged with Category 9.  |
| <b>11. Agricultural Land (Kolan)</b>                                    | Discontinued and merged with Category 9.  |
| <b>12. Bundaberg Commercial Land</b>                                    | Land located within the area of the former Bundaberg City Council that is used for commercial purposes, or has the potential predominant use by virtue of its improvements or activities conducted upon the land of commercial purposes.  |
| <b>13. Other Coastal Towns Commercial Land</b>                          | Land located within the townships of Woodgate, Buxton, Walkers Point, Coonarr or Winfield that is used for commercial purposes, or has the potential predominant use by virtue of its improvements or activities conducted upon the land of commercial purposes.                                  |
| <b>14. Other Commercial Land</b>  | Land that is not included in any other category and is used for commercial purposes, or has the potential predominant use by virtue of its improvements or activities conducted upon the land of commercial purposes.   |
| <b>15. Major Drive-in Shopping Centre</b>                               | Land that is used for a drive-in shopping centre with more than 20,000m <sup>2</sup> gross floor area, or has the potential predominant use by virtue of its improvements or activities conducted upon the land of drive-in shopping centre with more than 20,000m <sup>2</sup> gross floor area. |
| <b>16. Industrial Land</b>  | Land that is used for industrial purposes or has the potential predominant use by virtue of its improvements or activities conducted upon the land of industrial purposes; and is not included in Category 19 Land (Heavy Industry).  |
| <b>17. Industrial Land (Isis)</b>                                       | Discontinued and merged with Category 16.   |
| <b>18. Extractive/ Transformers / Substations/ Communication Towers</b> | Land that is used for extractive industry, transformers, substations or communication towers purposes, or has that potential predominant use by virtue of its improvements or activities conducted upon the land.   |
| <b>19. Heavy Industry</b>   | Land that is used for heavy industrial purposes, such as for example – a co-generation plant or sugar mill, or has the potential predominant use by virtue of its improvements or activities conducted upon the land of heavy industrial purposes.  |
| <b>20. Other</b>  | Land that is not included in any other rating category.   |

**21. Residential Riverfront (Burnett)\***

Land that has frontage to rivers or roads fronting rivers in Burnett Downs or River Park, and is used for residential purposes, or has the potential predominant use by virtue of its improvements or activities conducted upon the land of residential purposes.

**22. Residential Coastal Riverfront (Burnett)\***

Discontinued and merged with Category 5.

**23. Other Urban Oceanfront\***

Discontinued and merged with Category 7.

\*Council holds maps to support the classification of properties into these categories. Customers may view these maps at Council's Service Centres.

## How to object to a General Rating Category

An owner may object to the categorisation of the land by giving Council a notice of objection **within 30 days** after the date of issue of the rate notice. The prescribed notice of objection is available from Council, and must nominate the rating category in which the owner believes the land should have been included, and must specify the facts and circumstances on which the claim is based.

The sole grounds on which the owner may object is that, having regard to the criteria by which rateable land is categorised by the Bundaberg Regional Council, the land should have been included in another rating category as at the date of issue of the rate notice. The giving of notice of objection will not, in the meantime, affect the levy and recovery of rates. If the owner's land is included in another rating category because of an objection, an adjustment of rates will be made.



The rating category in which land is included appears on the rate notice and has been identified by the Bundaberg Regional Council. The level of rate, adopted for each Category as described above, is shown on the rate notice and is summarised in the following table:

| Category | Description   | Rate-in-the-dollar of Property Valuation | Minimum General Rate |
|----------|---|--|----------------------|
| 1        | Urban Residential   | 0.9511                                   | \$783                |
| 2        | Rural Residential   | 0.8095                                   | \$783                |
| 3        | Rural Residential (Kolan)                                       | Discontinued & merged with Category 2    |                      |
| 4        | Bundaberg Strata Title Properties                               | Discontinued & merged with Category 1    |                      |
| 5        | Central Coastal Towns   | 0.6917                                   | \$866                |
| 6        | Other Coastal Towns   | 0.4868                                   | \$866                |
| 7        | Urban Oceanfront  | 0.5233                                   | \$981                |
| 8        | Subdivisions  | Category discontinued                    |                      |
| 9        | Agricultural  | 1.2089                                   | \$866                |
| 10       | Agricultural (Isis)   | Discontinued & merged with Category 9    |                      |
| 11       | Agricultural (Kolan)  | Discontinued & merged with Category 9    |                      |
| 12       | Bundaberg Commercial  | 1.6531                                   | \$1,030              |
| 13       | Other Coastal Towns Commercial                                  | 0.5779                                   | \$1,030              |
| 14       | Other Commercial  | 0.8705                                   | \$1,030              |
| 15       | Major Shopping Centres  | 2.0101                                   | \$418,352            |
| 16       | Industrial  | 1.2566                                   | \$1,250              |
| 17       | Industrial (Isis)   | Discontinued & merged with Category 16   |                      |
| 18       | Extractive/Transformers/<br>Substations/Communication<br>Towers | 1.6755                                   | \$1,960              |
| 19       | Heavy Industry  | 1.6893                                   | \$83,754             |
| 20       | Other   | 0.8581                                   | \$783                |
| 21       | Residential Riverfront (Burnett)                                | 0.5833                                   | \$845                |
| 22       | Residential Coastal Riverfront<br>(Burnett)                     | Discontinued & merged with Category 5    |                      |
| 23       | Other Urban Oceanfront  | Discontinued & merged with Category 7    |                      |



## General Rates pay for the following works, amenities and services:

- 1. Road Works**
  - Construction of New Roads
  - Maintenance of Gravel Roads
  - Sealing of Roads
  - Bridge Construction
  - Mowing Road Reserves
  - Road Drainage
  - Bikeways
- 2. Roadside/Street Furniture**
  - Bus Shelters
  - Street/Road Side Signage
  - Seats/Benches
  - Rubbish Bins
- 3. Street Lighting**
  - Maintenance/New Lighting
  - Lighting for safety
- 4. Parks and Gardens**
  - Maintenance
  - Drainage maintenance
  - Development of New Parks
  - Tree Planting
  - Beautification
  - Barbeques
  - Park Furniture
  - Shelters
  - Playground Equipment
- 5. General Drainage**
- 6. Building Services – Advice/Control**
- 7. Planning Services – Advice/Control**
- 8. Environment Program**
  - Environmental Monitoring/Licensing
  - Education
- 9. Public Order and Safety (Local Laws & Licensing)**
- 10. Public Health Program**
  - Immunisation Clinics
  - Mosquito Control
  - Weed Control
  - Dog Control
  - Stock Pound
  - Vermin Control
  - Community Health Promotion
- 11. Community Facilities (Halls etc)**
- 12. Libraries & Art Galleries**
- 13. Airport**
- 14. Sport and Recreation Facilities**
- 15. Public Toilets**
- 16. Community Services Programmes**



## SEWERAGE CHARGES

Sewerage Charges are levied on all properties within the Defined Sewerage Areas to cover the cost of:

- Sewage collection and treatment;
- The disposal of effluent and bio-solids.

An annual Sewerage levy will be charged in 2011/2012 to connected properties and non-connected properties within the Defined Sewerage Areas based on the following criteria:

- Single residential properties are levied \$536 for the first pedestal only. No additional charges apply for extra pedestals.
- Flats, units and residential strata title properties are levied \$536 per flat, unit or strata title unit, for the first pedestal only. No additional charges apply for extra pedestals.
- Non Residential/Non Strata properties are levied \$536 per sewerage pedestal. Eg. A commercial premises with 3 pedestals will attract a charge of \$1,608 (3 x \$536).
- Non Residential/Strata properties are levied a minimum of one sewerage charge of \$536 for each strata unit, regardless of whether or not they have an individual sewer connection. Where units have more than one pedestal, a sewerage charge will be levied for each pedestal serving the unit. Each unit owner is levied separately for sewerage charges.
- Where multiple lots are included on one assessment, Council does not levy a sewerage charge for each allotment. Eg. House and vacant lot together – only 1 sewerage charge of \$536 is levied. Where there are multiple vacant lots on the one assessment – only 1 sewerage charge of \$536 is levied.
- Waste Dump Points at Caravan Parks are charged \$536 per dump point.



# WASTE MANAGEMENT CHARGES

Waste Collection Charges are user-pays based charges which are levied on all properties receiving the waste collection service to recover associated costs based on the following criteria:

- Single residential properties will be charged \$273 per set of one weekly refuse and one fortnightly recycling bin.
- Premises containing Two (2) or more Flats, Apartments, or other Dwelling Units, each used as a separate Dwelling will be charged \$273 for each separate Dwelling per set of one weekly refuse and one fortnightly recycling bin.
- \$77 per additional recycling bin.
- Where insufficient space is available for the storage of Multiple Bins at Strata Titled properties, (e.g. “Manta”), these Properties may make Application to the Chief Executive Officer for approval to make private arrangements to receive an Industrial Bin service, in which case a Council Waste Collection Charge will not apply

Waste Collection Charges include the disposal and/or recycling of the refuse collected through a component of the Council’s refuse tip maintenance costs. The charges are annual charges and credits cannot be allowed for periods of time when premises are unoccupied.

## State Government Waste Levy

Council is required to collect a Waste Disposal Levy on behalf of the Queensland Government from all commercial premises receiving such a service. This levy will commence 1 December 2011 and is set by Government on a tonnage rate and is collected by Council based on a routine survey of premises which gives an average tonnage.

Commercial properties will be charged \$273 per set of bins for the 1st billing period of 2011/2012 and \$296 per set of bins for the 2nd billing period (January to June 2012).



## WATER CHARGES

For the period 1 July 2011 to 30 June 2012, water charges for those properties capable of receiving a water service will comprise a Water Access Charge (fixed) and a Water Consumption Charge based on water usage.

### Water Access Charge

A water access charge, which is similar to a telephone rental for a telephone service, will apply to all premises or metered connections within the defined area for the period 1 July 2011 to 30 June 2012. The charge is determined according to the water meter size(s) serving the premises, in accordance with the following schedule, which provides details of Water Access Charges by meter size and Reticulation Group:

| Water Access Charge Description | Potable water/<br>unrestricted<br>flow | Non-potable<br>water/<br>restricted flow |
|---------------------------------|--|--|
| Vacant and non-metered          | \$352                                  | \$281                                    |
| 20mm meter connection           | \$352                                  | \$281                                    |
| 25mm meter connection           | \$384                                  | \$308                                    |
| 32mm meter connection           | \$415                                  | \$332                                    |
| 40mm meter connection           | \$443                                  | \$355                                    |
| 50mm meter connection           | \$522                                  | \$418                                    |
| 80mm meter connection           | \$701                                  | \$561                                    |
| 100mm meter connection          | \$1,080                                | \$864                                    |
| 150mm meter connection          | \$2,001                                | \$1,601                                  |

Non-potable water or restricted flow water supplies apply to Burnett Downs, Sylvan Woods, and Upper Hummock.

A common Water Access Charge, for same sized meters, applies in all areas receiving a potable water supply based on the following criteria:

- Vacant and non-metered lands situated in a water area and not serviced with a water connection are levied a Water Access Charge equal to the 20mm charge.
- Single residential properties are levied a Water Access Charge based on the size of the water meter serving the

property, since the meter size determines the potential volume of water used.

- Where multiple lots are included on one assessment Council does not levy a water access charge for each allotment. Eg. House and vacant lot together – only one Water Access Charge is levied based on the size of the water meter(s) serving the property or, where there are multiple vacant lots on one assessment only, one water access charge is levied.
- Blocks of flats are levied one Water Access Charge for each block based on the size of the meter/s servicing the block of flats.
- Properties with multiple connections are levied a Water Access Charge for each connection. Where an assessment comprises a Body Corporate situation, Council will charge as per the provisions of the Body Corporate and Community Management Act 1997.
- A concessional Water Access Charge equal to a 20mm service will be levied for each registered “Dedicated Fire Service” connection even though the actual size of the connection is usually larger.
- A concession will apply to unlicensed/restricted sporting clubs which have more than 1 connection. These will be levied one water access charge for each connection based on the size of the water meter(s) serving the property but Council will give a concession equal to the difference between the aforementioned charge and one access charge for their largest meter per assessment and no charges for the other connections.



## Water Consumption Charge

Water Consumption is levied half-yearly for the readings undertaken prior to the 31 December 2011, and prior to the 30 June 2012. Generally, the consumption within each Six (6) month reading period will be levied on a Two-Tiered Charging System (Step 1 and Step 2) as set out hereunder:

Step 1: For the first 183 kilolitres of consumption per half year \$0.95 and;

Step 2: For all other kilolitres of consumption per half year \$1.60.

For water used (as measured) during the period 1 July 2011 to 30 June 2012 a use charge shall apply for Burnett Downs Yard Water Supply, Upper Hummock and Sylvan Woods Non-Potable supply, reticulation groups or service areas as follows:-

Step 1: For the first 183 kilolitres of consumption per half year \$0.75 per Kilolitre and;

Step 2: For all other kilolitres of consumption per half year \$1.30 per Kilolitre.

Where an assessment comprises multiple metered lots or services, the charge shall be the standard tariff multiplied by the number of metered connections or services.

For measurement of water use for charging purposes for the period 1 July 2011 to 30 June 2012, Section 36 of the Local Government (Finance, Plans and Reporting) Regulation 2010 shall apply to the reading of meters based on the nominal initial meter reading date of 30 June 2011 and nominal final reading date of 30 June 2012.

Council reserves the right to read and levy Water Consumption at intervals other than Six (6) Monthly for specific connections as required.

### **Water consumption – meter registering inaccurately**

Where Council is satisfied that a water meter has ceased to register accurately, through no fault of the Ratepayer, Council may on application from the consumer, remit water consumption charges by an amount that results in the Water Consumption Charge equalling an average of the quantity used during the previous accurate period of measurement.

### **Service connections outside the declared Water service areas**

Any approved water service connections, which are located outside the declared water service areas, indicated in Council's Annual Budget Report, will have access and use charges applied in the same manner and at equivalent charges to the use that would apply were they situated within the declared service area to which they are connected.

Water usage is the responsibility of the ratepayer. Council's website <http://bundaberg.qld.gov.au> offers advice on water usage, leak detection and water leak relief. Applicants will only be eligible for relief if they comply with criteria in terms of Council's Policy.

## SPECIAL CHARGES

The following Council Special Charges apply to specific properties which benefit from the activities financed by the charge:

**Moore Park Drainage:** A charge of \$25.00 per rateable property in excess of two (2) hectares in the defined area, is levied for the provision of drainage in the Moore Park Drainage Scheme Area indicated in Council's Annual Budget Report.

**Rural Fire Levy:** At the request of the Queensland Rural Fire Service, Council collects a charge of \$30.00 per rateable assessment located in Rural Fire Brigade areas. The money collected is paid to the Brigades to facilitate rural fire services in their area.

**Sewerage extensions – Rieck/Manning Streets:** A charge of \$100.00 is levied on rateable land described as Lots 1 and 2 on RP890930 to fund the cost of the capital construction of sewerage extensions in Rieck and Manning Streets, Gin Gin.

**Reconstruction of Norton Road Bridge:** A charge of \$600.00 is levied on the rateable land described as Lots 1 and 2 on RP95665 to fund the cost of reconstruction of the single lane timber bridge over the agricultural drain on Norton Road to ensure safe and appropriate access to these properties.

## STATE FIRE LEVY

The Council is required to collect an State Fire Service Levy on behalf of the State Fire Services. For 2011/2012 the levy is as follows:

| Area                          | Dwellings | Vacant Land |
|-------------------------------|-----------|-------------|
| Class 'A' Urban Fire District | \$161.20  | \$44.60     |
| Class 'D' Urban Fire District | \$79.40   | \$20.20     |

Payment must be made to Council, however as this is not a Local Government charge, any queries regarding the charge, should be directed to:-

Queensland Fire Service, GPO Box 1425, Brisbane 4001  
Telephone: (07) 3247 8073 Fax: (07) 3247 8958

This charge is currently levied per rateable assessment and not per property, however Rateable Assessments comprising multiple properties will be levied per property from 2012/2013 to comply with a Queensland Fire Service directive.



## METHODS OF PAYMENT

**At Council Offices:** Payments can be made directly to the Council offices at 190 Bourbong Street Bundaberg, 160 Hughes Road Bargara, 45 Churchill Street Childers, and 4 Dear Street Gin Gin, between 8.15am and 4.00pm Monday to Friday.

**By Direct Debit:** Ratepayers may pay their rates automatically by setting up a weekly, fortnightly, monthly, or half-yearly direct debit, to suit their budget or circumstances. Further details are provided on the application form which is available from Council offices/website.

**By Centrepay:** Ratepayers who receive payments from Centrelink can arrange with Centrelink to automatically deduct their rates in fortnightly amounts from their Centrelink payment. Application forms are available from Centrelink. The Centrepay Reference Number is 555072141A. Please use your Assessment Number as Council's Reference Number.

**BPOINT Phone:** Call 1300 BPOINT (1300 276468) (or from outside Australia call +61294235551) any time to pay with MasterCard or Visa. Please quote Biller Code 5744 and the reference number shown on the front of the Rate Notice.

**BPOINT In Person:** Present your rates notice at any retailer displaying the BPOINT logo. For retailer locations visit [www.bpoint.com.au](http://www.bpoint.com.au).

**At Australia Post Outlets:** Payments can be made at any Australia Post Office. Ratepayers will need their rate notice with them.

**Bpay:** Contact your participating Financial Institution to make this payment directly from your cheque or savings account. Payment can be made with debit or credit card (Visa or MasterCard). Please quote Biller Code 5744 and the reference number shown on the BPAY logo on the front of the Rate Notice.

**By Internet:** Visit <http://bundaberg.qld.gov.au> and follow the links to pay with MasterCard or Visa. Please use the reference number shown on the front of the Rate Notice.

**By Post:** Remove the detachable bottom section of the rate notice and return it with your payment to Bundaberg Regional Council, PO Box 3130 Bundaberg, Queensland 4670. Cheques or Money Orders must be made payable to the Bundaberg Regional Council and be endorsed "Not Negotiable". Change cannot be given on cheques.

# CHANGED ADDRESS LATELY?

Property owners are required to notify Council of a change of address. If you have changed address, or intend to change your address from that stated on your Rate Notice, please advise the Council in writing to enable records to be changed and to ensure that all correspondence etc reaches the correct address. If you have more than one assessment/property, please give details of each property to which the change relates.

PO Box 3130, Bundaberg, Qld 4670

**Phone** 1300 883 699 **Fax** (07) 4150 5410

**E-mail** [ceo@bundaberg.qld.gov.au](mailto:ceo@bundaberg.qld.gov.au)

**Council Office Hours:** 8.15am to 4.45pm, Monday to Friday



[www.bundaberg.qld.gov.au](http://www.bundaberg.qld.gov.au)