

New Look Rate & Utilities Notice

FAQs - Direct Debit, BPay and Payment Plans



What is the difference between paying rates myself via BPAY or Council withdrawing the money via direct debit?

Using BPay gives the ratepayer a bit more flexibility/control of the payment dates, amount and frequency.

Council's direct debit option requires contact with Council to modify any details associated with the direct debit and may take up to 10 working days to action.

How do I set up a direct debit?

Forms are available on Council's website and will need to be printed, completed, signed and emailed to Council for action.

How can I work out what I need to pay each week/fortnight/month, so that I don't receive an outstanding balance?

Rates are issued every six months. For an approximate amount to pay, using the gross amount on the most recent Rates Notice received.

- For monthly payments divide the gross amount by six (6).
- For fortnightly payments divide the gross amount by 13.
- For weekly payments divide the gross amount by 26.

If I set up a payment plan and have always paid this way and never missed a payment, why am I not eligible for the discount?

Council offers a prompt payment discount to the General Rate, and Nelly Bay Harbour Development Special Rates, upon full payment of all rates and charges, including arrears by the due date shown on the notice.

Why are my payments via direct debit / BPAY not showing on my rates notice?

Unfortunately, due to the space available on the notice, additional pages would be required to show all the transactions from Rate Notice to Rate Notice.

Council is currently working of a self-service portal where ratepayers would be able to, amongst other functionalities, check the current balance outstanding.

Why can't I view my current outstanding balance transactions online like other providers such as Ergon Energy, Telstra etc.

Unfortunately, Council doesn't have the facility to allow homeowners to login and view actual balances online.

Council is currently working of a self-service portal where ratepayers would be able to, amongst other functionalities, check the current balance outstanding.

Why does the rates balance on my notice not include the amount I paid this week?

It takes approximately two weeks between the creation and printing of the Rate & Utilities Notice.

The Notice is created at a certain date and the notice reflects the balance of rates as at that date. There is scripting on the Rate Notice *payments received on or after dd/mm/yyyy do not appear on this Rate Notice*. The date mentioned in this message is the date of creation. Any balance brought forward on the notices includes payments received up to the date of creation.

To find out your total balance due, please call Council.

Is it not a legal requirement for you to document the transactions on the notice?

No, it is not a legal requirement to include a record of transactions on the notice.

Why do I need to set up a new payment plan each period?

If this is the way I always pay, why can't Council ask if I want to continue? If my repayments need to be adjusted, Council should tell me so that I agree or disagree rather than having to call each period to arrange a new plan.

We ask that ratepayers contact Council upon receipt of each Rate Notice to discuss a payment plan (if required) as the rates may have changed and current payments may not be sufficient to meet the ongoing rates. Circumstances may also have changed.

For more information

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