

New Look Rate & Utilities Notice FAQs - General



How much is this change costing the rate payer given it is now 4 pages long?

The previous rates notice was three pages (two pieces of paper printed back-to-back). The cost to Council for the new look rate notice has been minimal, the only additional expense incurred is the increase in the colour content.

Why can't I see the payments I have been making via direct debit?

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 on a self-service portal where ratepayers would be able to, amongst other functionalities, check the current balance outstanding.

How much do I have to pay, I am confused?

The amount payable can be found on the Rate Notice, Summary of Rates & Utilities Amount Due page (last page of Notice) in the big orange box. This page also includes payment options available.

Where is the balance brought forward?

All current and outstanding balances are found on the Rate Notice, Summary of Rates & Utilities Amount Due page in a grey box - this page is the last page on the entire notice.

How much is the rates? I can't see the amounts levied as I pay in advance.

The first three pages of the Notice itemise the Rate charges and separate the Utility charges (water sewerage and refuse). The last page of the Notice shows the balance brought forward which includes any credit or amounts outstanding, and the amount now due for payment.

What is the amount I owe and why is that not on the front page?

The amount payable can be found on the Rate Notice, Summary of Rates & Utilities Amount Due page (last page of Notice) in the big orange box. This page also includes payment options available.

Am I meant to pay each figure from each page?

No. All payment details (including outstanding balances) are on the Rate Notice, Summary of Rates & Utilities Amount Due page - this page is the last page on the entire notice.

For more information



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