



RATES NOTICE

P.O. Box 189, Charters Towers, Qld 4820
Administration Centre: 12 Mosman Street
Office hours: Weekdays 8.30am to 4.00pm

ABN: 67 731 313 583
Email: mail@charterstowers.qld.gov.au
Web: www.charterstowers.qld.gov.au

Phone: 07 4761 5300
Fax: 07 4761 5344

R D Ward
12 Banksia Court
GREENVALE QLD 4816

Half Yearly: 01/01/2026 to 30/06/2026

CUSTOMER REFERENCE: 12012209
DATE OF ISSUE: 12/03/2026
VALUATION: \$34,000
VALUATION DATE: 01/07/2025
UTILITY GROUP: 38
AREA: 813 SqM
FIRE CATEGORY: 02.13

Property Location and Description

12 Banksia Court GREENVALE QLD 4816
LOT 10 RP895227

IMPORTANT - Please read back of form

DESCRIPTION	UNITS	RATE/CHARGE	AMOUNT
Balance Brought Forward			1,335.86
Category 1 - Urban Residential (<9000m2)	34000	Minimum Levy	593.50
State Emergency Management Levy	1	Group 02 (Class E)	61.50
Greenvale - Sewerage Utility Charges	4	97.50	390.00
Water Allocation Tariff - Residential	4	176.00	704.00
Landfill Management Levy	1	28.00	28.00
Residential - Waste	1	163.50	163.50
Gross Amount			3,276.36
DISCOUNT if paid by due date			-112.74
NETT payable if paid by due date			=====
			\$3,163.62
Levies were raised on 25 February 2026. If you made a payment on that date or after, receipt of funds will not be reflected on this notice. Daily compound interest is accruing on overdue rates & charges.			
DISCOUNT WILL BE ALLOWED IF RECEIPTED ON OR BEFORE →	DUE DATE	DISCOUNT AMOUNT	NETT PAYABLE
PLEASE READ CLAUSE 2 OVERLEAF	14/04/2026	\$112.74	\$3,163.62



Charters Towers Regional Council Payment Options

(see over for more details)

12012209
R D Ward
12 Banksia Court
GREENVALE QLD 4816

DUE 14/04/2026
G \$3,276.36
D -\$112.74
N \$3,163.62

Pay by Phone

Billers Code: 68593
Ref: 12012209

Credit Card Payment by Using BPOINT
Telephone 1300 276 468

Payment by BPAY

Billers Code: 68593
Ref: 1201 2209

Contact your bank, credit union or building society to make this payment from your cheque or savings account.

Payment by Post Billpay

Billers Code: 2438
Ref: 1201 2209

Pay in person at any post office or by phone 13 18 16



*2438 1 2012209

Changed Your Mailing address? (see clause 10)

Prepayments (see clause 18)

Pay Online (Card or Bank)



Powered by Payble

Simply scan the QR code to pay in full or choose from flexible weekly, fortnightly and monthly instalments. You can also pay online at pay.charterstowers.qld.gov.au



Payment in Person

At Council reception

– Monday to Friday 8.30am to 4.00pm.
Payment can be made by cash, cheque, EFTPOS (to your daily limit) or credit card

(Council accepts the following credit cards: Visa, Mastercard & American Express).



Payments by Mail (see clause 2)

Cheques or Money Orders should be made payable to Charters Towers Regional Council and marked "Not Negotiable".

Mail to: PO Box 189, Charters Towers, Qld 4820

Tick here if a receipt is required

See over the page for more payment options.

INFORMATION TO RATEPAYERS

- Notice** - In accordance with the Local Government Act, Notice is hereby given that the Rates and Charges levied by the Charters Towers Regional Council (plus arrears of rates and charges with interest, if any) on the property of which you are the owner (or lessee), are now DUE AND PAYMENT WITHIN 30 DAYS from the date of issue of this notice.
- Discount** - The 'brought forward' balance on this notice may include unpaid general charges and other debts, as well as overdue rates. If you wish to receive the discount as shown on this rate account, then you must pay that current rate and any overdue rates by the due date. In the event that a dispute exists between yourself and Council relative to the charge contained on this rates notice, such dispute does not extend the discount period. Should you be successful in your dispute, full refunds where applicable, will be processed. **It is strongly suggested that payment is not left until the last day, as Council does not accept responsibility for postal, electronic banking or other unforeseen delays. Payment must be received on or before the due date of this rates notice.** Should this notice contain any non-rates/utility charges, discount entitlement will not be affected by the non-payment thereof. **Important:** See Information Booklet for discount percentages.
- Interest** - On overdue rates is based on the maximum interest chargeable in accordance with the Local Government Act compounding daily. Should your rates notice show a 'Balance Brought Forward' that relates to 'arrears' component, interest is accruing on this amount and will continue to accrue until the rate account is paid in full. Relative to the current levy, should this rate account not be paid by the due date as printed on the Rates Notice, interest will be charged on all overdue rates and charges from and including the first day after the discount period.
- Water & Sewerage Charges** are levied in accordance with the adopted schedules as per the rates & charges summaries, included in the Information Booklet.
- Excess Water** - Should you have a question in regard to excess water levied on the rates notice, please contact the Rates Section on 07 4761 5300.
- Waste Management Charges** are levied in accordance with the adopted schedules as per the rates & charges summaries, included in the Information Booklet.
- Pensioners** - Property owners who hold a current Pensioner Concession Card issued by the Commonwealth Government or hold a Gold Card issued by the Department of Veterans' Affairs are entitled to apply for State and Council pensioner concessions on rate accounts covering their primary place of residence. If you qualify, and have not received pensioner concessions on this rate account, contact the Rates Section on 07 4761 5300. Pensioner concessions are made up as follows:
 - An unconditional State Government Subsidy.
 - A Council Remission (conditional to 'payout in full' of the rate account by the due date on the notice).
- Valuations** - The valuation used for general rates is provided by the Department of Natural Resources and Mines, Manufacturing and Regional and Rural Development (DNRMMRRD). Please contact DNRMMRRD on 13 QGOV or email ValOperations2@resources.qld.gov.au if you have a question on the amount of this valuation. Should the status of this property alter throughout the year, (such as a reconfiguration or a revaluation), rate levies will be adjusted accordingly.
- Recently sold or reconfigured properties:** Should you receive a rates notice for a property which you no longer own, or a rates notice which does not reflect a reconfiguration which has been finalised, please contact Council on 07 4761 5300. Please note that there can be considerable delay between registration of a Transfer or registration of a Reconfiguration with DNRMMRRD, and the time when the associated advice is passed onto Council. Accordingly, Council is required to levy in accordance with the data held within the rating system, while it is acknowledged that this may not align with recent changes, not yet advised. Thank you for your understanding in this matter.
- Change of Mailing Address** - It is the responsibility of property owners to inform Council of changes to their postal address. **Only written advice** will be accepted, in which all property owners are required to sign the advice provided to Council which will be accepted via fax, mail or by emailing (mail@charterstowers.qld.gov.au); or Council's Rates Change of Mailing Address Request Form can be printed from Council's website: www.charterstowers.qld.gov.au. Complete, sign and forward to Council. **Important:** Please note that address changes are not confirmed as received by Council until in return, you receive a copy of a **signed Confirmed Advice**. It is the responsibility of the owner to ensure that they receive the confirmation form.
- State Government Management Levy** - Please note no discount applies to this levy. **Important:** See Information Booklet.
- Bpay, Telephone or Internet Payments** - It is recommended that payments via these methods are transmitted at least 3 days prior to the due date of this notice, to enable your payment to be received to council's Rating System on or before the due date.
- Rate Instalment Arrangements** - On application via the Payble System and subsequent approval, Arrangements can be entered into allowing ratepayers to pay off rate accounts by instalments. **Instalment Arrangements must be re-applied for each year, unless you have selected a payment plan that relates to advance scheduled payments/prepayments via the Payble System.** To apply, refer Payble Options as detailed on rates notice, **prior to the due date.** (Should you not receive a response to your application after ten working days, please contact the Rates Section on telephone 07 4761 5300). Instalment Arrangements on rate accounts containing arrears will also incur interest. **RATE INSTALMENT ARRANGEMENTS MUST BE APPLIED FOR BEFORE THE DUE DATE OF THIS RATES NOTICE.** Discount is available only when the rate account is paid by the Due Date of this Rates Notice refer clause 2 & 7 b.
- Credit Cards** - For **security purposes**, mailing or faxing credit card details is no longer available. Telephone **as per the front of the notice**, or pay via the internet at www.charterstowers.qld.gov.au - **available 24 hours.** A payment by credit card is not accepted until authorisation is received from the Credit provider. Should this be disallowed and replacement funds not received on or before the due date, discount cannot be granted.
- EFTPOS** is available (to daily limit set by your Bank) for payment of accounts. Council Policy does not allow for cash withdrawals.
- Scan & Pay** - is available with iPhone, iPad or Android Device. Download the Australia Post app, select 'Pay your bill', scan the barcode and enter your payment details. **Internet connection required.**
- Cheques** - Change cannot be given on cheques. Post-dated cheques are not accepted. All cheques will be banked on the day of receipt. Where cheques are dishonoured, property owners will be liable for any dishonour fees charged by the Bank, and discount will be lost should replacement funds not be received prior to the due date. Acceptance of a cheque and issue of a receipt therefore is conditional upon collection of the proceeds.
- Prepayments:** The smart way to pay your rates. Pay as much as you like, when you like, using any of the available payment methods. Interest payable is not available on prepaid credit balances.

MORE PAYMENT OPTIONS

Use our new payment system Payble



Pay with card or bank

Automatic payments for all major bank accounts, credit and debit cards



Smaller Instalments

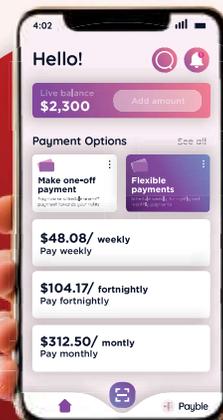
Manage your budget with weekly, fortnightly or monthly instalments



Helpful reminders

Receive SMS reminders before important due date

pay.charterstowers.qld.gov.au





WATER REPORT

Water usage 25/26

ABN: 67 731 313 583
 Email: mail@charterstowers.qld.gov.au
 Web: www.charterstowers.qld.gov.au

P.O. Box 189, Charters Towers, Qld 4820
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DO NOT PAY ON THIS NOTICE - COSTS INCLUDED ON RATES NOTICE

R D Ward
 12 Banksia Court
 GREENVALE QLD 4816

CUSTOMER REFERENCE: 12012209
 UTILITY GROUP: 38
 ASSESSMENT NUMBER: 21184-00000-000

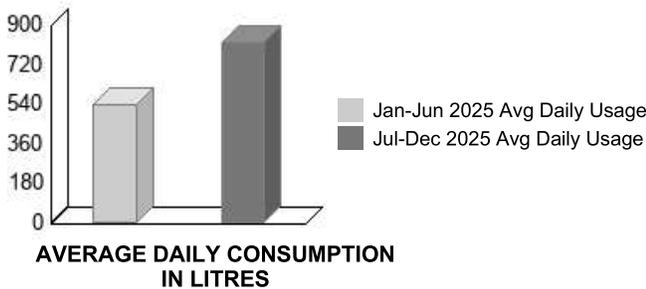
Property Location and Description
 12 Banksia Court GREENVALE QLD 4816
 LOT 10 RP895227

HALF YEARLY BILLING 2025/2026

(KL = Kilo litre = 1000 Litres)

METER NO	TYPE	-----OPENING-----		-----CLOSING-----		NO OF DAYS	KL USAGE	
		DATE	KL READING	DATE	KL READING			
ANNUAL ALLOWANCE / THRESHOLD: 750KL								
17W003811	Wat38RAGV	17/06/2025	4516	18/12/2025	4667	184	151	
							Total KL Consumption	151

BALANCE OF ALLOWANCE/THRESHOLD FOR 2025-26: 599KL



Jul-Dec 2025 Avg Daily Usage: 820
 Jan-Jun 2025 Avg Daily Usage: 541



This Property Avg Daily: 820
 Area Avg Daily: 1718

WARNING - Avoid unplanned Excess or High Water Levies 2025/2026 Consumption (Period: January 2026 to June 2026)

Be sure to check your water usage regularly, at least monthly, by reading your water meter

Residential Allocation Tariff:

If you have remained on the Allocation Tariff, to avoid excess water levies, you must not exceed your allocation. Your water allocation will be represented by the number of units noted on your Rates Notice. Each unit represents 187.5 kls.

Standard residence (4 x 187.5 kls = 750 kls annual allocation). **750 kilolitres equates to an average of just over 62.5 kilolitres per month.**

Two-Part Tariff (All Non-residential properties & Residential if applied)

Your Rates Notice indicates the units linked to your 'Access Fee', and identifies the usage threshold, charged at \$1.26 per kilolitre. Greenvale properties: charged at \$1.10 per kilolitre.

Standard non-residence property (6 x 187.5 kls = 1125 kls annual threshold for usage @ \$1.26 per kilolitre)

Usage above the threshold will be charged at \$2.27 per kilolitre. Please monitor usage closely, to avoid unexpected usage levies on the 2026/2027 1st Half-Yearly Rates Notice.

Graphs comparing daily consumption to average area consumption are not included on Notices covering Group 32.