

Frequently Asked Questions

1. What to do if your BPay payment has been paid to the incorrect account

Rates and Water payments have separate Biller Codes but the same Reference Number. If an error has occurred with your payment, please contact Customer Service to request a Reallocation Form to arrange for the payment to be reallocated to the correct account. Please note that only an owner or authorised person on the account can request a reallocation of payment.

2. If you are having difficulties paying your Rates Notice

Please contact Customer Service as soon as possible to discuss setting up a temporary payment arrangement in accordance with our Debt Recovery Policy. It is important that you have a current payment arrangement in place if you are in arrears with your rates to prevent your account from proceeding through our debt recovery process.

3. What to do if your account has gone to Debt Recovery

Contact should only be made with Council when you are making a payment. All other enquiries are to be lodged with Council's Debt Recovery Agency. Once any overdue amounts have been settled your account will then be transferred back to Council.

Council Policies

To find more information on Council Policies visit the website: [https://www.liverpoolplains.nsw.gov.au/Council/ Accessing Council Information/ Policies and Codes](https://www.liverpoolplains.nsw.gov.au/Council/AccessingCouncilInformation/PoliciesandCodes)

- *Debt Recovery Policy 2022*
- *Hardship Policy 2022*

Pensioner Concession Rates Rebate

A Pensioner who owns and lives at the property are eligible to receive a rebate. The amount will be determined by sole or shared ownership and the levies charged. Multiple owners must each be eligible and apply to receive the full rebate applicable. Contact Council for an application to apply.

Levy Type	Sole ownership (1) 100%	Shared ownership (2) 50%	Shared ownership (3) 33.33%
General Rebate	250	125	83.33
Water	87.50	43.75	29.17
Sewer	87.50	43.75	29.17

Customer Service Centre

Address:

60 Station Street, Quirindi NSW 2343
8.30am to 5.00pm, Monday to Friday
Closed Public Holidays and Weekends

Contact Details:

council@liverpoolplains.nsw.gov.au
02 6746 1755



Understanding Your Rates Notice 2024-2025



Components of Rates Notices:

General Rates

- Capped by IPART at 4.8%
- Cents in \$ charge based on the current 2022 land values as determined by NSW Valuer General
- Base rate amount harmonises the amount of rates paid within the rating category

Water Access Charge

- Annual charge for properties connected or able to be connected to Council's water supply system
- Levied on land that is situated within 225m of a water pipe of Council as per the Local Government Act

Sewer Access Charge

- Annual charge for properties connected or able to be connected to Council's sewer system
- Levied on land that is less than 75m from a sewer main as per the Local Government Act

Waste Management Charge

- Council levies an annual charge for the provision of both domestic and commercial waste management services (waste and recycling bins)

Tip Facility Charge

- Council levies an annual charge to all rateable properties in the shire for the management and remediation of tip facilities.

General Rates Calculation Steps:

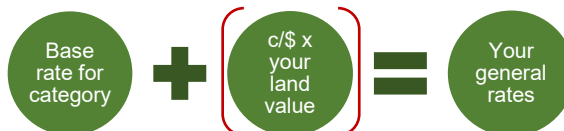
1. Determine total allowable increase of 4.8%



2. Base rate determined by Council for all rating categories. Cents in the dollar (c/\$) calculated for each rate category using new land values



3. Your general rates calculation



Other Charges:

Water Access Charges 2024/2025	Access Charge \$	Quarterly Step Rate \$ - up to 75kL	Quarterly Step Rate \$ - over 75kL
Vacant Lots Unoccupied	759	3.28	3.93
20mm	759	3.28	3.93
25mm	1,200	3.28	3.93
32mm	1,735	3.28	3.93
40mm	2,155	3.28	3.93
50mm	3,370	3.28	3.93
80mm	8,610	3.28	3.93
100mm	13,440	3.28	3.93

Sewer Service Charges 2024/2025	Access Charge \$	Usage Charge \$
Residential		
Vacant Lots Unoccupied	730	0
20mm and 25mm	730	0
Non-Residential		
20mm	485	2.43
25mm	730	2.43
32mm	1,085	2.43
40mm and over	1,650	2.43

Waste Management Charges 2024/2025	Access Charge \$
Occupied Waste Charge	480
Unoccupied Waste Charge	76
Additional Waste	335
Additional Recycling	167
Tip Facility Charge	110