

## Rates Paper Bill Fee

### Frequently Asked Questions

Council is going paperless for a greener and cleaner future and are starting with rate notices.

#### What does this mean for property owners?

Commencing 1 July 2025, rate notices that are mailed will be charged a printing and postage fee of \$2.20 per rate notice (residents in receipt of the pension concession will be exempt).

#### How do I not get charged this fee?

If you are in receipt of a pension concession and the concession is listed on your rate file, no fee will be charged.

Alternatively, you can have your rate notice emailed *free of charge*.

Sign up by visiting [cassowarycoast.ezybill.com.au](https://cassowarycoast.ezybill.com.au) or scan the QR code below and follow the steps to register for eRates.



#### I'm a pensioner and I own two properties. Will I be exempt on both properties?

No. You will only be exempt on the property that you currently receive your pension concession on.

#### I have a Seniors Card. Will I be exempt?

No. Unless you are in receipt of a pension concession and the concession is listed on your rate file, you will not be exempt.

#### Are not-for-profit organisations exempt from the printing and postage fee?

No.

#### I receive more than one rate notice in my envelope. Does this mean I will only be charged one fee of \$2.25?

No. You will be charged \$2.25 per rate notice regardless of how many notices are in one envelope.

#### What other benefits do I receive by signing up to eRates?

- Receive your rate notice straight away;
- All rate notices are stored in the online portal and can be downloaded onto your selected device;
- Save paper and reduce your carbon footprint.

### **What if I sign up to eRates and then later decide it's not for me?**

You can deregister your eRates account at any time and your rate notices will then be mailed once again.

### **Still have questions?**

Further Information

For further information contact Council at 1300 763 903 or email [enquiries@cassowarycoast.qld.gov.au](mailto:enquiries@cassowarycoast.qld.gov.au)