

## Payment Options



### Telephone and Internet Banking - BPAY® & BPAY VIEW ®

#### BPAY

Bill Code: 94052  
Ref: 10083541

#### BPAY VIEW

Bill Code: 94052  
BRV: 10083541

Call your participating financial institution to make this payment directly from your cheque, savings or credit card. **Please make payment a minimum of 3 business days before the due date.**



### On the Phone - (Automated System)

Bill Code: 196287  
Ref: 10083541

Credit Card Payment  
Phone 1300 885 175  
We accept Visa and MasterCard only.



### Online Payments - PayWay Net

Bill Code: 196287  
Ref: 10083541

Please visit [www.mountisa.qld.gov.au](http://www.mountisa.qld.gov.au) and quote your customer reference number. **Please make payment a minimum of 3 business days before the due date.**



### Post BillPay

Bill Code: 2412  
Ref: 10083541

Internet [www.postbillpay.com.au](http://www.postbillpay.com.au)

By Phone 13 18 16

Pay in person at the Mount Isa or Camooweal Post Offices.



### By Mail

All cheques should be made payable to:  
Mount Isa City Council

#### Mail Payments to:

Chief Executive Officer  
Mount Isa City Council  
PO Box 815  
Mount Isa QLD 4825



### Payments in Person at Council Office

Present this notice with cash, cheques, EFTPOS or credit card to:

**Mount Isa City Council**, 23 West Street, Mount Isa  
Office Hours: 8:30am to 5:00pm - Monday to Friday

Or

**Camooweal Post Office**, 29 Barkly Street, Camooweal  
Office Hours: 9:00am to 4:00pm - Monday to Friday

## Important Information

- **Payments:** We encourage payments by BPay, PayWay Net, Cheques by mail, Post BillPay or other payments made at the Post Office are made at least **3 business days before the due date** as Council cannot accept any responsibility for unforeseen delays.
- **Payment Commitment:** If you are having difficulty paying your Council Rates and Charges please contact the Revenue Department on (07) 4747 3200 or visit [www.mountisa.qld.gov.au](http://www.mountisa.qld.gov.au) prior to the due date. All payment commitments for outstanding Rate and Water Consumption Notices will continue to accrue interest at the rate of 8% per annum compounding daily until paid in full.
- **Interest:** Interest on overdue Rate and Water Consumption Notices will be charged immediately following the due date at a rate of 8% per annum, compounding daily. Please note that interest is compounding on any charges brought forward from previous Rate and Water Consumption Notices. Please contact Council to obtain an updated account balance prior to payment.
- **Objection to Rates and Charges:** Council will not adjust any rates or charges for any period prior to Council being formally notified **in writing**. The making of an objection, or the starting of an appeal, does not stop the levying and recovery of overdue rates on the land.
- **State Fire Levy:** This is a Queensland State Government Levy. Council acts as a collection agent only. All enquiries should be directed to **13 74 68**.
- **Change of Address:** Your Rate and Water Consumption Notices will be posted to the last known address registered with Council. It is the owner's responsibility to notify Council **in writing** of any change of address. Please email any changes to [city@mountisa.qld.gov.au](mailto:city@mountisa.qld.gov.au) or post to **Mount Isa City Council, PO Box 815, Mount Isa QLD 4825**.
- **Enquiries:** Any enquiry regarding this notice should be referred to the Revenue Department:  
during **Office Hours:** 8:30am to 5:00pm - Monday to Friday  
via **Email:** [city@mountisa.qld.gov.au](mailto:city@mountisa.qld.gov.au)  
by **Telephone:** (07) 4747 3200.
- **Overdue Rates:** All assessments in arrears may be referred to Council's debt recovery agent. Legal action for the recovery of the outstanding balances may occur if contact is not made with the agent within the stated time frames. **Any legal costs are recoverable from the ratepayer.**
- **Sale of Property:** Where rates and charges are unpaid, properties may be subject to a Sale of Land for Overdue Rates or Charges action in accordance with the *Local Government Regulation 2012*.
- **Dishonoured Cheques, Card Dishonour and Reversal Fees:** Any payments made to your Council Rate and Water Consumption Notices by cheque, debit and credit cards that are dishonoured or reversed by your financial institution will incur dishonour fees. Payment of dishonour fees **will be on-forwarded to the ratepayer.**

## Where are my Tip Tokens?

From 1 July 2019, the Waste Service Charge has been introduced. As such Council are currently reviewing the process behind issuing tip tokens to Residential Rate Payers. Please visit [www.mountisa.qld.gov.au](http://www.mountisa.qld.gov.au) after 1 October 2019 for further information regarding the issuing of tip tokens.