

# CESSNOCK CITY COUNCIL

## RATES AND CHARGES



Assessment No.	
Posting Date	
Due Date	
Rating Category	
<b>AMOUNT DUE</b>	
Please deduct any payments made after	

Description and location of property rated by Cessnock City Council

CURRENT INSTALMENT

If you are experiencing financial hardship or difficulties with payment by due date, Council encourages you to make contact with us. There are payment options available to assist you. Please contact us via email: [council@cessnock.nsw.gov.au](mailto:council@cessnock.nsw.gov.au) or by phone: 02 4993 4100.

Please see over for information on how to pay and more

### Scan to Pay

Pay in full or choose **choose smaller instalments** that suit your budget.

- Helpful reminders.
- Card or bank payments.
- See your balance.

Scan the QR or you can also pay online at [payable.cessnock.nsw.gov.au](http://payable.cessnock.nsw.gov.au)

New



Powered by Payable

**TOTAL AMOUNT**

**PAYMENT DUE BY**

**ASSESSMENT NO:  
NAME:**

### GET IN TOUCH



62-78 Vincent Street  
Cessnock NSW 2325, Australia



Opening Hours Mon-Fri, 9am-5pm  
Cashiers Mon-Fri, 9am-4.30pm



PO Box 152,  
Cessnock NSW 2325



Customer Service  
02 4993 4100



Enquiries  
[council@cessnock.nsw.gov.au](mailto:council@cessnock.nsw.gov.au)



Website  
[www.cessnock.nsw.gov.au](http://www.cessnock.nsw.gov.au)

## IMPORTANT INFORMATION ABOUT YOUR RATE NOTICE

### 1 HARSHSHIP (NEED HELP?)

Ratepayers experiencing genuine financial hardship may phone (02) 4993 4100 for details of relief available.

### 2 ARREARS/RECOVERY ACTION

Any arrears balance shown on this notice is due and payable immediately. If you do not make an arrangement to pay the overdue amount, debt recovery action may commence. The issue of this notice does not extend the due date for any rates and charges in arrears.

### 3 ELECTRONIC NOTICES

Be environmentally friendly and go paperless. To elect to receive your rate notices via email please email your request to [council@cessnock.nsw.gov.au](mailto:council@cessnock.nsw.gov.au).

### 4 CHANGE OF POSTAL ADDRESS

It is the ratepayer's responsibility to ensure Council is informed of any change to your postal address for the service of notices. Change of address notifications can be made in writing, via email or submitted electronically via Council's website ([cessnock.nsw.gov.au/Change of Address](http://cessnock.nsw.gov.au/ChangeofAddress)).

### 5 REPRINTING OF NOTICES

Please ensure that you keep your notices as we charge a fee for reprinting of notices.

### 6 PAYING YOUR RATES

Payment received is an acknowledgment that the details and charges contained within this notice are correct.

### 7 INTEREST

You must pay your rates by the due date. If you don't, you will be charged daily interest charges on the overdue amount. Interest charges may be written off in certain circumstances.

## IMPORTANT INFORMATION ABOUT YOUR PAYMENT OPTIONS

### BY MAIL

Please mail rate notice with your cheque or money order payable to Cessnock City Council crossed "Not Negotiable". We do not accept responsibility for delays in mail. Please mail to PO Box 152 Cessnock NSW 2325.

### Pay with Card or Direct Debit

Simply scan the QR to set one-off payment or choose from flexible weekly, fortnightly or monthly instalments. You can also pay online at [payable.cessnock.nsw.gov.au](http://payable.cessnock.nsw.gov.au)

Powered by  Payble™



### IN PERSON

With our cashiers located at Council's Administration Building at 62-78 Vincent Street Cessnock. We are open from 9am to 4.30pm Monday to Friday to accept payments.

### BPAY

Contact your bank or financial institution to make this payment from your cheque, savings or transaction account.

**More information:** [bpay.com.au](http://bpay.com.au)

**Biller Code:** 918664

**Ref:**

### AUSTRALIA POST

**In-store:** Present your Rate Notice at Australia Post. Cash, Cheque or Credit Card accepted.

**Phone:** 13 18 16 to pay by Visa, Mastercard or American Express – quote the Billpay Code on the front of this notice.

**Online:** [cessnock.nsw.gov.au](http://cessnock.nsw.gov.au)

**Biller Code:** 9102

**Ref:**

**Should you require further information regarding this notice or any of the above information please contact our Customer Service Team on (02) 4993 4100.**

## Try Our New Payment System



Payble

Payble is a new payment system at Cessnock City Council that allows you to pay your rates with greater ease. Some of the benefits include:

- Choose your payment flexibility - weekly, fortnightly, monthly, when payments are due or make a one-off payment.
- Set and forget payment via your bank account or credit/ debit card.
- Freedom to update your scheduled payment without having to contact Council.
- See live balances of your rates accounts.
- Receive SMS reminders when payments are due.



**Scan the QR Code to get started**