BODY CORPORATE
Sanctuary Cove

WATER BILL

TAX INVOICE
ABN 19 796 870 713

Date of Invoice 16 October 2026
Supply for 77 Days
Account No 02136097

Mr G W Matthews
PO Box 533
SANCTUARY COVE QLD 4212

Supply Address
Lot 140/Unit 4738 Sanctuary Cove Principal G.T.P. 202
C/- Sanctuary Cove Principal
PO Box 15
Sanctuary Cove QLD 4212

Amount Payable	**$667.95**
Payment Required by	**01/11/26**

Meter Number	Readings 28/07/26	13/10/26	Tariff	kL	Net Amount
19W045295 Potable Water 5.06800 (No GST)	1474	1547	PWTR	73	369.96
19W045295W Waste Water 4.08240 (No GST)	1474	1547	WWTR	73	298.02

PAID 3/11/26 ccs

RECEIVED 20/10/26.

Security Deposit Held **Nil**

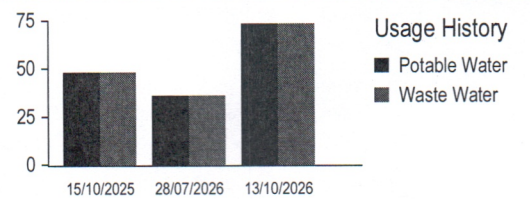
GST on $0.00	0.00
Less Cents Adjustment	0.03
Total Current Charges	**667.95**
Amount from last bill	**0.00**
Amount Payable	**$667.95**

If payment has been made in the last few days please disregard amount overdue from last bill

Please note, the reference numbers for levy and water are not the same.
Please ensure the correct reference is used when making payment.

Usage	Days	Total kL	Daily Average
This Bill	77	146	2
Last Bill	84	72	1

Last Payment: 13/08/26 $321.75



Payment Options

www.stratapay.com/ddr Ref: 1539 5980 3	**Direct Debit:** Make auto payments from your bank account Visit stratapay.com/ddr to register
Biller Code: 74625 Ref: 1539 5980 3	**BPay:** Contact your participating financial institution to make a payment from your cheque or savings account using BPay. BPAY® Registered to BPAY Pty Ltd ABN 69 079 137 518
Billpay Code: 3599 Ref: 1539 5980 3	**In Person:** Present this bill in store at Australia Post to make cheque or EFTPOS payments.
Make cheque payable to: StrataPay 1539 5980 3	**Mail:** Send cheque with this slip by mail to: **StrataPay, Locked Bag 9 GCMC, Bundall Qld 9726 Australia**
BSB: 067-970 Acct No: 1539 5980 3 (Applies to this bill only)	**Internet Banking - EFT:** Use this BSB and Account Number to pay directly from your bank account in Australian Dollars (AUD). Account Name: StrataPay Bank: CBA, Sydney, Australia.

All payments made through StrataPay payment options are subject to User Terms and Conditions available at www.stratapay.com or by calling 1300 135 610 or email info@stratapay.com. By using the payment options provided by StrataPay you are taken to have read and understood these User Terms and Conditions prior to using StrataPay.

STRATAPAY

StrataPay Reference
1539 5980 3

Amount	Due Date
$667.95	**01 Nov 26**

SANCTUARY COVE QLD 4212
E202/02136097 Lot 140/4738

Mr G W Matthews
PO Box 533
SANCTUARY COVE QLD 4212

*3599 153959803

Water meter readings

Water charges issued to Owners by Sanctuary Cove Principal Body Corporate (PBC) are calculated from the meter readings by Sanctuary Cove Body Corporate Services (SCBCS) during site-wide meter reads in April, July, October and January each year. Verification reads and Quality Assurance checks are conducted to ensure that the PBC issues bills based on correct meter reads. The PBC issues Owners with water bills four times a year, generally in May, August, November and February. All Owners have the responsibility of paying for water used as per the meter readings within their property.

Your water charges

It is important to note that there are two separate charges for water. Drinking water (potable water) is charged at the current local government (Gold Coast City Council) rate and waste water (a service charge for connection to the city's sewerage transportation and treatment system) is also charged at the current local government (Gold Coast City Council) rate. Within Sanctuary Cove, these rates are both charged per kilolitre of water consumed, as determined by the read on your water meter. The rates for water from the most recent billing period are:

BILLING PERIOD	SERVICE PROVIDER	POTABLE WATER	WASTE WATER
28/07/2026 to 13/10/2026	GCCC	$5.068 per KL	$4.0824 per KL ($5.83 per KL less the discharge allowance of 30%)

Disputing your water charge

If you are concerned that your water meter read is inaccurate we provide the following recommendations:

1. Check your meter

- Your water meter is generally located at the front of your property, usually to the left or right front boundary. Please contact SCBCS on (07) 5500 3333 if you are unable to locate your meter and we will be happy to assist you.
- Does the read match (i.e. close to or slightly more than) the read provided by SCBCS? If yes, please continue to follow the next steps. If no, please contact SCBCS.
- Visit www.stratamax.com.au and use your StrataMax Owners Portal account to log onto your residential body corporate. Under 'Water Information' you will find information on how to read your meter and a free template to keep track of your meter reads. For further information on how to setup or access your StrataMax Owners Portal visit the FAQ: https://www.stratamax.com.au/Portal/FAQ

RECEIVED

2. Test for leaks

- See the *Water Fact Sheet* (www.stratamax.com.au) for instructions on how to check your property for leaks.
- You may wish to arrange a certified plumber to inspect your property for a water leak. Owners are responsible for the maintenance and repair of all water and irrigation pipes on their lot, including the water meter.
- The PBC will consider a rebate of your water bill under their Water and Wastewater Leakage Relief Policy if you are able to produce a plumber's certificate stating that there is an eligible leak within your property, and a plumber's invoice demonstrating that the concealed leak has been rectified within two weeks of receiving correspondence from SCBCS or www.stratamax.com.au
- A Form 10 Water Relief Application is available for completion either from SCBCS or www.stratamax.com.au

3. Have the meter tested for accuracy

- Each owner is responsible for the maintenance of their water meter. If you believe your meter is not functioning correctly, please employ a plumber to asses and rectify as required.
- If your meter is found to be faulty and is replaced, the PBC will consider a rebate under their Faulty Meter Relief Policy. A plumber's certificate must be provided, detailing the testing and confirming that your property meter is over reading. The plumber's invoice must verify that the faulty meter was rectified within two weeks of receiving correspondence from SCBCS. Additional conditions apply.
- A Form 10 Water Relief Application is available for completion either from SCBCS or www.stratamax.com.au

4. Lodging an enquiry

- Please forward all queries to SCBCS by email to enquires@scove.com.au or phone (07) 5500 3333.

Water saving initiatives

The PBC provides the following recommendations on how to reduce your bill in the future:

- Keep a record of your own water reads and check for consistency in usage.
- Turn off unnecessary irrigation systems.
- Check for leaks in irrigation and water reticulation systems.
- Fix seals on dripping taps and toilets.
- Check pools and water tanks for faulty valves.

Significant savings can be made around the house and gardens, the following websites contain practical and relevant information on how to implement some great water saving initiatives in your home.

www.stratamax.com.au	www.gccc.com.au	https://www.qld.gov.au/environment/water/use/
The PBC Community Portal and select Water.	The Gold Coast City Council is the upstream provider for the PBC and the supplier to the Gold Coast Region.	Queensland Government using water wisely.