



# eRates Terms and Conditions



## Welcome to eRates - Electronic Rate Notices

Please read the following information, terms and conditions before registering for eRates.

If you wish to register to receive your annual rate notices by email, please complete the eRates Registration form or contact the City's Rating Services Team on 9272 0922. You will receive a confirmation email, please reply to this email and your registration is finalised. Please retain for future reference.

Things to be aware of before applying:

- Only one email address can be registered for each rates account.
- If the registration or amendment has not been received in time for the next notice, you will receive your rate notice by post.
- Only Annual Rate Notices, Installment Notices and the Final Notice issued after the annual rate notice will be issued electronically all other notices will still be issued by post.
- The registration process will close seven (7) days prior to the issue date of any rate notice. The instalment dates are:

Instalment schedule	Issue date	Due date for payment
Notice issued	Friday, 13 July 2018	Friday, 17 August 2018
2nd instalment	Friday, 21 September 2018	Friday, 19 October 2018
3rd instalment	Friday, 23 November 2018	Friday, 21 December 2018
4th instalment	Friday, 25 January 2019	Friday, 22 February 2019

If you are not the owner or the authorised agent of the owner you are ineligible to register.

## Terms and Conditions



Following receipt of your request:

1. For the purposes of these terms and conditions reference to an annual rate notice also includes reference to any instalment notices or final notices.
2. You agree to receive your annual rate notice by email and understand that a paper copy will not be sent
3. You confirm you are the registered owner or the authorised managing agent of the property address shown on the registration form.
4. All future annual rate notices will be in the form of a PDF attachment to an email sent to the email address nominated by you in this registration.
5. If you own more than one property you will need to register separately for each property. Separate email notifications will be issued for each registration.
6. You must advise any other person to whom paper annual rate notices are currently being sent, that they will no longer receive paper annual rate notices as a result of your request. If you authorise an Agent to act on your behalf and want paper copies to be issued in lieu of your electronic annual rate notice registration, you must notify the City to cancel your eRates registration.
7. You must regularly check your nominated email address for annual rate notices.
8. You agree that annual rate notices are deemed served when it reaches your internet service provider, whether or not you have opened or read the email.
9. An “out of office” notification will not be considered an undeliverable annual rate notice.
10. You agree to retain the annual rate notice as a fee is charged for reprints of notices.
11. If you change your contact details, you are required to notify Council.
12. Should Council receive an electronic “delivery failure” notification from your email address your request for email delivery will be cancelled and a paper annual rate notice will be posted to the last advised postal address.
13. You may withdraw your registration for email delivery of your annual rate notice at any time. To unsubscribe, contact the City's Rating Service Team on 9272 0922 or at [rates@bayswater.gov.au](mailto:rates@bayswater.gov.au)