

Changes to Allconnex Water payment and application methods

The Gold Coast City Council is no longer providing counter service at its offices for Allconnex Water payments, applications or inquiries

Gold Coast customers can pay their next bill, due to be issued in mid-July, at any Australia Post office or Commonwealth Bank branch. You can also pay by BPAY, over the phone and by mail.

Another option for customers is establishing a convenient direct debit arrangement. You can download direct debit forms from our website or telephone us and we will post them to you.

For customers wishing to submit forms or applications, we have established a front counter within the Gold Coast City Council administration building at Bundall.

For all inquiries about your water and wastewater services, including ways to pay your bill, contact the Allconnex Water free call number 1300 000 928 or visit our website.