



Changes to Allconnex Water payment and application methods

The ways Gold Coast customers can pay their water and wastewater accounts and submit applications are changing as of 1 July 2011



allconnex water™

all connected all for you all the time

As of 1 July 2011, the Gold Coast City Council will not be providing counter service at its offices for Allconnex Water payments, applications or inquiries

Paying bills

Customers can pay their next bill, due to be issued in 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.

Pay with bank

New BPAY – Biller Code no. 868745



Pay in person

Australia Post and Commonwealth Bank with cash, EFTPOS, cheque or money order



Pay by phone

New phone number is 1300 004 431



Pay by mail

Allconnex Water, Locked Bag 3414
GPO Brisbane, QLD 4001



Submitting applications

If you would like to submit an application for, or have an inquiry about, any of the following, please call 1300 000 WATER (928) and arrange an appointment with the relevant area:

- Building over sewers
- Collecting metered standpipes
- Operational works, engineering drawings and approval of engineering drawings
- Development assessment
- Collect and find out about recycled water tap handles
- Other information

From 1 July 2011, we will also have our own small front counter within the Gold Coast City Council administration building at Bundall, where our team will assist customers wishing to submit applications.

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