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Media release

Allconnex account payment changes for Gold Coast

Gold Coast water consumers have been asked to take note of important changes to how they pay their accounts.

From Friday 1 July, customers can pay their Allconnex Water accounts in the following ways:

- Pay in person at any Australia Post office, using cash, EFTPOS, cheque or money order
- Pay in person at any Commonwealth Bank branch, using cash, cheque or money order
- Via direct debit with forms available at www.allconnex.com.au
- Phone 1300 004 431 to go through to a payment service
- Online banking (BPay)
- Phone their bank or financial institution to find out what payments options they have
- Mail payment to Allconnex Water Locked Bag 3414, GPO Brisbane QLD 4001

To inquire about their accounts or to establish direct debit arrangements, Gold Coast residents can contact Allconnex Water directly on 1300 000 928.

Residents will no longer be able to pay water or wastewater accounts at Gold Coast City Council offices, although from 1 July Allconnex Water will have a new small shopfront in the council's building at Bundall.

The shopfront's primary function is to receive forms applications relating to operational works.

While account payments can be made at Bundall, customers are encouraged to use other methods to avoid queues.

"Allconnex Water is encouraging people to examine the payment options and work out what works best for them," General Manager Customer Service Eleanor Bray said.

"Direct debit is a very convenient option that an increasing number of customers are taking advantage of.

"There are also numerous Australia Post and Commonwealth Bank businesses on the Gold Coast."

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