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| HOW ARE MY RATES CALCULATED? |
| A. Council have set a rate in the dollar and the City is provided with a valuation of your property from the Valuer General’s Office. These two figures are used to calculate your rates. However, if the result of this calculation is less than the minimum rate, the minimum rate will apply. |
| Q. WHAT IS GROSS RENTAL VALUE (GRV)? |
| The GRV is an annual rental value determined by the Valuer General once every 3 years in the metropolitan area. This means that properties are valued on their potential earning income rather than resale value. Enquiries and objections about the GRV of your property should be referred the Valuer General’s Office on 9273 7373 or email: [vs@landgate.wa.gov.au](mailto:vs@landgate.wa.gov.au) (this will open an external website). |
| Q. WHAT IS THE REFUSE CHARGE? |
| This is the annual cost for your weekly rubbish and fortnightly recycling collections as well as your annual bulk greens and junk collections. The City has combined these fees on your rates notice to allow those entitled to pensioner/senior rebates the opportunity to claim these entitlements on their entire rates charge rather than only the property portion. |
| Q. WHAT IS THE ESL? |
| A. The ESL is the State Government imposed Emergency Services Levy. The City acts as a collection point for this charge, which is added to your council rates. For more information about the ESL please visit the Department of Fire and Emergency Services at [www.dfes.wa.gov.au](http://www.dfes.wa.gov.au/) |
| Q. WHERE CAN I FIND OUT MORE INFORMATION ABOUT THE CITY AND WHAT IT OFFERS? |
| A. You can explore the City's website, check out the Wanneroo Link each fortnight in the Wanneroo Times, North Coast Times and Sun City News, read the City’s quarterly newsletter What’s Happening or visit the Civic Centre at 23 Dundebar Road, Wanneroo. |

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| HOW CAN I PAY MY RATES? |
| A. **Online** You can now pay online. Click [here](http://www.wanneroo.wa.gov.au/Uncategorized_Pages/Payments) to go to our online payment page. Only Visa Card and Mastercard accepted.  **Telephone** Phone Bpoint on 1300 276 468. Please use the Biller Code 35410 and your reference number. Only Visa Card and Mastercard accepted.  **BPay** Contact your participating financial institution to make a payment from your nominated account. Please use the Biller Code 35410 and your reference number. Credit Card payment is not available with this option.  **In Person** Take your Rates Notice to any Australia Post Office to make payment. Credit Card payment is not available with this option. Payment can be made by cash, cheque or EFTPOS (including credit card) on presentation of this notice INTACT to the Customer Service Centre, City of Wanneroo Civic Centre, 23 Dundebar Road, Wanneroo or the Clarkson Library, 27 Ocean Keys Boulevard, Clarkson.  **Mail** (using reusable envelope) Make cheques payable to the City of Wanneroo, and crossed ‘Not Negotiable’. Complete and insert cheque and this payment slip only into the reusable envelope provided. The top portion of the notice should be retained as your record. NO receipt will be issued. |
| Q.WHAT DO I GET FOR MY RATES PAYMENTS? |
| A. Your rates contribute toward the services provided by Council including: collection and disposal of residential refuse; recycling cart services; aged care; assistance to community groups; building control; bush fire control; child care; community health control; community information; dog and other animal control; economic development support; emergency services support; environmental planning; health control; libraries; litter control; off road vehicle control; parks, gardens and playgrounds; recreational and cultural planning and development; recreational facilities; road construction and maintenance; storm water drainage; street lighting and street trees. **For more information click below:** - [Massive growth drives budget](http://www.wanneroo.wa.gov.au/News/Massive_growth_drives_budget) - [City announces key projects for coming year](http://www.wanneroo.wa.gov.au/News/City_announces_key_projects_for_coming_year) - [The facts behind the figures](http://www.wanneroo.wa.gov.au/News/The_facts_behind_the_figures) |
| Q. HOW MUCH HAVE MY RATES GONE UP? |
| A. Rates have been increased by an average of 4.2% for 2014/2015. |
| Q. WHY HAVE RATES GONE UP? |
| A. Rates for the 2014/15 financial year have been increased by 4.2% and include the domestic rubbish collection. The increase will meet the growing demands of the rapidly increasing population. Increasing gas, water and electricity costs have also made it essential for the rate increase for the 188,000 people who will reside in our City by 2015. |
| Q. I AM UNABLE TO PAY MY RATES BY THE DUE DATE; CAN I PAY IN WEEKLY OR MONTHLY INSTALMENTS? |
| A. Yes, the City offers the opportunity to make a payment arrangement. Payments can be made on an agreed weekly, fortnightly or monthly basis   * complete the form on the City's website under the [Rates Final Notice FAQ's](http://www.wanneroo.wa.gov.au/Residents/Rates/Rates_Final_Notice_FAQs) and follow the link; or * send an email to [enquiries@wanneroo.wa.gov.au](mailto:enquiries@wanneroo.wa.gov.au); or * contact Rating Services on 9405 5000   Note: all payment arrangements are subject to interest and administration fees. |
| Q. I AM A PENSIONER/SENIOR, HOW CAN I GET A REBATE ON MY RATES? |
| A.  To receive a concession a person must hold one or more of the appropriate Pensioner or Seniors cards and, on 1 July of the financial year, own and occupy residential property as their ordinary place of residence.  The following concessions are available to holders of a:  WA Seniors Card (SC)   * Entitled to receive up to a 25% rebate on your annual local government rates and emergency services levy. * The rebate will be limited to a maximum amount. * The deferment option is not available.   WA Seniors Card (SC) AND a Commonwealth Seniors Health Card (CSHC)   * Entitled to receive up to a 50% rebate on your local government rates and emergency services levy. * May be entitled to defer your local government rates and emergency services levy.   Pensioner Concession Card (PCC) OR State Concession Card (SCC)   * Entitled to receive up to a 50% rebate on your local government rates and emergency services levy * May be entitled to defer your local government rates and emergency services levy.   Other detailed information about pensioner/senior rebates, please [click here](http://www.finance.wa.gov.au/cms/content.aspx?id=192#SC_CSHC) (this will open an external website) |