

BCS Utilities : on-charging

Frequently Asked Questions

Who is my electricity on-supplier?

The body corporate is the on-supplier of electricity in your complex.

Electricity is purchased by the body corporate from retailers at wholesale rates and on-sold to residents or tenants at significantly discounted rates.

Who issues the bills for the body corporate?

Body Corporate Services (BCS) are responsible for issuing bills to all lot owners/occupiers on behalf of the body corporate. All amounts received from payment of bills are paid directly into the relevant body corporate's bank account.

How often will I receive my bill?

You will receive your electricity bill on a quarterly basis if you are a residential customer. Our commercial customers receive their bill on a monthly basis.

What are my payment options?

There are a range of payment options that suit the majority of occupiers including cheque, DEFT, BPAY, credit card, etc. Details are provided on the reverse side of your bill.

Who do I contact for billing queries?

For any questions about your bill or your payment options, please contact BCS Utilities administration between 9:00am and 5:00pm Monday to Friday.

Contact details:

Phone: 1300 881 227

Fax: (07) 5509 6677

Email: utilities@bcssm.com.au

www.bcsm.com.au

Post: PO Box 444, Broadbeach QLD 4218

What happens if I move?

If you are moving, make sure you contact us to arrange the final meter reading. If this is not done, you may be liable to pay for electricity used by the new occupier.

Can I have an extension to pay my bill?

If you think you will have trouble paying a bill by the due date, please contact us before the due date to discuss it in further detail. We can offer you a range of options including instalment plans, payments in advance, concessions and also provide advice on other ways to reduce your bills.

Do I still receive the electricity rebate?

Eligible customers can receive an electricity rebate. These are available to holders of the following current and valid cards (other eligibility criteria apply):

- Pensioner Concession Card (issued by either Centrelink or the Department of Veterans' Affairs)
- Veterans' Affairs Gold Card (for all conditions) and be in receipt of one of the following payments:
 - » Widow (including Widowed Mother (AMS) Pension)
 - » Special Rate T.P.I (including Blinded Disability) pension
 - » Queensland Government Seniors Card (issued by Dept of Communities)

Why do I have to pay a Community Ambulance Cover Levy?

On 1 July 2003, the Queensland Government chose to introduce the Community Ambulance Cover levy, to ensure all Queenslanders are covered for ambulance services anywhere in Australia.



The levy is a broad-based charge, using the system of the supply and sale of electricity as the basis for its imposition and collection. This means that anyone occupying premises which receive a supply of electricity will be liable for the levy. Community Ambulance Cover is not a 'user-pays' system for ambulance services.

No matter who pays for the electricity supplied to your business or household, the levy ensures that all Queensland residents are automatically covered for the cost of emergency ambulance services, anywhere in Australia.

Can I claim an exemption for the Community Ambulance Levy?

Pensioner Concession Card Holders, Queensland Government Seniors Card holders or Department of Veterans' Affairs Gold Card holders do not have to pay the Community Ambulance Cover levy on their principal place of residence, if they satisfy the eligibility criteria in relation to their living arrangements.

Holders of both Seniors Business Discount Cards and veterans holding a White Card are still liable for the levy. For further details or to apply for a rebate, please contact BCS Utilities Administration.

How can I reduce my electricity bill?

Saving energy around your home is the best way to keep electricity bills in check.

Top tips you can do to save energy at home are:

1. Switch off second fridges
2. Set air conditioners to 24 degrees in summer or better still - use ceiling fans instead
3. Use a low-flow showerhead to save hot water and energy
4. Switch appliances off at the wall to cut out standby power
5. Install energy efficient compact fluorescent light bulbs



For further information about on-charging contact:

Frank Boezeman

BCS Utilities Manager

Ph: (07) 5509 6619

Email: utilities@bcssm.com.au

www.bcssm.com.au

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