

# CITY OF PLAYFORD

# DIGITAL DELIVERY

# OF RATES NOTICES

## TERMS AND CONDITIONS



### DEFINITIONS

- *You* means Ratepayer
- *Council* means City of Playford
- *Notices* means annual, quarterly and/or final notices issued.

### TERMS & CONDITIONS

1. You agree to receive your rate notice by email only, and any associated Council documents which normally accompany the paper rates notice.
2. You agree that all future rate notices will be sent to the email address nominated by you.
3. You must notify Council immediately if your email address changes. This can be via a customer request with the selected option to "Update the email address used to receive rates notices"
4. You agree you are the registered owner of the property, or if you are registering on behalf of the owner, that you provided the Council with, or will attach to this request, a written authority from the owner.
5. If you own more than one property within the Council area, you must register separately for each property to receive future rate notices via email.
6. If there is more than one owner of the property and more than one owner registers, notices will be issued to the email address of the last person who registered.
7. You confirm that you have advised any other person who currently receives paper rates notices for your property that they will no longer receive paper notices as a result of your request. The Council will not provide this notification.
8. You agree that you will retain the Rates or Instalment notice information yourself electronically or by printing it.
9. You agree that rate notices are deemed served when it reaches your internet service provider, whether or not you have opened or read the email.
10. You will be responsible for any penalties resulting from late payment of notice delivered via email.
11. An 'Out of Office' notification will not be considered as an undelivered rate notice.
12. Should Council receive an electronic 'Delivery Failure' notification from your email address, the Council will cancel your email delivery request immediately and a paper rate notice will be posted to the last advised postal address.
13. Requests for email delivery of rate notices received within 30 days of the issue date of any rate notice will take effect from the following rate period.
14. You can withdraw your request for email delivery of rate notices at any time. Depending on the rating cycle you may receive one final rate notice by email before changing back to paper rates notices.
15. Replies to rate notice emails will not be read or actioned as the email account is for outbound email only.