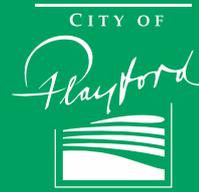


CITY OF PLAYFORD ELECTRONIC DELIVERY OF RATES NOTICES - FAQs



NEXT GREAT CITY

What are rates notices?

Rates notices are the document you receive each year or quarter that shows the amount you owe to Council as a home-owner, and options for how to pay your rates.

How do I usually receive my rate notices?

You usually receive your quarterly rates notice in hard-copy via the post.

What are the benefits for having my rates delivered electronically?

Receiving your rates electronically, rather than hard-copy, will make it easier and more convenient for you to manage your payments.

By having the notice available on your electronic device (phone, laptop, tablet), you will be able to pay your rates at anytime, anywhere, 24 hours a day, seven days a week. If you are late in making a payment, you will also receive your overdue notices electronically, so that all of your rates information is sent to you in a consistent way.

Receiving electronic rates also means you will no longer receive hard-copies in the mail, saving paper and reducing waste.

How do I sign up to receive my rates notice electronically?

You will need to register to receive your rates notices electronically. There are two different ways you can register:

- By email to your inbox straight from the City of Playford
- From BPAY View to your online bank account

How do I register to receive my rates notice via email?

To register for email delivery, simply:

- Visit playford.formsport.com.au or scan the QR code printed on your latest rates notice
- Register your details, including your name and address

As simply as that, your next rates notice will be conveniently delivered to your nominated email address. The email will contain a link to the City of Playford's secure payment system, so you can pay your bill direct if you wish.

You will also receive reminders and other relevant notifications and will also be able to view or reprint current notices, as well as old ones as far back as January 2015, on whatever device or computer you have handy.

How do I register to receive my rates notice via BPAY View?

To register for BPAY View delivery, simply:

- Log into your internet or mobile banking
- Look for the BPAY View or View Bills section
- Register to receive your City of Playford rates notice

Your rates and overdue notices will now be sent straight to the same online bank you use to pay them. You will also be sent notifications, reminders and will have secure online or mobile access. To find out more about BPAY View [visit their website](#).

How do I pay my rates with the new electronic delivery system?

You will still be able to pay your rates in the same way you currently do, regardless of how you receive your notice. For example, you can still pay via online banking, credit card or in person. However, receiving the notice electronically will mean that you can open the document on your device and click a button to take you straight to the nominated payment option.

Once I have signed up, will I still get hard-copies of my rates notices?

No, the electronic notice will replace the hard-copy you used to receive.

Will the rates notices look different?

No, the electronic rate notices will look the same as the hard-copy one you have previously received via the post.

Is it compulsory to sign up to get my rates notice electronically delivered?

Having your rates notices sent to you electronically will make it easier and more convenient for you to manage your payments, however it is not compulsory to register for this method of delivery. Ratepayers who do not choose to register will still receive hard-copies of their rates notice.

When will this new electronic delivery system be happening?

The systems are already in place and you can register to begin to get your rates notice delivered electronically from the next payment cycle.

Where can I get more information?

You can find out more about the options available to you, and how to register, [at our website](#).

This FAQ is a guide only and will not necessarily provide adequate information relevant to every situation. Whilst it seeks to explain your possible obligations in a helpful and accessible way, it is likely that some detail may not be captured. It is important, therefore, that where necessary you make your own determination as to whether you should seek legal advice.

CALL

(08) 8256 0333

VISIT

Playford Civic Centre
10 Playford Boulevard
Elizabeth SA 5112

Stretton Centre
307 Peachey Road
Munno Para SA 5115

POST

12 Bishopstone Road
Davoren Park SA 5113

EMAIL

playford@playford.sa.gov.au

