

# Public Standpipe Rechargeable Water Card Application Form

Privacy Notice: Council deals with your personal information in accordance with law including the *Information Privacy Act 2009*.

This form is to be completed when purchasing a rechargeable water card for use at public standpipes. The water card can only be purchased and recharged at Council's Gracemere office.



P: 07 4932 9000 | E: [enquiries@rrc.qld.gov.au](mailto:enquiries@rrc.qld.gov.au) | W: [www.frw.com.au](http://www.frw.com.au) | PO Box 1860 Rockhampton QLD 4700 | ABN: 59 923 523 766

<b>Customer Details</b>		
Organisation name:		
Contact name:		
Postal address:		
Preferred contact number:	Email:	
<b>Declaration</b>		
I submit this form and declare that the details are correct to the best of my ability. I have read and understand and agree to abide by the terms and conditions as outlined in the Public Standpipe Rechargeable Water Card Terms and Conditions Factsheet.		
Name:	Signature:	Date:
<b>Fees and Charges</b>		
For a full list of fees and charges please refer to Council's <a href="#">Fees and Charges Schedule</a> or contact Council on 07 4932 9000.		
<b>Payment Information</b>		
<b>Please note the Water Card can only be collected and recharged at Council's Gracemere office.</b>		
<b>In person</b>   You can pay at Council's Customer Service Centre: 1 Ranger Street, Gracemere.		
<b>By phone</b>   Customer Service staff will contact you regarding payment via credit card or debit once this form is received.		
<b>By post</b>   Make your cheques/money order payable to 'Rockhampton Regional Council' and send to PO Box 1860, Rockhampton, Queensland, 4700.		

<b>OFFICE USE ONLY</b>	Card number:	Serial number:	Date card issued:
	Issuing officer:	Date card returned:	Receiving officer:
	Receipt number:	Amount:	

# FACT SHEET

## Public Standpipe Rechargeable Water Card

### Terms and Conditions

1. The card remains the property of the card holder.
2. The purchase cost and cost per kilolitre will be set annually by Rockhampton Regional Council and can be found in Council's Fees and Charges Schedule.
3. This card can be recharged at a cost per kilolitre at:
  - Rockhampton Regional Council – Gracemere Office
  - 1 Ranger Street, Gracemere
  - Between 8:00am and 5:00pm, Monday to Friday
4. The users are to follow the instructions displayed at the public water standpipe. Rockhampton Regional Council can be contacted if there is any operational problem. Please call 07 4932 9000 or 1300 22 55 77.
5. The customer is solely responsible for the card once purchased. No refunds will be made on the residual value for lost, stolen, damaged or worn cards.

It is recommended that the card be replaced within 12-18 months from the date of purchase, as worn cards **may not scan**. This will ensure that customers do not forfeit any residual value balance on the card. *The cost of replacement cards remain the responsibility of the customer.*

6. A warranty for a new card will be provided for a period of four weeks from the date of purchase. During this period, if the card is not able to be read, a replacement card will be provided free of charge and credit purchased on the card will be refunded on a pro-rata basis (ie 100% provided in week 1, 75% in week 2, 50% in week 3 and 25% in week 4).
7. Water dispensed from the public water standpipe meets the National Health and Medical Research Council's (NHMRC) Australian Drinking Water Guidelines. Persons purchasing water from the public water standpipe will be responsible for maintaining the water quality from the point of sale.
8. Operating hours are Monday to Friday 6.00am – 7.00pm and Saturday and Sunday 7.00am – 7.00pm.