

Rate eNotices Frequently Asked Questions

Rockhampton Regional Council has introduced eNotices which is an easy and convenient way to receive your rate notices (as well as water notices and animal registrations) direct to your email inbox.

Council is proud to be delivering this initiative and moving towards a more sustainable future by providing your rate notices via email with no paper copy issued.

This initiative will allow you:

- to easily access, print and reprint notices at any time
- to conveniently store notices electronically
- to receive your notice faster than standard mail
- to change the delivery method at any time (add additional emails, revert to post etc.)

Sign-up at <https://rrc.enotices.com.au>

NOTE: Registration for eNotices will take effect from the next rates notice issue - February 2021.



WHAT NOTICES CAN I RECEIVE VIA EMAIL?

Once registered you will be able to receive: bi-annual rates notice(s), rate reminder notice(s), water usage notice(s), water reminder notice(s) and animal registration notices.

I DID NOT RECEIVE MY VALIDATION LINK?

Please check the junk folder in your email account. If you need further assistance please call 07 4932 9000.

COULD MY NOTICE GO TO MY JUNK/ SPAM FOLDER?

Yes it could. Please check your junk folder in your email account and mark the sender as safe to receive further notices to your inbox.

HOW DO I REGISTER TO RECEIVE ELECTRONIC ACCOUNTS FOR MULTIPLE PROPERTIES?

If you have multiple properties with Rockhampton Regional Council in the identical name and identical postal address, these properties will be automatically added to your account. If you have additional properties with Rockhampton Regional Council that are sent to a different name or postal address, you can add this notice to your account by going to your profile page.

To action this, login into eNotices, and click the profile tab in the top right corner of the dashboard page. Under the 'Accounts' tab, you will see a list of accounts that are active. Locate the eNotices Reference Number from the notice of the property you would like to add to your account and enter this in in the 'Input eNotices Reference Number' bar.

If you have any issues, please call 07 4932 9000 or email enquiries@rrc.qld.gov.au or to request notices be added to your account. Please have your assessment number, water account number, or animal reference number prepared to verify your identity.

CAN RATE NOTICES BE EMAILED TO MORE THAN ONE PROPERTY OWNER?

Yes, once you have registered to receive your rates notice via email, you can add additional email addresses for joint property owners to also receive these notices.

WHAT DO I DO IF I CHANGE MY EMAIL ADDRESS?

Log on to the web portal using your existing login details and update your email address.

CAN I CANCEL MY SUBSCRIPTION TO THE EMAIL SERVICE?

Yes, you can do this via the web portal. If you unsubscribe from receiving your notices electronically, paper notices will be issued after this time via normal post. Notices will be sent to the last advised mailing address for the property.

IF I HAVE REGISTERED TO RECEIVE MORE THAN ONE NOTICE, HOW MANY EMAILS WILL I RECEIVE?

You will receive an email for each registered property – one property, one email, one attachment.

WHAT HAPPENS IF MY RATES NOTICE BOUNCES BACK TO ROCKHAMPTON REGIONAL COUNCIL?

If the notice bounces back, a hard copy will be mailed out via post to the last known postal address listed on our records. The due date will remain as the due date printed on the notice.

Please ensure you contact Council to confirm your current postal address by calling 07 4932 9000.

WHAT IS THE AVERAGE SIZE OF THE EMAIL I'LL RECEIVE WITH MY RATES NOTICE ATTACHED?

On average, the size of the email will be approximately 700KB.

IF I HAVE CHANGED MY POSTAL ADDRESS, DO I NEED TO LET COUNCIL KNOW?

Yes, Council will only email your rate notices, water usage notices, animal registration and reminder notices; other correspondence from Council will be posted. If the email is undeliverable, we will send a copy to the current postal address we have on file.

CAN I CHANGE MY DELIVERY METHOD?

You can do this via the web portal. Click on "Update my Details" from the dashboard and click on "Notices"; use the drop down and select 'email' or 'post'.

Note - selecting 'post', Council will deliver the rates notice to the current postal address on file. Please contact Council if you need to check your postal address on file.

WHAT NOTICES CAN I ADD TO MY eNOTICES ACCOUNT?

You are able to add your rates, water and/or animal notices all onto one account. Some of these notices will be added automatically after registering, but some may require you to add them manually.

To action this, login into eNotices, and click the profile tab in the top right corner of the dashboard page. Under the 'Accounts' tab, you will see a list of accounts that are active.

Locate the eNotices Reference Number from the notice of the property you would like to add to your account and enter this in the 'Input eNotices Reference Number' bar.

If you have any issues, please email enquiries@rrc.qld.gov.au or call 07 4932 9000 to request notices to be added to your account. Please have your assessment number, water account number, or animal reference number prepared to verify your identity.

WHAT IF THERE ARE MULTIPLE PROPERTY OWNERS?

If there are multiple owners or entities associated with the registered information, you agree that you are the person accepting these conditions on behalf of all owners or entities.

You can only utilise one email address to register. Once you have registered you can enter additional email address within your details.

I'M HAVING TROUBLE REGISTERING, I KEEP GETTING AN ERROR MESSAGE: "ERROR! THE ENOTICES REFERENCE NUMBER IS INVALID".

The eNotices reference number is unique to your notice, and is located in the top right corner of your notice. It's easy to locate with the eNotices 'e' symbol. The reference number displayed here will need to be entered in order to register for electronic delivery of that notice.

If you are still having issues utilising your eNotices reference number, please call 07 4932 9000 or email enquiries@rrc.qld.gov.au

I FORGOT MY PASSWORD?

Your password can be reset by using the 'Forgot Password' function on the login page at <https://rrc.enotices.com.au/>

I AM A NEW PROPERTY OWNER WHAT DO I DO TO REGISTER?

You will need to wait until you receive either your next rates notice or water usage notice to receive your unique registration number to be able to register.

I DO NOT HAVE A UNIQUE REFERENCE NUMBER, HOW DO I REGISTER?

You will need to wait until you receive either your next rates notice or water usage notice to receive your unique registration number to be able to register.