

# Rates/Water Refund Request 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 a customer wishes to request a refund for an overpaid water or rates account. A customer's account must be in credit in order to be eligible to receive a refund.

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

Applicant Details		
Contact name:		
First	Middle	Last
Date of birth:		
Postal address:		
Preferred contact number:	Email:	
<i>Please note: These details will be utilised to update Council's Rates Records</i>		
Property Details		
Street number and name:		
Suburb:	State:	Postcode:
Rates assessment number:	Water assessment number:	
Refund Details		
Amount to be refunded:		
Bank Details <small>(all payments are made electronically – please complete bank details below)</small>		
Account name:	Bank name:	
BSB:	Account number:	
Declaration		
I submit this form and declare that the details are correct to the best of my ability.		
Name:	Signature:	Date:
Additional Information		
<ul style="list-style-type: none"><li>Accounts must be in credit to enable refund.</li><li>To Refund payments to incorrect assessment or property you no longer own – ratepayers will be required to provide proof of payment or supporting documents to enable Council to process your request. Documents to be supplied: bank account transaction, receipt outlining details of payment.</li><li>For refunds after a rates search has been issued, Council will require written confirmation approving the refund from the purchaser's solicitor.</li></ul>		

OFFICE USE ONLY	Date received:	Date processed:	Date sent to AP:
	CSO:	Rates officer:	