

# eRates

## Information Sheet



01/04/2019

### Objectives

The purpose of this information sheet is to help ratepayers understand how the process of eRates applies to their property owned in the Shire of Augusta Margaret River.

1. Why would I sign up to eRates?
2. What notices will I receive if I register?
3. How many people can register?
4. How can I find out my Assessment Number?
5. Does it have to be a property owner who signs up?
6. Will the Shire still email a courtesy copy?
7. If I sign up for eRates will still I receive a copy in the post?
8. Can I register now?
9. How do I register?
10. I have multiple properties, how does this work?
11. Do I have to register every year?
12. How do I change the registered email address?
13. If the email address entered is rejected will the Shire post a copy of the Rates Notice?
14. Will this change the way I can make a payment?
15. How do I un-subscribe?
16. What happens when I sell my property?
17. What happens if I subdivide or amalgamate?
18. I would like to know more, who can help me?

### 1. Why would I sign up to eRates?

In 2019 we have introduced eRates as an efficient, convenient and environmentally sustainable way to receive your notices. Currently the shire is sending out hard copy Rate Notices, Final Notices and Instalment reminder Notices through Australia Post.

There are many benefits to signing up such as;

- Quicker way to receive all your notices
- Final and Instalments Notices can be emailed too where before they had to be posted
- Environmental benefits by saving on paper
- Ease while traveling for a long time, on holiday or living overseas
- You still get your notice if you have moved and forgot to update your postal address

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## **2. What notices will I receive if I register?**

When you register for eRates, the Shire will issue:

- Annual Rate Notice
- Final Notice
- 3 Instalment Notices

## **3. How many people can register?**

Only one primary email address can be registered to receive all of the notices. The email address can be changed each year if required. The last registered email address for the Assessment number will be the address which receives the notices.

If there is more than one owner, we recommend one owner be nominated as the responsible person to receive the emailed notices, and then forward on the email to other owners.

## **4. How can I find out my Assessment Number?**

The Assessment number is written at the top right hand side your Rate Notice, it starts with the letter **A**. It is important to get this number correct.

If your having trouble locating the **Assessment** number please contact the Revenue Team on 9780 5234 or email [revenue@amrshire.wa.gov.au](mailto:revenue@amrshire.wa.gov.au).

## **5. Does it have to be a property owner who signs up?**

Yes, the Assessment Number, First Name, Last Name and Property Address need to match the ownership of the property in the Shire's property database. The notices will be sent to the last registered email address entered through the registration page.

## **6. Will the Shire still email a courtesy copy?**

The introduction of eRates means the Shire will no longer send the annual rate notice by email.

However, copies of the current rate notice issued for the financial year can be requested at any time, or a current rate statement showing the outstanding balance can also be provided. Please contact the Revenue Team on 9780 5234 or email [revenue@amrshire.wa.gov.au](mailto:revenue@amrshire.wa.gov.au).

## **7. If I sign up for eRates will I still receive a copy in the post?**

Once an email address is registered through eRates, no more paper copies will be sent.

If you change your mind and would like to go back to receiving paper copies you can de-register at any time.

## **8. Can I register now?**

Yes, if you know your Assessment number and other details, you can register up until 30<sup>th</sup> June.

## **9. How do I register?**

It's easy, go to our Registration page <https://erateswa.com/augusta/>

## **10. I have multiple properties, how does this work?**

Each property has a unique Assessment number. To register multiple properties each Assessment number will need to be registered individually. If you own more than one property as a joint owner and you would like a different owner to get the other properties rate notices you can register a different email address for the individual assessments.

**11. Do I have to register every year?**

Only a one off registration is required.

**12. How do I change the registered email address?**

Simply re-register again and the most current registration details will be used.

**13. If the email address entered is rejected will the Shire post a copy of the Rates Notice?**

Yes, if we receive a non-delivery notification, a copy of the rate notice will be posted. You can re-register again at any time.

**14. Will this change the way I can make a payment?**

Payment methods will stay the same and can be made by BPay, BPoint, internet <https://www.amrshire.wa.gov.au/services/rating-information/payments-and-payment-options>, cheque via mail, over the counter (cash, cheque or eftpos) or by phone 1300 276 468 (debit and credit cards).

**15. How do I de-register?**

When the eRates notice is transmitted it will contain an unsubscribe link at the bottom. When you unsubscribe, the Shire will update your records accordingly and you will revert back to being issued with a paper copy.

If you are having difficulty with unsubscribing please contact the Shire’s Revenue on 9780 5234 or email us at [revenue@amrshire.wa.gov.au](mailto:revenue@amrshire.wa.gov.au).

**16. What happens when I sell my property?**

The Shire’s Revenue Team upon notification of sale of the property will de-register your email details.

**17. What happens if I subdivide or amalgamate?**

The Shire’s Revenue Team after processing the subdivision or amalgamation and creating any new Assessment Numbers will write to you and let you know what you need to do.

For new Assessment Numbers created, owners will be required to complete a new eRates registration.

**18. I would like to know more, who can help me?**

You can contact a Revenue Officer from the Shire’s Revenue Team on 9780 5234 or email us at [revenue@amrshire.wa.gov.au](mailto:revenue@amrshire.wa.gov.au).

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