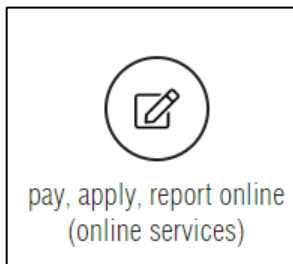
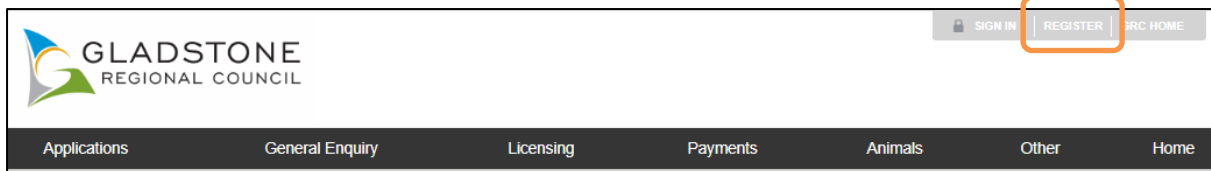


Lodgement of Rate Search Certificate (Standard and Urgent) and Special Water Meter Reading Certificate (Standard and Urgent)



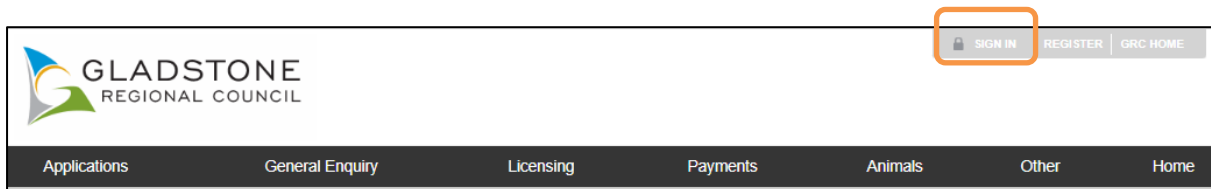
Step 1. From Council's website, locate pay, apply report online (online services) and click on this link.

Become a [registered user](#) with Council.

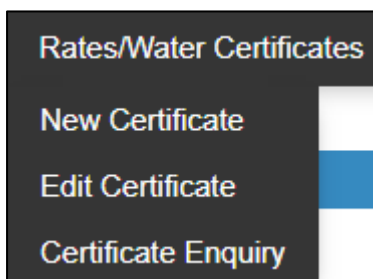
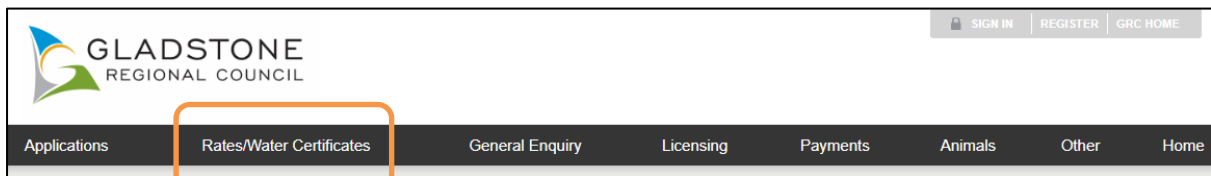


Once this registration is approved, lodgement of search requests can be made and enquired on.

Step 2. Sign in as a registered user.



By hovering over the Rates/Water Certificates wording in the top **black** bar select New Certificate (or edit/enquire as required)



Lodgement of Rate Search Certificate (Standard and Urgent) and Special Water Meter Reading Certificate (Standard and Urgent)

Drop the blue down arrow to choose certificate as required.


Select Certificate Types

Below is a list of the Certificate request types that you can lodge online. Please select the required certificate type/s and click the Next button to continue. The Cost displayed for each certificate type applies to each property requested.

Rates/Water Certificates

Next

Step 3. Select the Certificate Type by drop down and placing a tick in the required certificate.

 [SIGN IN](#) [REGISTER](#) [GRC HOME](#)

[Applications](#) [Rates/Water Certificates](#) [General Enquiry](#) [Licensing](#) [Payments](#) [Animals](#) [Other](#) [Home](#)

Select Certificate Types

Below is a list of the Certificate request types that you can lodge online. Please select the required certificate type/s and click the Next button to continue. The Cost displayed for each certificate type applies to each property requested.

Rates/Water Certificates

Next

[Applications](#) [Rates/Water Certificates](#) [General Enquiry](#) [Licensing](#) [Payments](#) [Animals](#) [Other](#) [Registration](#) [Home](#)

Select Certificate Types

Below is a list of the Certificate request types that you can lodge online. Please select the required certificate type/s and click the Next button to continue. The Cost displayed for each certificate type applies to each property requested.

Rates/Water Certificates

Certificate Types	Cost	Instructions
<input type="checkbox"/> Rates Search Certificate	\$156.00	Current property valuation and rates position (including arrears if applicable). Last billed water meter reading. Details provided within 5 working days.
<input type="checkbox"/> Urgent Rates Search Certificate	\$233.00	Current property valuation and rates position (including arrears if applicable). Last billed water meter reading. Details provided within 2 working days.
<input type="checkbox"/> Special Water Meter Reading Certificate	\$83.00	The water meter reading on a specified date. Application must be received at least 2 business days prior to date to be read. Details provided within 2 working days.
<input type="checkbox"/> Urgent Special Water Meter Reading Certificate	\$109.00	The water meter reading on a specified date. Details provided 1 working date after application or by arrangement.

Next

NOTE you can choose more than one type of search.

Press NEXT when you have finalised your choices.

Step 4. Read and agree to *Terms and Conditions of Council Providing Requested Search Information.*

Lodgement of Rate Search Certificate (Standard and Urgent) and Special Water Meter Reading Certificate (Standard and Urgent)

TERMS AND CONDITIONS OF COUNCIL PROVIDING REQUESTED SEARCH INFORMATION
The information provided on any search will be extracted from Council's records in response to this request. The Council records do not necessarily reflect the actual state of the property or matters relating to the property to the degree of compliance with relevant requirements. Persons making decisions with financial or legal implications will not be able to rely upon the information supplied for the purposes of determining whether any particular facts or circumstances exist, and Council expressly disclaims any invitation to place such reliance on the information. Persons must obtain their own advice on these matters. The Council (and its officers and agents) contract to supply information only on this basis.

RATES AND URGENT RATES SEARCHES


- Search results are valid for 30 days from the date of issue.
- Search requests must be received by 4.00pm to be entered on that day.
- Please allow for public holidays when ordering searches.
- Processing times;
 - o Rate Search (5 Working Days),
 - o Urgent Rate Search (2 Working Days)

SPECIAL WATER METER READINGS AND URGENT SPECIAL WATER METERS READINGS

- Refunds are not provided where there is no water connected to the requested property. Please contact Council on (07) 4970 0700 to ensure that there is a connection.
- Search results are valid for 30 days from the date of issue.
- Search requests must be received by 4.00 pm to be entered on that day.
- Please allow for public holidays when ordering searches.
- Processing times
 - o Readings are performed on a Tuesday or Thursday ONLY
 - o Special Water Meter Reading (application to be received at least 2 business days prior to the date to be read).
 - o Urgent Special Water Meter Reading (1 working day after application or by arrangement).

I agree to the above mentioned Terms and Conditions

NOTE that Terms and Conditions MUST be accepted (ticked) to continue further.

There are errors in the information entered: 

- You must 'Accept' the Agreement (by selecting the checkbox) to continue

TERMS AND CONDITIONS OF COUNCIL PROVIDING REQUESTED SEARCH INFORMATION
The information provided on any search will be extracted from Council's records in response to this request. The Council records do not necessarily reflect the actual state of the property or matters relating to the property to the degree of compliance with relevant requirements. Persons making decisions with financial or legal implications will not be able to rely upon the information supplied for the purposes of determining whether any particular facts or circumstances exist, and Council expressly disclaims any invitation to place such reliance on the information. Persons must obtain their own advice on these matters. The Council (and its officers and agents) contract to supply information only on this basis.

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- Please allow for public holidays when ordering searches.
- Processing times
 - o Readings are performed on a Tuesday or Thursday ONLY
 - o Special Water Meter Reading (application to be received at least 2 business days prior to the date to be read).
 - o Urgent Special Water Meter Reading (1 working day after application or by arrangement).

I agree to the above mentioned Terms and Conditions *

Press NEXT when you have agreed to the Terms and Conditions.

Step 5. Search for property by *Lot on Plan or Street Address*.

*By Address...*ensure the Address Search tab is selected.

Lodgement of Rate Search Certificate (Standard and Urgent) and Special Water Meter Reading Certificate (Standard and Urgent)

Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

Address Search Parcel Search

Search for locations using Address details:

Property or Lot on Plan Search

Advanced Search

Street Number

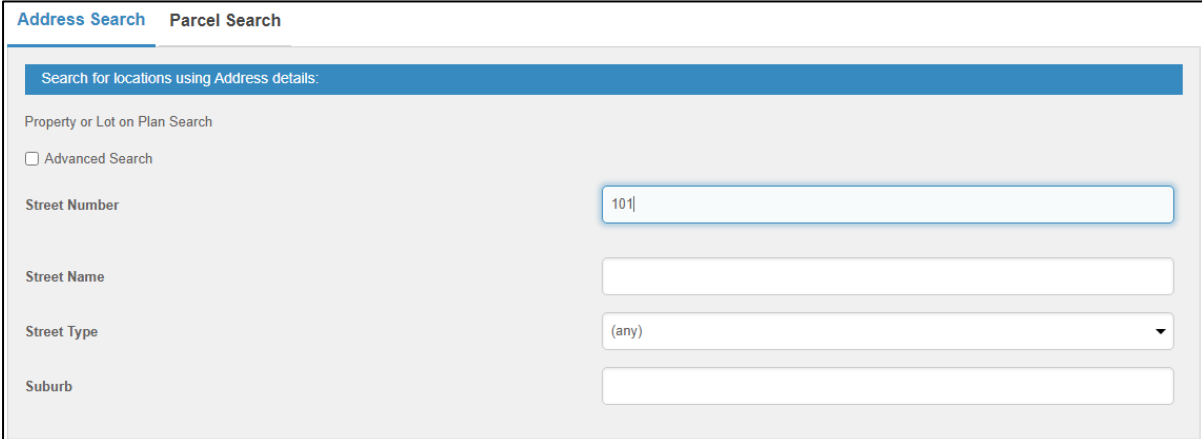
Street Name

Street Type

Suburb

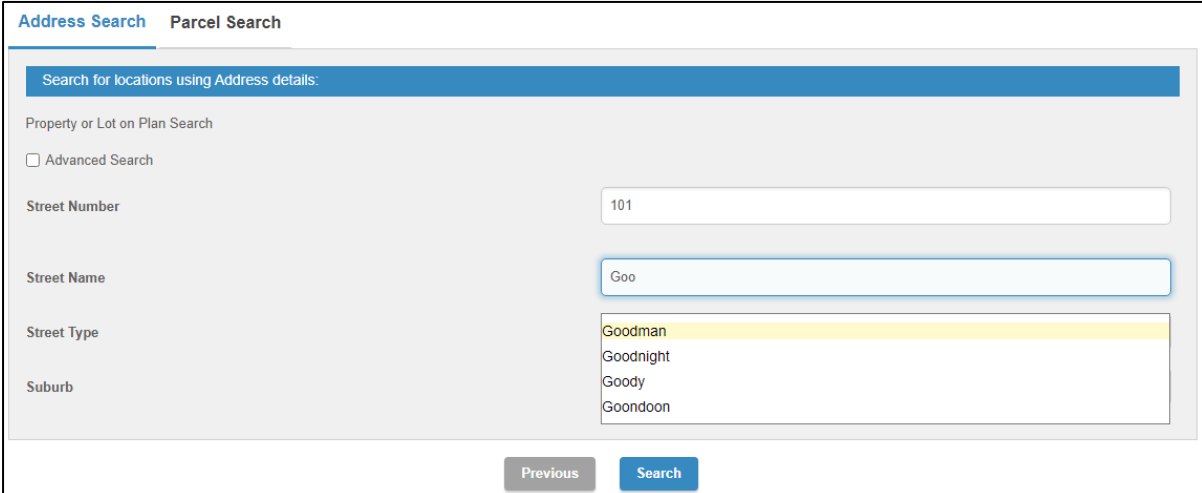
Lodgement of Rate Search Certificate (Standard and Urgent) and Special Water Meter Reading Certificate (Standard and Urgent)

Enter the *Street Number*.



The screenshot shows a web interface for address search. At the top, there are two tabs: "Address Search" (selected) and "Parcel Search". Below the tabs is a blue header bar with the text "Search for locations using Address details:". Underneath, there is a section titled "Property or Lot on Plan Search" with an unchecked checkbox for "Advanced Search". The form contains several input fields: "Street Number" (containing "101"), "Street Name" (empty), "Street Type" (a dropdown menu showing "(any)"), and "Suburb" (empty).

Enter the *Street Name*. NOTE that Street Name will prefill as details are typed. Select required street name.



This screenshot shows the same address search form as above, but with more progress. The "Street Number" field still contains "101". The "Street Name" field now contains "Goo". The "Street Type" dropdown menu is open, displaying a list of suggestions: "Goodman", "Goodnight", "Goody", and "Goondoon". The "Goodman" option is highlighted in yellow. At the bottom of the form, there are two buttons: "Previous" and "Search".

Enter the *Street Type*. NOTE that Street Type will prefill as details are typed. Select required street type.

Lodgement of Rate Search Certificate (Standard and Urgent) and Special Water Meter Reading Certificate (Standard and Urgent)

Address Search Parcel Search

Search for locations using Address details:

Property or Lot on Plan Search

Advanced Search

Street Number: 101

Street Name: Goondoon

Street Type: Street

Suburb:

Previous

L
Lane
Lawn
Location
Loop
M
Monumental
N
O
P
Parade
Place
Q
R
Rise
Road
Road Off
S
Section
Street

By entering details requested and proceeding you are agreeing to [CONTACT COUNCIL](#) | [TERMS AND CONDITIONS](#) |

Enter the *Suburb*. NOTE that Suburb will prefill as details are typed. Select require suburb.

Address Search Parcel Search

Search for locations using Address details:

Property or Lot on Plan Search

Advanced Search

Street Number: 101

Street Name: Goondoon

Street Type: Street

Suburb: gl

Previous

GLADSTONE
GINDORAN
GLADSTONE
GLADSTONE CEMETERY
GLADSTONE CENTRAL
GLADSTONE HARBOUR
GLASSFORD
GLEN EDEN

Press the Search button to commence search of properties by Address.

Lodgement of Rate Search Certificate (Standard and Urgent) and Special Water Meter Reading Certificate (Standard and Urgent)

Address Search Parcel Search

Search for locations using Address details:

Property or Lot on Plan Search

Advanced Search

Street Number

Street Name

Street Type

Suburb

Number of Properties found will list.

Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

Number of Properties Found: 1

The checkboxes below allow the selection of properties and/or parcels which will be displayed against their Certificate Types on the next screen.

		Address	Parcel Description
<input type="checkbox"/>	<input type="checkbox"/>	101 Goondoon Street, GLADSTONE QLD 4680	Lot 2 SP 228431

Tick Property Found if Parcel Description correlates. If correct, Add More or Next

If incorrect, go back a page in the browser to commence another search.

Number of Properties Found: 1

The checkboxes below allow the selection of properties and/or parcels which will be displayed against their Certificate Types on the next screen.

		Address	Parcel Description
<input type="checkbox"/>	<input checked="" type="checkbox"/>	101 Goondoon Street, GLADSTONE QLD 4680	Lot 2 SP 228431

Lodgement of Rate Search Certificate (Standard and Urgent) and Special Water Meter Reading Certificate (Standard and Urgent)

By *Parcel*...ensure the Parcel Search tab is selected.

Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

Address Search **Parcel Search**

Search for locations using Parcel details:

Property or Lot on Plan Search

Parcel Type (any)

Lot on Plan

Plan Type (any)

Plan Number

Section

Previous Search

Enter the *Parcel Type*. NOTE that Parcel Type will prefill as details are typed. Select required parcel type.

Address Search **Parcel Search**

Search for locations using Parcel details:

Property or Lot on Plan Search

Parcel Type

Lot on Plan

Plan Type

Plan Number

Section

Previous

- (any)
- Balance
- Easement
- Lease
- Lot**
- Part (a) Lot
- Part (ac) Lot
- Part (ad) Lot
- Part (af) Lot
- Part (ag) Lot
- Part (ah) Lot
- Part (ai) Lot
- Part (aj) Lot
- Part (az) Lot
- Part (b) Lot
- Part (bz) Lot
- Part (c) Lot
- Part (cz) Lot
- Part (d) Lot
- Part (dz) Lot

Lodgement of Rate Search Certificate (Standard and Urgent) and Special Water Meter Reading Certificate (Standard and Urgent)

Enter the *Lot on Plan*.

Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

Address Search **Parcel Search**

Search for locations using Parcel details:

Property or Lot on Plan Search

Parcel Type

Lot on Plan

Plan Type

Plan Number

Section

Enter the *Plan Type*. NOTE that Plan Type will prefill as details are typed. Select required parcel type.

Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

There are no records to display.

Address Search **Parcel Search**

Search for locations using Parcel details:

Property or Lot on Plan Search

Parcel Type

Lot on Plan

Plan Type

Plan Number

Section

Press the Search button to commence search of properties by Parcel.

Lodgement of Rate Search Certificate (Standard and Urgent) and Special Water Meter Reading Certificate (Standard and Urgent)

Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

There are no records to display.

[Address Search](#) [Parcel Search](#)

Search for locations using Parcel details:

Property or Lot on Plan Search

Parcel Type

Lot on Plan

Plan Type

Plan Number

Section

Number of Properties found will list.

Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

Number of Properties Found: 1

The checkboxes below allow the selection of properties and/or parcels which will be displayed against their Certificate Types on the next screen.

	Parcel Description		Address
	Lot 2 SP 228431	<input type="checkbox"/>	101 Goondoon Street, GLADSTONE QLD 4680

Tick Property Found if Parcel Description correlates. If correct, Add More or Next

If incorrect, go back a page in the browser to commence another search.

Number of Properties Found: 1

The checkboxes below allow the selection of properties and/or parcels which will be displayed against their Certificate Types on the next screen.

	Parcel Description		Address
	Lot 2 SP 228431	<input checked="" type="checkbox"/>	101 Goondoon Street, GLADSTONE QLD 4680

Lodgement of Rate Search Certificate (Standard and Urgent) and Special Water Meter Reading Certificate (Standard and Urgent)

Step 6. Enter further Certificate details as required.

Override Postal Address – enter mailing address should this be different to your online services registration.

Reference List – should there be multiple applications, multiple addresses etc please note relevant reference numbers for the different lots.

Date of Settlement – date of property transfer settlement.

Is this a Potential Investor – indicating if sale will be the new owners Principal Place of Residence.

Date Meter to be read (Special Water Meter Reading Certificates only) – date meter is required to be read.

Select Next to continue.

Enter Certificate Details

Select Certificate Types for each location and enter other details as prompted. The checkboxes below each Certificate Type indicate the level at which the Certificate will be processed. This is dependant on whether Certificates can be requested at property or parcel levels. Use the checkboxes to deselect a Certificate if it is not required at that level.

Address/Parcel	Legal Description	Rates Search Certificate
101 Goondoon Street, GLADSTONE QLD 4680	Lot 2 SP 228431	<input checked="" type="checkbox"/>

indicates that the field is mandatory.

Override Postal Address	<input type="text"/>
Reference List	<input type="text"/>
Date of Settlement	<input type="text"/>
Is this a Potential Investor	<input type="text" value="No"/>
Date Meter to be read (Special Water Meter Reading Certificates ONLY)	<input type="text"/>

Enter the details as required.

Select Next to continue.

Lodgement of Rate Search Certificate (Standard and Urgent) and Special Water Meter Reading Certificate (Standard and Urgent)

Step 7. Enter Certificate details as required

Reference * - certificate reference (mandatory field)

Name – details prepopulated as per online registration

Postal Address – details prepopulated as per online registration

E-Mail Address – details prepopulated as per online registration

Delivery Method – email only

Payment Method – credit card only

Select Next to continue.

Confirm Your Certificate Request

Below are some of the details of your Certificate request. Click the Next button to continue once you are sure that all of the request details have been completed correctly.

Certificate Type	Properties/Parcels	Legal Description	Cost(\$)
Rates Search Certificate	101 Goonoon Street, GLADSTONE QLD 4680	Lot 2 SP 228431	\$156.00
Total Cost			\$156.00

Reference *

Name

Postal Address

E-Mail Address

Delivery Method

Payment Method

Step 8. Payment portal is opened – BPOINT (secured by Commonwealth Bank)

Select your payment option: MasterCard, Visa, AMEX, UnionPay

Lodgement of Rate Search Certificate (Standard and Urgent) and Special Water Meter Reading Certificate (Standard and Urgent)

The screenshot shows the BPOINT payment interface. At the top left is the BPOINT logo with the tagline 'Receivables Solution'. At the top right, it says 'Supported by the CommonwealthBank'. The main heading is 'Make a BPOINT Payment'. Below this, there are three input fields: 'Biller Code' with the value '1346170 (GLADSTONE REGIONAL COUNCIL - Online Payment)', 'Transaction ID' with the value 'CR-450', and 'Amount (AUD)' with the value '156.00'. Below the amount field is a question mark icon. Underneath, it says 'Select your payment option:' followed by logos for MasterCard, VISA, AMEX, and UnionPay. At the bottom of the page, there is a security notice: 'Secured by CommonwealthBank © Commonwealth Bank of Australia 2009-2022 ABN 48 123 123 124'.

Enter the card details as required.

Confirm "I'm not a robot" security check.


The screenshot shows the BPOINT payment interface at the 'Online Payment' stage. It displays a summary of the entered details: 'Biller Code: 1346170 (GLADSTONE REGIONAL COUNCIL - Online Payment)', 'Transaction ID: CR-450', and 'Payment Amount: AUD 156.00'. Below this, it prompts the user to 'Please enter your card details to proceed'. There are three input fields: 'Card Number' with a MasterCard logo, 'Expiry Date' with 'MM' and 'YY' dropdown menus, and 'CVN' with a question mark icon. At the bottom, there is a reCAPTCHA security check with the text 'I'm not a robot' and a 'reCAPTCHA Privacy - Terms' link. Below the security check are two buttons: '<< Back' and 'Proceed >>'. At the bottom of the page, there is a security notice: 'Secured by CommonwealthBank © Commonwealth Bank of Australia 2009-2022 ABN 48 123 123 124'.

Proceed with payment

Lodgement of Rate Search Certificate (Standard and Urgent) and Special Water Meter Reading Certificate (Standard and Urgent)

Acknowledgment of Certificate Submission.

Certificate Submission

 Your Certificate request has been submitted and will be processed shortly. You will receive an email verifying the details you have just submitted. As the request is processed you will receive further emails notifying you of its status. Please note your Request id (shown below) for any enquiries regarding this request.

Transaction Reference	CR-1526
Payment Date/Time	31/03/2022 12:51:52 PM
Receipt Number	DEMO-1251201

[Click to Print This Page](#)

Applicant will receive 2 emails.

1. Certificate Request Lodgement Confirmation
2. Receipt for Property Certificate (PDF receipt attached)

Online lodgement complete.