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## APPLICATION FOR EMAIL SERVICE OF NOTICES – RATES

I/We \_\_\_\_\_  
Surname or Company Business Name Given Name/ACN Number

Address: \_\_\_\_\_

Authorise Lithgow City Council, until further notice in writing, to serve by email, rate notices and instalment notices for the property indicated below. I acknowledge that emailed notices will not be served by post.

Property Number: \_\_\_\_\_

Property Address: \_\_\_\_\_

### Cessation of Email Service by Ratepayer:

Request for cessation of service of notices by email will be accepted by Council in writing by email, fax, post or personal delivery to Council's offices.

### Cessation of Email Service by Council:

Council will terminate the service of notices by email on the first occurrence of delivery rejection to the email address as advised by the owner. NB: Should delivery rejection result from Council's error, email service will recommence immediately to corrected email address.

Council will 'test' the email address advised upon receipt of this application and will contact the applicant by post in regard to any rejection. Should Council be unable to contact the applicant, this application will be terminated without further notice.

### Email Service of Notices Authorisation

I/We request this arrangement remain in force until written request for termination is lodged. I/We will advise Council immediately in writing of any change to the email address.

Customer/s Name: \_\_\_\_\_

Customer/s Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Contact Telephone - Private: \_\_\_\_\_ Mobile \_\_\_\_\_

Business: \_\_\_\_\_ Email: \_\_\_\_\_

#### PRIVACY & PERSONAL INFORMATION PROTECTION NOTICE

By completion of this form you may be providing Council with personal information. Council will collect the information only for a lawful purpose directly related to the function of Council. Information provided to Council may be used in conjunction with any of Council's business operations. We will take reasonable care not to disclose personal information. Exempt documents may come under the Government Information (Public Access) Act 2009.

<b>Maintained by Department:</b>	Finance	<b>Approved by:</b>	Council	<b>Exhibition Date:</b>	
<b>Reference:</b>	Policy Register	<b>Council Policy No:</b>	8.9	<b>Effective Date:</b>	01 Sept 2011
<b>Min No:</b>	Council meeting minute number	<b>Version No:</b>	Version 1	<b>Review Date:</b>	1 <sup>st</sup> Quarter each year

# **ELECTRONIC SERVICE OF RATE AND INSTALMENT NOTICES POLICY**

## **OBJECTIVE:**

The objective of the Electronic Service of Rate and Instalment Notices Policy is to provide guidelines in regard to the election by ratepayers to receive rate and instalment notices electronically.

### **1. POLICY PURPOSE:**

This policy covers guidelines and responsibilities regarding appropriate actions in relation to the electronic service of rate and instalment notices.

The objective of this Policy is to:

- a) Define processes for ratepayers to opt in to the electronic service of rate and instalment notices;
- b) Define processes for ratepayers to opt out of the electronic service of rate and instalment notices;
- c) Define processes for Council to terminate electronic service of rate and instalment notices to a ratepayer.

### **2. COMMUNITY AWARENESS:**

Advice of the availability of the electronic service of rate and instalment notices will be notified by public advertisement in local media.

### **3. BACKGROUND:**

Section 710 (2) of the Local Government Act 1993 (NSW) provides that notices required under the Act may be served:

*“(d1) by transmitting the notice by electronic mail to an email address specified by the person (on correspondence or otherwise) as an address to which electronic mail to that person may be transmitted”*

### **4. POLICY:**

Council will accept applications for the email service of rate and instalment notices on the approved form from the owner of freehold land or the lessee of Crown land.

On receipt of an application for the email service of rate and instalment notices, Council will initially send a test email to the address provided. Should the test email fail, Council will contact the applicant by post to request an alternate email address.

Following confirmation of the validity of the email address, the address will be recorded on the property and all future rate and instalment notices issued will be served electronically until cancellation of the service is requested by the applicant.

A changeover period of 30 days will be applicable to all applications, including requests for changes to email address and requests for termination of the service.

Request for termination of the service will be accepted in writing by email, fax, post or personal delivery. Rate and instalment notices will then revert to service by post.

Council will terminate the email service of rate and instalment notices on the first occurrence of delivery rejection to the email address as advised by the applicant. Rate and instalment notices will then revert to service by post. Council will advise the applicant of the email delivery rejection in writing.

Should delivery rejection occur as a result of the incorrect recording of the email address in Council's records, the service will recommence immediately to the corrected email address.