

COVID-19 Financial Relief

How the COVID-19 Financial Relief is Calculated

Shoalhaven City Council has adopted a whole of Council approach in providing \$300 of financial relief, delivered as reductions in 2020/21 charges for:

- Rates
- Domestic waste services
- Water
- Sewer

Ratepayers who opt-in to the Financial Relief will see reductions in their charges when they receive their Rates Notices and Water Accounts. Noting that some of our customers are eligible for a pensioner concession on some of these charges, how your Financial Relief is calculated is determined by:

- Which services you have access to and;
- The value of your annual fixed charges (this includes any pensioner concession).

I am not a water customer, how will my Financial Relief work?

If you are not a water or sewer customer, you will see Financial Relief amounts for rates and/or domestic waste services on your Annual Rates and Charges Notice (Rates are raised once a year).

I am a water or sewer customer, how will my Financial Relief work?

Your Water Accounts and Rates Notices are issued separately, if you are a water or sewer customer, you will see credits applied across both your Rates Notice and Water Accounts.

- You will see Financial Relief amounts for rates and/or domestic waste services on your Annual Rates and Charges Notice (Rates are raised once a year).

AND

- You will see your Financial Relief applied across the 4 Water Accounts sent throughout the year (water accounts are generated each quarter).

Important things to remember: Regardless of what services you access, if you opt-in to the Financial Relief, your property will receive a total of \$300 of assistance for the 2020/21 year, i.e. Rates and Charges from 01 July 2020 to 30 June 2021.