

Administration Building: 180 Mort Street Lithgow
Postal Address: PO Box 19 Lithgow NSW 2790
PO Box 19 Lithgow NSW 2790
Phone: (02) 6354 9999
Fax: (02) 6351 4259
Email: council@lithgow.nsw.gov.au
Web: www.lithgow.nsw.gov.au
ABN: 59 986 092 492



Request for Refund Rates & Water Accounts

Owner/Company Details

Name _____
Postal Address _____

Email Address (required) _____
Phone Number (required) _____

Property Details

Property Number _____ Rates: Water:
Property Address _____

Refund Amount

Amount (\$) _____

Bank Account Details

**For initial setup you will receive an email from EFT Sure.
If you do not respond to this email verifying your details the refund will NOT
be processed.**

Why is refund required?

For example: paid account twice or account in credit due to direct debit
A refund of a BPAY payment should be arranged by contacting your Financial Institution.

Proof of Payment

***Proof of payment is an audit requirement and must be submitted with this form unless a direct debit is in place.
Proof may include a bank statement or receipt. Transfers may not be processed unless proof of payment is supplied.***

Signature & Date

Signature _____
Date _____

Privacy & personal information declaration

This form is for the assessment of eligibility for the refund of funds due to overpayment of Rates or Water. The intended recipients of this form are relevant Council staff of Lithgow City Council. The supply of this information is voluntary, however a completed application is required in order to process the requested refund.

Terms and Conditions

PROOF OF PAYMENT

Council requires evidence of payment if there has been a payment error. Evidence could include a receipt, a remittance advice or a bank statement. This is an auditing requirement to ensure funds are being transferred and allocated correctly within Council.

ENSURE THERE IS AN AVAILABLE CREDIT

Council cannot issue a refund unless there are sufficient funds available on the Rates/Water account or in the event that there has been an incorrect payment allocation on Council's behalf.

SETTLEMENT OVERPAYMENT

It is the responsibility of the owner and the third party in the event of settlement or managing agent overpayment, to ensure that there is not a double payment on an account. It is at Council's discretion to refund monies due to payee errors.

CORRECT INFORMATION

It is the applicant's responsibility to ensure all information provided on this form is correct and the bank account details are accurate and that the account can accept the refund payment.

DISPUTED PAYMENTS

If the applicant is in the process of disputing this payment with their Bank or Financial Institution **DO NOT COMPLETE THIS FORM**. Lithgow Council cannot take action while the payment is under dispute. The applicant must refer the matter to their Bank or Financial Institution.

LODGEMENT

Minimum processing period for refunds is 7 -10 working days from submission as payment runs are processed on a weekly basis. You may lodge your application over the counter or by:

MAIL

PO BOX 19, LITHGOW NSW 2790

EMAIL

council@lithgow.nsw.gov.au