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Councils didn't decide to split rate accounts and water bills. The change was imposed on them by the State Government's restructure of the South East Queensland water industry. The restructure requires the setting up of three separate local-government owned water businesses.

The first of these, Queensland Urban Utilities, is seeking to operate as efficiently as possible under the new model.

A paperless bill option (via BPAY View) will be introduced for customers who prefer to receive electronic accounts, thereby reducing postal charges and administration costs.

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