

# Request to amend or cancel an additional kerbside waste service



City of  
Newcastle

You can use this form to modify or cease additional kerbside waste services previously requested for a property, such as larger (upsized) bins, additional bins, or more frequent waste collection services.

Please note: All cancelled additional/upsized bins must be presented for removal from the property.

## Applicant details

Given name(s)

Surname

Business name (if applicable)

ABN (if applicable)

Telephone no. (business hrs)

Mobile phone no.

Email address

I am the:

- Property owner     Tenant  
 Managing/Authorising agent

## Property details

Property address (where bins are currently located)

	Postcode	

Account number (from Rates & Charges notice)

## Waste account details

Application ID number

Account holder/payer

Service/s to be amended or cancelled (either write the Charge Description shown on your invoice, or include details such as bin type/size/lid colour, collection frequency etc.)

Reason for service amendment/cancellation

## REFUND DETAILS

### Has your 2023/24 waste account been paid?

- Yes. Please complete the banking details below.
- No. Please proceed to *Declaration and Signature*.

**Please note:** Refunds will only be made to the **original payee**. Proof of payment, such as an invoice receipt or a copy/screenshot of the payment in a bank account statement, must be supplied with your application form.

### Payee bank account details

Financial institution

Account name

BSB number

Account number

### Payee credit card details

**Only for payments originally paid by BPOINT.** If we are unable to refund to the credit card provided below, payment will be made to the bank account provided (left).

First six digits and last three digits of the credit card number

 - 

Expiry date

## DECLARATION AND SIGNATURE

I acknowledge and agree to abide by the following terms and conditions:

- Any cancellations or amendments to waste accounts **must** be made in writing by completing this form and returning to [wasteaccounts@ncc.nsw.gov.au](mailto:wasteaccounts@ncc.nsw.gov.au)
- Fees apply to all account cancellations and amendments in accordance with City of Newcastle's adopted fees and charges applicable at the time of the request (please see [newcastle.nsw.gov.au/fees](http://newcastle.nsw.gov.au/fees)). The 2023/24 fees are:
  - **Cancellation:** Additional service cancelled/bin(s)removed; no waste account retained at property: **\$78.75**.
  - **Change of service:** Amendment to additional service; waste account retained at property: **\$33.60**.
- For accounts cancelled/amended part way through the financial year, a pro-rata refund will be provided for the balance of services not received, less the cancellation/amendment fee. If the cancellation/amendment fee is greater than the balance of services not received, an invoice and statement will be issued advising the final amount payable.

I request to be refunded for any fees I am entitled to in relation to the application details provided on this form. I acknowledge that in making this request it may not be approved. Please make the payment into my nominated bank account the details of which have been provided above.

Name

Signature

Date

## PRIVACY DISCLAIMER

We are committed to protecting your privacy. We take reasonable steps to comply with relevant legislation and our Privacy Management Plan.

**Purpose:** We will use the information to process your request. **Intended recipients:** Authorised City of Newcastle Officers and its contractors or agents. **Supply:** Voluntary. **Consequence of non-provision:** We may not be able to process your request. **Storage and security:** Information will be stored in accordance with City of Newcastle's Record Management Policy. **Access:** Contact us by phone on (02) 4974 2000 or attend the City Administration Centre.

## TO SUBMIT YOUR APPLICATION

Please return your completed and signed form to [wasteaccounts@ncc.nsw.gov.au](mailto:wasteaccounts@ncc.nsw.gov.au) or mail it to **Waste Services, City of Newcastle, PO Box 489 Newcastle NSW 2300**. You can also hand in your form at our City Administration Centre, located at 12 Stewart Avenue, Newcastle West, 8.30am–5pm Monday–Friday (excl. public holidays).