

A GUIDE TO YOUR COUNCIL TAX EBILL

If you have received a Council Tax bill and you wish to understand how your bill has been worked out, use the guide below. Please check all the details are correct, if not please tell us immediately if anything is wrong or missing.



IF YOUR CIRCUMSTANCES CHANGE, YOU MUST TELL US WITHIN 21 DAYS. IF YOU DO NOT, YOU MAY RECEIVE A FINE.

- 1 **Name and Address** – This is the person/s responsible for paying the bill and their contact address
- 2 **Date of Issue** – This is the date your Council Tax bill was issued
- 3 **Account Reference** – This is your Council Tax Account Reference number (please quote this number when you contact us)
- 4 **Online Key** – This is the online key for your MyAccount and bill
- 5 **Property to which this bill relates** – This is the address that we are billing you for
- 6 **Instalments to be paid** – This shows the amount to pay and when it is due by
- 7 **Charges** – This is the total Council Tax charge for your property. The relevant amounts are then allocated to each organisation for your bill. Ipswich Borough Council collects Council tax on behalf of itself, Suffolk County Council and the Police & Crime Commissioner. Change % shows how the charge set by each organisation this year compares to what they charged last year. The overall % change shows the effect this has had on the amount of Council Tax to be charged for your band compared to last year
- 8 **Method of payment** - If you have elected to pay by direct debit this will be stated. For cash payers “see payments options overleaf” will be displayed
- 9 **Statement of Account** – This shows your band, the period of charge, the full Council Tax charge for that period, together with any Council Tax reduction, discounts or exemptions applied to your account
- 10 **Reason for Bill**
- 11 **Amount due** – A Council Tax bill is sent to you each year in March and a revised bill is sent if there are any changes to your account during the year. This will tell you why the bill has been sent. Amount due – this is the total amount you will have to pay for the period of charge shown
- 12 **Notices** – This field will display any relevant notices for you. For example if you have nothing to pay on the bill you will see “This notice is for your information. No payment is necessary”

An example of an Ipswich Borough Council Tax online eBill 2024-25

12th March 2024

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Ipswich Borough Council
Ipswich Borough Council, Grafton House 15-17,
Russell Road, IPSWICH, Suffolk, IP1 2DE



Council Tax Bill 2024-25

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Full Name
Address
Address
Postcode

Account Number:
31111111

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10 Reason For Bill: Annual 7

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Address	HOW THE TAX IS ARRIVED AT FOR BAND C		Change
Address	Suffolk County Council	£###.##	##%
Address	Ipswich Borough Council	£###.##	##%
Postcode	Suffolk C C Adult Social Care*	£###.##	##%
	Police & Crime Commissioner	£###.##	##%

Admin Unit	SE		Change
Band	C		
Property Reference	Annual Charge for the year	£ #####.##	##%

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Charge For Period Band C	01-Apr-2024 31-Mar-2025	£ #####.##
	Total Outstanding	£ #####.##
6	First instalment due on 01/04/2024	
	9 Other instalments due on 01/05/2024 to 01/01/2025	1 x £###.## 9 x £###.##
	Instalments to be paid by: Up to 10 Direct Debits Monthly	
12		8
		4
		11
		Key: AAAAAAAAAA

Additional information

If the total outstanding is a negative amount (e.g. £-300) you can claim a refund www.ipswich.gov.uk/ctonlineforms

For further information on Council Tax and all explanatory notes www.ipswich.gov.uk/ctbill

Call us on 01473 432000

*The Council Tax attributable to Suffolk County Council includes a precept to fund adult social care