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# PEPA TĀPAETANGA MŌ TE UTUNGA INE WAI

# **WATER METER CHARGING SUBMISSION FORM**

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Masterton District Council is reviewing its approach to charging for its urban water supply service. This submission form allows you to give feedback on the proposed approach. The estimated time to complete is between 3-5 minutes.

Please provide your feedback by 4pm Friday 13 December 2024. For more information please refer to the Consultation Document, draft policies and supporting information available on the Council website.

You can make a submission in a number of ways:



Complete our online submission form at: [mstn.govt.nz](https://mstn.govt.nz)



Download a fillable pdf submission form or write your feedback in an email, and send to: [submissions@mstn.govt.nz](mailto:submissions@mstn.govt.nz)



Phone us on 06 370 6300 between 9am and 4pm Monday to Friday (excluding public holidays) and tell us what you think.



Pick up a submission form from the Masterton District Library or Customer Service Centre at 161 Queen Street. You can also print out our printer-friendly form from the website. Post it to Masterton District Council, PO Box 444, Masterton 5840, or drop it off to our Customer Service Centre.

**Consultation closes 4pm Friday 13 December 2024.**

## **Privacy statement**

### **What we do with your personal information**

All submissions will be made available to the public via the Masterton District Council website. Your name, organisation (if applicable) and feedback will be included in public documents. All other personal details provided will remain private. If you have extenuating circumstances, please contact us prior to the submission closure date to request that your name be withheld.

The Privacy Act 2020 applies when we collect personal details. Any details that are collected will only be used for the purposes stated. You have the right to access and correct any personal information we hold.

Further information is available in the Masterton District Council Submission Policy on the Council website: [www.mstn.govt.nz](https://www.mstn.govt.nz)

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**f @MastertonDC**



## Your details

Full name (required)

Organisation (if submitting on behalf of an organisation)

Postal address

Phone

Email

## Hearing

The Council will hold a hearing on 18 December for those wanting to present their views in person. This means that you get approximately 5-10 minutes to present your feedback to elected members in person or via MS Teams online.

### Would you like to present your views at the hearing?

If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

These questions help us understand which parts of the community are providing feedback. Your responses will not be made public with your submission. Only collated data will be reported to the Council.

### What is your age range?

Under 20

20-29

30-39

40-49

50-59

60-69

70+

### What is your ethnicity? (you may tick multiple boxes)

Māori

NZ European

Pacific Peoples

Asian

Other

### What is your gender?

Male

Female

Another Gender (please state)

### Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Yes

No

Prefer not to answer

# Your thoughts

## Which is your preferred option for our future charging approach?

- Option 1** – Adopt the proposed charging approach (50 per cent targeted service charge/50 per cent volume charge by the end of the three-year transition period).  
This is the Council's preferred option.
- Option 2** – Adopt an alternative charging approach (please describe below).
- Option 3** – Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

## Is there anything you would like to tell us in support of your preferred option?

## Your thoughts on our proposed Rates Remission Policy

### Proposed Change 1: Water remission for households with financial hardship and high water use

Do you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

Yes                      No                      Not sure

### Proposed Change 2: Temporary financial assistance for repairing water leaks

Do you support the Council's proposal to offer temporary financial assistance of up to \$300 for households experiencing financial hardship who have incurred one-off expenditure to repair a water leak?

Yes                      No                      Not sure

## Defining Financial Hardship

There are different ways that the Council can define financial hardship. It could be linked to the applicant being eligible for another scheme, such as being eligible for a Community Services Card, receiving a Working for Families Tax Credit, or having an income below the New Zealand Superannuation rate. The Council could also assess financial hardship on a case-by-case basis, with appropriate evidence to support the claim.

Do you have any thoughts on how the Council defines financial hardship in the Rates Remission Policy?

## Proposed Change 3: Water remission for excess charges due to a leak

Do you support the Council's proposal to offer a remission to ratepayers who have excess water consumption and incurred high water volume charges due to a water leak, provided it has been repaired within one calendar month and other criteria are met?

Yes

No

Not sure

**Is there anything you would like to tell us about the proposed Rates Remission Policy?**

**Is there anything else you would like to tell us as part of your feedback on the overall proposed charging approach?**